

FOUNDEVER FRANCE SAS (GROUP)

Paris 9e Arrondissement - France | Activities of call centres
 Company size: L | Assessment scope: Group

Overall score
 ↗ **80**/100

Percentile
95th



Scorecard

Publication date: 28 Apr 2026 Valid until: 28 Apr 2027

Overall score

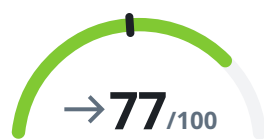
Percentile
95th

↗ **80**/100



Environment

Impact on score ●○○○



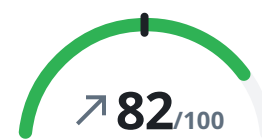
Labor & Human Rights

Impact on score ●●●●



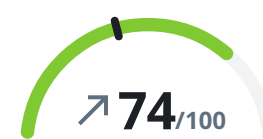
Ethics

Impact on score ●●●○



Sustainable Procurement

Impact on score ●●○○



Environment

Impact on score ●○○○

● → **77**/100

Environment | Policies

Impact on score ●●●●

● → **100**/100

A policy is a set of objectives that addresses specific sustainability issues. It shows a company's intention to reduce impact, mitigate risk or improve performance.

Strengths

Formal mechanisms to review and amend environmental policy
Environmental policy scope of application specified
Environmental policy on waste
Exceptional policy on major environmental issues
Quantitative targets set on energy consumption and GHGs
Environmental policy on energy consumption and GHGs
Dedicated responsibility for environmental policy

Improvement areas

Low priority	No supporting evidence of quantitative target set on waste
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Environment | Endorsements

Impact on score ●○○○

● → **100**/100

Endorsements are your company's public adherence or commitment to meeting objectives and principles defined by a recognized third-party organization.

Strengths

Endorsement of the Science Based Targets initiative - Targets Set

Endorsement of the United Nations Global Compact (UNGC)

Environment | Measures Impact on score ●●●●

● → 100/100

Measures are your company's actions to support your sustainability policies and commitments.

Strengths

Reduction of energy consumption of IT infrastructure

Reduction of energy consumption of lighting systems

Training of employees on waste reduction and sorting

Reduction of internal wastes through material reuse, recovery or repurpose

Internal sorting & disposal of waste according to waste streams

Use of eco-friendly or bio-based input materials

Purchase of verified carbon offset credits

Other actions to reduce energy consumption/GHG emissions

Purchase and/or generation of renewable energy

Training of employees on energy conservation/climate actions

Energy and/or carbon audit

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

Improvement areas

Low priority No supporting evidence of reduction of material consumption through process optimization

Environment | Certifications Impact on score ●●●○

● ↗ 50/100

Certifications confirm your compliance with international standards (for example, ISO 14001, ISO 45001, ISO 37001, SA8000 or FSC Chain of Custody). They must be issued by an external certification body.

Strengths

Environmental management system certification covers more than 75% of the assessed scope

Improvement areas

Medium priority No supporting evidence of ISO 14001/EMAS certification

Environment | Coverage Multiplying factor

● 50/100

Coverage means the level of deployment of measures and certifications throughout your company. It's a multiplying factor. The higher it is, the higher score will be given to the Measures and Certifications indicators.

Improvement areas

Medium priority

Supporting documents show a medium level of coverage of environmental actions or certification throughout company operations

Environment | Reporting

Impact on score ●●●○

75/100

Reporting is based on quantitative KPIs that measure your implementation of sustainability practices.

Strengths

Reporting on total gross Scope 3 GHG emissions
Reporting on total weight of waste recovered
Total gross Scope 3 GHG emissions reporting value confirmed in supporting documentation
Reporting on total gross Scope 1 GHG emissions
Reporting on total gross Scope 2 GHG emissions (market or location based)
Company reports to CDP
Reporting on total gross Scope 3 downstream GHG emissions
Reporting on total amount of renewable energy consumed
Reporting on total weight of hazardous waste
Total gross Scope 3 downstream GHG emissions value confirmed in supporting documentation
Total gross Scope 2 reporting value confirmed in supporting documentation
Total gross Scope 1 reporting value confirmed in supporting documentation
Comprehensive reporting on environmental issues
Reporting on total energy consumption
Reporting in accordance with GRI Universal Standards
Company communicates progress towards the Sustainable Development Goals (SDGs)
Materiality analysis in sustainability reporting

Improvement areas

Medium priority

No supporting evidence of external assurance or verification of the sustainability reporting

Low priority

No supporting evidence of reporting on the total weight of non-hazardous waste

Environment | 360° Watch

Impact on score ●●●●

75/100

The 360° Watch Findings indicator is scored based on the data we gather by scanning thousands of sources in the public domain. This allows us to get a broader overview of your company's sustainability management.

Strengths and improvement areas

No recommendations yet

News that impacted your score (6)

News stories about your company we found in public databases.

Foundever marks multiple wins at ACES Awards

business.inquirer.net | 24 Jan 2026

Foundever, the service company specialized in customer experience, won multiple citations at the 2025 Asia Corporate Excellence & Sustainability (ACES) Awards. The firm's Philippine operations was named Top Workplace in Asia for the fifth consecutive year. It was also cited as Top Community-Centric Company in Asia for the second year in a row.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2026 to Feb 2031



Foundever launches e-waste recycling program in Philippines

news.outsourceaccelerator.com | 10 Sep 2025

Foundever®, a global leader in customer experience (CX), has launched an e-waste drop box initiative across all its Philippine locations. Partnering with HMR Envirocycle Philippines, a DENR-accredited recycler, the program encourages employees to responsibly dispose of electronic waste like old phones, laptops, and batteries. This collaboration focuses on reducing emissions through repair, reuse, and recycling, aligning with Foundever's science-based greenhouse gas targets. By fostering a culture of sustainability and environmental responsibility, Foundever aims to create a positive impact on the

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Sep 2025 to Oct 2030



Planet Possible: 2025 Sustainability Awards Reveal the Changemakers Turning Green Goals into Bottom-Line Growth

www.bintelligence.com | 05 Aug 2025

The Business Intelligence Group's 2025 Sustainability Awards recognized organizations and individuals integrating ESG principles into business growth. The awards highlight that sustainability has evolved into a "board-level imperative" driving innovation and competitive advantage. Notably, Foundever® was honored in the Sustainability Squad (Team) category. The winning ESG team included Carole Bohrer (Chief Legal Officer & ESG Executive Sponsor), Corinne Suné (VP, Global Compliance & ESG), Lynn Thacker-Hart (Director of Global Sustainability), and managers Anthony Najera and Manish

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Aug 2025 to Sep 2030



Foundever® Secures SBTi Approval & Validation for Ambitious Near-term Climate Targets by 2033

sciencebasedtargets.org | 08 Jul 2025

SBTi approval illustrates that the Foundever near-term climate goals align with the SBTi Corporate Net-Zero Standard, strengthening its commitment to meaningful climate action. In its role as a corporate climate action organization, the SBTi helps companies worldwide set science-based emissions reduction targets in line with what is needed to keep global heating below catastrophic levels.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jul 2025 to Aug 2030



Global BPO leader recognized for excellence

malaya.com.ph | 02 Dec 2022

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Dec 2022 to Jan 2028



No records found for this company on Compliance Database

02 Apr 2026

360° Watch

Impact on Score

Neutral

Severity

N/A

valid from Apr 2026 to Apr 2031

Labor & Human Rights Impact on score ●●●●

● ↗ **82**/₁₀₀

Labor & Human Rights | Policies Impact on score ●●●●

● ↗ **75**/₁₀₀

A policy is a set of objectives that addresses specific sustainability issues. It shows a company's intention to reduce impact, mitigate risk or improve performance.

Strengths

Labor and human rights policy on social dialogue
Dedicated responsibility for labor and human rights policy
Labor and human rights policy scope of application specified
Formal mechanisms to review and amend labor and human rights policy
Labor and human rights policy on working conditions
Labor and human rights policy on employee health and safety
Labor and human rights policy on child labor, forced labor, and human trafficking
Labor and human rights policy on career management and training
Labor and human rights policy on preventing discrimination and harassment

Improvement areas

Low priority No supporting evidence of quantitative target set on preventing discrimination and harassment
Low priority No supporting evidence of quantitative target set on career management and training
Low priority No supporting evidence of quantitative target set on working conditions

Labor & Human Rights | Endorsements Impact on score ●○○○

● → **100**/₁₀₀

Endorsements are your company's public adherence or commitment to meeting objectives and principles defined by a recognized third-party organization.

Strengths

Endorsement of the United Nations Global Compact (UNGC)
Endorsement of a diversity charter

Labor & Human Rights | Measures Impact on score ●●●●● → **100**_{/100}

Measures are your company's actions to support your sustainability policies and commitments.

Strengths

Compensation for extra or atypical working hours
Grievance mechanism on discrimination and/or harassment issues
Stakeholder consultation with potentially affected groups or NGOs to address child labor, forced labor and/or human trafficking issues
Employee health and safety emergency action plan
Grievance mechanism on working conditions
Collective bargaining agreement on working hours, overtime, or leaves
Actions to ensure equal pay for equal work
Collective bargaining agreement on preventing discrimination and harassment
Collective bargaining agreement on career management & training
Employee representatives or employee representative body (e.g. works council)
Family Friendly programs (FFPs) implemented (e.g. parental or care leaves, childcare services or allowances)
Skills development program tailored to employee needs
Actions to address stress and psychological wellbeing in the workplace
Impact assessments identifying potential child labor, forced labor and/or human trafficking
Grievance mechanism on child labor, forced labor and/or human trafficking issues
Training of employees on health and safety risks and best working practices
Regular assessment of individual performance
Individual development and career plan for all employees
Actions to promote internal mobility
Actions to improve workstation ergonomics
Employee health & safety risk assessment
Remediation procedure in place for victims of discrimination and/or harassment
Actions to prevent discrimination in professional development and promotion processes
Communication to all employees of remuneration process (e.g. salary grid, procedure for salary advancement)
Employee satisfaction survey
Actions to promote the inclusion of employees with disabilities
Actions to prevent discrimination during recruitment phase
Awareness training on discrimination and harassment
Actions to prevent workplace harassment
Flexible organization of work (eg. remote work, flexi-time)
Actions to promote equal opportunities for all in the workplace
Health care coverage of employees in place

Improvement areas

Low priority

No supporting evidence of actions to ensure adequate wages

Low priority

No supporting evidence of actions to manage working hours and overtime

Low priority

No supporting evidence of training of employees on child labor, forced labor, and human trafficking

Labor & Human Rights | Certifications Impact on score ●●●○

● → 50/100

Certifications confirm your compliance with international standards (for example, ISO 14001, ISO 45001, ISO 37001, SA8000 or FSC Chain of Custody). They must be issued by an external certification body.

Strengths

Labor and human rights management system certification covers more than 75% of the assessed scope

Specific employee health & safety management system certification

Improvement areas

Low priority

Current labor and human rights certification(s) are insufficiently stringent in their requirements. The existing frameworks lack the necessary depth and comprehensive scope to effectively address all material issues within the theme

Labor & Human Rights | Coverage Multiplying factor

● 100/100

Coverage means the level of deployment of measures and certifications throughout your company. It's a multiplying factor. The higher it is, the higher score will be given to the Measures and Certifications indicators.

Strengths

Supporting documents show an exceptional level of coverage of labor and human rights actions or certification throughout company operations

Labor & Human Rights | Reporting Impact on score ●●●○

● → 75/100

Reporting is based on quantitative KPIs that measure your implementation of sustainability practices.

Strengths

Report on percentage of women within the organization's board
Reporting on the percentage of women employed in relation to the whole organization
Reporting in accordance with GRI Universal Standards
Reporting on number of recordable work-related ill health
Reporting on percentage of employees from minority and/or vulnerable groups at top management level
Comprehensive reporting on labor and human rights issues
Report on average unadjusted gender pay gap
Company communicates progress towards the Sustainable Development Goals (SDGs)
Reporting on the percentage of employees from minority and/or vulnerable groups in the whole organization
Materiality analysis in sustainability reporting
Reporting on number of average training hours per employee
Reporting on the percentage of women at top management level

Improvement areas

- Medium priority** No supporting evidence of external assurance or verification of the sustainability reporting
- Low priority** No supporting evidence of reporting on the ratio of the annual total compensation of the highest-paid individual to the median annual total compensation for all employees

Labor & Human Rights | 360° Watch

Impact on score ●●●●

● → **75**/₁₀₀

The 360° Watch Findings indicator is scored based on the data we gather by scanning thousands of sources in the public domain. This allows us to get a broader overview of your company's sustainability management.

Strengths and improvement areas

No recommendations yet

News that impacted your score (99)

News stories about your company we found in public databases.

Los expertos auguran dificultades para multar a las empresas por abusar de los algoritmos para controlar a los trabajadores

elpais.com | 08 Nov 2025

En julio de 2025, la Audiencia Nacional de España condenó a Foundever Spain (anteriormente Sitel) por vulnerar la normativa laboral al negarse a facilitar a los representantes de los trabajadores información sobre el uso de sus algoritmos. Aunque la compañía alegó que no utilizaba dichas herramientas, el tribunal halló pruebas de lo contrario y dictaminó que Foundever incumplió el artículo 64.4.d del Estatuto de los Trabajadores. Este artículo exige transparencia en cuanto al diseño y funcionamiento de los algoritmos que afectan a las condiciones de trabajo o la productividad. El caso pone de relieve el

360° Watch

Impact on Score

Severity

Neutral

valid from Nov 2025 to Dec 2030



Foundever marks multiple wins at ACES Awards

business.inquirer.net | 24 Jan 2026

Foundever, the service company specialized in customer experience, won multiple citations at the 2025 Asia Corporate Excellence & Sustainability (ACES) Awards. The firm's Philippine operations was named Top Workplace in Asia for the fifth consecutive year. It was also cited as Top Community-Centric Company in Asia for the second year in a row.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2026 to Feb 2031



Foundever expands disability inclusion with new self-ID and employee workshops

manilastandard.net | 03 Jan 2026

Foundever, the next-generation service leader reinventing customer experience (CX), expanded its disability inclusion efforts in November in line with the International Day of Persons with Disabilities (IDPWD), holding learning sessions nationwide and launching its voluntary Self-ID system on its internal employee platform to allow associates to confidentially share identity information and help shape more responsive workplace support.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2026 to Feb 2031



L'index égalité professionnelle pour Foundever France pour l'année 2026

egapro.travail.gouv.fr | 01 Jan 2026

Foundever France a reçu une note de 94 sur 100 de l'index égalité professionnelle entre les femmes et les hommes pour l'année 2026.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2024 to Feb 2029



Foundever defines 'Pride' in the workplace, celebrates inclusivity for employees

techtravelmonitor.com | 01 Jan 2026

Foundever in the Philippines recently concluded its Pride Summit 2025, a nationwide streamed event designed to educate and foster deeper understanding of the LGBTQIA+ community. The summit, titled "What Makes up a Rainbow?" explored the concept of pride in several situations, including the workplace, the home, and throughout society while providing valuable insights into the experiences and perspectives of members of the LGBTQIA+ community.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2026 to Feb 2031



Foundever Earns 2026 Military Spouse Friendly® Employer Designation

www.militaryfriendly.com | 01 Jan 2026

Foundever a global leader in the customer experience (CX) industry, announced today that it has earned the 2026 Military Friendly® Employer designation. The recognition reflects the continued efforts of Foundever in creating sustainable and meaningful career paths, community outreach and economic benefits to the military community and their families.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2026 to Feb 2031



Newsweek America's Greatest Workplace for Women 2026

rankings.newsweek.com | 01 Jan 2026

Foundever received a 5 star equality score for America's Greatest Workplace for Women in 2026.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2026 to Feb 2031



Foundever earns Great Place To Work tag for second year in a row

business.inquirer.net | 18 Dec 2025

Foundever clinched for the second consecutive year its certification as Great Place To Work (GPTW) in the Philippines. This certification is earned through real-time, anonymous employee feedback, based solely on how employees experience company culture.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Dec 2025 to Jan 2031



Accord d'entreprise FOUNDEVER FRANCE

www.maitredata.com | 15 Oct 2025

La société Foundever France a conclu un accord d'entreprise relatif au télétravail, signé le 15 octobre 2025 avec les organisations syndicales représentatives. Cet accord définit un cadre structuré pour l'exercice du travail à distance, précisant les critères d'éligibilité des salariés, les modalités d'organisation technique et les lieux d'exercice autorisés. En s'inscrivant dans une démarche de modernisation des conditions de travail, le dispositif traite également du droit à la déconnexion et de l'accompagnement des travailleurs handicapés, afin de concilier performance opérationnelle et

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Oct 2025 to Nov 2030



Foundever named one of North Luzon's Top Employers at 2025 Pag-IBIG StAR Awards

www.manilatimes.net | 06 Oct 2025

FOR the second consecutive year, Foundever in the Philippines has been recognized as one of the Top Employers in North Luzon at the Pag-IBIG StAR (Stakeholders Accomplishment Report) Awards 2025. The recognition highlights Foundever and its sustained investment in programs and policies that strengthen its workforce and support long-term business growth.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Oct 2025 to Nov 2030



Foundever Spain condenada por ocultar a los sindicatos el funcionamiento de los algoritmos que deciden turnos y descansos

confilegal.com | 08 Sep 2025

La Audiencia Nacional ha condenado a Foundever Spain por vulnerar la libertad sindical al ocultar información sobre los algoritmos que determinan los turnos y descansos de la plantilla. El tribunal dictaminó que la negativa de la empresa a revelar los parámetros de la "caja negra" que rigen estos sistemas automatizados infringe el Estatuto de los Trabajadores y el derecho a la negociación colectiva. Con el respaldo de sindicatos como CGT y CCOO, la sentencia obliga a Foundever a cesar estas prácticas opacas, facilitar transparencia técnica total a los representantes sindicales y abonar una

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Dec 2024 to Jan 2030



Planet Possible: 2025 Sustainability Awards Reveal the Changemakers Turning Green Goals into Bottom-Line Growth

www.bintelligence.com | 05 Aug 2025

The Business Intelligence Group's 2025 Sustainability Awards recognized organizations and individuals integrating ESG principles into business growth. The awards highlight that sustainability has evolved into a "board-level imperative" driving innovation and competitive advantage. Notably, Foundever® was honored in the Sustainability Squad (Team) category. The winning ESG team included Carole Bohrer (Chief Legal Officer & ESG Executive Sponsor), Corinne Suné (VP, Global Compliance & ESG), Lynn Thacker-Hart (Director of Global Sustainability), and managers Anthony Najera and Manish

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Aug 2025 to Sep 2030



Foundever® Honored as Silver Stevie® Award Winner in 2025 Stevie® Awards for Great Employers

stevies-sage.secure-platform.com | 18 Jul 2025

Foundever®, a global leader in the customer experience (CX) industry, has been named the winner of a Silver Stevie® Award in the Employer of the Year – Business & Professional Services category in the 10th annual Stevie Awards for Great Employers.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jul 2025 to Aug 2030



Foundever Reportedly Slashing 900 Jobs in 2025, Part of AI Shift

stlawyers.ca | 03 Jul 2025

Foundever is reportedly slashing approximately 900 jobs as it works more artificial intelligence (AI) into its operations. The experienced employment law team at Samfiru Tumarkin LLP is looking into the situation.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jul 2025 to Aug 2030



Renewed Collective Agreement at Foundever guarantees advancements and protection for workers [PT]

www.sinratel.org.br | 18 Jun 2025

The Sinratel union has successfully renewed its Collective Labor Agreement with Foundever in Brazil, securing significant protections and benefits for telemarketing employees. Approved by a vast majority, the agreement maintains essential rights such as specialized work shifts, ergonomic standards, and specific leave policies. Key highlights include 60 days of job stability for mothers returning from maternity leave and the inclusion of clauses based on the Maria da Penha Law to support employees facing domestic violence. Furthermore, the contract regulates the hours bank and ensures continued

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jun 2025 to Jul 2030



Foundever launches 'safe space' series to boost inclusive workplace culture

www.sunstar.com.ph | 08 Jun 2025

Global customer experience (CX) leader Foundever® has rolled out Safe Space, a new internal engagement series in the Philippines designed to foster inclusivity, build empathy and empower employees through open dialogue on identity, allyship and workplace belonging.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jun 2025 to Jul 2030



2025 Asian Inspiring Workplaces Winners Announced

www.inspiring-workplaces.com | 04 Jun 2025

Foundever has been ranked 10th in the 2025 Asian Inspiring Workplaces.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jun 2025 to Jul 2030



Foundever champions women empowerment

www.philstar.com | 30 May 2025

Foundever®, a global leader in the customer experience (CX) industry, recently highlighted the vital role of women in the workplace and community with “We Win With Women: Leaders’ Summit,” highlighting activities such as curated markets featuring handcrafted items and pre-loved fashion, spotlighting sustainability and supporting women entrepreneurs within the company.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from May 2025 to Jun 2030



2025 European Inspiring Workplaces Winners Announced

www.inspiring-workplaces.com | 15 May 2025

Foundever®, a global leader in the customer experience (CX) industry, announced today that it is among the 2025 Global Top 100 Inspiring Workplaces, the world’s #1 non-survey based awards recognising PeopleFirst organisations.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from May 2025 to Jun 2030



Foundever to close Plymouth call center, impacting jobs in UK

news.outsourceaccelerator.com | 11 Apr 2025

Foundever, previously known as Sitel, has announced the closure of its Plymouth call center, putting up to 170 jobs at risk. Foundever’s decision to close the Mast House site follows a reallocation of resources on some accounts. Staff on these accounts face significant cuts, with the John Lewis campaign potentially reduced from 120 to approximately 60 employees. All 108 workers on the Virgin Media account are also at risk.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Apr 2025 to May 2030



2025/26 Gender pay gap report for FOUNDEVER GLOBAL SERVICES LIMITED

gender-pay-gap.service.gov.uk | 05 Apr 2025

In this organisation women earned £1.00 for every £1 that men earned when comparing median hourly pay. Women’s median hourly pay was 0.0% lower than men’s and their mean (average) hourly pay was 15.7% lower than men’s.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Apr 2025 to May 2030



Foundever (Foundever CRM India Private Limited) certified as Great Place To Work in India

www.greatplacetowork.in | 01 Feb 2025

Foundever has been certified as Great Place To Work in India

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Feb 2025 to Mar 2030



America's Greatest Workplaces for Diversity 2025

www.newsweek.com | 01 Jan 2025

Foundever, a Florida-based professional services company, is recognized in Newsweek's "America's Greatest Workplaces for Diversity 2025." With a rating of four and a half stars, Foundever stands out for its commitment to fostering an inclusive workplace. The company, with over 20,000 employees, is honored for its efforts to create a diverse environment that values people from various backgrounds, age groups, races, genders, and sexual orientations. This recognition reflects Foundever's dedication to building a culture of inclusion, which is essential for attracting and retaining top talent in today's

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2025 to Feb 2030



America's Greatest Workplaces for People with Disabilities 2024/25

rankings.newsweek.com | 01 Jan 2025

Foundever obtained a star rating of 5 in the America's Greatest Workplaces for People with Disabilities 2024/25

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2025 to Feb 2030



Newsweek America's Greatest Workplaces 2025

rankings.newsweek.com | 01 Jan 2025

Foundever received a 4.5 star score for America's Greatest Workplaces 2025.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2025 to Feb 2030



Newsweek America's Most Admired Workplaces 2025

rankings.newsweek.com | 01 Jan 2025

Foundever received a 4 star rating score for America's Most Admired Workplaces 2025.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2025 to Feb 2030



End of Foundever project for client in France leads to dismissal of 300 people in Portugal [PT]

eco.sapo.pt | 06 Dec 2024

Foundever, a multinational contact center company with around 3,700 employees in Portugal, laid off 300 workers following the completion of a project supporting the French market. The company cited "constant adaptation" to market needs as the reason for the layoffs, which impacted employees with indefinite-term contracts. The terminations occurred as part of the expiration of fixed-term contracts linked to the project. The layoffs, however, sparked criticism from labor groups like the PCP and SINTTAV, who questioned the legality of the abrupt dismissals.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Dec 2024 to Jan 2030



Foundever, una de las mejores empresas para trabajar en España, según Great Place to Work

www.relacioncliente.es | 26 Nov 2024

Foundever ha sido reconocida con la certificación Great Place to Work® en España, un premio que destaca a las empresas con ambientes laborales positivos y culturas organizacionales sólidas. El reconocimiento refleja los comentarios confidenciales de los empleados y muestra el compromiso de Foundever con el bienestar, el desarrollo profesional y la diversidad. Benedita Miranda, Gerente General, expresó orgullo por los esfuerzos de la empresa para crear un lugar de trabajo inclusivo y valorado. David Fernández, director de RRHH, atribuyó el logro al trabajo en equipo y a iniciativas como

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Nov 2024 to Dec 2029



Foundever bags Great Place to Work in Philippines certification

www.philstar.com | 25 Nov 2024

Foundever has earned the Great Place to Work® certification in the Philippines, recognizing its exceptional workplace culture and commitment to employee experience. The certification is awarded based on real-time feedback from employees regarding their company culture.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Nov 2024 to Dec 2029



Best Employers Asia-Pacific 2025

www.ft.com | 14 Nov 2024

In the inaugural "Best Employers Asia-Pacific 2025" ranking, Foundever, a Luxembourg-based company in the business services & supplies sector, ranked 170th with a score of 73.62. The ranking is based on a survey of over 50,000 employees across the Asia-Pacific region, focusing on employee recommendations for their employers.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Nov 2024 to Dec 2029



Struggle at Call Centers [GR]

taksiki-autonomia.net | 30 Oct 2024

The independent workers' union Taksiki Autonomia has denounced Foundever (formerly Sitel) in Greece for maintaining "miserable" working conditions characterized by low wages and high pressure. It is highlighted that Foundever, alongside other major call centers, refuses to sign a Collective Labour Agreement, leaving workers with stagnant pay despite rising inflation. Specific grievances against Foundever include the use of short-term contracts to keep employees in a state of insecurity and the practice of "rented labor" through agencies. The union demands immediate wage increases, the

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Oct 2024 to Nov 2029



Best Employers By State

www.forbes.com | 20 Aug 2024

FOUNDEVER is ranked among America's Best Employers By State 2024 by Forbes. The company, headquartered in Miami, Florida, employs 17,590 people and operates in the business services and supplies sector. It earned recognition in multiple states, including ranking 46th in Georgia, 7th in Nevada, and 32nd in Texas. To compile the list, Forbes partnered with Statista to survey over 160,000 employees from companies with at least 500 employees. Survey responses evaluated factors such as employer recommendations, job satisfaction, and workplace conditions. FOUNDEVER's ranking

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Aug 2024 to Sep 2029



Foundever in Egypt receives great place to work certification

www.businessdayegypt.com | 24 Jul 2024

Foundever has earned the Great Place to Work certification in Egypt, highlighting its commitment to a supportive and engaging work environment. This recognition reflects positive employee feedback from confidential surveys, underscoring the company's dedication to nurturing top talent. Foundever emphasizes a culture of commitment, creativity, and connection, aiming to provide employees with a valued and inclusive workspace. The certification follows the recent opening of the company's third hub in Cairo, supporting Egypt's strong talent pool. Additionally, Foundever.org, launched in 2023,

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jul 2024 to Aug 2029



America's Best Employers For Women

www.forbes.com | 23 Jul 2024

FOUNDEVER is ranked among America's Best Employers for Women 2024 by Forbes. This recognition follows a survey of over 150,000 women working at companies with at least 1,000 employees, evaluating factors such as pay equity, working environment, parental leave, and the handling of sexual misconduct and discrimination incidents. The ranking also considers the representation of women in leadership roles. Founded in 1985 and employing 17,590 people in the business services and supplies sector, FOUNDEVER is acknowledged for its efforts to foster an equitable workplace for women and to

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jul 2024 to Aug 2029



La société FOUNDEVER FRANCE (ex-SITEL), condamnée par la cour d'appel de Paris pour harcèlement moral discriminatoire

www.courdecassation.fr | 13 Jun 2024

Mme D.T, employée depuis 1986 et devenue superviseur en 2008, a dénoncé une dégradation de ses conditions de travail suite à ses mandats syndicaux et ses problèmes de santé. La Cour d'appel a reconnu l'existence d'un harcèlement moral discriminatoire caractérisé par l'hostilité de sa supérieure, sa mise à l'écart de réunions clients, le refus injustifié d'heures supplémentaires et une rétrogradation de fait lors de son retour en mi-temps thérapeutique. La société FOUNDEVER FRANCE a été condamnée à verser : 10 000 € de dommages-intérêts pour harcèlement moral discriminatoire, 567,91 € de rappel

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Mar 2023 to Apr 2028



America's Best Employers For New Grads

www.forbes.com | 21 May 2024

FOUNDEVER is ranked among America's Best Employers for New Grads 2024 by Forbes. The ranking is based on a survey of over 100,000 young professionals with less than 10 years of experience, evaluating factors such as compensation, benefits, advancement opportunities, work conditions, flexibility, and inclusion. The company, founded in 1985 and headquartered in the business services and supplies sector, employs 17,590 people. The list reflects the growing importance of flexibility, purpose, and competitive benefits for younger generations in the workforce, making FOUNDEVER a

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from May 2024 to Jun 2029



El Supremo declara ilegal la práctica de Foundever Spain de asignar descansos semanales en días festivos

confilegal.com | 17 May 2024

El Tribunal Supremo de España declaró ilegal la práctica de Foundever España de programar días de descanso semanal variables para que coincidieran con los días festivos. Esta sentencia, dictada en marzo de 2024, favoreció a varios sindicatos y anuló una decisión anterior de la Audiencia Nacional. El Tribunal destacó el derecho de los trabajadores a disponer de días de descanso semanal separados de los festivos, de conformidad con la legislación laboral y la Constitución española. Foundever ahora debe ajustar sus horarios para garantizar períodos de descanso adecuados para los empleados. La

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from May 2024 to Jun 2029



Accord d'entreprise FOUNDEVER FRANCE

www.maitredata.com | 15 May 2024

La société Foundever France a conclu un accord sur l'égalité professionnelle et la qualité de vie au travail (QVT) pour la période 2024-2027. Ce texte vise à garantir la mixité, l'égalité salariale et un accès équitable à la formation et à la promotion. Il prévoit également des mesures pour mieux concilier vie professionnelle et vie personnelle, notamment via l'accompagnement de la parentalité. Des indicateurs de suivi annuel sont mis en place pour évaluer l'efficacité de ces engagements.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from May 2024 to Jun 2029



2024/25 Gender pay gap report for FOUNDEVER GB LIMITED

gender-pay-gap.service.gov.uk | 05 Apr 2024

In this organisation women earned £1.00 for every £1 that men earned when comparing median hourly pay. Women's median hourly pay was 0.0% lower than men's and their mean (average) hourly pay was 4.6% lower than men's.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Apr 2024 to May 2029



2nd Massive and successful strike of Call Center Workers of Greece

pamehellas.gr | 20 Feb 2024

In February 2024, call center workers from companies including Foundever participated in a massive strike across Greece, marking the second such protest in two weeks. The workers, led by trade unions, demanded better pay, job security, and improved working conditions, which they described as resembling "modern slavery," especially for migrant workers whose visas are tied to their employment. They rallied outside company buildings and the Ministry of Labour, denouncing employer attempts to break the strike and refusing negotiations on their demands. The workers' determination was

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Feb 2024 to Mar 2029



America's Greatest Workplaces 2024

www.newsweek.com | 01 Jan 2024

Foundever, a technology services company based in Tennessee, was recognized in Newsweek's "America's Greatest Workplaces 2024" ranking. With over 5,000 employees, it stands out as a large-sized company in the \$1 billion to \$5 billion revenue range. The ranking is part of an annual survey that evaluates factors like compensation, work-life balance, company culture, and career progression. Foundever's positive workplace culture contributes to strong employee engagement, even amid challenges in the broader U.S. workforce. The ranking is based on more than 1.5 million reviews from

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2024 to Feb 2029



America's Greatest Workplaces for Parents & Families 2024

www.newsweek.com | 01 Jan 2024

Foundever, a Tennessee-based technology services company, is recognized in Newsweek's "America's Greatest Workplaces for Parents & Families 2024." The company excels in supporting work-life balance for parents, offering key family-friendly programs such as childcare assistance. This ranking is based on over 693,000 company reviews from more than 113,000 working parents, highlighting companies that prioritize family needs. Foundever's commitment to providing flexibility and support for parents makes it a standout employer, helping employees manage both their professional responsibilities and family

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2024 to Feb 2029



America's Greatest Workplaces for LGBTQ+ 2024

www.newsweek.com | 01 Jan 2024

Foundever, a Tennessee-based technology services company, is recognized in Newsweek's "America's Greatest Workplaces for LGBTQ+ 2024." The company has been commended for its efforts in fostering an inclusive and supportive environment for LGBTQ+ employees. Ranking highly with a score of five stars, Foundever stands out among large-size companies (5,000+ employees) for its commitment to diversity and respect for all sexual orientations and gender identities. This ranking is based on over 205,000 company reviews from more than 29,000 LGBTQ+ employees, reflecting Foundever's strong

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2024 to Feb 2029



America's Greatest Workplaces for Women 2024

www.newsweek.com | 01 Jan 2024

Foundever, a Tennessee-based technology services company, is recognized in Newsweek's "America's Greatest Workplaces for Women 2024." With a ranking of four and a half stars, Foundever stands out among large companies (5,000+ employees) for its commitment to creating a supportive and equitable environment for women. The company was evaluated based on key metrics such as compensation, work-life balance, and proactive management on diversity. This recognition highlights Foundever's efforts to address workplace inequities and foster a culture that supports women's advancement in the

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2024 to Feb 2029



Best Companies for Career Growth 2024

www.comparably.com | 01 Jan 2024

Foundever has been recognized in Comparably's 2024 list of Best Companies for Career Growth. Employees have praised the company for providing ample professional development opportunities and a supportive environment for career advancement. Many employees shared that they appreciate the ability to track their growth within the organization, which contributes to a sense of pride and accomplishment. Foundever's commitment to fostering career development is reflected in the positive feedback from its workforce, highlighting its role as an empowering company in the customer service

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2024 to Feb 2029



Best Company Work-Life Balance 2024

www.comparably.com | 01 Jan 2024

Foundever has been recognized in the 2024 list of Best Companies for Work-Life Balance by Comparably. This distinction reflects the company's commitment to maintaining a healthy work-life balance, based on anonymous employee feedback. Foundever's focus on supporting employees' personal and professional well-being has earned it positive feedback for offering a balanced environment. The company's work policies, including flexibility and supportive management, contribute to employee satisfaction, ensuring they can thrive both in and outside of the workplace. This

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2024 to Feb 2029



30 Organizations Honored as 2024's Best Places to Work

www.bintelligence.com | 01 Jan 2024

Foundever has been honoured as 2024's Best Places to Work

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2024 to Feb 2029



Newsweek America's Greatest Workplaces for People with Disabilities 2024/25

rankings.newsweek.com | 01 Jan 2024

Foundever received a 4 star score for America's Greatest Workplaces for People with Disabilities 2024/25.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2024 to Feb 2029



Accord d'entreprise Foundever

www.maitredata.com | 29 Dec 2023

Foundever a signé un accord d'entreprise axé sur l'égalité professionnelle entre les hommes et les femmes et l'amélioration de l'équilibre entre vie professionnelle et vie privée, en vigueur du 1er janvier 2024 au 31 décembre 2027. L'accord aborde des domaines clés tels que l'égalité salariale, l'évolution de carrière, le temps partiel, conditions de travail et égalité des sexes dans le recrutement. Il vise également à promouvoir l'équilibre entre vie professionnelle et vie privée grâce à des horaires de travail flexibles, des congés maternité et paternité et de meilleures conditions de travail pour les

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Dec 2023 to Jan 2029



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

customerfirst.nl | 22 Dec 2023

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,

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Dec 2023 to Jan 2029



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

www.mundosindical.com.br | 19 Dec 2023

Sinratel, 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

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Dec 2023 to Jan 2029



Foundever hailed as one of Phl's Best Employers

tribune.net.ph | 14 Dec 2023

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Dec 2023 to Jan 2029



Newsweek America's Greatest Workplaces 2024 for Diversity

www.newsweek.com | 13 Dec 2023

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

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Dec 2023 to Jan 2029



Comparably Best Company Culture 2023

www.comparably.com | 12 Dec 2023

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

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Dec 2023 to Jan 2029



Foundever Executive earns recognition at the PFIP Philippine Bahaghari Awards

2ndopinion.ph | 05 Dec 2023

Foundever, a leading global customer experience (CX) solutions provider, and its leadership has received the distinguished Executive Ally Award from the Philippine Financial and Inter-industry Pride's (PFIP) Philippine Bahaghari Awards. The PFIP's Philippine Bahaghari Awards celebrates individuals and organizations alike that exemplify excellence and contribute significantly to promoting an inclusive workplace environment. It also aims to serve as an inspiration to the wider industry and society to advance the advocacy of diversity, equity, and inclusion (DEI).

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Dec 2023 to Jan 2029



Comparably Best Companies for Women 2023

www.comparably.com | 15 Nov 2023

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

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Nov 2023 to Dec 2028



Comparably Best Work-Life Balance 2023

www.comparably.com | 21 Sep 2023

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

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Sep 2023 to Oct 2028



Winners in the 2023 Stevie® Awards for Great Employers

stevies-sage.secure-platform.com | 19 Sep 2023

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Sep 2023 to Oct 2028



Foundever clinches big wins at HR Asia Awards 2023

mb.com.ph | 15 Sep 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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Sep 2023 to Oct 2028



Foundever certified as Great Place To Work [PT]

www.greatplacetowork.pt | 10 Aug 2023

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

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Aug 2023 to Sep 2028



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

www.fs-uso.es | 21 Jun 2023

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Mar 2023 to Apr 2028



Foundever Gb Limited 2023-24 Gender Pay Gap Report

gender-pay-gap.service.gov.uk | 05 Apr 2023

FOUNDEVER GB LIMITED's 2023-24 gender pay gap report reveals that women earned £1.00 for every £1 earned by men in median hourly pay. However, women's mean hourly pay was 3.5% lower than men's. In terms of pay distribution, 34.7% of women were in the highest paid quarter, compared to 47.8% in the lowest. Regarding bonuses, 19.1% of women received bonus pay, slightly lower than the 20.2% of men. Women's median bonus pay was 14.1% lower than men's, and their mean bonus pay was 57.5% lower. These figures reflect FOUNDEVER GB's ongoing efforts to address gender pay

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Apr 2023 to May 2028



Foundever Global Services Limited 2023-24 Gender Pay Gap Report

gender-pay-gap.service.gov.uk | 05 Apr 2023

FOUNDEVER GLOBAL SERVICES LIMITED's 2023-24 gender pay gap report shows that women earned £1.00 for every £1 earned by men in median hourly pay, while their mean hourly pay was 9.3% lower than men's. In terms of pay distribution, women made up 45.2% of employees in the highest paid quarter and 40.6% in the lowest. Regarding bonuses, 15.6% of women received bonus pay, compared to 20.7% of men. Women's median bonus pay was 37.5% lower than men's, and their mean bonus pay was 61% lower. These figures highlight areas for improvement in addressing gender pay disparities at

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Apr 2023 to May 2028



Trade union freedom in Morocco: more an aspiration than a right

www.equaltimes.org | 29 Mar 2023

Sitel, a U.S. multinational call center operator in Morocco, is criticized for systematic anti-union practices and suppressing labor rights. Following the formation of a union at its Rabat headquarters, the company reportedly dismissed 15 of the 18 founding members without justification or legal hearings. Despite its presence in the 2022 ITUC Global Rights Index, Sitel has allegedly ignored government mediation and used "blacklists" to prevent activists from finding new employment. Furthermore, the company is accused of using the threat of relocating to lower-wage countries as a

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Mar 2023 to Apr 2028



Chez Sitel, la CFDT engrange les avancées et les adhésions

www.syndicalismehebdo.fr | 21 Mar 2023

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

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Mar 2022 to Apr 2027



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

www.philstar.com | 27 Feb 2023

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Feb 2023 to Mar 2028



Sitel and Sutherland conclude court battle

news.outsourceaccelerator.com | 27 Feb 2023

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.”

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jun 2021 to Jul 2026



Accord d'entreprise SITEL FRANCE

www.maitredat.com | 13 Feb 2023

Sitel France a signé un accord sur la Responsabilité Sociale de l'Entreprise (RSE) pour la période 2023-2026. Ce texte, conclu avec l'ensemble des syndicats, définit une stratégie pour renforcer l'impact positif de la société sur l'environnement et la société. Les actions prioritaires portent sur la diversité, l'égalité professionnelle, l'insertion des jeunes et la réduction de la consommation d'énergie. Des ambassadeurs RSE sont chargés de déployer ce programme sur chaque site afin d'impliquer tous les salariés dans cette transition durable.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Feb 2023 to Mar 2028



L'index égalité professionnelle de Sitel France

egapro.travail.gouv.fr | 01 Jan 2023

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2023 to Feb 2028



Sitel India Pvt Ltd certified as a Great Place to Work

www.greatplacetowork.in | 01 Jan 2023

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2023 to Feb 2028



Comparably Best Companies for Diversity 2023

www.comparably.com | 01 Jan 2023

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

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2023 to Feb 2028



Newsweek America's Greatest Workplace for Women for year 2023

www.newsweek.com | 01 Jan 2023

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

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2023 to Feb 2028



Newsweek America's Greatest Workplaces 2023 for Parents and Families

www.newsweek.com | 01 Jan 2023

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

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2023 to Feb 2028



Newsweek America's Greatest Workplaces 2023

www.newsweek.com | 01 Jan 2023

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

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2023 to Feb 2028



America's Greatest Workplaces for Remote Work 2023

rankings.newsweek.com | 01 Jan 2023

Foundever obtained a star rating of 4.5 in the America's Greatest Workplaces for Remote Work 2023

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2023 to Feb 2028



Best Companies for Diversity 2022

www.comparably.com | 15 Dec 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).

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Dec 2022 to Jan 2028



Global BPO leader recognized for excellence

malaya.com.ph | 02 Dec 2022

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Dec 2022 to Jan 2028



America's Best Employers For Veterans

www.forbes.com | 09 Nov 2022

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Nov 2022 to Dec 2027



Sitel PH named Top Employer for 2022

malaya.com.ph | 04 Nov 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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Nov 2022 to Dec 2027



Mejores empresas para trabajar en Panamá en 2022

ejemplos-curriculum.com | 26 Sep 2022

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

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Sep 2022 to Oct 2027



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

martechseries.com | 08 Aug 2022

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Aug 2022 to Sep 2027



Sitel Group honored with Gold Stevie Award for Most Exemplary Employer

www.lionheartv.net | 06 Jul 2022

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jul 2022 to Aug 2027



17 companies with great company culture and offering remote work setups

www.techrepublic.com | 01 Jun 2022

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

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2022 to Feb 2027



Williams v. Sitel Group et al

unicourt.com | 05 Apr 2022

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Apr 2022 to May 2027



2022/23 Gender pay gap report for FOUNDEVER GB LIMITED

gender-pay-gap.service.gov.uk | 05 Apr 2022

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Apr 2022 to May 2027



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

gender-pay-gap.service.gov.uk | 05 Apr 2022

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Apr 2022 to May 2027



Sitel Group Wins Four Comparably Best Places to Work Awards

martechseries.com | 14 Mar 2022

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Mar 2022 to Apr 2027



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

www.sudouest.fr | 25 Feb 2022

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Feb 2022 to Mar 2027



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

violationtrackeruk.goodjobsfirst.org | 23 Jan 2022

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

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Feb 2022 to Mar 2027



Stanback v. Sitel Worldwide Corporation et al

unicourt.com | 14 Jan 2022

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2022 to Feb 2027



Accords d'entreprise chez SITEL FRANCE

www.droits-salaries.com | 14 Dec 2021

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Dec 2021 to Jan 2027



Outsourcing : Sitel s'engage à former des handicapés

industries.ma | 08 Dec 2021

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Dec 2021 to Jan 2027



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

www.europapress.es | 17 Nov 2021

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

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Nov 2021 to Dec 2026



Foster v. Sitel Operating Corporation

unicourt.com | 18 Oct 2021

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Oct 2021 to Nov 2026



SITEL réagit suite à des allégations de licenciements abusifs

www.leconomiste.com | 13 Oct 2021

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".

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Oct 2021 to Nov 2026



Sitel Group acquires SYKES, increases starting wages

www.wymt.com | 29 Sep 2021

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Sep 2021 to Oct 2026



Huida y abandono de 240 trabajadores por parte de SITEL

andalucia.fesmcutg.org | 13 Aug 2021

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Aug 2021 to Sep 2026



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

impactpolicies.org | 04 Aug 2021

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Aug 2021 to Aug 2026



No records found for this company on Compliance Database

02 Apr 2026

360° Watch

Impact on Score

Neutral

Severity

N/A

valid from Apr 2026 to Apr 2031

Ethics Impact on score ●●●○

● ↗ 82/100

Ethics | Policies Impact on score ●●●●

● ↘ 75/100

A policy is a set of objectives that addresses specific sustainability issues. It shows a company's intention to reduce impact, mitigate risk or improve performance.

Strengths

Comprehensive policies on ethics issues

Formal mechanisms to review and amend ethics policy

Ethics policy scope of application specified

Detailed examples available regarding ethics issues

Policies on corruption

Policy on fraud

Disciplinary sanctions to deal with policy violations

Policy on information security

Policy on money laundering

Policy on conflict of interest

Dedicated responsibility for ethics issues

Improvement areas

Low priority No supporting evidence of employee signature acknowledgement of ethics policy

Low priority No supporting evidence of quantitative target set on ethics

Ethics | Endorsements

Impact on score ●○○○

● → 50/100

Endorsements are your company's public adherence or commitment to meeting objectives and principles defined by a recognized third-party organization.

Strengths

Endorsement of the United Nations Global Compact (UNGC)

Improvement areas

Low priority Current ethics endorsement(s) are too general. There is a lack of participation in high-impact, sector-specific initiatives that address the unique material issues of the company's industry

Ethics | Measures

Impact on score ●●●●

● → 100/100

Measures are your company's actions to support your sustainability policies and commitments.

Strengths

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

Corruption risk assessments performed

Anti-corruption due diligence program on third parties in place

Implementation of a records retention schedule

Information security risk assessments performed

Whistleblower procedure for stakeholders to report information security concerns

Awareness training to prevent information security breaches

Information security due diligence program on third parties in place

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

Training of employees on corruption and bribery prevention

Audits of control procedures to prevent corruption

Audits of control procedures to prevent information security breaches

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

Measures to protect third party data from unauthorized access or disclosure

Improvement areas

Low priority No supporting evidence of actions regarding an effective whistleblower procedure to report corruption and bribery

Ethics | Certifications

Impact on score ●●●○

● → 75/100

Certifications confirm your compliance with international standards (for example, ISO 14001, ISO 45001, ISO 37001, SA8000 or FSC Chain of Custody). They must be issued by an external certification body.

Strengths

ISO 27001 certified (certification of information security management system)

Improvement areas

Medium priority No supporting evidence of ISO 37001 certification

Ethics | Coverage

Multiplying factor

● 100/100

Coverage means the level of deployment of measures and certifications throughout your company. It's a multiplying factor. The higher it is, the higher score will be given to the Measures and Certifications indicators.

Strengths

Supporting documents show an exceptional level of coverage of ethics actions or certification throughout company operations

Ethics | Reporting

Impact on score ●●●○

● ↗ 75/100

Reporting is based on quantitative KPIs that measure your implementation of sustainability practices.

Strengths

- Comprehensive reporting on ethics issues
- Reporting in accordance with GRI Universal Standards
- Company communicates progress towards the Sustainable Development Goals (SDGs)
- Materiality analysis in sustainability reporting

Improvement areas

Medium priority No supporting evidence of external assurance or verification of the sustainability reporting

Ethics | 360° Watch

Impact on score ●●●●

● → **75**/₁₀₀

The 360° Watch Findings indicator is scored based on the data we gather by scanning thousands of sources in the public domain. This allows us to get a broader overview of your company's sustainability management.

Strengths and improvement areas

No recommendations yet

News that impacted your score (6)

News stories about your company we found in public databases.

Many see uphill task for Sitel to extricate itself

our.today | 02 Oct 2022

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.

360° Watch

Impact on Score

Severity

Neutral

valid from Oct 2022 to Nov 2032



BPO giants duke it out in court over stolen client dispute

our.today | 23 Sep 2022

Sutherland Global Services and Sitel Operating Corporation, two of the biggest players in the global BPO industry are facing each other in court next year over allegations of stolen business. The case stems from claims by Sutherland that Sitel has stolen its trade secrets, resulting in the loss of at least one major client potentially worth hundreds of millions of dollars in services.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jun 2021 to Jul 2031



Investigation Finds Only Two Clients Affected in Okta Security Breach

mobileidworld.com | 19 Apr 2022

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Jan 2022 to Feb 2032



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

www.bleepingcomputer.com | 01 Apr 2022

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.

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Apr 2022 to May 2032



Foundever security failure and the 2022 Okta Breach

www.halock.com | 22 Mar 2022

In January 2022, Sitel (now Foundever) was identified as the source of a security breach affecting Okta after its subsidiary, Sykes, was compromised. Hackers from the Lapsus\$ group gained remote access to a Sitel support engineer's computer, which was owned and managed by Sitel, allowing them to control the machine and capture screenshots of Okta's internal systems. While Sitel retained a forensic firm to investigate, it was heavily criticized for a significant delay in reporting; Okta did not receive the complete investigation details until March, two months after the initial alert. Due to this failure in

360° Watch

Impact on Score

Neutral

Severity

Neutral

valid from Mar 2022 to Apr 2032



No records found for this company on Compliance Database

02 Apr 2026

360° Watch

Impact on Score

Neutral

Severity

N/A

valid from Apr 2026 to Apr 2031

Sustainable Procurement

Impact on score ●●○○

● ↗ 74/100

Sustainable Procurement | Policies

Impact on score ●●●●

● → 75/100

A policy is a set of objectives that addresses specific sustainability issues. It shows a company's intention to reduce impact, mitigate risk or improve performance.

Strengths

- Sustainable procurement policy scope of application specified
- Formal mechanisms to review and amend sustainable procurement policy
- Dedicated responsibility for sustainable procurement policy
- Comprehensive sustainable procurement policies on both social and environmental factors
- Quantitative targets set on sustainable procurement

Sustainable Procurement | Endorsements

Impact on score ●○○○

● → 75/100

Endorsements are your company's public adherence or commitment to meeting objectives and principles defined by a recognized third-party organization.

Strengths

Endorsement of the Science Based Targets initiative - Targets Set

Endorsement of the United Nations Global Compact (UNGC)

Improvement areas

Low priority

The company has yet to commit to top-tier sustainable procurement initiatives that integrate sector-specific issues with rigorous, science-based, or third-party verified constraints

Sustainable Procurement | Measures Impact on score ●●●●

● ↗ 100/100

Measures are your company's actions to support your sustainability policies and commitments.

Strengths

Training of buyers on social and environmental issues within the supply chain

Integration of social and environmental clauses into supplier contracts

Sustainable procurement objectives integrated into buyer performance reviews

Actions to prevent discrimination and harassment in the workforce of suppliers

Supplier sustainability code of conduct in place

Supplier assessment on environmental and social practices

Risk assessment of adverse sustainability impacts in the supply chain

Improvement areas

Medium priority

No supporting evidence of on-site audits of suppliers on environmental and social issues

Sustainable Procurement | Certifications Impact on score ●●●○

● ↗ 75/100

Certifications confirm your compliance with international standards (for example, ISO 14001, ISO 45001, ISO 37001, SA8000 or FSC Chain of Custody). They must be issued by an external certification body.

Strengths

Specific certification on sustainable procurement

Improvement areas

Low priority

Current sustainable procurement certification(s) are insufficiently stringent in their requirements. The existing frameworks lack the necessary depth and comprehensive scope to effectively address all material issues within the theme

Sustainable Procurement | Coverage Multiplying factor

● 75/100

Coverage means the level of deployment of measures and certifications throughout your company. It's a multiplying factor. The higher it is, the higher score will be given to the Measures and Certifications indicators.

Improvement areas

Medium priority

Supporting documents show a medium level of coverage of sustainable procurement actions throughout company operations or supplier base

Sustainable Procurement | Reporting

Impact on score ●●●○

● ↗ 50/100

Reporting is based on quantitative KPIs that measure your implementation of sustainability practices.

Strengths

- Standard reporting on sustainable procurement issues
- Reporting in accordance with GRI Universal Standards
- Company communicates progress towards the Sustainable Development Goals (SDGs)
- Materiality analysis in sustainability reporting

Improvement areas

- Medium priority No supporting evidence of external assurance or verification of the sustainability reporting
- Low priority No supporting evidence of reporting on the total gross Scope 3 upstream GHG emissions

Sustainable Procurement | 360° Watch

Impact on score ●●●●

● → 75/100

The 360° Watch Findings indicator is scored based on the data we gather by scanning thousands of sources in the public domain. This allows us to get a broader overview of your company's sustainability management.

Strengths and improvement areas

No recommendations yet

News that impacted your score (1)

News stories about your company we found in public databases.

<p>No records found for this company on Compliance Database</p> <p>02 Apr 2026</p>	<p>360° Watch</p> <p>Impact on Score</p> <p>Neutral</p> <hr style="border: 0.5px solid #ccc;"/> <p>Severity</p> <p>N/A</p> <p>valid from Apr 2026 to Apr 2031</p>
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