

FOUNDEVER FRANCE SAS (GROUP)

Paris 9e Arrondissement - France | Activities of call centres

EVID: EG161451



Publication date: 10 Oct 2023

Valid until: 10 Oct 2024

Sustainability performance

● Insufficient

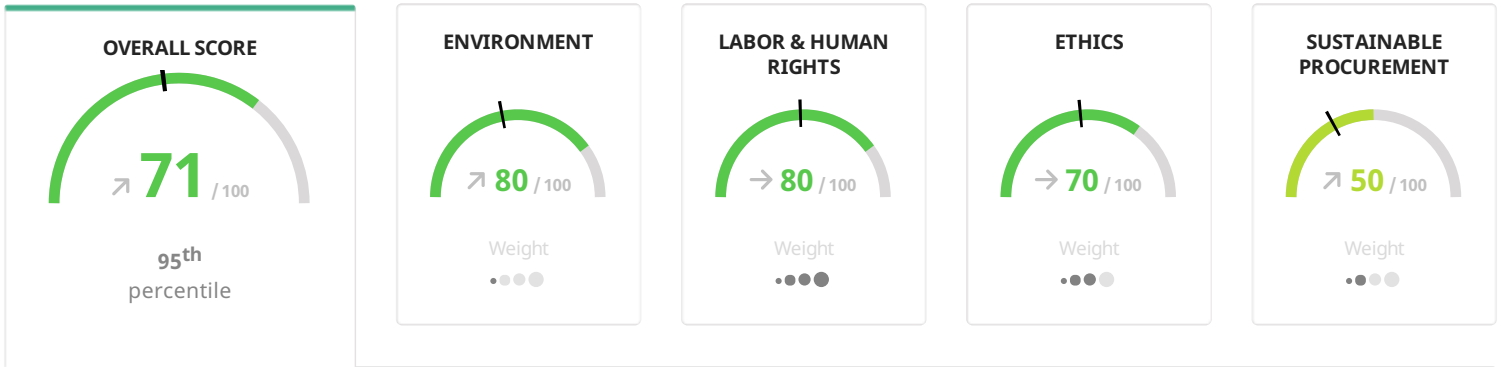
● Partial

● Good

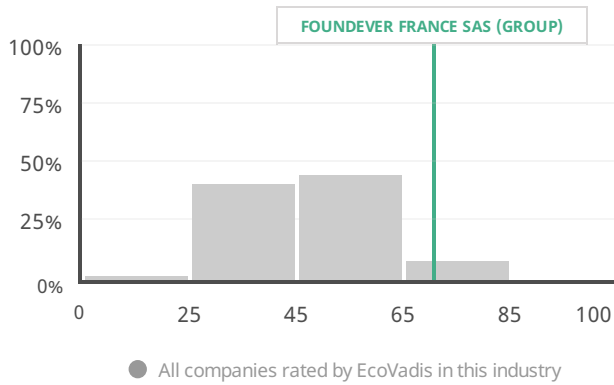
● Advanced

● Outstanding

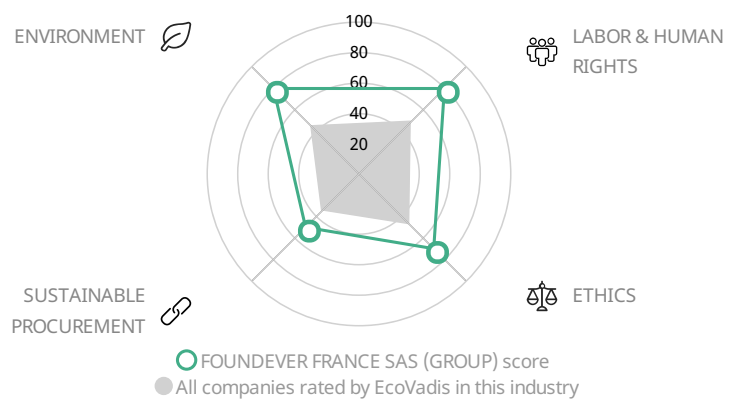
— Average score



Overall score distribution



Theme score comparison



Strengths and Improvement Areas



Environment

Weight ●●●●

Strengths

Policies

Strengths

Endorsement of the United Nations Global Compact (UNGC)

Environmental policy on waste

Quantitative objectives set on energy consumption & GHGs

Environmental policy on energy consumption & GHGs

Endorsement of the Science Based Targets initiative - Committed

Exceptional policy on major environmental issues

Actions

Strengths

Other actions to reduce energy consumption/GHG emissions

Use of eco-friendly or bio-based input materials

Internal sorting & disposal of waste according to waste streams

Actions or training to raise employee awareness on waste reduction & sorting

Reduction of internal wastes through material reuse, recovery or repurpose

Reduction of energy consumption of lighting systems

Training of employees on energy conservation/climate actions

Use of efficient HVAC (heating, ventilation, and air conditioning) equipment

Purchase and/or generation of renewable energy

Purchase of verified carbon offset credits

Reduction of carbon emissions in transportation

Reduction of energy consumption of IT infrastructure

Supporting documentation demonstrates a high level of coverage of environmental actions throughout the company operation

Energy and/or carbon audit

Measures to reduce paper consumption

Specific environmental certification [Label Human for Client]

Partnership established to help dispose of waste that the company cannot recycle

Results

Strengths

Materiality analysis in sustainability reporting

Company communicates progress towards the Sustainable Development Goals (SDGs)

Reporting on scope 2 GHG emissions

Reporting on scope 1 GHG emissions

Company reports to CDP

Reporting on total energy consumption

Standard reporting on environmental issues

Improvement Areas

Actions

Priority

Improvement Areas

Medium

No information regarding certification of an environmental management system

Results

Priority

Improvement Areas

Medium

Declares formal alignment with a sustainability reporting standard (e.g. in accordance with GRI, SASB) but no supporting documentation

Low

Declares external assurance or verification of sustainability reporting, but no supporting documentation

Low

No information on reporting on total weight of hazardous waste

Low

No information on reporting on total weight of non-hazardous waste

Low

No information related to reporting on total amount of renewable energy consumed

Low

No information related to reporting on total weight of waste recovered



Labor & Human Rights

Weight ●●●●

Strengths

Policies

Strengths

Endorsement of the United Nations Global Compact (UNGC)

Labor & human rights policy on diversity, equity & inclusion

Labor & human rights policy on child labor, forced labor & human trafficking

Labor & human rights policy on career management & training

Labor & human rights policy on working conditions

Labor & human rights policy on employee health & safety

Standard policy on a majority of labor or human rights issues

Endorsement of a diversity charter

Actions

Strengths

Actions to address stress and psychological wellbeing in the workplace

Actions to promote the inclusion of minority/vulnerable groups in the workplace

Actions to prevent workplace harassment

Actions to prevent discrimination in professional development and promotion processes

Remediation procedure in place for victims of discrimination and/or harassment

Communication to all employees of remuneration process (e.g. salary grid, procedure for salary advancement)

Employee satisfaction survey

Bonus scheme related to company performance

Collective bargaining agreement on diversity, discrimination and/or harassment

Collective bargaining agreement on career management & training

Collective bargaining agreement on working conditions

Flexible organization of work (eg. remote work, flexi-time)

Health care coverage of employees in place

Awareness training on child labor, forced labor and human trafficking

Awareness training regarding diversity, discrimination, and/or harassment

Supporting documentation demonstrates a high level of coverage of labor and human rights actions throughout the company operations/workforce

Specific employee health & safety management system certification [Label Human for Client]

Employee representatives or employee representative body (e.g. works council)

Employee health & safety risk assessment

Transparent recruitment process communicated clearly and formally to all candidates

Actions to prevent discrimination during recruitment phase

Grievance mechanism on child labor, forced labor and/or human trafficking issues

Regular assessment of individual performance

Two-way communication system in place to facilitate employee voice regarding working conditions

Regular employee health check-up
Actions to prevent noise exposure
Preventive actions for repetitive strain injury (RSI)
Actions to promote internal mobility
Provision of skills development training
Actions to promote the inclusion of employees with disabilities
Individual development and career plan for all employees
Training of employees on health and safety risks and best working practices
Results
Strengths
Reporting on the percentage of employees from minority and/or vulnerable groups in the whole organization
Reporting on the percentage of women employed in relation to the whole organization
Report on average unadjusted gender pay gap
Reporting on average training hours per employee
Materiality analysis in sustainability reporting
Company communicates progress towards the Sustainable Development Goals (SDGs)
Reporting on the percentage of women in top executive positions
Standard reporting on labor and human rights issues
Improvement Areas
Policies
Priority Improvement Areas
Medium Inconclusive documentation for policies on social dialogue
Low No quantitative target on labor and human rights issues
Results
Priority Improvement Areas
Medium Declares formal alignment with a sustainability reporting standard (e.g. in accordance with GRI, SASB) but no supporting documentation
Low Declares external assurance or verification of sustainability reporting, but no supporting documentation

Policies

Strengths

Endorsement of the United Nations Global Compact (UNGC)

Policy on fraud

Policy on money laundering

Policy on conflict of interest

Disciplinary sanctions to deal with policy violations

Employee signature acknowledgement of ethics policies

Policy on information security

Policies on corruption

Exceptional policy on ethics issues

Dedicated responsibility for ethics issues

Actions

Strengths

Whistleblower procedure for stakeholders to report corruption and bribery

Information security certification schemes [PCI DSS (in progress)]

Incident response procedure (IRP) to manage breaches of confidential information

Implementation of a records retention schedule

Audits of control procedures to prevent information security breaches

Awareness training to prevent information security breaches

Measures to protect third party data from unauthorized access or disclosure

Measures for gaining stakeholder consent regarding the processing, sharing and retention of confidential information

Audits of control procedures to prevent corruption

Awareness training performed to prevent corruption

Specific approval procedure for sensitive transactions (e.g. gifts, travel)

Specific certification on ethics [Label Human for Client]

Results

Strengths

Materiality analysis in sustainability reporting

Company communicates progress towards the Sustainable Development Goals (SDGs)

Improvement Areas

Actions

Priority Improvement Areas

High No conclusive documentation regarding corruption risk assessments

High No conclusive documentation regarding information security risk assessments

Medium Supporting documentation demonstrates a medium level of coverage of ethics actions throughout the company operations

Low No conclusive documentation regarding an anti-corruption due diligence program on third parties

Results

Priority Improvement Areas

High No conclusive reporting on ethics issues

Medium Declares formal alignment with a sustainability reporting standard (e.g. in accordance with GRI, SASB) but no supporting documentation

Low Declares external assurance or verification of sustainability reporting, but no supporting documentation



Sustainable Procurement

Weight ●●●●

Strengths

Policies

Strengths

Endorsement of the United Nations Global Compact (UNGC)

Comprehensive sustainable procurement policies on both social and environmental factors

Actions

Strengths

Supplier sustainability code of conduct in place

Capacity building of suppliers on environmental or social issues (e.g. corrective actions, training)

Regular supplier assessment (e.g. questionnaire) on environmental or social practices

Results

Strengths

Materiality analysis in sustainability reporting

Company communicates progress towards the Sustainable Development Goals (SDGs)

Improvement Areas

Actions




Priority Improvement Areas

High No supporting documentation on the coverage of sustainable procurement actions throughout the company supplier base/operations

High No conclusive documentation on the integration of social or environmental clauses into supplier contracts

Medium	No conclusive documentation on sustainability risk analysis (i.e. prior to supplier assessments or audits)
Medium	No conclusive documentation on the training of buyers on social and environmental issues within the supply chain
Medium	No conclusive documentation on on-site audits of suppliers on environmental or social issues
Results	
Priority	Improvement Areas
High	No conclusive reporting on sustainable procurement issues
Medium	Declares formal alignment with a sustainability reporting standard (e.g. in accordance with GRI, SASB) but no supporting documentation
Low	Declares external assurance or verification of sustainability reporting, but no supporting documentation

360° Watch Findings

<p>21 Jun 2023 https://www.fs-uso.es/uso-...</p> <p>Impact on Score Neutral → valid from 1 Mar 2023 to 1 Apr 2028</p> <p>Impacted themes </p> <p>USO gana en la Audiencia Nacional una sentencia que condena a Sitel por discriminación en el cobro de los incentivos</p> <p>Sitel, como muchas otras del sector, venía discriminando en el cobro de incentivos laborales por diversos motivos: incapacidad temporal, permisos de acompañamiento, haber recibido alguna sanción disciplinaria. La sentencia "histórica" elimina estas sanciones y crea la jurisprudencia necesaria para evitar la discriminación por enfermedad; tanto en el cobro del SRV como en el disfrute de determinados permisos retribuidos.</p>	<p>21 Mar 2023 https://www.syndicalismehe...</p> <p>Impact on Score Neutral → valid from 1 Mar 2022 to 1 Apr 2027</p> <p>Impacted themes </p> <p>Chez Sitel, la CFDT engrange les avancées et les adhésions</p> <p>Il aura fallu un débrayage et une grève des salariés en février et mars 2022 pour obtenir les avancées citées. Pour atteindre cet objectif, elle peut s'appuyer sur un collectif en croissance constante. La section compte aujourd'hui 64 adhérents (430 en tout dans le groupe). Au total, 17 % des salariés du site sont syndiqués CFDT. Côté résultats, celle-ci a obtenu en 2022 un package pouvoir d'achat : revalorisation salariale de 30 euros brut par mois, hausse de la participation de l'employeur à la mutuelle santé, augmentation du montant du titre-restaurant, revalorisation de l'indemnité télétravail (2,50 brut par jour) et « pass mobilité » de 150 euros pour chaque salarié.</p>	<p>27 Feb 2023 https://news.outsourceacce...</p> <p>Impact on Score Neutral → valid from 1 Jun 2021 to 1 Jul 2026</p> <p>Impacted themes </p> <p>Sitel and Sutherland conclude court battle</p> <p>All parties involved in the Sutherland vs Sitel trial agreed to dismiss the case months before their April 23 court meeting. The lawsuit also argued that the allegedly stolen business information gave Sitel an advantage while competing for at least one contract with a major customer. An anonymous source shared that a monetary agreement was involved in the settlement, pointing out that "no one is happy with the money. [I] think everyone just wants to move on."</p>
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27 Feb 2023 | <https://www.philstar.com/b...>

Impact on Score

Neutral →

valid from 1 Feb 2023 to 1 Mar 2028

Impacted themes



Fintech startup Advance partners with Sitel Philippines to provide financial benefits beyond the paycheck

New on-demand salary platform Advance has partnered with Sitel® Philippines, one of the largest providers of customer experience products and solutions in the country, to advance employees' financial wellness through its services. With this partnership, over 43,000 employees of Sitel Philippines may easily access a portion of their salaries anytime by way of a flexible credit line through a mobile app in as quickly as a few seconds.

1 Jan 2023 | <https://egapro.travail.gou...>

Impact on Score

Neutral →

valid from 1 Jan 2023 to 1 Feb 2028

Impacted themes



L'index égalité professionnelle de Sitel France

Sitel France a reçu une note de 94 sur 100 de l'index égalité professionnelle entre les femmes et les hommes pour l'année 2023.

1 Jan 2023 | <https://www.greatplacetowo...>

Impact on Score

Neutral →

valid from 1 Jan 2023 to 1 Feb 2028

Impacted themes



Sitel India Pvt Ltd certified as a Great Place to Work

Sitel India Pvt Ltd is a Great Place to Work-Certified™ organization. Great Place to Work® Certification is recognized world over by employees and employers alike and is considered the 'Gold Standard' in identifying and recognizing Great Workplace Cultures.

15 Dec 2022 | <https://www.comparably.com...>

Impact on Score

Neutral →

valid from 1 Dec 2022 to 1 Jan 2028

Impacted themes



Best Companies for Diversity 2022

The 6th Annual list of Best Companies for Diversity – part of Comparably's annual Best Places to Work series – represents the top-ranked companies of 2022 according to employees of color. Based solely on sentiment ratings provided by BIPOC employees who anonymously rated their companies on Comparably.com over the past year (Nov. 27, 2021 through Nov. 29, 2022), these lists provide an accurate and comprehensive look at where the best workplace experiences are if you are a person of color. Sitel Group Miami FL was named in the Best Companies for Diversity (Top 25 Large Companies).

2 Dec 2022 | <https://malaya.com.ph/news...>

Impact on Score

Neutral →

valid from 1 Dec 2022 to 1 Jan 2028

Impacted themes



Global BPO leader recognized for excellence

Sitel Group, one of the largest global providers of customer experience products and solutions, announced today that it was recently recognized at the Asia Corporate Excellence & Sustainability (ACES) Awards with not just one but two honors. Sitel Philippines was among the Top Workplaces in Asia this year for its sustainability program while Chief Operating Officer for Asia Pacific, Ravi Iyengar, was named one of the Outstanding Leaders in the region.

9 Nov 2022 | <https://www.forbes.com/lis...>

Impact on Score

Neutral →

valid from 1 Nov 2022 to 1 Dec 2027

Impacted themes



America's Best Employers For Veterans

In partnership with market research company Statista, for the third year in a row, Forbes set out to identify the 200 companies succeeding in being an employer of choice for this highly regarded group. Sitel Group ranked 112 in the America's Best Employers For Veterans 2022.

3 Oct 2022 | <https://www.thestate.com/n...>

Impact on Score

Neutral →

valid from 1 Sep 2022 to 1 Oct 2027

Impacted themes



Man charged with making multiple bomb threats to Midlands business

Officers linked Alexander to two bomb threats called in to Sitel Corp. during business hours Sept. 27 and 28, as well as two threats made earlier in September, and another issued in September 2021, police said. Alexander was described as a disgruntled Sitel employee, according to the release. The business, formerly Sykes Enterprises Inc. before being acquired by Sitel, is in the Sumter Mall. That's on Broad Street, in an area densely packed with retail businesses and restaurants. There was no word on what Alexander did for Sitel — which is essentially a call center that provides outsourced sales, technical support, customer service to companies — or why he was unhappy with his job.

2 Oct 2022 | <https://our.today/legal-ex...>

Impact on Score

Under watch 👁

valid from 6 Mar 2024 to 2 Nov 2027

Impacted themes



Many see uphill task for Sitel to extricate itself

Many legal experts in America are weighing in on the legal battle in which Sutherland Global Services has sued its competitor, Sitel, allegedly stealing confidential company information and using it to obtain business with at least one major customer. According to the experts, who spoke with Nearshore Americas, the odds might not favour Sitel Group in the next chapter of its legal battle with Sutherland.

8 Aug 2022 | <https://martechseries.com/...>

Impact on Score

Neutral →

valid from 6 Mar 2024 to 8 Sep 2027

Impacted themes



Sitel Group Honored as Gold Stevie Award Winner in 2022 Stevie Awards for Great Employers

Sitel Group, one of the largest global providers of customer experience (CX) products and solutions, has been named the winner of a Gold Stevie Award in the Employer of the Year category for Business & Professional Services in the seventh annual Stevie Awards for Great Employers.

1 Jun 2022 | <https://www.techrepublic.c...>

Impact on Score

Neutral →

valid from 1 Jan 2022 to 1 Feb 2027

Impacted themes



17 companies with great company culture and offering remote work setups

Flexjobs identifies top companies for working from home as well as the red flags executives should be aware of for a toxic work environment. Flexjobs compiled the list by comparing Comparably's Best Global Company Culture 2022 list to the FlexJobs database and identifying the top 20 large companies with a great corporate culture. The job search site found that 62% of polled employees were quitting their roles due to a toxic company culture, it had become a major priority for the workforce in addition to the ability to work remotely. Sitel Group is one among the companies with an excellent culture and remote work opportunities.

19 Apr 2022 | <https://mobileidworld.com/...>

Impact on Score

Neutral →

valid from 1 Jan 2022 to 1 Feb 2027

Impacted themes



Investigation Finds Only Two Clients Affected in Okta Security Breach

The actual attack occurred at Sitel, a third-party Okta vendor that also provided call center support services for Okta clients. The hacker was able to take over the workstation of one employee to access the SuperUser application, but was unable to impersonate that staff member in any interactions with clients, or log in through any of Okta's official account channels. The hacker did manage to view information shared in apps like Slack and Jira, though Okta noted that neither app can be used to carry out any actions that affect its clients.

5 Apr 2022 | <https://gender-pay-gap.ser...>

Impact on Score

Neutral →

valid from 1 Apr 2022 to 1 May 2027

Impacted themes



2022/23 Gender pay gap report for FOUNDEVER GB LIMITED

In this organisation, women earn £1 for every £1 that men earn when comparing median hourly pay. Their median hourly pay is 0% lower than men's. When comparing mean (average) hourly pay, women's mean hourly pay is 3.8% lower than men's.

5 Apr 2022 | <https://gender-pay-gap.ser...>

Impact on Score

Neutral →

valid from 1 Apr 2022 to 1 May 2027

Impacted themes



2022/23 Gender pay gap report for FOUNDEVER GLOBAL SERVICES LIMITED

In this organisation, women earn £1 for every £1 that men earn when comparing median hourly pay. Their median hourly pay is 0% lower than men's. When comparing mean (average) hourly pay, women's mean hourly pay is 8.7% lower than men's.

14 Mar 2022 | <https://martechseries.com/...>

Impact on Score

Neutral →

valid from 1 Mar 2022 to 1 Apr 2027

Impacted themes



Sitel Group Wins Four Comparably Best Places to Work Awards

Sitel Group, one of the largest global providers of customer experience (CX) products and solutions, announced that it has won four Comparably Quarter 1 Awards for Best Places to Work. Selected out of 70,000 companies across the United States, Sitel Group was recognized in the Best Company Outlook, Best Global Culture, Best Operations Teams and Best HR Teams categories.

25 Feb 2022 | <https://www.sudouest.fr/ch...>

Impact on Score

Neutral →

valid from 1 Feb 2022 to 1 Mar 2027

Impacted themes



Périgny : troisième temps de grève pour le pouvoir d'achat à Sitel

Les rapports sociaux sont tendus, en ce moment, chez Sitel dont l'un des centres d'appels est à Périgny. L'intersyndicale CGT, CFDT, CFTC et Force ouvrière a lancé, en effet, un troisième appel à mobilisation (débrayage à volonté) sur l'ensemble des douze sites du groupe pour la défense du pouvoir d'achat des salariés. L'objectif, c'est d'obtenir le doublement de l'indemnité inflation gouvernementale, soit 100 euros de plus.

14 Dec 2021 | <https://www.droits-salarie...>

Impact on Score

Neutral →

valid from 6 Mar 2024 to 14 Jan 2027

Impacted themes



Accords d'entreprise chez SITEL FRANCE

Les négociations entre la direction de SITEL FRANCE et les instances représentatives du personnel ont abouti sur les accords et avenants suivants. Les résultats des négociations avec les partenaires sociaux chez SITEL FRANCE précisent les droits, avantages et obligations de l'employeur et des salariés.

8 Dec 2021 | <https://industries.ma/outs...>

Impact on Score

Neutral →

valid from 1 Dec 2021 to 1 Jan 2027

Impacted themes



Outsourcing : Sitel s'engage à former des handicapés

Sitel, acteur majeur de la Relation Client, a signé un partenariat visant à organiser des formations au profit de jeunes handicapés avec l'Amicale Marocaine des Handicapés (AMH), ce mercredi 08 décembre 2021 à Casablanca. Derrière ce programme, une insertion professionnelle est prévue. Pour Ilham MOUHRIZ, directrice des ressources humaines chez Sitel, ce partenariat contribuera essentiellement à l'amélioration des conditions de vie des jeunes en situation de handicap. Ce qui leur permettra également d'avoir une certaine autonomie sur le plan professionnel.

17 Nov 2021 | <https://www.europapress.es...>

Impact on Score

Neutral →

valid from 6 Mar 2024 to 17 Dec 2026

Impacted themes



UGT demandará ante la Audiencia Nacional a Sitel, Unisono y Carrefour por despido encubierto

UGT presentará una demanda ante la Sala Social de Audiencia Nacional en la que acusará de despido encubierto a Sitel, Unisono y Carrefour por la baja sin notificar de 212 personas tras un cambio en la provisión de un servicio a la cadena de supermercados.

13 Oct 2021 | <https://www.leconomiste.co...>

Impact on Score

Neutral →

valid from 6 Mar 2024 to 13 Nov 2026

Impacted themes



SITEL réagit suite à des allégations de licenciements abusifs

SITEL, entreprise opérant dans la relation client, réagit suite à des allégations de licenciements abusifs. La société, indexée par certains employés qui réclament leur liberté de constituer un syndicat, dénonce des "déclarations diffamatoires dirigées à son encontre".

29 Sep 2021 | <https://www.wymt.com/2021/...>

Impact on Score

Neutral →

valid from 1 Sep 2021 to 1 Oct 2026

Impacted themes



Sitel Group acquires SYKES, increases starting wages

The Sitel Group acquired the Hazard SYKES location in August and the company is looking to hire hundreds of people. Staff with the Sitel Group said the company is increasing the starting wage to \$15.00 an hour, with the opportunity to make up to \$17.00 an hour.

13 Aug 2021 | <http://andalucia.fesmcutg...>

Impact on Score

Neutral →

valid from 1 Aug 2021 to 1 Sep 2026

Impacted themes



Huida y abandono de 240 trabajadores por parte de SITEL

FeSMC-UGT Sevilla informa de la situación de desamparo en la que van a quedar los 240 trabajadores y trabajadoras hasta ahora plantilla de Sitel tras la concesión de la campaña de CARREFOUR a UNISONO.

4 Aug 2021 | <https://impactpolicies.org...>

Impact on Score

Neutral →

valid from 1 Aug 2021 to 1 Sep 2026

Impacted themes



Morocco: ImpACT International calls for re-instatement of Sitel employees

The Moroccan subsidiary of Sitel- the multinational telecoms company - recently fired 8 employees for having formed a trade union. This is a clear violation of Moroccan law and international conventions on workers' rights. London-based ImpACT International calls on the Ministry of Labour and Professional Integration to immediately intervene to compel Sitel and all companies operating within the country to abide by Moroccan law and the international conventions and covenants related to workers' rights to form unions; to respect the employees' right to freedom of association, in addition to their right to file complaints and recover their rights.

23 Mar 2021 | <https://www.lefigaro.fr/fl...>

Impact on Score

Neutral →

valid from 1 Mar 2021 to 1 Apr 2026

Impacted themes



Grève les 24 et 25 mars dans les centres d'appels et l'accueil événementiel

Les syndicats déplorent que trois échelons, représentant 86% des salariés de la branche, se trouvent désormais en dessous du Smic après sa revalorisation. «Dans les centres d'appels, le premier confinement s'est traduit par un quoi qu'il en coûte à leur santé, et l'obligation de travailler sur site», poursuivent les organisations en pointant du doigt le rôle des cinq géants Teleperformance, Sitel, Comdata, Phone Regie ou Iqera qui n'ont pas interrompu leur activité au plus fort du confinement du printemps 2020.

2 Mar 2021 | <https://aithority.com/it-a...>

Impact on Score

Neutral →

valid from 1 Mar 2021 to 1 Apr 2026

Impacted themes



Sitel Group Honored as a Top Military Friendly Employer

Sitel Group, a global leader in end-to-end customer experience (CX) products and solutions, has been named one of the nation's Top Military Friendly Employers by VIQTORY, an organization that connects members of the military with employers across the U.S.

5 Feb 2021 | <https://news.sky.com/story...>

Impact on Score

Neutral →

valid from 1 Feb 2021 to 1 Mar 2026

Impacted themes



COVID-19: Contact tracers fired after Test and Trace told to 'reduce staff' as case numbers fall

The contact tracers were dismissed on Wednesday with one week's notice by Sitel, the Dutch outsourcing giant which runs a large part of Test and Trace's call centre operation. Staff working for Sitel reported that whole teams of around 20 have been dismissed, while other teams have been cut in half.

18 Dec 2020 | <https://palawandailynews.c...>

Impact on Score

Neutral →

valid from 1 Dec 2020 to 1 Jan 2026

Impacted themes



Sitel Palawan answers accusations hurled against them on social media

Privately owned contact center, Sitel Palawan, addresses issues thrown at them related to their recruitment and employment in social media which is garnering attention and negative comments in few job hunting pages particularly on Facebook. The aforementioned post garnered hundreds of comments, which mostly discusses the unfair practices of the company during recruitment, such as they were not notified, if they passed or failed the application process. Some also claimed that they have not received payments for their Academy training classes, while majority disses out the issue they call "straw mentality" or "sipsip culture" in order to prolong their employment contract or get promoted to a higher positio

10 Dec 2020 | <http://www.sudptt.org/cent...>

Impact on Score

Neutral →

valid from 1 Apr 2020 to 1 May 2025

Impacted themes



Pourquoi SUD envoie la Direction de Sitel devant le Tribunal !

En avril 2020, la Direction de Sitel avait indiqué vouloir ouvrir une négociation sur le télétravail pour aboutir à un accord d'entreprise qui ne soit pas uniquement une réponse organisationnelle temporaire à la crise sanitaire. L'attaque de SUD en justice consiste à demander l'annulation de tout ou partie de plusieurs articles de l'accord et non pas à empêcher la mise en place de toute possibilité de télétravail par l'entreprise. La Direction de Sitel et les quatre Syndicats qui l'ont accompagnée dans la mise en place de cet accord scélérat, comportant des clauses illégales, seront convoqués par la Justice en début d'année 2021.

9 Dec 2020 | <http://www.usoandalucia.es...>

Impact on Score

Neutral →

valid from 1 Dec 2020 to 1 Jan 2026

Impacted themes



El sindicato, con los trabajadores de call center de Sitel y Comdata

El sindicato USO junto a los trabajadores de call center de Sitel, donde se negocia un ERE, y Comdata, a quienes modifican sus condiciones laborales

23 Nov 2020 | <http://www.eldiario.es/soc...>

Impact on Score

Neutral →

valid from 1 Nov 2020 to 1 Dec 2025

Impacted themes



Sitel anuncia un ERE y un ERTE a raíz de la pandemia, según denuncia CGT

La empresa de telemarketing Sitel Ibérica llevará a cabo un expediente de regulación de empleo (ERE) que afectará a los centros de trabajo ubicados en Sevilla, Madrid y Barcelona y, de forma simultánea, un ERTE por causas económicas a raíz de la pandemia, según ha denunciado el sindicato CGT.

21 Oct 2020 | <http://thecounty.me/2020/0...>

Impact on Score

Neutral →

valid from 1 Oct 2019 to 1 Nov 2024

Impacted themes



Department of Labor to help former Sitel employees

Sitel, a national call center, closed its Caribou office on Oct. 31 last year, leaving roughly 100 employees with little time to search for new jobs. Now, the Maine Department of Labor is holding two meetings in Presque Isle for workers affected by these layoffs and recently announced that the company's former employees have been approved for trade adjustment assistance.

Expired

22 Aug 2020 | <https://www.ktnv.com/news/...>

Impact on Score

Neutral →

valid from 1 Dec 2013 to 1 Jan 2019

Impacted themes



Las Vegas call center faces chaos after bonus pay 'misunderstanding'

A Las Vegas call center that employs hundreds of people in the valley has backed down from a plan that would cut pay by as much as \$2 per hour. If you have ever called customer service for some of the world's largest and best-known companies, there is a good chance the call was answered by a Sitel employee. Several employees tell Contact 13 they are facing the same hardships. According to internal emails obtained by Contact 13, local Sitel management wanted to implement the new pay structure as soon as March 25. Additional investigations by the U.S. Department of Labor found Sitel shorted employees \$144,000 in wages and the company paid civil penalties of \$74,900 for repeat violations of the FLSA in 2013.

3 Aug 2020 | <http://www.lavanguardia.co...>

Impact on Score

Neutral →

valid from 1 Mar 2020 to 1 Apr 2025

Impacted themes



La Audiencia Nacional anula ERE de Sitel y obliga a readmitir a 306 empleados

La Audiencia Nacional ha declarado nulo el Expediente de Regulación de Empleo (ERE) de la empresa de telemarketing Sitel Ibérica, que deberá readmitir a los 306 trabajadores repartidos por los centros de Sevilla y Barcelona que se vieron afectados por esta medida.

22 Jul 2020 | <https://www.dailyrecord.co...>

Impact on Score

Under watch Ⓞ

valid from 6 Mar 2024 to 22 Aug 2025

Impacted themes



Virus-hit Sitel worker claims bosses shut blinds when police came to investigate safety breach claims

A young Sitel employee who tested positive for coronavirus has claimed managers shut the blinds after police came to investigate claims of safety breaches. The Record has today reported how police were asked to investigate Sitel's site in April after workers at Maxim Park at Eurocentral in Lanarkshire raised concerns that they were being put at risk.

22 Jul 2020 | <https://www.dailyrecord.co...>

Impact on Score

Neutral →

valid from 1 Jul 2020 to 1 Aug 2025

Impacted themes



Sitel call centre virus outbreak linked to five other businesses in Scotland

Coffee shop and other retail premises had been advised to temporarily close for deep cleaning as they were recently visited by staff from the Sitel contact centre, where 14 workers have now tested positive for the virus. A total of 19 virus cases linked to Sitel had been confirmed by Tuesday evening - 14 staff members and five people with connections to the call centre.

21 Jul 2020 | <http://www.fr24news.com/fr...>

Impact on Score

Neutral →

valid from 1 Jul 2020 to 1 Aug 2025

Impacted themes



Un employé de Sitel touché par le virus affirme que les patrons ont fermé les stores lorsque la police est venue enquêter sur des allégations de violation de la sécurité

Un jeune employé de Sitel qui a été testé positif au coronavirus a affirmé que les gestionnaires avaient fermé les stores après que la police soit venue enquêter sur les allégations de manquements à la sécurité.

24 Apr 2020 | <https://ail.ens.org.co/cro...>

Impact on Score

Neutral →

valid from 1 Apr 2020 to 1 May 2025

Impacted themes



Sinditecc, sindicato de las Call Centers que nació en medio de la cuarentena y la pandemia

El Sindicato Nacional de la Industria de Trabajadores de Call Center y Contact Center (Sinditecc) puede inscribirse desde ya como un sindicato "neonato de la pandemia", es decir, nacido en medio de la tormenta de coronavirus y con sus miembros fundadores -50 en total- confinados en sus casas, tomando decisiones por medios virtuales. Son trabajadores que prestan servicios para Sitel de Colombia S.A. y Teleperformance Colombia S.A.S.

9 Apr 2020 | <https://www.plymouthherald...>

Impact on Score

Neutral →

valid from 1 Apr 2020 to 1 May 2025

Impacted themes



Plymouth employer Sitel defends itself against allegations made by workforce

A Plymouth call centre giant has defended its procedures to keep key workers safe at its huge Derriford office during the pandemic. Sitel has stressed it is an essential business staffed by key workers and is carrying out strict safety precautions at The Ship.

30 Mar 2020 | <http://france3-regions.fra...>

Impact on Score

Neutral →

valid from 1 Mar 2020 to 1 Apr 2025

Impacted themes



La Rochelle. La CGT demande la fermeture de la plateforme d'appels Sitel à Périgny

La CGT demande la fermeture de la plateforme d'appels Sitel située à Périgny près de La Rochelle. Le syndicat justifie sa demande de fermeture au nom de la santé des salariés.

28 Mar 2020 | <https://www.itv.com/news/2...>

Impact on Score

Neutral →

valid from 1 Mar 2020 to 1 Apr 2025

Impacted themes



NHS 111 helpline firm faces allegations over social distancing in workplace

New allegations have been made about an outsourcing firm running NHS 111 services making staff work "desk to desk" in an apparent breach of coronavirus social distancing rules. Labour has written to Health Secretary Matt Hancock with "urgent concerns" about a call centre in Plymouth operated by Sitel, which denied the allegations.

19 Mar 2020 | <https://www.wfmynews2.com/...>

Impact on Score

Neutral →

valid from 1 Mar 2020 to 1 Apr 2025

Impacted themes



Sitel Corp. employee lied about having coronavirus that led to company shut down: Deputies

Sitel Corp. employee, Jeffery Travis Long, falsely claimed he had COVID-19, causing the company to shut down for 5 days, according to Spartanburg County Sheriff Chuck Wright. Due to the incident, Long has been charged with breach of peace and forgery by the Inman Police Department in connection with the letter sent to the school. According to WSPA, the Spartanburg County Sheriff's Office said they are continuing to investigate the letter given to Sitel and are waiting on documentation from the VA.

13 Jan 2020 | <http://www.diariodesevilla...>

Impact on Score

Neutral →

valid from 1 Jan 2020 to 1 Feb 2025

Impacted themes



Sitel despide a 426 trabajadores de Sevilla en seis meses

La empresa de teleoperadores Sitel ha presentado un ERE para su centro de trabajo de Sevilla, el segundo en menos de seis meses, que supondrá el despido de 303 personas que se unirán a las 123 cesadas en 2019.

8 Jan 2020 | <https://malaya.com.ph/news...>

Impact on Score

Neutral →

valid from 1 Jan 2020 to 1 Feb 2025

Impacted themes



Sitel pledges support to an inclusive and safe environment for LGBTQ+ Filipinos

Sitel Philippines reiterated its support for Diversity and Inclusivity at the recently held Philippine Financial Industry Pride's Pride Gala as a Silver Sponsor. The gala brought together several top business brands in the country to highlight their commitment to providing equal opportunities and a safe workplace for LGBTQ+ Filipino professionals. This commitment was documented with representatives from each company signing the official PFIP pledge book.

23 Oct 2019 | <http://www.plymouthherald...>

Impact on Score

Neutral →

valid from 1 Oct 2019 to 1 Nov 2024

Impacted themes



Sitel staff 'left in the dark' and facing hundreds of Christmas redundancies

Workers at Plymouth's John Lewis call centre Sitel have hit out at a lack of information after being told that hundreds of staff members will be made redundant before Christmas. Employees were hit with the shock news on Monday after it emerged that retail giant John Lewis plans to move their customer service operations both to the Philippines and in house.

22 Oct 2019 | <http://www.devonlive.com/n...>

Impact on Score

Neutral →

valid from 1 Oct 2019 to 1 Nov 2024

Impacted themes



Shock and disbelief at wave of redundancies at Sitel's John Lewis call centre

Staff at Plymouth-based John Lewis call centre Sitel have reacted with shock and disbelief after being told that hundreds of jobs will be lost at the company's Derriford HQ. During the emergency meeting staff were told that between 300 and 350 employees could be made redundant by December 20.

19 Sep 2019 | <http://www.larepubliques...>

Impact on Score

Neutral →

valid from 1 Sep 2019 to 1 Oct 2024

Impacted themes



Pau : grève ce jeudi chez Sitel (groupe Acticall)

A l'appel d'une intersyndicale, un mouvement de grève concerne ce jeudi le site palois de Sitel, où travaillent près de 500 opérateurs de services clients. L'annonce de la direction en fin de semaine dernière a fait bondir les salariés palois de Sitel (groupe Acticall), basés à la Cité Multimédia. A savoir la réduction du nombre de conseillers au sein de la cellule Middle de l'entreprise, "de 60 à 26. C'est inadmissible.

11 Sep 2019 | <http://www.diariodesevilla...>

Impact on Score

Neutral →

valid from 1 Jul 2019 to 1 Aug 2024

Impacted themes



Alegan ante el TSJA el despido de embarazadas y enfermos en Sitel

La demanda contra el ERE que despidió a 123 personas de la empresa de teleoperadores Sitel en Sevilla alega que los afectados fueron embarazadas, personas con reducción de jornada para el cuidado de hijos, enfermos y los trabajadores con más antigüedad y más derechos.

16 Jul 2019 | <https://www.7sur7.be/econo...>

Impact on Score

Neutral →

valid from 1 Jul 2019 to 1 Aug 2024

Impacted themes



Sitel va licencier 60 personnes

La société de call-center Sitel, située à Diegem, va procéder au licenciement de 60 salariés, a-t-elle annoncé vendredi, après avoir clôturé unilatéralement la phase d'information et de consultation, lancée dans le cadre de la restructuration de ses activités.

3 Jul 2019 | <http://www.lanouvellerepub...>

Impact on Score

Neutral →

valid from 1 Jul 2019 to 1 Aug 2024

Impacted themes



Blois : les salariés d'Acticall débrayent et réclament une hausse des salaires

Quatre-vingts à quatre-vingt-dix salariés du site blésois de l'entreprise Acticall ont débrayé, mercredi 3 juillet 2019. Ils réclament une hausse des salaires de 80 euros brut minimum.

25 Jun 2019 | <https://www.walesonline.co...>

Impact on Score

Neutral →

valid from 1 Jun 2019 to 1 Jul 2024

Impacted themes



Workers at Swansea's doomed Virgin Media site say they're not getting 'loyalty packages' promised

Around 800 workers are losing their jobs at the Swansea site, with 552 staff based at Virgin Media and a further 220 working for subcontractors of the company Sitel.

27 May 2019 | <http://www.abqjournal.com/...>

Impact on Score

Neutral →

valid from 1 May 2019 to 1 Jun 2024

Impacted themes



Sitel closing ABQ call center operation

Sitel Group said Wednesday that it plans to shut its Albuquerque call center by the end of 2019, affecting about 700 local employees.

29 Mar 2019 | <https://www.newschannel10...>

Impact on Score

Neutral →

valid from 1 Mar 2019 to 1 Apr 2024

Impacted themes



Sitel Group Amarillo location closing

AMARILLO, TX (KFDA) - Sitel Group has announced the closure of the company's Amarillo location.

27 Mar 2019 | <https://www.abqjournal.com...>

Impact on Score

Neutral →

valid from 6 Mar 2024 to 27 Apr 2024

Impacted themes



Sitel closing ABQ call center operation

Sitel Group said Wednesday that it plans to shut its Albuquerque call center by the end of 2019, affecting about 700 local employees. In 2017, the company shut down a separate call center it operated in Las Cruces, laying off 400 employees.

Expired

14 Jan 2019 | <https://www.dailyrecord.co...>

Impact on Score

Neutral →

valid from 6 Mar 2024 to 14 Feb 2024

Impacted themes



Peed off call centre staff slam new contracts with two-minute toilet break limit

Staff at the Sitel site in Bellshill, Lanarkshire, have been told their "personal time" should take up no more than one per cent of their shift. For a four-hour part-time day that's just over two minutes. The contract sent to staff states: "Personal time should be kept to a minimum and should range between 0%-1% per day maximum. It reiterates personal time "should be used for toilet breaks ONLY."

Expired

13 Jan 2019 | <https://www.plymouthherald...>

Impact on Score

Neutral →

valid from 1 Jan 2019 to 1 Feb 2024

Impacted themes



Plymouth mum 'humiliated' by John Lewis call centre

Plymouth parent says she doesn't want others to go through the same experience after embarrassing encounter with Sitel's HR department

28 Aug 2023 |

Impact on Score

Neutral →

valid from 6 Mar 2024 to 28 Sep 2028

No records found for this company on Compliance Database

Environment Labor & Human Rights Ethics Sustainable Procurement

Specific comments

No records found in third party risk and compliance database.

The implementation coverage of sustainability measures and actions throughout the company is unclear.

There is a lack of reporting on KPIs regarding ethics issues.

There is a lack of reporting on KPIs regarding sustainable procurement issues.

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