

**Question for written answer E-000404/2025
to the Commission**
Rule 144
Lefteris Nikolaou-Alavanos (NI)

Subject: Slave-like working conditions at Teleperformance

Teleperformance employees in Greece have been on strike for almost a year now, following the creation of a trade union in the workplace. Assessment on the basis of particularly high productivity indicators constitutes a ‘sword of Damocles’ for dismissal over employees. They have been subjected to constant monitoring and pressure to increase production. Absence due to illness or for any reason is considered ‘counterproductive’ and a reason not to renew an employee's contract. The situation is even more difficult for migrant workers.

In view of the above:

1. What is the Commission's position on the allegations of ‘galley conditions’ for thousands of employees of the French multinational Teleperformance in Greece, other EU member states and worldwide?
2. What is the Commission's position on the fact that together the anti-labour Directive (EU) 2019/1152 on ‘transparent working conditions’, and Directive 2003/88/EC ‘on the organisation of working time’ constitute a legislative basis on which the governments of the member states, such as that of ND in Greece, build harsh anti-labour laws promoting flexible forms of work, the ‘overflow’ of working time, the dissolution of collective agreements, the spreading of contract work, and are a blow to trade union activity and the right to strike?
3. What is the Commission's position on the fact that the company is attempting to disclaim its major responsibilities towards employees by claiming that it is an indirect employer and that the responsibility for the contracts lies with the temporary employment agency contractors, citing European Directive 2008/104/EC on ‘temporary agency work’?

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