**29th Meeting of the UNI Management Committee (Nyon, 11-12 May 2017)**

Statement

Teleperformance

French company Teleperformance is the world’s largest outsourced contact centre company employing 217,000 staff globally. Teleperformance provides important contact centre services that connect the public to important brands and companies in the virtual economy. One of Teleperformance’s most profitable areas is processing the visa applications of foreign nationals wishing to visit European countries like the UK, France, Belgium and Switzerland. The biggest market for Teleperformance is the United States, which represents 40 percent of the company’s sales.

This UNI Management Committee stands in solidarity with the four brothers and sisters, workplace union representatives who process visas for European countries from the UGTT union in Tunisia, who were fired by Teleperformance when they informed the company they had chosen to join a trade union and asked to meet their management.

This committee also stands in solidarity with Teleperformance workers in the Dominican Republic, who receive English language calls from the United States, for companies like Fed-Ex, AT&T and Stagecoach, who are struggling to form a trade union. The public slander and vilification of these workers and their union by Teleperformance is unacceptable. In court documents, Teleperformance has publicly compared these workers’ union to the murderous fascist regimes of Rafael Trujillo in the Dominican Republic and Augusto Pinochet in Chile, both responsible for the deaths of tens of thousands of working people including trade unionists.

UNI has had one initial meeting with Teleperformance management to raise issues in Tunisia and the Dominican Republic. While the meeting was positive, Teleperformance must act to ensure that fundamental rights are respected within its global operations. This UNI Management Committee calls on Teleperformance to respect the fundamental labour rights of workers in the Dominican Republic and Tunisia and allow their employees to organise.