



Teleperformance

Locations: Utah (HQ)

Industries: CRM & Project Management, Software and Services,
Telecommunication Services

RISK LEVEL:



Medium Risk

DESCRIPTION:

Teleperformance is Medium Risk. The company often yields to political activism in shaping corporate governance, potentially alienating consumers, dividing employees, and harming shareholders. The company elevates merit, excellence, and integrity ahead of race and identity-based policies. Teleperformance occasionally embraces corporate initiatives that redirect its central focus from business goals to partisan policies and divisive issues at times. This approach fails to safeguard free exercise, free speech, and free enterprise.

Corporate Weaponization

Has canceled customers, suppliers, or vendors due to their political views or religious beliefs OR corporately boycotts, divests, or sanctions regions, people groups, or industries. Medium Risk

Teleperformance launched a "Trust & Safety" division in 2019 to handle content moderation for social media websites, including TikTok (1). The company has come under scrutiny for its moderating behaviors, especially on TikTok (2)(3)(4). The company has wound down some of these operations, though it remains unclear if Teleperformance is still working with TikTok. However, the company has not canceled customers, suppliers, or vendors based on political views or religious beliefs (5).

Charitable giving (including employee matching programs) policies or practices discriminate against charitable organizations based on views or religious beliefs. Lower Risk

Teleperformance does not discriminate against charitable organizations based on views or beliefs (1).

Employment policies fail to protect against viewpoint or other discrimination and/or are ideological in nature. Lower Risk

Teleperformance protects its employees against viewpoint discrimination (1).

Corporate Governance and Public Policy

Uses corporate reputation to support causes, organizations, or policies hostile to freedom of expression. Medium Risk

Teleperformance has published many DEI-focused articles on its website, including discussions of systemic racism, intersectionality,

and supporting LGBTQI+ employees (1)(2). TikTok has contracted Teleperformance for social media moderation services (3)(4). Otherwise, there are no publicly known cases of Teleperformance using its reputation to advance ideological causes or policies (5).

Uses corporate funds to advance ideological causes, organizations, or policies hostile to freedom of expression. Lower Risk

Teleperformance has not used corporate funds to advance ideological causes, organizations, or policies (1).

Uses corporate political actions and/or financial contributions for ideological, non-business purposes. N/A

Teleperformance does not operate a PAC or engage in lobbying at this time (1)(2)(3).

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