

Response from Sitel Group, 23/08/21 to:

- "Morocco: ImpACT International calls for re-instatement of Sitel employees", ImpACT International for Human Rights, 4 August 2021: <https://impactpolicies.org/en/news/230>



August 23, 2021


In response to your correspondence concerning the “allegations of unfair dismissal of eight employees”, please consider the following points.

We are astonished by your statement that a trade union office was constituted within our entity. Indeed, we did not receive any notification of any kind concerning an alleged constitution.

Please be informed that our company acts in full compliance with the applicable labor legislation as well as the international agreements Morocco has ratified. Furthermore, our company is fully committed to strengthen labour relations as well as a sustainable social dialogue with the employee representatives.

We have always ensured a transparent organization of different employee representative’s elections, notably including the last June 2021 elections. There were no complaints during election process. Our elected employee representatives are in function and maintain a regular social dialogue in accordance with the applicable labour legislation in Morocco.

In addition, please be informed that our company's activity is part of a social and environmental responsibility approach.



We have obtained the Human for Client (HFC) Label since 2016, the 2020 prize for professional equality set up by the Ministry of Labor and Professional Insertion, the 2019 prize for the inclusive company set up by Handicap and Inclusion as well as the Zero Project short list certification.

We also participated in the first training of the Social Dialogue Academy initiated by the Moroccan employers' organization (CGEM) and several representative trade unions in the country.

In Morocco, Sitel Group® has been an employer of reference for several years, today it employs more than 8,000 people, we have succeeded in establishing a social policy and working conditions that are highly appreciated by our employees. The rate of engagement of our employees in Morocco is close to 97% in the latest 2020 satisfaction survey.