

Amazon.com, Inc., Teleperformance - Accused of Unethical Working Conditions Amid COVID-19 Pandemic - Cebu, Philippines

- Throughout the COVID-19 pandemic, call center workers in Cebu (Philippines) who are contractors for Amazon's Ring home security division have been required to work from the office
- Employees said they had no choice but to sleep at work so they could respond to the calls of Amazon Ring's customers in American time zones
- The conditions spurred an Amazon investigation after pictures of employees on mattresses and blankets on the floor became public in news reports, after which Teleperformance pledged to make improvements
- But after six months of original complaints, four workers at Amazon's call center in Cebu city in the Philippines said their work conditions have only gotten worse
- Also, the company has not provided any alternative accommodations
- Employees feel scared to work in busy shifts when social distancing isn't possible, and workstations aren't adequately sanitized
- Amazon's Ring does not allow customer service contractors in the Philippines to work from home to ensure the data security and privacy of its customers
- Mike Lytle, the Chief Operating Officer at Teleperformance Philippines, said that if workers are sick with flu-like symptoms, they are sent home and asked to visit a doctor
- The company provides workers with health insurance to cover COVID-19-related hospitalizations and contacts sick employees regularly to "check on their wellbeing"
- It should be noted, in April 2020, a similar kind of complained against Teleperformance was raised by employees working for Telstra in Manila, Philippines

Source(s)

- <https://www.nbcnews.com/tech/security/we-don-t-have-choice-amazon-ring-call-center-workers-n1243439>
- <https://www.businessinsider.in/tech/news/you-will-be-infected-or-you-will-die-of-starvation-amazon-contractors-reportedly-say-their-office-is-still-unsafe-months-after-first-complaining-of-subhuman-conditions/articleshow/78690905.cms>
- <https://flipboard.com/>
- <https://www.fr24news.com/a/2020/10/philippine-amazon-ring-call-center-workers-scared-to-go-to-work-amid-pandemic.html>

Targets Affected:

[Amazon.com, Inc. - Teleperformance](#)

Category(s):

Governance, Regulatory & Compliance Risk - 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

Related Alerts

April 28, 2020

Medium

Teleperformance - Accused of Forcing
Employees to Sleep in Office Amid
COVID-19 Pandemic - Manila,
Philippines

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.