

TP Global Union Alliance: Renew the global agreement now

From UNI Global Union's BPO Organizing Summit, held in Stockholm on 15-16 September with worker representatives from nearly 30 countries in attendance, the TP Global Union Alliance issued the following statement.

As a coalition of trade unions representing TP (Teleperformance) workers from across the world, we call on the company to renew and strengthen the global agreement that expired on 31 May 2026 without further delay.

Since its signing in 2022, the [global agreement](#) has created a necessary framework for dialogue between TP and workers' representatives. It led to positive outcomes in the countries where it has been implemented, including Colombia, Ireland, Kenya and Romania, established a baseline for labour relations across the company's operations, and reduced recurrent public controversies involving the company.

The global agreement has shown that such a framework advances workers' rights to join a union and bargain collectively, resolve problems through dialogue, while providing an effective tool for human rights due diligence across TP's vast operations in many high-risk countries. There is no justification for the company's procrastination – especially given the rapid technological transformation occurring in the company and our industry.

We therefore call on Teleperformance to renew the global agreement now as well as to strengthen its commitments on freedom of association, access of workers to trade union representatives, neutrality, collective bargaining and meaningful social dialogue.

Teleperformance workers around the world deserve a clear, independent and effective channel that allows them to make their voices heard. The global agreement does that.

Renew the global agreement now.