

Health and Safety

Policy Statement



Health and Safety Mission

At Teleperformance, health and safety are in our DNA and are at the core of everything we do. We believe that health and safety are everyone's responsibility. Through collaboration and strong leadership, we can promote a positive health and safety culture at Teleperformance.

We are committed to providing an environment that keeps our employees, (including temporary, part-time, and work at home), clients, contractors, and visitors safe, and we are constantly assessing our activities to ensure these high standards are maintained.

Health and Safety Policy Statement

Teleperformance is committed to:

- Providing and maintaining safe and healthy working conditions, including secure facilities, equipment, workstations, and furnishings.
- Providing adequate control of the health and safety risks arising in our workplaces by performing risk assessments to identify potential health and safety risks and then implementing ways to mitigate those risks.
- Preventing accidents, incidents, and cases of work-related ill health at our facilities and responding quickly and effectively if an accident or incident occurs to protect our employees, clients, contractors, and visitors.
- Providing all employees, clients, contractors, and visitors with appropriate information and resources to enable them to conduct their work-related activities safely.
- Consulting with our employees and their representatives on matters affecting their health and safety in the workplace.
- Evaluating our performance under this Policy through regular reviews and audits.
- Complying with all applicable laws, regulations, and codes of practice and maintaining management systems to track the fulfillment of our compliance obligations.
- Identifying and communicating opportunities for continual workplace safety management system improvement.
- Reviewing and revising this Policy and our workplace safety management system at regular intervals.



Daniel Julien
Chairman and Chief Executive Officer



