

Striking Tunisia staff berate French call center giant Al Arabiya.net - Wednesday, 3 April 2013

Bonuses slashed, bullying, forced transfers - Tunisian employees of Teleperformance angrily accused the French call center giant of such practices during a strike over poor working conditions in Tunis.

"No to repression," "2003 salary = 2013 salary" and "Stop discrimination" read the slogans brandished on placards by company "advisers," who handle calls from French or Canadian clients of phone operators Orange, SFR, Bell Canada and Free.

"Normally our salaries should have risen. But in fact they are falling. Only half of us are paid bonuses, and we don't have medical insurance," said MounaChartani, employed at the Ben Arous center in a suburb of Tunis since 2007.

"We are exploited in our own country for 450 dinars (225 euros) while they earn billions from our efforts," lamented another employee.

Sami Houli, a union representative of Teleperformance Tunis, reckoned the three-day strike to demand better wages and working conditions, which began on Monday, had virtually paralyzed four call centers, with the two others working normally.

Employed at the Charguia center, in another Tunis suburb, Houli said the firm refused to negotiate and claimed he was attacked by three officials on Tuesday morning.

Members of France's SUD-PTT trade union, visiting the North African country to take part in last week's World Social Forum, turned out on Tuesday to support their Tunisian colleagues.

They were sharply critical of Teleperformance, which says it operates in 49 countries, boasts over 135,000 employees worldwide, including more than 6,000 in Tunisia, and generated almost 3.0 billion dollars in revenues in 2011.

[...]