Executive summary of the Syndex report on Teleperformance's Duty of Vigilance Plan

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Inadequate vigilance plans raises concerns at Teleperformance

French company Teleperformance is the world's largest provider of outsourced contact centre services, directly employing more than 300,000 workers in 78 countries around the world. The company supports the digital communications of some of the world's best-known brands and companies over the phone, through social media, live chat, email, SMS or WhatsApp. Teleperformance's clients include companies like Apple, Uber and Orange.

68% of Teleperformance's global workforce is found in just six countries:

- India (72 594)
- The Philippines (41 292)
- United States (34 228)
- Mexico (19 338)
- Brazil (19 259)
- Colombia (17 871)

The concentration of the company's workforce in these countries raises significant compliance questions in relation to France's Duty of Vigilance law. The law, adopted in 2017, requires large employers to identify and prevent human rights and environmental risks in their operations. Companies must create publicly-available vigilance plans, made in consultation with stake-holders, and are accountable to the plans.

According to the International Trade Union Confederation (ITUC), there is "no guarantee" of the implementation of fundamental labour rights in four of Teleperformance's largest markets: India, the Philippines, Mexico and Colombia. Additionally, there are "systematic violations" of rights in the United States and Brazil.

Teleperformance's Duty of Vigilance Plan was first published in December 2018 and is available on the company's website. To date, there has been no serious attempt made at mapping the risk of violations of fundamental freedoms and human rights, a requirement of the French law. With the lack of risk mapping, it is not clear what concrete actions or ongoing monitoring are required to mitigate or eliminate identified risks, which are also mandated under the law.

It appears that there has been no stakeholder engagement in the development of the plan. There is no alert mechanism currently in operation, although the company has signaled an unspecified mechanism will be put in place. There have been no discussions with representative trade unions, though the Duty of Vigilance Law requires that they be consulted in the establishment of the alert mechanism.

The company's potential failure to fully follow the law raises could concerns for investors, labour rights groups, and clients.