

(English version)

**Priority question for written answer P-002167/26
to the Commission
Rosa Serrano Sierra (S&D), Idoia Mendia (S&D)
(27 May 2026)**

Subject: Impact of subrogation, subcontracting and relocation on working conditions in the EU

The recent conflict surrounding subrogation in the customer services sector, in connection to WiZink bank and Zelenza CEX in Zaragoza ⁽¹⁾, has revealed the potential existence of abusive practices within the internal market.

This is not an isolated case but instead reflects an issue that has already been highlighted in the European Parliament, where it has been warned that the abusive use of subcontracting and relocation within the EU can dilute corporate responsibility, make it more difficult to apply labour regulations and create more precarious working conditions.

In light of the above:

1. Does the Commission intend to adopt specific measures to respond to cases of subrogation leading to job insecurity and possible infringements of workers' rights?
2. Is the Commission studying the impact of relocation and subcontracting within the EU on job quality, collective bargaining and working conditions?
3. Will the upcoming Quality Jobs Act ensure that European competitiveness effectively addresses the effects of relocation and subcontracting, promoting quality jobs, strengthened worker protection and greater corporate responsibility across the value chain?

Submitted: 27.5.2026

**Answer given by Executive Vice-President Mînzatu on behalf of the European Commission
(28 August 2026)**

All employers operating in the EU, irrespective of their business model, must comply with the requirements set out in EU and national labour laws. Member States have the primary responsibility for the transposition and implementation of the labour law *acquis*.

The Commission promotes corporate social responsibility in the EU. The EU has in place a legal framework to protect, for instance, workers when there is a transfer of an undertaking, business, or part of an undertaking or business to another employer ⁽¹⁾.

Under some circumstances, having regard to the activity in question, that protection can also cover subcontractor's workers when the activity is transferred to another subcontractor. Such assessment must be done having regard to all circumstances by the competent national authorities ⁽²⁾.

¹ https://www.eldiario.es/aragon/economia/121-trabajadores-wizink-zaragoza-riesgo-despido-comite-anuncia-demandas-judiciales_1_12924636.html; <https://www.heraldo.es/noticias/economia/2026/03/04/el-comite-de-zelenza-recaba-el-apoyo-del-gobierno-de-aragon-por-los-121-despidos-de-wizink-en-zaragoza-1899501.html>; <https://www.fesmcugt.org/sectores/oficinas-y-seguros/noticias/actualidad/ugt-advierte-zelenza-cex-demandara-adjudicataria-subroga>.

⁽¹⁾ See Council Directive 2001/23/EC of 12 March 2001 on the approximation of the laws of the Member States relating to the safeguarding of employees' rights in the event of transfers of undertakings, businesses or parts of undertakings or businesses, <http://data.europa.eu/eli/dir/2001/23/oj>.

⁽²⁾ The case-law of the Court of Justice of the EU does not set criteria that could be generally applied in such situations, leaving the final assessment to national courts (see, for example, cases C-232/2004 Güney-Görres, C-509/14 Aira Pascual, C-463/09 CLECE).