

Accenture - Forces Facebook Moderators to Work from Office Amid COVID-19 Pandemic - Austin, Texas (US)

- Facebook moderators employed by Accenture based in Austin, Texas (US), are being forced to return to the office on October 12, 2020
- Accenture which has allowed its workforce of hundreds of moderators to work from home since March 2020, due to the COVID-19 pandemic, has not given the employees a reason for return to office
- The company did not take questions at the town hall meeting, instead it informed the concerned employees that it would schedule a second call to answer COVID-19 specific questions like sick leave and time off
- High-risk workers are being asked to make alternate arrangements and will not have to come to the office for work
- The company has also stated that it will clean high-contact surfaces every two hours and will clean the entire office every 24 hours, as well as be taking employee temperatures and enforcing socially distancing seating arrangements

Source(s)

<https://www.theverge.com/2020/10/1/21497789/facebook-content-moderators-accenture-return-office-coronavirus>
<https://newsdeal.in/facebook-moderators-at-accenture-are-being-forced-back-to-the-office-and-many-are-scared-for-their-safety/>

Targets Affected:

Accenture

Category(s):

People Risk

Event:

Coronavirus (COVID-19) Incident(s)

Guidance

Actions to consider:

- Consider implementing suggested actions related to 'Forcing Employees to Work From Office/Employee Protests/Poor Working Conditions/Accused of Non-Compliant Behavior' under the 'COVID-19: Actions to Consider' section below / next page

Impact level Definitions

Impact Level	Definitions
Immediate	Certain - Supply Wisdom recommends considering prompt action. Examples of Immediate level alert events may include bankruptcy filings, data breaches, unexpected curfews, strikes, power black-outs, major geo-political events etc.
High	Highly likely to occur in the near term (within 3 months) - Supply Wisdom recommends being in a state of readiness to take quick action. Examples of High level alert events may include withdrawal of rating by ratings agencies, hostile takeover, multiple cyber-attacks, new business policies causing significant hardship etc.
Medium	Likely to occur in the mid-term (within 3 to 6 months) - Supply Wisdom recommends reviewing current mitigation steps and being ready to take proactive actions if and when situation deteriorates further. Examples of Medium level alert events may include unplanned C-level exits, suppliers caught in bribery cases, economy slipping into recession.
Low	Possible in the long-term (after 6 months) - Supply Wisdom recommends taking proactive action if situation does not resolve. Examples of Low level alert events may include lawsuits filed against suppliers, client losses, air pollution alerts issued by country's local authorities, unexpected holidays announced for the location etc.
Informational	The event is pertinent information but does not have a risk element associated with it. Examples of Info level alert events may include launch of new solutions, partnerships signed, industry outlook, positive changes in government policies, announcements regarding launch of software parks/ free trade zones/special economic zones etc.