

Teleperformance's response re compliance with Duty of Vigilance Law

29 July 2019

Business & Human Rights Resource Centre invited Teleperformance to respond to the following items:

- "UNI Global Union and Sherpa send formal notice to Teleperformance – calling on the world leader in call centre to strengthen workers' rights", UNI Global Union, 18 July 2019: <https://www.uniglobalunion.org/news/uni-global-union-and-sherpa-send-formal-notice-teleperformance-calling-world-leader-call>
- "Droits des travailleurs et devoir de vigilance : le leader mondial des call centers Teleperformance mis en demeure", UNI Global Union, 18 Juillet 2019: <https://www.uniglobalunion.org/fr/news/droits-des-travailleurs-et-devoir-de-vigilance-le-leader-mondial-des-call-centers>
- "Outsourcing Injustice: Holding Teleperformance Accountable for Abuses of Its Colombian Workers", UNI Global Union, July 2019: https://www.uniglobalunion.org/sites/default/files/files/news/uni_tp_colombiareport_english.pdf

Teleperformance sent us the following response:

"With 300,000 employees worldwide, Teleperformance is the global leader in outsourced omnichannel customer experience management. Teleperformance, whose DNA is the women and men who represent it, complies with all applicable regulations worldwide.

Respect for human rights is at the heart of the Group's commitments and concerns: Teleperformance has been committed since its creation to guaranteeing respect for the fundamental rights of its employees. The group works on a daily basis to continuously improve the working conditions and well-being of its employees.

The Group's vigilance plan was made public in December 2018, in accordance with regulations. Teleperformance works closely with all its internal and external stakeholders on a daily basis to publish an enhanced and detailed vigilance plan next September."