



**Tele
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APPLE & TELEPERFORMANCE

COMPLICIT IN EXPLOITING WORKERS!

**DID YOU KNOW THAT WHEN YOU CONTACT
APPLE CUSTOMER SERVICE, YOUR CALL
IS MOST LIKELY TO BE ANSWERED BY A
TELEPERFORMANCE AGENT BASED IN GREECE?**

Teleperformance presents itself as a leader in customer service outsourcing, promising top-tier support at competitive prices. It markets itself as a “great place to work” with strong values of diversity, equity, and inclusion. However, for its employees, the reality is far from this polished image. Here’s what it truly means to work at Teleperformance.

DISPOSABLE WORKERS, PRECARIOUS CONTRACTS

Teleperformance employs over 12,000 workers in Greece, most of them on short-term contracts through third-party payroll companies. This allows the company to treat workers as disposable, subjecting them to constant task changes and abrupt contract terminations under the pretext of “production needs.” Many workers have never received permanent contracts, despite years of service.

Teleperformance also forces workers to take unpaid leave during production bot-

tlenecks, threatening them with non-renewal if they refuse. This significantly reduces already stagnant wages, which have remained unchanged for over a decade despite skyrocketing living costs. Meanwhile, Teleperformance’s profits have soared.

EXPLOITING NON-EU WORKERS

A key element of Teleperformance’s business model is the recruitment of non-EU workers directly from their home countries. They are lured with false promises about working and living conditions,

only to arrive in Greece and be issued a restrictive “specific purpose visa,” that binds them exclusively to call center jobs. Since their ability to stay in Greece is tied to their contract, this restriction puts them in a vulnerable and precarious position, exposing them to all kinds of threats and blackmail by the employer. In other words, Teleperformance takes advantage of this legal loophole to keep its non-EU workers in a state of modern slavery.

FALSE CLAIMS OF INCLUSIVITY & EQUALITY

Teleperformance boasts of gender equality and diversity. Yet single parents struggle with impossible schedules and unlivable wages; women on maternity leave remain unpaid for months due to the company’s negligence; workers face harassment based on ethnicity, gender identity, and sexual orientation, with complaints routinely ignored.

A TOXIC WORK ENVIRONMENT

Teleperformance is able to meet production targets agreed with its clients by creating a stressful and toxic work environment where agents are constantly monitored, compete with each other, and are required to achieve unrealistic targets and results at all costs. This high-pressure atmosphere poses significant challenges to employees’ mental health, resulting in depression, anxiety and panic attacks. This setting is deliberately designed to extract maximum productivity at the lowest cost.

UNION-BUSTING & RETALIATION

Workers at Teleperformance have been organizing through the SETEP union and mobilizing with strikes for over a year, demanding fair wages and a Collective Labor Agreement. The company has responded with intimidation, threats, and dismissals, targeting union leaders and vocal activists by not renewing their contracts. This is a blatant attempt to suppress collective action and silence demands for basic rights.

THE ROLE OF APPLE

Teleperformance’s ability to provide low-cost services comes at the direct expense of its workers. Its corporate clients benefit from this exploitation while allowing Teleperformance to do the “dirty work.” By continuing to partner with this company, Apple is complicit in perpetuating abusive labor practices.

OUR FIGHT CONTINUES

Despite these attacks, we refuse to be intimidated and silenced. Our struggle for fair working conditions is just and necessary. We will continue organizing, striking, and fighting until we achieve the dignity and justice we deserve. Our unity is our strength, together we will build a brighter future for all Teleperformance employees and stand as living symbols of hope and victory for all workers. **We are resilient, we are united, and we will win.**



#we_all_know

**SOLIDARITY CAMPAIGN IN SUPPORT
OF THE STRUGGLE OF THE WORKERS
AT THE TELEPERFORMANCE**

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