

The United States requests, pursuant to Article 31-A.4.2 of the United States-Mexico-Canada Agreement (USMCA), that Mexico conduct a review of whether a Denial of Rights is occurring at Atento Servicios, S.A. de C.V. (the company), in the city of Pachuca in the state of Hidalgo (the Facility). As defined in USMCA Article 31-A.2, a Denial of Rights occurs when workers are being denied the right of free association and collective bargaining under laws necessary to fulfill a Party's obligations under the USMCA.

The United States is concerned that workers at the Facility are being denied the right of free association and collective bargaining as a result of interference in workers' union activities. This request for review encompasses all actions taken by the company to intervene in organizing efforts by, or to prevent workers from organizing for, *Sindicato de Telefonistas de la República Mexicana (STRM)*, including dismissing STRM organizers because of their union activity, threatening workers with reprisals, and otherwise coercing workers to withdraw their support for STRM.

This request for review also encompasses all actions taken by the company to coerce workers to join the *Sindicato Nacional Presidente Benito Juárez de la Industria de la Comunicación de la República Mexicana* (Benito Juarez union), including encouraging workers to affiliate with the Benito Juarez union through reprisals and threats of reprisals, providing the Benito Juarez union access to the facility, and offering benefits to workers if they support the Benito Juarez union.

The actions encompassed by this request for review include those of any person or entity from the company, and any of their employees, representatives, or agents.

If Mexico were to determine that there is a Denial of Rights, the United States further requests, pursuant to USMCA Article 31-A.4.2, that Mexico attempt to remediate within 45 days of this request. We look forward to receiving Mexico's notification of whether it intends to conduct the requested review.<sup>1</sup>

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<sup>1</sup> USMCA Article 31-A.4.2 ("The respondent Party shall have 10 days to notify the complainant Party as to whether it intends to conduct a review.").