

Shareholders' **Newsletter**

NOVEMBER 2024



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Editorial from Moulay Hafid Elalamy

Chairman of the Board of Directors
of Teleperformance (TP)

Dear shareholders,

As we approach the end of the year, I'm delighted to look back on the highlights of 2024 for our Group and outline our projects for the future.

1) Strengthening our corporate governance

As you know, in order to integrate best governance practices and prepare for the future, the Board of Directors has separated the roles of Chairman of the Board of Directors and Chief Executive Officer and created a Deputy Chief Executive Officer position.

In this new configuration, I am serving as Chairman and Daniel Julien as Chief Executive Officer, assisted by Thomas Mackenbrock, who is expected to be his successor.

The new leadership organization not only marks a clear division of responsibilities between the Board of Directors and the management, but also establishes a solid, well-thought-out succession plan.

Collectively, we believe that this managerial transition will enable our close-knit team, with its many complementary skills, to meet the challenges of the future.

2) The acquisition of Majorel, a strategic growth driver

The integration of Majorel is proceeding as expected. The operation has enabled us to consolidate our leading position,

bringing us a portfolio of new clients and complementary geographies to better serve our global clients. We will keep you regularly informed on the progress of this process, which is advancing to satisfaction.

3) Resilience and solid financial performance

Our financial results for the third quarter of 2024 once again demonstrated the resilience of our business model. With organic growth of +3%, in line with our full-year targets (+2% to +4%), the results reflect our ability to evolve in a complex and changing macroeconomic environment.

Building trust and preparing for 2025

The trust of our investors is an absolute priority for us. As one of the Group's main shareholders, I am fully committed to working hard alongside each of you to get the TP share price back up where it deserves to be. In this regard, we will soon have the opportunity to share the new strategic objectives that will guide the Group towards sustained growth in the coming years.

Together, we will continue to build a stronger, more innovative Teleperformance that is ready to meet the challenges of a constantly evolving market.



Cosmos | Integrity

I am transparent, ethical, and trustworthy.



Earth | Respect

I treat others with kindness and empathy.



Metal | Professionalism

I do things right the very first time.



Air | Innovation

I am curious to bring a positive change.



Fire | Commitment

I am passionate and engaged.



STRENGTHENED GOVERNANCE

Two new key appointments

In August 2024, the Board of Directors decided to appoint Moulay Hafid Elalamy as Chairman of the Board of TP, and Thomas Mackenbrock as Deputy CEO.

Since taking office on October 1, 2024, Thomas Mackenbrock has been working closely with Daniel Julien, who will continue to serve as CEO and whom he will succeed.



Moulay Hafid Elalamy is the founder and Chairman of Saham Group, which holds a 3.7% stake in Teleperformance. Saham Group is an international investment company that was founded in 1995.

Moulay Hafid Elalamy was President of the Moroccan Employer's Association, then Minister of Industry, Investment, Trade and the Digital Economy in Morocco for eight years. Since 2024, he has been a member of the Executive Committee of the International Chamber of Commerce.



Thomas Mackenbrock served as the CEO of Majorel Group from 2019 to 2023 until its acquisition by Teleperformance.

Prior to Majorel, Thomas Mackenbrock spent more than 12 years at Bertelsman, a global leader in media and services, serving in various senior management positions in Europe, China, and Brazil. With a PhD in economics, he began his career at McKinsey in 2000.

"It is an honor for me to return to the Teleperformance family as Deputy CEO. I am very excited about the prospects of the company and look forward to working closely with Moulay Hafid, Daniel and the exceptional team at Teleperformance."



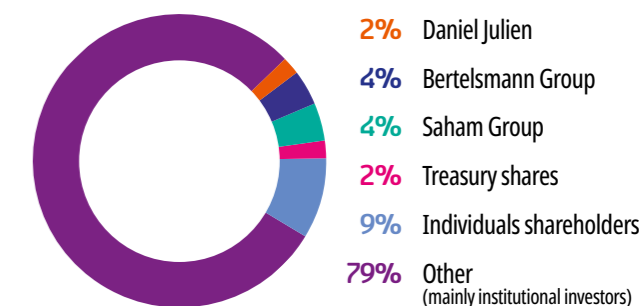
Furthermore, the Board of Directors:

- Confirmed Mr. Daniel Julien as CEO
- Confirmed Mr. Olivier Rigaudy as Deputy CEO and Group CFO

A new governance structure to meet three objectives:

1. Separate the roles of Chairman of the Board of Directors and CEO
2. Strengthen the core values of TP, in particular regarding its entrepreneurial and business development culture
3. Strengthen top management and implement a succession plan

OWNERSHIP STRUCTURE AT SEPTEMBER 30, 2024



[CLICK HERE](#)
to access the August 28, 2024 press release

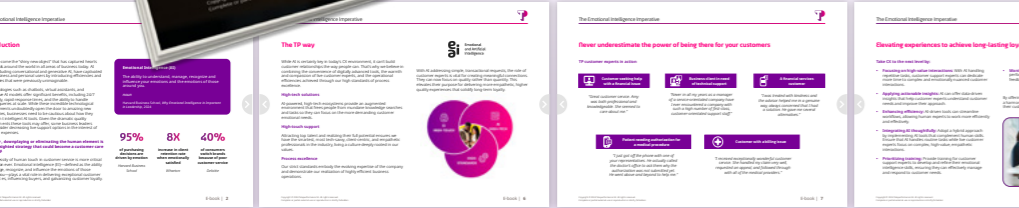
White paper: Emotional Intelligence (EI) in customer experience management

TP published a white paper in October 2024 highlighting the key role of emotional intelligence in customer experience management for the purpose of maintaining empathetic interactions and strengthening consumer loyalty.



ei Emotional and Artificial Intelligence

[CLICK HERE](#) to download the white paper



The white paper in a nutshell

EI: indispensable added value

- Strengthening consumer trust and loyalty: empathy, personalization, complex requests
- Improving the customer experience: active listening, flexibility, conflict resolution

AI: improved efficiency

- 24/7 availability
- Handling of simple requests
- Automated responses and recommendations
- Analytics



"Our teams deliver cutting-edge solutions, leveraging AI through ongoing investment in advanced technologies, while aiming to increase customer loyalty. In this way, we can respond to more complex client requirements and quickly offer an "all-inclusive" service to those who want to fully exploit AI as a lever for their business."

João Cardoso, Chief Digital & Innovation Officer

GOOD TO KNOW

According to Harvard Business School, emotional intelligence is **"the ability to understand and manage your emotions, as well as recognize and influence the emotions of those around you."**

95% of purchasing decisions are made based on consumers' emotions!

LATEST NEWS

Launch of the TP AI Think Tank

TP created a think tank on August 30, 2024 to understand the impact of EI and AI on customer experience management. This initiative brings together EI and AI experts with TP's unrivaled expertise in the customer experience management industry.



"I'm very honored to be one of the five members of the TP AI Think Tank and to contribute with my latest research in the field of Human-Computer Interaction (HCI). We will be reflecting on how to combine AI and HCI to improve team efficiency, processes and TP technologies."



Haiyi Zhu, associate professor at Carnegie Mellon University and member of the TP AI Think Tank

The four dimensions of the Group's digital transformation offering

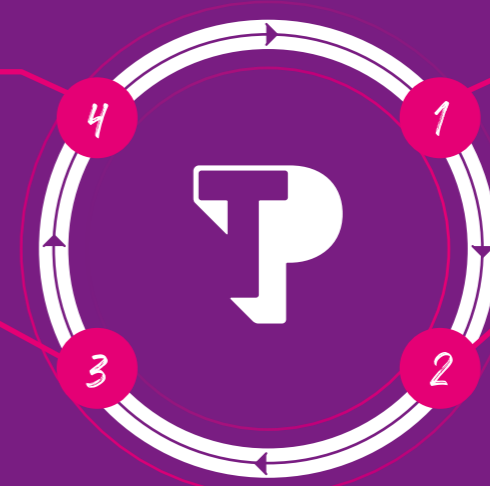


DOMAIN EXPERTISE
Deep vertical and horizontal expertise serving the needs of local and global clients

PEOPLE
Leading global delivery platform powered by TP experts

TECHNOLOGY
AI-enabled suite of TP applications designed to drive efficiency gains

PROCESS EXCELLENCE
Leveraging best practices supported by TP's capabilities & methodologies



THIRD-QUARTER 2024: ACCELERATION IN GROWTH IN Q3 AND 2024 GUIDANCE CONFIRMED

Gains in Core Services & D.I.B.S in every region and sustained strong growth momentum in Specialized Services



"We are satisfied with our third-quarter performance. The integration of Majorel is proceeding as expected, and we are confirming our full-year targets as well as the generation of high free cash flow. The demand in our strategic verticals is supporting our momentum, and we are continuing to innovate to fulfill our clients' expectations."

Olivier Rigaudy, Deputy CEO and Group CFO

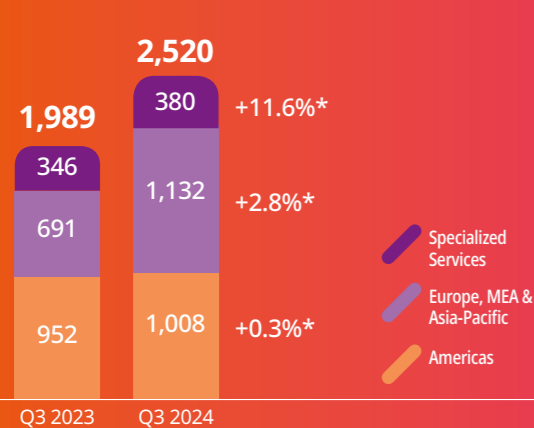


[CLICK HERE](#) to access the third-quarter 2024 revenue press release published on November 6, 2024

THIRD-QUARTER 2024 KEY FIGURES

REVENUE **€2,520m** | **+3.0%** on a pro forma basis*

REVENUE BY ACTIVITY (€M)

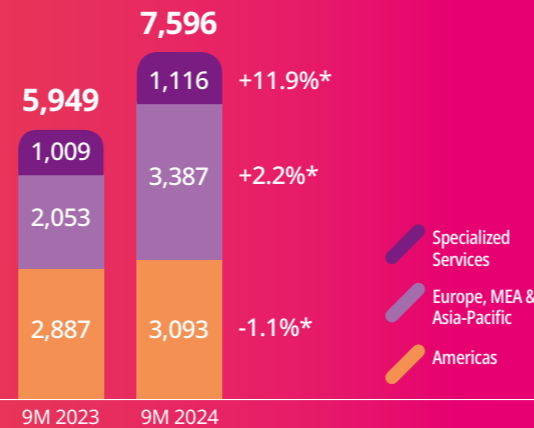


*2023 pro forma at constant exchange rates including Majorel.

FIRST NINE MONTHS 2024 KEY FIGURES

REVENUE **€7,596m** | **+2.1%** on a pro forma basis*

REVENUE BY ACTIVITY (€M)



*2023 pro forma at constant exchange rates including Majorel.

TELEPERFORMANCE SHARE PRICE (IN €)

compared to the CAC 40 index* over 10+ years (since January 1, 2014)



*CAC 40 index rebased on the Teleperformance share price as of January 1, 2014.

2024 OUTLOOK CONFIRMED

Solid momentum:

- Pro forma* revenue growth of +2% to +4%
- Increase in the EBITA margin before non-recurring items of between +10 bps and +20 bps on a pro forma basis
- Sustained increase in net free cash flow

*2023 pro forma at constant exchange rates including Majorel.

NEW CARBON EMISSIONS TARGETS FOR 2030

TP strengthens its commitment to the climate, with the approval of its new carbon emission targets by the Science Based Targets initiative (SBTi) for 2030

TP's new emission reduction targets align with the SBTi's framework for limiting the rise in global temperatures to 1.5°C above pre-industrial levels, while prior targets were aligned with the less aggressive 2°C trajectory.

This strategy is based on:

1. reducing energy consumption
2. increasing the use of renewable energy
3. reducing waste
4. applying green building standards when possible



Reduce absolute Scope 1 and 2 greenhouse gas emissions by 56.7% by 2030



Reduce absolute Scope 3 greenhouse gas emissions by 27.5% by 2030

DID YOU KNOW?

Scope 1 represents direct emissions of greenhouse gases produced by the company, Scope 2 corresponds to indirect emissions related to energy, but which are not generated directly on the company's site, and, lastly, Scope 3 is linked to indirect emissions that are not under the company's control.



"TP in India has launched several strategic programs to reduce its carbon footprint. In 2024, for example, 15 sites obtained ISO 14001 certification for their environmental performance. Actions to recycle water and electronic waste and promote renewable energies have also been deployed."

Nitinkumar Shetty, Head of Environment, Health and Safety, TP India



[CLICK HERE](#) to access the October 17, 2024 press release



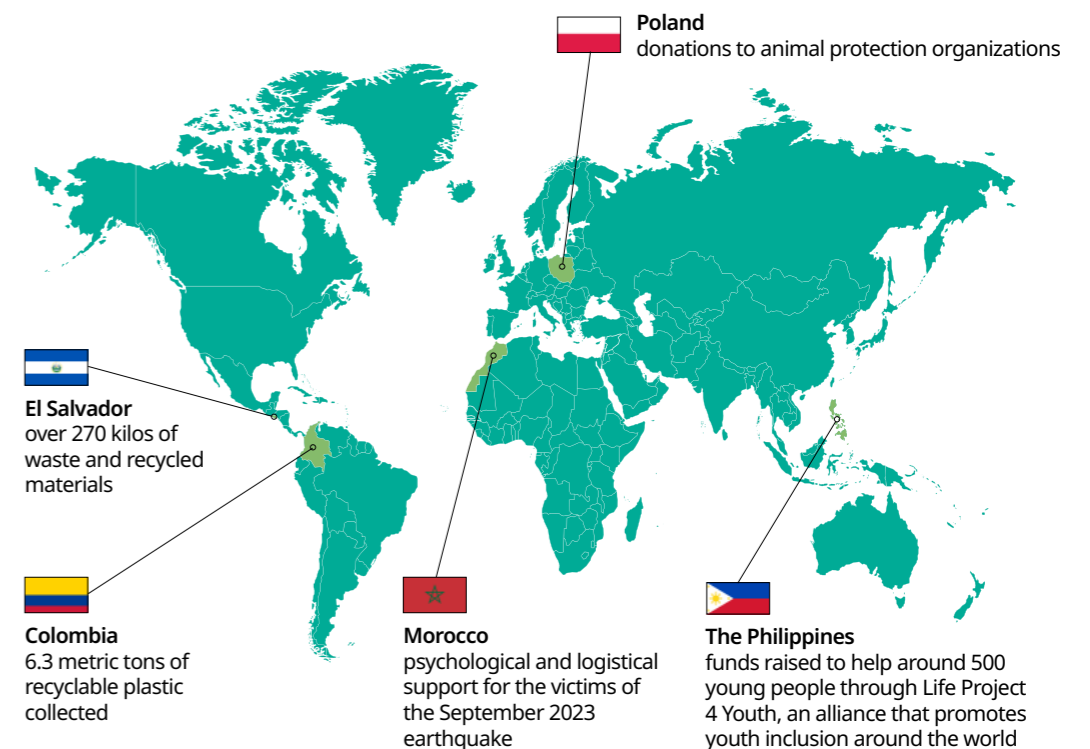
[CLICK HERE](#) to learn more about the Science Based Targets initiative

TP employees committed to communities

DID YOU KNOW?

For almost 20 years, TP's charitable initiative, Citizen of the World, has been improving the lives of local communities and disadvantaged people.

In 2024, the first TP's Citizen of the World Awards recognized impactful initiatives, highlighting the commitment of TP employees around the world.





TP is back at the Investir Day forum on November 26, 2024!



Photo: Loran Dherfines

The Investir Day forum, organized by Les Échos Le Parisien, is the leading annual event for listed companies and individual shareholders to meet up in France. The sixth annual forum will take place in the prestigious Carrousel du Louvre in Paris on November 26, 2024 from 9:30am to 10:30pm.

Make the most of this upcoming event to meet the people at TP and learn more about what we do!

November 26 agenda



11:25am

Olivier Rigaudy, Deputy CEO and Group CFO, will present the Group's strategy and outlook.



2:25pm

João Cardoso, Chief Innovation and Digital Officer, will give a masterclass on how artificial intelligence is working for people at TP.

STAND 169

The Investor Relations and CSR teams will also be on hand all day at Stand 169 to answer any questions you may have.


CLICK HERE
to register

SHARE INFORMATION

LISTING

Euronext Paris, compartment A

Symbols:

Ticker Euronext: TEP – ISIN: FR0000051807

Reuters: TEPRF.PA – Bloomberg: TEP FP

Euronext sector classification:

Professional Business Support Services (ICB)

Number of outstanding shares as of

October 31, 2024: 60,738,823

Market capitalization as of October

31, 2024: €5.9bn

Global indices: CAC 40, STOXX 600, S&P Europe 350, MSCI Global Standard and Euronext Tech Leaders

ESG indices: CAC 40 ESG (since 2022), Euronext Vigeo Euro 120 (since 2015), MSCI Europe ESG Leaders (since 2019), FTSE4Good (since 2018), and S&P Global 1200 ESG (since 2017)

S&P credit rating: BBB Investment grade

MSCI ESG rating: A

SAVE THE DATE (indicative timetable)

February 27, 2025 2024 annual results

April 29, 2025 First-quarter 2025 revenue

Let's keep in touch!



Sign up to receive all our financial documentation and key Teleperformance news by email by sending a message to investor@teleperformance.com or writing to us via the Group's website: [teleperformance.com](https://www.teleperformance.com) / "CONTACT US" section

www.teleperformance.com