

Update 1: Teleperformance - NITES Files Complaint Against the Company over Termination of 3,000 Employees - India

- National Information Technology Employees Senate (NITES) has filed a complaint with Labor Ministry against Teleperformance for terminating 3,000 employees
- The company terminated employees across India from 19 cities to maintain the profitability of business under COVID-19 pandemic
- The cities include Mumbai, Chandigarh, Coimbatore, Jaipur, Bangalore, Hyderabad, Pune, Kolkata, Indore, Vadodara, Surat, Ahmedabad, Vizag, Bhubaneshwar, Cochin, Vijaywada, Bhopal, and Ernakulam.
- As per the compliant, the company is also stopping salaries of thousands of employees
- Due to this, the employment of 13,000 people are at risk

Source(s)

<https://trak.in/tags/business/2020/05/19/teleperformance-firing-indian-employees-from-19-cities-nites-files-complaint-with-labor-ministry/>

Targets Affected:

Teleperformance

Guidance

Actions to consider:

- Consider implementing suggested actions related to '[Layoffs/Pay Cuts/Freezing of Hiring, Promotions, Appraisals, and Bonuses](#)' under the '[COVID-19: Actions to Consider](#)' section below / next page

Related Alerts

May 3, 2020

Immediate

Update 2: Teleperformance - Offices Attacked by Rubicon Group Over Poor Working Conditions Amid COVID-19 Pandemic - Tavros, Greece

April 28, 2020

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

April 27, 2020

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Teleperformance - Receives Notice from Labor Commission over Job Terminations Amid COVID-19 Pandemic - Maharashtra, India

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Teleperformance - Accused of Unethical Behavior Amid COVID-19 Pandemic - A Coruña, Spain

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Teleperformance - Accused of Improper Working Conditions Amid COVID-19 Pandemic - Paris, France

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Teleperformance - Accused of Forcing Employees to Cut Working Hours and Take Leaves Amid Coronavirus Pandemic - Ponferrada, Spain

April 8, 2020

Low

Update 1: Teleperformance - Faces Protest Over Unethical Working Conditions Amid Coronavirus Outbreak - Greece

April 7, 2020

Medium

Teleperformance - Accused of Unethical Behavior Amid Coronavirus Outbreak - Greece

April 6, 2020

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Update 3: Teleperformance - Assures
Work from Home for Most of Its
Employees - Lisbon, Portugal

April 3, 2020

Immediate

Update 2: Teleperformance - Health
Authorities Order Temporary Shut
Down of Call Center - Lisbon, Portugal

April 1, 2020

High

Update 1: Teleperformance - Accused
of Forcing Employees to Work from
Office Amid Coronavirus Outbreak -
Lisbon, Portugal

March 26, 2020

High

Teleperformance - Accused of Forcing
Employees to Work on Weekends -
Portugal

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.