

FOUNDEVER GROUP (GROUP)

Tampa - Luxembourg | Activities of call centres
EVID: FD868615



Publication date: 23 Feb 2024

Valid until: 23 Feb 2025

Sustainability performance

Insufficient

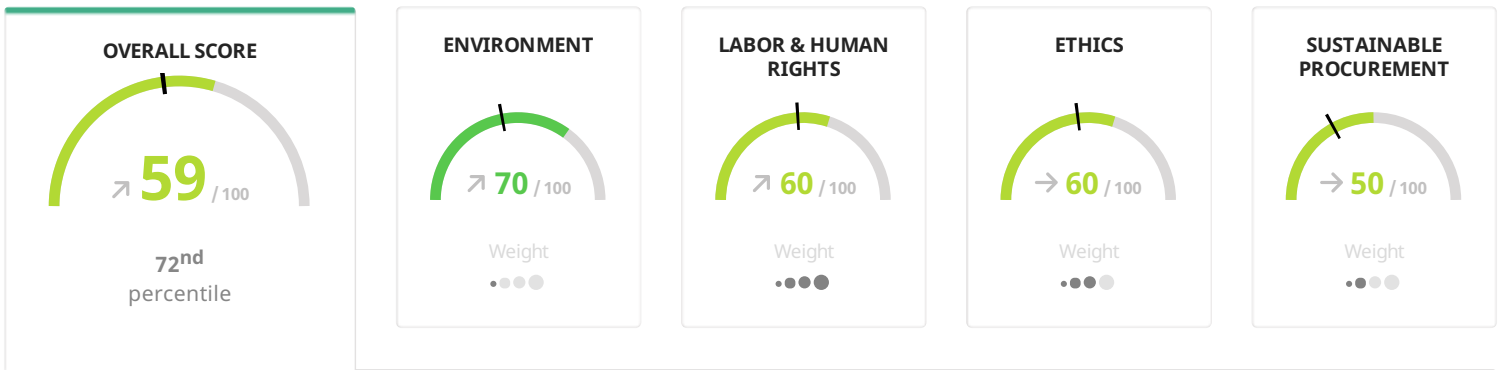
Partial

Good

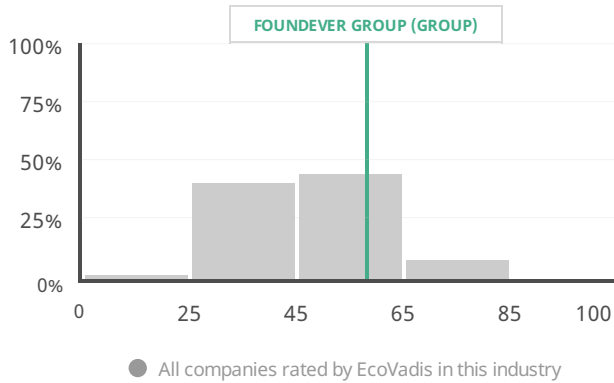
Advanced

Outstanding

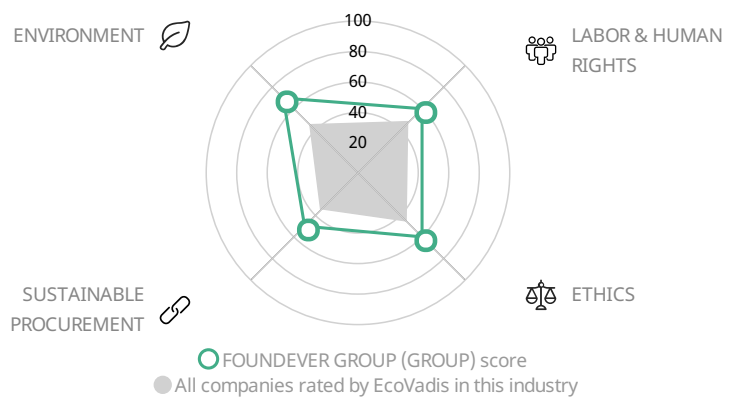
Average score



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

Exceptional policy on major environmental issues

Actions

Strengths

Other actions to manage waste

Reduction of internal wastes through material reuse, recovery or repurpose

Training of employees on energy conservation/climate actions

Purchase and/or generation of renewable energy

Reduction of carbon emissions in transportation

ISO 50001 certified

ISO 14001 certified

Measures to recycle IT equipment

Results

Strengths

Total gross Scope 2 reporting value confirmed in supporting documentation

Total gross Scope 1 reporting value confirmed in supporting documentation

Reporting on total gross Scope 2 GHG emissions (market or location based)

Reporting on total gross Scope 1 GHG emissions

Reporting is formally aligned with a reporting standard on environmental issues

Reporting in accordance with GRI Universal Standards

Reporting on total weight of waste recovered

Total gross Scope 3 GHG emissions reporting value confirmed in supporting documentation

Reporting on total amount of renewable energy consumed

Reporting on total weight of non-hazardous waste

Reporting on total weight of hazardous waste

Reporting on total gross Scope 3 GHG emissions

Materiality analysis in sustainability reporting

Company communicates progress towards the Sustainable Development Goals (SDGs)

Company reports to CDP

Reporting on total energy consumption

Comprehensive reporting on environmental issues

Improvement Areas

Actions

Priority Improvement Areas

Low

Less than 20% of operational sites ISO 14001 certified

Results

Priority Improvement Areas

Low

No external assurance or verification of sustainability reporting



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 social dialogue

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

Health and safety policy also covers subcontractors working on the company premises

Actions

Strengths

Actions to improve workstation ergonomics

Actions to address stress and psychological wellbeing in the workplace

Employee health and safety emergency action plan

Other proactive actions to prevent child and/or forced labor

Actions to promote gender inclusion in the workplace

Affinity or other support groups for minorities/vulnerable groups

Compensation for extra or atypical working hours

Employee satisfaction survey

Bonus scheme related to company performance

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

Health care coverage of employees in place

Grievance mechanism on discrimination and/or harassment issues

Actions to promote wage equality in the workplace

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

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

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

Regular assessment of individual performance

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 women at top management level

Reporting on number of recordable work-related ill health

Reporting on the percentage of women employed in relation to the whole organization

Reporting in accordance with GRI Universal Standards

Report on percentage of women within the organization's board

Materiality analysis in sustainability reporting

Company communicates progress towards the Sustainable Development Goals (SDGs)

Comprehensive reporting on labor and human rights issues

Reporting on number of average training hours per employee

Improvement Areas

Policies

Priority Improvement Areas

Low

No quantitative target on labor and human rights issues

Actions

Priority Improvement Areas

Medium

No information regarding certification of a labor and human rights management system

Results

Priority Improvement Areas

Medium

The 360° Watch has identified at least one significant controversy, fine or penalty regarding labor and human rights issues in the last five years (see news with red downward arrow in the 360° Watch section).

Medium

The 360° Watch has identified at least one significant adverse report regarding working conditions (e.g. wages, work overtime).

Medium

The 360° Watch has identified at least one significant adverse report regarding social dialogue.

Medium

The 360° Watch has identified at least one significant adverse report regarding diversity, equity and inclusion.

Low

No external assurance or verification of sustainability reporting

Low

No information on reporting on ratio of the annual total compensation of the highest paid individual, to the median annual total compensation for all employees



Ethics

Weight ●●●●

Strengths

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 information security concerns

Whistleblower procedure for stakeholders to report corruption and bribery

Information security due diligence program on third parties in place

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

Implementation of a records retention schedule

Information security risk assessments performed

Audits of control procedures to prevent information security breaches

Awareness training to prevent information security breaches

Corruption risk assessments performed

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

Anti-corruption due diligence program on third parties in place

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

ISO 27001 certified (certification of information security management system)

Results

Strengths

Reporting in accordance with GRI Universal Standards

Materiality analysis in sustainability reporting

Company communicates progress towards the Sustainable Development Goals (SDGs)

Standard reporting on ethics issues

Improvement Areas

Actions

Priority Improvement Areas

High

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

Results

Priority Improvement Areas

Low

No external assurance or verification of sustainability reporting



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

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

Sustainability risk analysis (i.e. prior to supplier assessments or audits)

Results

Strengths

Total gross Scope 3 upstream GHG emissions value confirmed in supporting documentation

Reporting on total gross Scope 3 upstream GHG emissions

Reporting in accordance with GRI Universal Standards

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 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

Insufficient reporting on sustainable procurement issues

Low

No external assurance or verification of sustainability reporting

360° Watch Findings

22 Dec 2023 | <https://customerfirst.nl/n...>

Impact on Score

Neutral →

valid from 1 Dec 2023 to 1 Jan 2029

Impacted themes



New collective labor agreement for facility contact centers as of January 1, 2024 [NL]

The Employers' Association of Facility Contact Centers (WFC) has reached an agreement with trade unions CNV and Qlix on the new collective labor agreement for Facility Contact Centers. The agreement will enter into force on January 1, 2024. The news marks an important step for the entire industry and underlines the commitment to a positive working environment and fair employment conditions for all client advisors in the sector. Members of WFC are:

Teleperformance, Majorel, Concentrix + Webhelp, Conduent, WEngage, Foundever, Transcom, Yource, Vanad Group, Custom Connect, Soleo, Continuum, DIRECT Customer Contact, Customer Contact Services and ETB Support Solutions.

19 Dec 2023 | <http://www.mundosindical.c...>

Impact on Score

Neutral →

valid from 1 Dec 2023 to 1 Jan 2029

Impacted themes



Union promotes assembly with workers from the company Foundever [PT]

Sintratel, the Telemarketing Workers Union, approved the Collective Labor Agreement with FOUNDEVER DO BRASIL on December 18. The agreement, effective in 2023, covers various aspects, including adherence to NR17's Annex II guarantees, regulations for in-person and home office work, and compliance with the "Maria da Penha" law. The agreement emphasizes measures for employee well-being, including ergonomic guidelines, break provisions, and provisions for voice and hearing health. For home office workers, guidelines for preventing occupational diseases, subsistence allowance, and potential partnerships with Sintratel for awareness campaigns are outlined. The agreement also addresses hygiene practices in the workplace and regulations for teleworking hours, compensation, and allowances.

14 Dec 2023 | <https://tribune.net.ph/202...>

Impact on Score

Neutral →

valid from 1 Dec 2023 to 1 Jan 2029

Impacted themes



Foundever hailed as one of Phil's Best Employers

Foundever, a global leader in the customer experience industry, has secured a position in the esteemed list of the Philippines' Best Employers 2024. The recognition reflects the company's dedication to creating an inclusive, rewarding and dynamic work environment.

13 Dec 2023 | <https://www.newsweek.com/r...>

Impact on Score

Neutral →

valid from 1 Dec 2023 to 1 Jan 2029

Impacted themes



Newsweek America's Greatest Workplaces 2024 for Diversity

Foundever received a 4.5 star diversity score for America's Greatest Workplaces 2024 for Diversity.

12 Dec 2023 | <https://www.comparably.com...>

Impact on Score

Neutral →

valid from 1 Dec 2023 to 1 Jan 2029

Impacted themes



Comparably Best Company Culture 2023

Foundever was among Comparably Best Company Culture for the year of 2023.

15 Nov 2023 | <https://www.comparably.com...>

Impact on Score

Neutral →

valid from 1 Nov 2023 to 1 Dec 2028

Impacted themes



Comparably Best Companies for Women 2023

Foundever was among Comparably Best Companies for Women for the year of 2023.

21 Sep 2023 | <https://www.comparably.com...>

Impact on Score

Neutral →

valid from 1 Sep 2023 to 1 Oct 2028

Impacted themes



Comparably Best Work-Life Balance 2023

Foundever was among Comparably Best Work-Life Balance for the year of 2023.

19 Sep 2023 | <https://stevies-sage.secur...>

Impact on Score

Neutral →

valid from 1 Sep 2023 to 1 Oct 2028

Impacted themes



Winners in the 2023 Stevie® Awards for Great Employers

The following nominations have been selected as Gold, Silver, or Bronze winners in the 8th annual Stevie® Awards for Great Employers, which recognizes the world's best employers and the human resources teams, professionals, achievements, suppliers, and products and services that help to create, and drive, great places to work. Foundever was among the Winners in the 2023 Stevie Awards for Great Employers.

15 Sep 2023 | <https://mb.com.ph/2023/9/1...>

Impact on Score

Neutral →

valid from 1 Sep 2023 to 1 Oct 2028

Impacted themes



Foundever clinches big wins at HR Asia Awards 2023

Foundever, a global leader in the customer experience (CX) industry, has been recognized as one of the "Best Companies to Work for in Asia" for 2023 by HR Asia, known publication for HR professionals.

10 Aug 2023 | <https://www.greatplacetowo...>

Impact on Score

Neutral →

valid from 1 Aug 2023 to 1 Sep 2028

Impacted themes



Foundever certified as Great Place To Work [PT]

Foundever certified as a Great Place To Work for the year of 2023 in Portugal.

21 Jun 2023 | [https://www.fs-uso.es/uso...](https://www.fs-uso.es/uso-...)

Impact on Score

Negative ↘

valid from 1 Mar 2023 to 1 Apr 2028

Impacted themes



Severity

Minor ● ● ●

21 Mar 2023 | <https://www.syndicalismehe...>

Impact on Score

Under watch 👁

valid from 1 Mar 2022 to 1 Apr 2027

Impacted themes



Chez Sitel, la CFDT engrange les avancées et les adhésions

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.

USO gana en la Audiencia Nacional una sentencia que condena a Sitel por discriminación en el cobro de los incentivos

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.

27 Feb 2023 | <https://news.outsourcacee...>

Impact on Score

Neutral →

valid from 1 Jun 2021 to 1 Jul 2026

Impacted themes



Sitel and Sutherland conclude court battle

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."

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://www.newsweek.com/r...>

Impact on Score

Neutral →

valid from 1 Jan 2023 to 1 Feb 2028

Impacted themes



Newsweek America's Greatest Workplace for Women for year 2023

Foundever received a 4 star equality score for America's Greatest Workplace for Women in 2023.

1 Jan 2023 | <https://www.comparably.com...>

Impact on Score

Neutral →

valid from 1 Jan 2023 to 1 Feb 2028

Impacted themes



Comparably Best Companies for Diversity 2023

Foundever was among Comparably Best Companies for Diversity for the year of 2023.

1 Jan 2023 | <https://www.newsweek.com/r...>

Impact on Score

Neutral →

valid from 1 Jan 2023 to 1 Feb 2028

Impacted themes



Newsweek America's Greatest Workplaces 2023 for Parents and Families

Foundever received a 4.5 star AGW Parent & Family score for America's Greatest Workplaces 2023 for Parents and Families.

1 Jan 2023 | <https://www.newsweek.com/r...>

Impact on Score

Neutral →

valid from 1 Jan 2023 to 1 Feb 2028

Impacted themes



Newsweek America's Greatest Workplaces 2023

Foundever received a 4.5 star AGW score for America's Greatest Workplaces 2023.

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.

4 Nov 2022 | <http://malaya.com.ph/news...>

Impact on Score

Neutral →

valid from 1 Nov 2022 to 1 Dec 2027

Impacted themes



Sitel PH named Top Employer for 2022

Sitel Group, one of the largest providers of customer experience products and solutions, today announced that Sitel Philippines was awarded the Circle of Excellence for the Top Employer of the Year category in the recently held 2022 Asia CEO Awards.

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.

26 Sep 2022 | <http://ejemplos-curriculum...>

Impact on Score

Neutral →

valid from 1 Sep 2022 to 1 Oct 2027

Impacted themes



Mejores empresas para trabajar en Panamá en 2022

Sitel estuvo entre las 10 mejores empresas para trabajar en Panamá para el año 2022.

6 Jul 2022 | <http://www.lionheartv.net/...>

Impact on Score

Neutral →

valid from 1 Jul 2022 to 1 Aug 2027

Impacted themes



Sitel Group honored with Gold Stevie Award for Most Exemplary Employer

Sitel Group®, one of the largest global providers of customer experience (CX) products and solutions, announced that it has been recognized with a Gold Stevie Award for Most Exemplary Employer in the 2022 Asia Pacific Stevie Awards for its agile and comprehensive response to COVID-19.

1 Jun 2022 | [https://www.techrepublic.com/...](https://www.techrepublic.com/)

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/...](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.

5 Apr 2022 | <http://unicourt.com/case/p...>

Impact on Score

Neutral →

valid from 23 Feb 2024 to 5 May 2027

Impacted themes



Williams v. Sitel Group et al

On 04/05/2022 Williams filed a Labor - Labor Standard lawsuit against Sitel Group. This case was filed in U.S. District Courts, Florida Southern District Court. The Judges overseeing this case are Lauren Fleischer Louis and K. Michael Moore. The case status is Pending - Other Pending.

1 Apr 2022 | <https://www.bleepingcomput...>

Impact on Score

Neutral →

valid from 23 Feb 2024 to 1 May 2027

Impacted themes



Sitel on Okta breach: "spreadsheet" did not contain passwords

Okta's outsourced provider of support services, Sitel (Sykes) has shared more information this week in response to the leaked documents that detailed the various incident response tasks carried out by Sitel after the Lapsus\$ hack. The documents, leaked by a researcher online, perpetuated the myth that Sitel stored its domain admin passwords extracted from LastPass in an Excel spreadsheet—a claim now dispelled by Sitel.

14 Mar 2022 | [https://martechseries.com/...](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.

23 Jan 2022 | <https://violationtrackeruk...>

Impact on Score

Negative ↘

valid from 1 Feb 2022 to 1 Mar 2027

Impacted themes



Severity

Minor ● ● ●

Violation Tracker UK Individual Case - Sitel Group (Sitel UK)

On 23/01/2022, Sitel Group (Sitel UK) was fined £3,360 for labour standards violation by the Employment Tribunal.

14 Jan 2022 | <http://unicourt.com/case/p...>

Impact on Score

Neutral →

valid from 23 Feb 2024 to 14 Feb 2027

Impacted themes



Stanback v. Sitel Worldwide Corporation et al

On 01/14/2022 Stanback filed a Labor - Labor Standard lawsuit against Sitel Worldwide Corporation. This case was filed in U.S. District Courts, Tennessee Middle District Court. The Judges overseeing this case are William L. Campbell, Jr and Barbara D. Holmes. The case status is Pending - Other Pending.

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

Impact on Score

Neutral →

valid from 23 Feb 2024 to 14 Jan 2027

Impacted themes



Accords d'entreprise chez SITES FRANCE

Les négociations entre la direction de SITES FRANCE et les instances représentatives du personnel ont abouti sur les accords et avenants suivants. Les résultats des négociations avec les partenaires sociaux chez SITES 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 23 Feb 2024 to 17 Dec 2026

Impacted themes



UGT demandará ante la Audiencia Nacional a Sitel, Unisón 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, Unisón y Carrefour por la baja sin notificar de 212 personas tras un cambio en la provisión de un servicio a la cadena de supermercados.

18 Oct 2021 | <https://unicourt.com/case/...>

Impact on Score

Neutral →

valid from 23 Feb 2024 to 18 Nov 2026

Impacted themes



Foster v. Sitel Operating Corporation

On 10/18/2021 Foster filed a Civil Right - Employment Discrimination lawsuit against Sitel Operating Corporation. This case was filed in U.S. District Courts, Georgia Northern District Court. The Judges overseeing this case are Amy Totenberg and Justin S. Anand. The case status is Pending - Other Pending.

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

Impact on Score

Neutral →

valid from 23 Feb 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 CARREFUR a UNISONO.

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

Impact on Score

Negative ↘

valid from 1 Aug 2021 to 1 Sep 2026

Impacted themes



Severity

Major ●●●

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.

5 Apr 2021 | <https://gender-pay-gap.ser...>

Impact on Score

Neutral →

valid from 1 Apr 2021 to 1 May 2026

Impacted themes



2021/22 Gender pay gap report for Sitel UK 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 1.8% lower than men's.

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.

1 Jan 2021 | <http://certificadas.gptw.c...>

Impact on Score

Neutral →

valid from 1 Jan 2021 to 1 Feb 2026

Impacted themes



Sitel Brasil recognized as Great Place to Work [PT]

86% of Sitel Brasil employees say the company is a great place to work compared to 57% of employees at a typical US-based company.

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.

1 Sep 2020 | <http://www.droits-salaries...>

Impact on Score

Neutral →

valid from 1 Sep 2020 to 1 Oct 2025

Impacted themes



Accord d'entreprise "Accord sur la mise en place du teletravail" chez Sitel France (Siège)

Cet accord signé entre la direction de Sitel France et le syndicat CFE-CGC et CGT-FO et CFDT et CFCT le 2020-09-01 est le résultat de la négociation sur le droit à la déconnexion et les outils numériques, les conditions de travail, l'hygiène, la santé au travail, le télétravail ou home office.

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

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.

9 Jun 2020 | <https://unicourt.com/case/...>

Impact on Score

Neutral →

valid from 23 Feb 2024 to 9 Jul 2025

Impacted themes



Allison Wright Plaintiff vs. Sitel Operating Corporation Defendant

On 06/09/2020 Allison Wright Plaintiff filed a Civil Right - Employment Discrimination lawsuit against Sitel Operating Corporation Defendant. This case was filed in Broward County Circuit Courts, Broward County Central Courthouse located in Broward, Florida. The Judge overseeing this case is Haimes, David A.. The case status is Pending - Other Pending.

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 despede 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.larepubliquesdes...>

Impact on Score

Neutral →

valid from 1 Sep 2019 to 1 Oct 2024

Impacted themes



Grève ce jeudi chez Sitel (groupe Acticall)

A l'appel d'une intersyndicale, un mouvement de grève concerne ce jeudi le site paloís 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 paloís 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.

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



3 Jan 2024 |

Impact on Score

Neutral →

valid from 23 Feb 2024 to 3 Feb 2029

No records found for this company on Compliance Database

Sitel Group Amarillo location closing

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

Environment Labor & Human Rights Ethics Sustainable Procurement

Specific comments

- No records found in third party risk and compliance database.
- Since the last assessment the overall score has increased thanks to the provision of new sustainability certifications.
- The company demonstrates an advanced management system on environmental issues.

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