



Teleperformance

Locations: France (HQ)

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

RISK LEVEL:



Lower Risk

DESCRIPTION:

Teleperformance a communications, tech support, and customer acquisitions management company, protects its employees from political viewpoint discrimination. However, the company has not publicly severed business ties due to ideological differences. While Teleperformance maintains a policy of political, religious, and philosophical neutrality, the company has promoted LGBTQI+ intersectionality and inclusion, including pronouns and gender neutral expressions, and similar DEI causes. Moreover, Teleperformance contracted with TikTok to perform content moderation. TikTok is rated High Risk for its content moderation. After investigations revealed potentially hazardous working conditions, Teleperformance announced it would exit this work. It remains unclear if Teleperformance is still working with TikTok. For these reasons, Teleperformance receives a Lower Risk rating.

Corporate Weaponization

Has denied service to 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 publicly terminated business relationships based on political views or religious beliefs.

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 religious organizations in its charitable giving (1)

Employment policies fail to protect against discrimination based on political affiliation/views and/or religion. **Lower Risk**

Teleperformance protects its employees against viewpoint discrimination (1).

Corporate Governance and Public Policy

Uses corporate reputation to support ideological causes and/or organizations 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)

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 contributions for ideological, non-business purposes. Lower Risk

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

The contents of this website and related resources (collectively, the "materials") are general in nature and intended for educational use only. Nothing in the materials or any other 1792 Exchange content constitutes legal or professional advice for any specific matter. Anyone seeking legal or professional advice should obtain such advice from competent counsel. Since individual circumstances vary, anyone reviewing the materials and/or any other 1792 Exchange content is strongly urged to obtain specific legal and/or other professional advice before acting or refraining from acting based on such materials or other 1792 Exchange content. 1792 Exchange accepts no responsibility for any loss or damage, howsoever incurred, which may result from accessing or relying on the materials or any other 1792 Exchange content. Further, 1792 Exchange disclaims, to the fullest extent permitted by law, all liability for any acts or omissions based on the materials or any other 1792 Exchange content.

USER AGREEMENT: Company reports and other resources are intended only for the private educational use of the registered user. Republishing and distributing reports and resources is strictly prohibited. By downloading reports and resources, the user accepts these conditions.

© 1792 Exchange 2023