

NON OFFICIAL TRANSLATION

SPECIFIC INSTANCE

“TELEPERFORMANCE IN FRANCE AND THE WORLD”

6 April 2021

Intermediary Statement of the French National Contact Point

The French National Contact Point for the implementation of the OECD Guidelines for Multinational Enterprises (“NCP”) was requested on 17 April 2020 by the international trade union UNI Global Union, and four French trade union organisations affiliated to it, CFDT Fédération Communication Conseil Culture, CGT FAPT, CGT Fédération des Sociétés d’Études, and FO-FEC with a specific instance concerning the French multinational company Teleperformance.

The French NCP is a tripartite body for non-judicial settlement of disputes related to the implementation of the OECD Guidelines for Multinational Enterprises. Its objective is to contribute to the resolution of issues submitted to it through its good offices, mediation and conciliation. It shall endeavor to examine issues submitted to it as soon as possible, if possible within 12 months of receipt of the specific instance. It publishes its decisions on its website.

The NCP acknowledged receipt of the referral on 20 April 2020. It issued a [reception statement](#) announcing the referral¹ on 12 May 2020. On 3 July 2020, the NCP issued an [initial assessment statement](#)² adopted on 26 June 2020 announcing the acceptance of the referral and the opening of the NCP’s good offices with the parties. On 4 November 2020, the NCP decided to end its good offices and to move to the conclusion phase of the referral. The NCP notes that the procedure is subject to some media coverage.

The NCP reminds the parties that they committed to respect the confidentiality of the procedure and the secrecy of discussions. The NCP reminds them that the specific instance procedure is confidential and that Article 40 of its Bylaws provides that “*When closing the procedures, if the parties involved have not agreed on the resolution of the issues raised, they shall be free to communicate about and discuss these issues. However, information and opinions provided during the procedures by another party involved shall remain confidential, for the parties and for the NCP members, unless that other party agrees to their disclosure or this would be contrary to the provisions of national law*”.

In accordance with its Bylaws, the NCP will issue, as soon as possible, a final statement to report back on its action.

Website: <https://www.pcn-france.fr> & [#PCN-France@Trésor-Info](#)
Email pointdecontactnational-France@dgtresor.gouv.fr

¹ [#PCNFrance@Trésor-Info](#) <https://www.tresor.economie.gouv.fr/Articles/c3d96f28-7c6f-4bc6-bf70-ac679fd53f46/files/8adf73c9-133f-4322-8c3a-b44c3f64ef21>
PDF (EN) : <https://www.tresor.economie.gouv.fr/Articles/c3d96f28-7c6f-4bc6-bf70-ac679fd53f46/files/30b677c4-e7e6-43e2-8af6-f0bfa4b14669>

² [#PCNFrance@Trésor-Info](#) <https://www.tresor.economie.gouv.fr/Articles/2020/07/03/pcn-francais-teleperformance-en-france-et-dans-le-monde> — [FR](#) — [EN](#)
PDF (EN) : <https://www.tresor.economie.gouv.fr/Articles/ece3ad8c-deff-46de-b3c9-a8b1a4b64970/files/19c68982-32a2-438a-849b-77f8f5602989>