



## Trade Union Commitment to Ensure that Teleperformance Respects Health and Safety and Human Rights

We come together as unions representing ICTS and contact centre workers around the world to jointly call on Teleperformance to respect the human rights and health and safety of its employees during this COVID-19 pandemic.

Teleperformance is the largest provider of contact centre services in the world, operating in 80 countries and employing more than 330,000 workers, supplying customer services to some of the largest brands and companies on the planet.

In 2020, as the COVID-19 pandemic has exploded around the world, working conditions endured by Teleperformance workers included:

- Sleeping on the floor of contact centres in the Philippines.
- Shared workstations, including headsets and computers
- Insufficient protective equipment like masks
- Absence of deep cleaning between shifts
- Inadequate social distancing
- No pay for refusing to work in these conditions.

In response to these serious problems over the course of the year, workers took unprecedented action, in numerous countries around the world including:

- Forming trade unions
- Stopping work
- Calling-in sick
- Denouncing the company to labour authorities
- Calling the police
- Speaking to the media
- Initiating online petitions
- Criticising the company on social media.

In many instances, Teleperformance retaliated against employees who sought to assert their rights. For example, in Poland two Teleperformance workers who participated in the establishment of a union during the pandemic were dismissed.

As the pandemic progressed, Teleperformance moved many workers to work-from-home, which created a new series of problems, for example:

- The installation of webcams to monitor workers and the home working environment.
- Requirements for in-person inspections of work areas in the home in Greece.
- Stringent demands for a working environment that many employees found difficult to comply with, including screens not close to windows or visible to other family members.
- No pay when there was a network or power failure.
- Lack of monetary compensation for the use of home space, internet, and electricity.
- The introduction of AI monitoring technology that assesses and scores all customer interactions, including the tone and mood of both the worker and the customer.

The Teleperformance Trade Union Alliance pledges to support each other and workers struggling to organise to defend their interests around the world. We pledge to use our collective voice to ensure that workers are safe at work and treated fairly during the COVID-19 pandemic and beyond.

Specifically, we agree to:

- Hold Teleperformance and their clients to account for their conduct regarding health and safety and other fundamental freedoms, as defined by the OECD, ILO and UN.
- Where necessary, draw public attention to the conduct of Teleperformance in France and other countries in which it does business.
- Call upon government officials, NGOs, businesses, investors, and other stakeholders, to assist in enforcing these standards.
- Vigorously support workers who are struggling to organise into trade unions in Teleperformance's global operations to defend their interests.

Any and all actions described above will be undertaken for the purpose of ensuring that human rights and health and safety are honoured throughout the Teleperformance operations with the purpose of ensuring that all Teleperformance workers are treated with justice and dignity.

Adopted this 14th day of December 2020.