

Webhelp re COVID-19 & call centre workers' rights in Tunisia & Morocco

As a Call Center Operator, Webhelp has been very eager to guarantee the best protection to the health and safety of its employees in Morocco. This was identified as priority number one of our actions since the beginning of the Covid crisis.

We have been extremely proactive and have taken the situation very seriously. Following the recommendations of the Moroccan health authorities and the WHO, we implemented a prevention and support plan for our employees that met the highest standards in a very short time.

We have contributed in the creation of a “**Health Compliance Charter**” for the Association Marocaine de la Relation Client (professional association that Webhelp Maroc is part of) that covers 20 areas and 53 items for sanitary excellence. **AFNOR** (Association française de normalisation) has audited our 15 sites, over the 6 cities where we are established in Morocco, and certified their compliance with this Charter.

Among the measures we have put in place, let's detail a few :

We have asked fragile people to take time off work, or organise in priority work from home for those persons.

We are constantly reminding our people of barrier gestures, we clean our 15 sites throughout the day with continuous cleaning teams (work positions, door handles, ramps, etc.), we respect social distancing measures, by de-densifying workstations, by placing people more than one meter from each other. Likewise, all the places where we could not guarantee this distance have been closed (sports halls, break rooms, prayer rooms, nurseries and cafeterias), even if this generates some inconveniences. In addition, of course, hydro-alcoholic gels have been made available in all spaces for regular hand cleaning by everyone.

To go even further, an intensive global disinfection by nebulisation is carried out twice a week. We are also extremely attentive to the ventilation of the premises.

As far as transportation is concerned, we offer a free shuttle service available to all our employees. These shuttles circulate with a maximum occupancy rate of 50%, are disinfected on each round trip, and drop everyone off at home.

Every person who enters a Webhelp site needs to clean his shoes in a foot bath facility, sanitize his hands, have his temperature controlled and wear his mask. Nobody can be on site without wearing a mask.

All those measures contribute to guaranteeing as much as can be a clean and safe work environment for our employees in this pandemic situation.

In parallel to the actions implemented on site, we have also put a lot of energy to develop work from home solutions : in the first 3 weeks of the crisis we have gone **from 0 to 5.600 of our employees working from home**, which represents 70% of our working staff ! It's a complex action, which requires a great deal of work to set up tools and provide adequate equipment. It should also be noted that for reasons of data sensitivity, the option cannot be activated on 100% of our activities.