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9 April 2020

Dear Ms Reeves,

Thank you for email dated 31 March regarding a selection of worker concerns published by BEIS Committee in relation to Covid-19.

I wanted to respond to the concerns raised and provide additional information about the steps we are undertaking to keep our people safe.

As CEO of Teleperformance UK and South Africa, I can assure you that the health, safety and security of our over 7,000 UK employees has always been our top priority.

Many of the services we provide to clients are critical to the continued running of the UK and these include direct support to the NHS, customer service for energy and financial services companies and providing customer support for home grocery delivery.

In the UK, we are adhering to guidelines and recommendations from the Government and have worked tirelessly to implement measures that ensure employees are protected, such as social distancing, frequently disinfecting common areas and work stations and providing supplies such as hand sanitisers.

Working at home

Our preferred option, even for essential workers is to enable work-at-home and we are working around the clock with the support of our clients to make this happen. Employees have been informed consistently that they do not have to attend the workplace. Work-at-home is being implemented in the UK whenever possible and as of 7th April, we have over 3,000+ people work-at-home, with this number continuing to grow on a daily basis.

Since the start of the pandemic, we have been working to enable homeworking for our people where possible and have invested around £1.75m so far on extra IT equipment, additional people and facilities support, such as cleaning.

Our approach to social distancing

All our UK sites are adhering to the Government's two metre social distancing guidance and we have introduced additional measures to support our people, including appointing 'Social Distancing Champions' across all our UK sites and continue to stagger site access to ensure we have two metre gaps between our people when they arrive and when they leave work.

We have adjusted our HR policies to help ensure that the official guidance from the Government on social distancing is adhered to by our employees. Our absence and lateness policy has been suspended since the beginning of March and we have waived any impact on attendance records for issues related to COVID-19.

To keep our people and clients updated, we are communicating with them daily and have created a microsite which contains the latest information available.

If you believe there are additional steps we can take as a business, please do let me know.

Your sincerely,



Gary Slade
CEO UK and South Africa