

# Congress of the United States

Washington, DC 20515

February 26, 2026

Daniel Julien  
CEO  
Teleperformance SE  
21-25 Rue Balzac  
75008 Paris, France

Dear Mr. Julien:

We write regarding efforts by interpreters at LanguageLine Solutions and ZP Better Together seeking to organize a union at your firm. We urge Teleperformance to refrain from any illegal interference in workers' decision whether to join a union, and to ensure full compliance with your contractual commitments in your global agreement with UNI in the United States.<sup>1</sup>

Per the National Labor Relations Act, the rights of workers to organize and bargain collectively are a cornerstone of U.S. labor law and long-standing public policy. By extending and fully implementing the UNI global agreement, Teleperformance has the opportunity to demonstrate its respect for these rights and its commitment to operating in compliance with the laws of the United States.<sup>2</sup>

In February 2025, Teleperformance completed its acquisition of ZP Better Together, which receives a substantial portion of its revenue from the federally-administered Video Relay Service (VRS) program. VRS is an essential service that ensures that the Deaf, Hard of Hearing, and DeafBlind communities have equal access to telecommunications services as mandated by the Americans with Disabilities Act. As S&P noted, this acquisition is expected to be "highly accretive" to Teleperformance's bottom line.<sup>3</sup>

Companies that benefit substantially from federally administered programs and public funds have a heightened obligation to uphold strong labor standards. For a company like yours, now reliant on these programs for a significant portion of its U.S. revenue, meeting that obligation requires earnest collaboration with labor unions. This includes engaging constructively and in good faith with workers who are seeking a collective voice on the job.

We have received troubling reports from our constituents and from interpreters at both LanguageLine Solutions and ZP Better Together, describing issues with inadequate breaks between calls, insufficient access to benefits, inadequate training, and major occupational safety and health issues on the job. It is crucial to provide workers a voice to address these issues in a systematic way.

Teleperformance states in its Human Rights Policy that it is committed to compliance with all International Labour Organization conventions.<sup>4</sup> In light of reports that Teleperformance employees have been terminated for engaging in protected concerted activity, it feels especially urgent that the company immediately align its practices with its stated commitments and U.S. labor law. For these reasons, we urge you to detail your

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<sup>1</sup> UNI-Teleperformance Global Agreement on Social Responsibility. [https://www.tp.com/media/fewdadsx/tpse\\_uni-global\\_global-agreement-on-social-responsibility\\_2022-12-01.pdf](https://www.tp.com/media/fewdadsx/tpse_uni-global_global-agreement-on-social-responsibility_2022-12-01.pdf)

<sup>2</sup> [National Labor Relations Act Text.](#)

<sup>3</sup> "Bulletin: Teleperformance's Acquisition Of ZP Better Together Complements High-Margin Specialized Services." S&P Global. December 2, 2024. <https://disclosure.spglobal.com/ratings/pt/regulatory/article/-/view/type/HTML/id/3293260>

<sup>4</sup> Teleperformance Human Rights Policy. December 2025. <https://www.tp.com/media/a5yh1kio/tp-human-rights-policy-december-2025.pdf>

contractual commitments under the global agreement between Teleperformance and UNI to help ensure compliance with U.S. labor law.

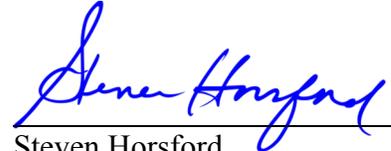
We expect companies operating in the US, especially those benefitting from public programs, to respect the law and dignity of their workforce. We will continue to monitor Teleperformance's actions closely and anticipate meaningful, verifiable progress on labor rights. Thank you for your attention to these issues.

Sincerely,



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Debbie Dingell  
Member of Congress  
Co-Chair, Congressional Labor  
Caucus



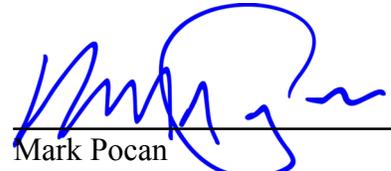
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Steven Horsford  
Member of Congress  
Co-Chair, Congressional  
Labor Caucus



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Donald Norcross  
Member of Congress  
Co-Chair, Congressional Labor  
Caucus



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Mark Pocan  
Member of Congress  
Co-Chair, Congressional Labor  
Caucus



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Val Hoyle  
Member of Congress



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Lateefah Simon  
Member of Congress



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Andre Carson  
Member of Congress



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Paul D. Tonko  
Member of Congress



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John W. Mannion  
Member of Congress



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David Scott  
Member of Congress



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Jasmine Crockett  
Member of Congress



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Chris Deluzio  
Member of Congress



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John Garamendi  
Member of Congress



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Maxwell Alejandro Frost  
Member of Congress



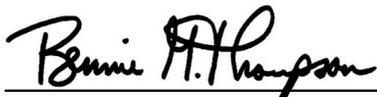
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April McClain Delaney  
Member of Congress



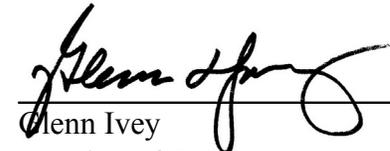
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Shri Thanedar  
Member of Congress



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Bennie G. Thompson  
Member of Congress



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Glenn Ivey  
Member of Congress



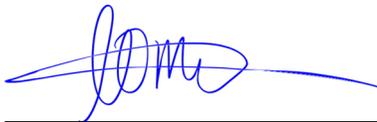
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Eleanor Holmes Norton  
Member of Congress



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Nydia M. Velázquez  
Member of Congress



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Ilhan Omar  
Member of Congress



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Veronica Escobar  
Member of Congress



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Stephen F. Lynch  
Member of Congress



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Dwight Evans  
Member of Congress

*Andrea Salinas*

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Andrea Salinas  
Member of Congress

*Timothy M. Kennedy*

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Timothy M. Kennedy  
Member of Congress

*Seth Moulton*

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SETH MOULTON  
Member of Congress

*Summer L. Lee*

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Summer L. Lee  
Member of Congress

*Kevin Mullin*

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Kevin Mullin  
Member of Congress

*Emilia Strong Sykes*

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Emilia Strong Sykes  
Member of Congress

*Linda T. Sánchez*

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Linda T. Sánchez  
Member of Congress

*Morgan McGarvey*

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Morgan McGarvey  
Member of Congress

*Ted W. Lieu*

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Ted W. Lieu  
Member of Congress

*Nikki Budzinski*

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Nikki Budzinski  
Member of Congress

*Kathy Castor*

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Member of Congress

*Adelita S. Grijalva*

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Adelita S. Grijalva  
Member of Congress

*Maxine Waters*

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Maxine Waters  
Member of Congress

*Kristen McDonald Rivet*

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Member of Congress



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Henry C. "Hank" Johnson, Jr.  
Member of Congress



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Ro Khanna  
Member of Congress



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Dan Goldman  
Member of Congress



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Rashida Tlaib  
Member of Congress



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Raja Krishnamoorthi  
Member of Congress



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Mark DeSaulnier  
Member of Congress



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Donald G. Davis  
Member of Congress



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Angie Craig  
Member of Congress



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Greg Casar  
Member of Congress



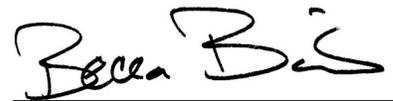
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Jan Schakowsky  
Member of Congress



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Pramila Jayapal  
Member of Congress



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Becca Balint  
Member of Congress



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Mary Gay Scanlon  
Member of Congress



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Lloyd Doggett  
Member of Congress



Herbert C. Conaway, Jr.  
Member of Congress



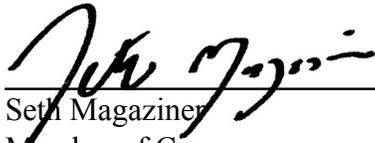
Derek T. Tran  
Member of Congress



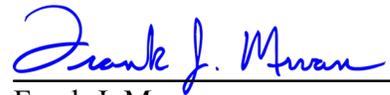
Danny K. Davis  
Member of Congress



Brendan F. Boyle  
Member of Congress



Seth Magaziner  
Member of Congress



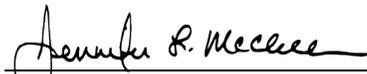
Frank J. Mrvan  
Member of Congress



Rosa L. DeLauro  
Member of Congress



Debbie Wasserman Schultz  
Member of Congress



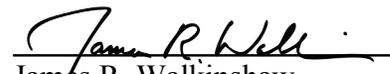
Jennifer L. McClellan  
Member of Congress



LaMonica McIver  
Member of Congress



Chellie Pingree  
Member of Congress



James R. Walkinshaw  
Member of Congress



Nanette Diaz Barragán  
Member of Congress

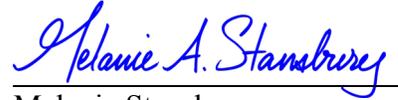


Yassamin Ansari  
Member of Congress



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Grace Meng  
Member of Congress



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Melanie Stansbury  
Member of Congress



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Darren Soto  
Member of Congress



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Haley M. Stevens  
Member of Congress



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Eric Swalwell  
Member of Congress



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Greg Stanton  
Member of Congress