



Simpler. Faster. Safer.

2022 Sustainability Report

Teleperformance Italia



PEOPLE

PROFIT

PLANET

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Our company is "a company of people" and we have a responsibility towards the community where we operate and the surrounding environment.



Diego Pisa
CEO MESSAGE TO STAKEHOLDERS
(GRI 2-22)

Dear Stakeholders,

My personal message to stakeholders is that sustainability is both a responsibility and also a great opportunity!

Being a sustainable company gives a competitive advantage, attracts new talents, meets our customers' expectations and increases the trust and loyalty of our stakeholders.

Every step towards sustainability counts!!

Whether it is to reduce waste, adopt renewable energy, promote the sustainable development of the communities in which we operate or adhere to recognized certification standards.

Every action contributes to our common goal of creating a better future! This is my personal dream... this renewed approach can be pioneer for a new mindset in our business sector which too often sees the proliferation of price dumping affecting personnel and employees management.

Teleperformance Italia has embraced the sustainability since a long time. It is our main driver for the global development of the company.

Our company is "a company of people" and we have a responsibility towards the community where we operate and the surrounding environment.

We are a company investing in sustainability in the sense that every decision is made taking into consideration the impact it can have on our employees and their families.

This has an impact on the entire value chain, starting from the contractual negotiation with our customers - which must guarantee the economic sustainability of all the investments made for personnel, for innovation, and for the respect of suppliers - up to relationship with the interfacing social partners and institutions, to the promotion of diversity and inclusion.

An important point is the creation of conditions to favor women's careers, conciliating their being mothers, wives and workers who often have to give up their professional investment to ensure family balance.

In the medium and short term, the goal is to make this corporate DNA increasingly tangible.

This is a historical moment in which the acceleration of AI scares the markets.

We must embrace innovation and creativity to develop sustainable solutions in which digital transformation is in favor of human contribution, and not the other way round! Technology, as an instrument to make human interaction more performing and valuable, it is what can make us growing harmoniously without impacting work! Investments in training to raise awareness and ensure that every member of our teams understands and adopts sustainable processes in their daily work.

MESSAGE FROM THE CEO

Our values guide Teleperformance's actions



Cosmos | Integrity
*I say what I do,
I do what I say*



Earth | Respect
*I treat others with
kindness and
empathy*



Metal | Professionalism
*I do things right the
very first time*



Air | Innovation
I create and I improve



Fire | Commitment
*I am passionate
and engaged*

1

Teleperformance Context

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In the World

(GRI 2-6)

Teleperformance is a global leader in:

outsourced digital integrated business services. It implements digital strategies to optimize and transform customer experience and business processes to make interactions “simpler, faster, safer”. With 45 years of experience, the Group provides its clients high value-added, omnichannel and tailored solutions, according to a three-dimensional approach aimed at developing the Group’s expertise in a broad portfolio of services, by client verticals and geographies. This distinctive “TP Cube” approach responds perfectly to the growing complexity of client demand all over the world.



Services offering: TP One Office

CUSTOMER EXPERIENCE

- Customer care
- Technical support
- Product/Services support
- Citizen services

BUSINESS SERVICES AND BACK-OFFICE

- Digital content management and Trust & Safety
- Financial & accounting processes and Human resources outsourcing
- Accounts receivables management
- Recruitment Process Outsourcing (RPO)
- Localization & Interpretation

SALES OPERATIONS

- Business to Business (B2B) sales
- Business to Consumer (B2C) sales
- Churn/retention
- Advertising sales
- Cloud sales

VERTICAL SPECIFIC SERVICES

- Banking, financial services and insurance
- Travel & Hospitality, transportation
- Healthcare
- Social media, entertainment, gaming
- Retail, e-commerce
- Technology
- Telecommunications, utilities

DIGITAL SERVICES

- Data systems automation
- Business analytics
- Customer experience analytics
- Customer operations consulting & Operating model design
- Digital transformation implementation



GEOGRAPHIES

- 91 countries
- 170 markets
- 300+ languages
- Global and flexible delivery model (smart & cloud shoring, TP Cloud Campus)

Global Leadership

Operating in 91 countries, Teleperformance is a multicultural group with the largest geographical footprint in its core business market. The Group has nearly 1,200 clients with whom it generates a revenue of 8,154 million euros. During 2022, Teleperformance shore up its global footprint by expanding its activities in three new countries (Belgium, Belize and Mauritius) as well as deploying a hybrid service model combining work-from-home and on-site solutions all over the world. The Group is committed to becoming an undisputed global leader in digital integrated business services solutions by 2025, with a revenue above €10 billion. This ambition is part of an integrated and sustainable growth, based on a long-term vision. (GRI 2-1, GRI 2-6)



TELEPERFORMANCE IN 2022

In Italy



Teleperformance Italia (also in this document Company) is the commercial name of In & Out Spa a socio unico. The headquarter is located in Fiumicino, 29, Viale Bramante, and it is both legal and operational. The Company has a second, only operational, site located in Taranto, 2, Via del Tratturello Tarantino. Established in 2003, the Company is 100% owned from Teleperformance Se and offers the full range of Teleperformance Group services. (GRI 2-1, GRI 2-2)

In particular, the Company provides marketing services for:

- ▶ customer care, aimed at enhancing the loyalty of existing customers; customer acquisition;
- ▶ customer value growth and value management;
- ▶ marketing consultancy, with a special focus on the management of contact centers and training;
- ▶ innovative services production, with a special focus on statistical, econometric and IT applications.

Services are both inbound (customer care) and outbound (telemarketing), primarily in the Media & Entertainment, fixed/mobile telephone, financial and insurance and public utility services markets.

With several years of sound industry-specific expertise and service innovation, Teleperformance Italia offers the most comprehensive service portfolio on the market, supporting the growth and evolution of its clients. Through an agile client-based approach, the company developed founded on the systematic understanding of transformation requirements in order to provide customized solutions and a unique user experience for every interaction. (GRI 2-6)

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Message from Sustainability Manager

Teleperformance Italia has been practicing sustainable management for a long time, even before it was formalized in a strategic mission, therefore for us it was not a strategic expansion towards sustainability but a natural evolution, matured with an internal structure already adapted, almost unconsciously, for the pursuit of a common goal, since sustainability is in any case integrated into our corporate values.

Everyone, without exception, has contributed to realizing the company's vision of sustainability, and from the union of vision, passion and grit the company's business has been completely rethought in all its dimensions: in strategy, in operations, in culture.

Sustainability and ESG are not experienced internally as a fulfillment, but as an integrated part of our core business.

With this approach, entrusting ourselves to the know-how of our staff, it was then a crowning achievement to produce the first sustainability report for 2021, almost like taking a snapshot, an expressive and communicative container of already existing values, strategies, processes and models of business.

The sustainability report expresses our revolution, the innovative evolution of the company, a container with high added value that describes the company's wealth far beyond the business, because the value of companies is no longer measured only in economic terms but also in reputational terms.

For some time now, our main sustainable mantra has been to generate well-being and success by creating a healthy, motivated and balanced environment, both for employees and more generally for Stakeholders.

There can be no business without people, there is no profit without sustainability.

Sustainability is a daily commitment, a strategy that requires efforts to obtain results, a commitment to work on processes that respect the territory and society.

But it is unthinkable not to be part of this respectful future!

Thanks to the work of recent years, to the modern approach of the Top management that is an inspiration for everyone, but above all to the contribution of people, the areas of enhancement have become Pillars of sustainability and in July 2022 Deloitte certified the first Sustainability Report while in May 2023 we received the Sustainability Leader Award.

Our commitment and our promise is the protection of the future, which is what gives meaning to today's investment of all of us.



Anna Maria Massara
Sustainability Manager

Methodology and Targets

(GRI 2-3)

This document, which is Teleperformance Italia second Sustainability Report, has been prepared with the aim of transparently communicating its 2022 sustainability strategies.

The Report presents Teleperformance's achievements in environmental, social and governance sustainability in relation to the financial year 2022. Both financial and sustainability statements of the Company are referred to the same reporting period from 1st of January to 31st of December 2022.

The Sustainability Report, that is drawn up on annual basis, has been prepared by reporting on a selection of indicators of "Global Reporting Initiative Sustainability Reporting Standards" defined in 2016 by the Global Reporting Initiatives ("GRI"), according to an approach "GRI reference-claim".

The complete list of standards used, including clarification of the topic, is provided in the Appendix, in the GRI Content Index, additionally the new GRI reported are also indicated in the related paragraphs.

The reporting boundary of the data relates to Teleperformance Italia and, to allow the comparability of the data over time and the evaluation of the trend of Teleperformance activities, a year of comparison has been included, where available.

To provide a correct representation of the performance of Teleperformance Italia, directly measurable quantities have been included in the data, the use of estimates has been limited as far as possible and where data for the previous year has been restated, this is clearly indicated in the document. **(GRI 2-4)**

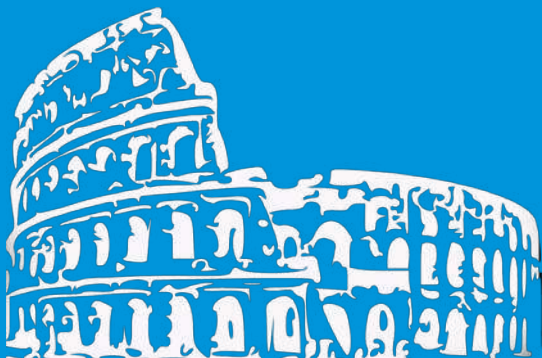
The reporting of indicators was defined based on an initial activity carried out by Teleperformance Italia during 2022 for the second consecutive year, which enabled the identification of material issues, as described in the section "Our Pillars" of this document.

The document contains a description of the Teleperformance Italia material themes referred to each pillar identified, assessed in relevance for the Company and for the Stakeholders.

The drafting process was coordinated and directed by the Sustainability Manager, with contributions by the Sustainability Committee, and Internal Communication Team, including the involvement and collaboration of all the Company departments and interviewed Stakeholders.

The collecting data process, for preparing this document, was managed accordingly to:

- the principles of inclusiveness, sustainability, materiality and completeness for information content;
- the principles of balance, comparability, accuracy, timeliness, clarity (reliability) for defining the reporting parameters, as stipulated in the GRI guidelines.



Below is a simplified scheme of this process:



The Methodology is divided into **3 main phases:**

Identification of issues relevant to the company and stakeholders

Prioritization of potentially relevant issues

Selection and validation of the relevant topics for the Materiality Matrix.

And 3 main **targets:**

Identifying, assessing, prioritizing, and managing the Company extra-financial impacts

Engaging with our stakeholders

Making our stakeholders aware of our more material items in order to define appropriate Corporate Social Responsibility strategy and action plans



With the purpose of enforcing transparency and trust amongst Stakeholders, this document will be appropriately advertised and posted on the websites **(GRI 2-29 a. ii.):**

<https://www.teleperformanceitalia.it/wp-content/uploads/> **(GRI 2-3 d.);**

<https://www.teleperformance.com/en-us/locations/italy-site/italy-codici-e-policy/>, available to all **(GRI 2-23 c.).**

For any information relating to the Sustainability Report it is possible to contact us using the following email address: tpinternalcommunication@teleperformance.it. The Report is also available on the Internal Intranet **(GRI 2-3 d.).**

This Statement was presented for examination and evaluation and subsequently approved by the Board of Directors of In & Out S.p.A. on 31 March 2023 **(GRI 2-14).**

The Sustainability Report is also subject to limited examination ("Limited assurance engagement", according to the criteria indicated by the ISAE 3000 Revised principle) by Deloitte & Touch S.p.A. according to the procedures indicated in the "Report of the Independent Auditors", included in this document **(GRI 2-5).**

Materiality Analysis

(GRI 3-1, 3-2, 3-3)

The "materiality analysis" represents the first step for the preparation of the Sustainability Report as required by the GRI Standards,

The fundamental nature of Materiality Assessment enables the Company to identify emerging opportunities, prioritize mitigation of potential business risks, and improve stakeholder relations while ensuring the integration of sustainability into the business strategy and operations.

In continuity with 2021, Materiality Assessment is the process of identifying and assessing potential Environmental, Social and Governance issues that may impact the Company's business processes and its stakeholders.

In line with the requests of the new edition of the "GRI Standards 2021", the Company has realized its updated materiality analysis to identify the aspects to be reported within the Sustainability Report 2022.

The Company material topics has been prioritized based on the impacts on the economy, environment and people, taking also into consideration what influence the decisions of the Stakeholders.

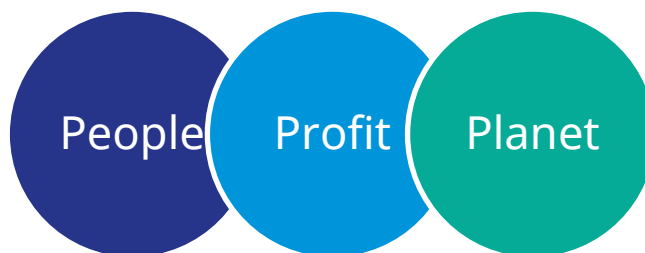
The concept of materiality has been closely connected to the concept of impact and the material themes are those representing the organization's most significant impacts on the economy, environment and people.

The process started from an analysis of the previous year material topics, conducted with the cooperation of Stakeholders and their expectations. Each material topic has been associated with positive and negative impacts generated. A significant themes-impacts mapping was subjected to an evaluation scored process by Top Management, employees, and a sample of significant Stakeholders.

The impact analysis has been preceded from a context analysis in which the Company operates, with the aim of identifying the positive and negative impacts that affect it or that could affect it along its value chain. In particular, the following contexts analysis were carried out:

- Analysis of the main sector's trends on Plimsoll database;
- Analysis of applicable legislation, including programmatic (for example PNRR, Taxonomy);
- Benchmark with competing and comparable companies through the main public sustainability and social responsibility documents;
- Analysis of company documentation such as policies, internal procedures, Code of Ethics and documents that formalize management systems compliant with international standards adopted by the organization (for example ISO 9001, ISO 14001, ISO 18295, ISO 45001, ISO 27001, ISO 37001).

The Materiality impacts analysis undertaken by Teleperformance Italia confirms the Material pillars identified by Teleperformance, common with the Group Holding and cascaded into the Company after being assessed by local Company Stakeholders. In respect of 2021 a special target of Gender Equality certification has been added. The methodology used for prioritizing the Material impacts is based on the Company's triple bottom "Priorities: Economic, Social and Environmental".



The importance of the impacts was assessed in relation to both the relevance to the company in terms of impact on Business and Risk analysis and remediation action plans and relevance for stakeholders in terms of the perception of the impacts of each pillar by key stakeholders.

This approach gives the Materiality Analysis a strategic leverage action. The materiality matrix, combined with the Company's business model, makes it possible to identify the strategic guidelines on which the Company bases its business sustainability and becomes a strategic lever. For this reason, it was shared by the Chief Executive Officer with Top Management, and then approved by the Board of Directors (**GRI 2-14**).

Based on impacts, have been identified and assessed 18 themes and related positive and negative impacts. Material Themes have been prioritized from the most important to the least important as on the chart below:

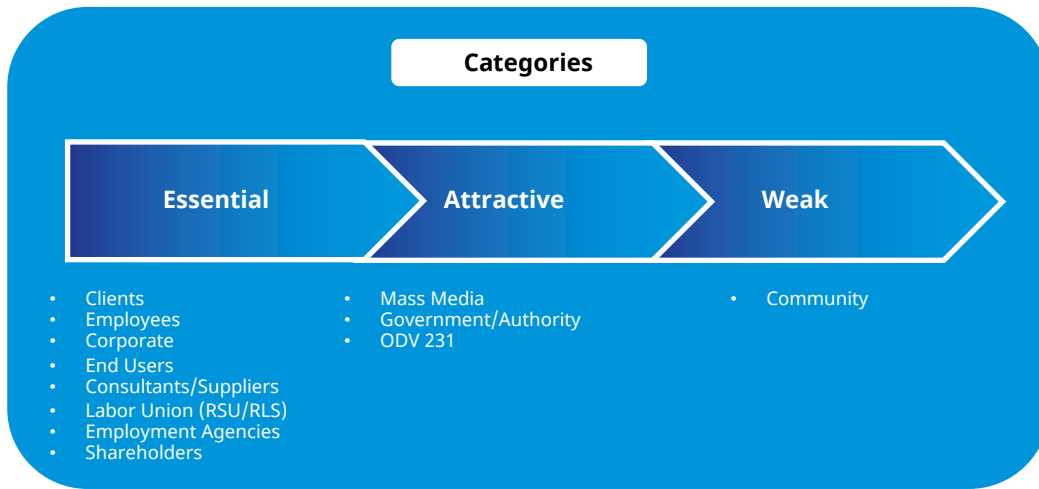
| Positive Impacts | Impact Area | Themes | Negative Impacts |
|--|-----------------------|---|--|
| Well-being of employees impacts on business; decrease of absenteeism rate; Personal and professional life balance; Talents attraction | HUMAN RESOURCES | Well-being at work - Provision of conducive working conditions, respect for employee working hours | Absenteism; Talent drain |
| Sense of pride and belonging; high performers and proactivation | HUMAN RESOURCES | Employee engagement - Promotion of diversity and inclusion (multicultural, multilingual) non-discrimination, strong company culture/creation of a sense of pride & belonging | |
| Enforcing skills and abilities of employees, keep updated and innovative, sustainability themes diffusion | HUMAN RESOURCES | Training & Employee development - Provision of relevant trainings and career development programmes, Opportunities for career growth | |
| Greater awareness and culture on ethics and human rights of managers, employees, supply chain operators and other subjects | ETHICS | Ethics & Compliance - Compliance with regulations; anti-corruption; fair competition | Sanctions for transgressing laws and business regulations, negative reputation; |
| Client data security & employee data security protection, reliability and positive reputation, customers attraction | VALUE CHAIN | Data Security - Client data security & employee data security | Data breach, negative reputation, sanctions, customer loss |
| Talent attraction, sense of pride, proactivity and productivity | HUMAN RIGHTS | Diversity & inclusion - Empowerment and integration of a diverse workforce, no discrimination and gender equality | |
| | HUMAN RESOURCES | Occupational Health & Safety - Work environment safety, enforcement of environmental protection regulations | Sanctions or criminal proceedings related to non-compliance with regulations regarding health and safety in the workplace (Legislative Decree 81/2008); Accidents and occupational diseases of employees and third parties |
| Open door management/ engagement/ sense of belonging, constructive dialogue with the territory and local communities | HUMAN RESOURCES | Social dialogue - Open and constructive manager/staff engagements | |
| | HUMAN RIGHTS | Labour - Enhance efforts to fight the use of child labour and forced labour, Compliance with international labor standards from the ILO, Equal opportunity | Sanctions and reputational damage for violation of the rights of workers |
| Less damage to the environment, climate change mitigation contribution | CITIZEN OF THE PLANET | Environment - Climate change mitigation and adaptation, Responsible use of natural resources. Reduction of carbon footprint related to company operations | Use of non renewable energetic resources |
| Talent attraction, sense of pride, proactivity and productivity | HUMAN RIGHTS | Promotion of gender equality - Provision of equal rights, opportunities and responsibility at the workplace | |
| Greater operational and strategic coordination of companies | ETHICS | Corporate Governance - Transparency of corporate communications; decision-making structure; leadership; integration of CSR into global strategy | Reputation damage and sanctions for non ethical management |
| Reputation and client retention, sane competition and client relationships | VALUE CHAIN | Client Satisfaction - Efficient account management structure; client retention, quality of client relationships | |
| Economic territory development and investment on the local economy | CITIZEN OF THE WORLD | Impact on the local economy - Contribution to the local economy and local employment through wages, social contributions, taxes, etc | |
| Fight poverty | CITIZEN OF THE WORLD | Philanthropy - Donations to charities, volunteering activities | |
| Greater efficiency due to the use of new technologies | VALUE CHAIN | Innovation & Digitalization - Digitalization & automation; Use of artificial intelligence; Analytics, R&D, Consulting | Economic and technical inefficiencies due to failure of adaptation to new technologies |
| Less damage to the environment, climate change mitigation contribution; use of renewable sources | CITIZEN OF THE PLANET | Natural disasters - Readiness and capacity to mitigate risks related to natural disasters | |
| Economic growth of the territory thanks to loans and purchase from local suppliers who have an advantage competitive in economic terms; pursuit of sustainable organizational models | VALUE CHAIN | Supply Chain - Enforcement of ethics and sustainability performance within its supply chain | |

Stakeholders

(GRI 2-29)

Our Sustainable commitment is to further effectuate trust with our Stakeholders. The stakeholders map, which outlines the key stakeholders for the organization, has been completed by the Company as part of the ISO (27001:2013 - 27701:2017 - 18295-1:2017 - 37001:2017 - 14001:2015 - 9001:2015 - 45001:2018) certifications process.

Stakeholders are classified into 2 Macro Groups (Internal and External) and 3 types: Essential, Attractive, Weak. It is depending on the interest and influence they hold in respect to the referenced policy, and to the decisions that Executive Management wants to adopt. Therefore it becomes gradually "necessary", "recommended" or "dutiful" to involve them in decision-making process.



| In what context do you think Teleperformance Italia must work to improve its sustainability? | % |
|--|--------|
| Well being | 29,00% |
| Sustainability Research promotion | 28,80% |
| Training on Sustainability | 24,20% |
| Local communities relationship and impact enforcement | 14,80% |
| Columns for recharging electric vehicles | 2,00% |
| Photovoltaic panels, separate collection containers throughout the company, incentivize their resources to use electric machines | 0,50% |
| Environmental protection initiatives | 0,30% |
| Technological innovation | 0,30% |
| Each area listed above | 0,30% |

| What are the main material topics of the Teleperformance company or of the individual behaviors of the Teleperformers on which TPITALIA should intervene? | % |
|---|--------|
| Human Resources: Welfare, Employees Wellbeing, Training and Career Path, Workplace Safety, Dialogue and Communication | 34,90% |
| COTP: Environment, Energy, Waste, Water | 25,80% |
| Human Rights: respect for people, diversity and inclusion, mobbing, equal opportunities, gender equality | 13,50% |
| Supply Chain : Sustainable Suppliers, Customer Satisfaction, Innovation and Digitization, Security and Data Protection | 6,80% |
| Ethics | 6,10% |
| COTP : Food (reduction of food waste, organic food, fair trade, useful and responsible purchases) | 4,30% |
| COTW : Philanthropy, Poverty, Local Community Interventions | 4,30% |
| Mobility | 4,30% |

In 2022, two internal Stakeholders Macro groups (Employees and RSU) and six External Macro groups (Clients, Consultants/Suppliers, Employment Agencies, Government/Authority, Labor Unions, ODV231) have been selected and involved in the Materiality assessment.

A sample of 33 respondents was selected and assessed by Company stakeholders. Each response was weighted with a score from 1 (minimum importance) to 3 (maximum importance).

To corroborate the impacts prioritization, a survey on a sample of 395 employees, has been led in 2022 and completed in April 2023.

Our anonymous employee said: "Sustainability is a great means that companies have at their disposal to improve their image versus both internal and external and territory in general".

The result of the Survey shows as for the 99.7% it is important that Teleperformance Italia has embraced a path towards sustainability and People, Planet and Profit are the hard core of the Company sustainability.

3

People Human Resources

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Human Resources

- **Well-being at work:**
Work environment, working conditions
- **Employee engagement**
Motivation, sense of pride and belonging
- **Training & Development**
- **Social Dialogue**
- **Health & Safety**

“Our human resource strategy seeks to attract and retain the best talent while continually providing them with support throughout their careers. Our winning business strategy is based on the power of expertise. Talent and sustainability go hand in hand. How do we do it?”

Thanks to greater sensitivity to work-life balance issues, the introduction of welfare policies and work flexibility, the Company increases the attractiveness of the corporate brand towards talents, improves employee well-being, facilitates professional growth.

The Company cares of wellbeing at work as one of the main pillars of the sustainable strategy. Wellbeing is based not only on Work at Home, but consists in monitoring constantly the perception of wellness of the employees when thinking to the work environment referred to processes, relations, communication, performance management, approaches, hierarchy, rules, incentives and compensation, career.

Also Employee engagement measures the level of enthusiasm and dedication that our employees feel toward their job. Engaged employees care about their work and about the performance of the company, feel that their efforts make a difference and is in it for more than a paycheck. Also engaged employees consider their well-being linked to their performance, and thus instrumental to the company's success.”



“Our winning business strategy is based on the power of expertise. ”

Gianluca Bilancioni
Human Resource Director

Well being at work

Employee well-being and emotional intelligence are fundamental aspects of the Company's operations business strategy.

Since 2008, Teleperformance has always undertaken a comprehensive annual **Employee Satisfaction** survey called E.Sat. In 2021, satisfaction levels among our employees increased, ranking our Company among the Top 5 subsidiaries in the world.

The main KPI of Well Being and our pride is the **Great Place to Work certification** obtained in July 2022, for the second year; still being the sole company in Italy in the Contact Centre sector to receive such an award. The **Great Place to Work certification** is issued by an independent entity that assesses employee satisfaction levels through a survey addressed to them directly.



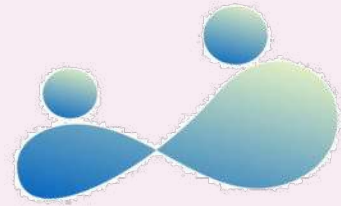
Wellbeing, additionally, is increasingly empowered with many concrete actions (GRI 2-23).

(a) In Welfare Conciliamo

On April 14, 2022, Teleperformance launched the “In Welfare”, funded by the Department of Policies of the family, as part of the #Conciliamo tender, for a total value of 1,722,850.95 euros, with a duration of two years.

By virtue of this project, the Company has created a Welfare Plan full of numerous actions solutions that meet the needs of reconciling private life and professional life, with particular attention to female staff.

For Teleperformance it is important to motivate its workers, improving their well-being, but also supporting their purchasing power and promoting health protection to prevent occupational diseases and related risks to the territory.



#Conciliamo



(b) Healthy Vocal Balance

Through this initiative, Teleperformance once again reaffirms its commitment to guarantee its employees a working environment of excellence, attentive to personal and family needs and which translates into an improvement in the quality of personal and working life.

(c) TP Welfare & Inclusion

In 2022, the Company implemented the new TP Welfare & Inclusion section on the intranet in order to keep its employees constantly updated on the social protection measures, such as bonuses and incentives, at national, regional and company level, as well as on all the initiatives and events concerning Diversity and Inclusion.



(d) Welfare and Parental protection

For a better conciliation of working life and reduction of stress the Company uses smart working and part-time on request as means to support the return from maternity leave.

(e) TP Welcome Baby

Starting from 1 January 2022, the TP Welcome Baby measure was introduced which recognizes for new parents, 20 days of extra vacation. This measure also applies to parents who have adopted or will adopt children. Also for the parents who had a child between 1 January 2020 and 31 December 2021, 10 days of extra leave to be used in case of need has been approved.

This policy testifies to the level of sensitivity of the Company on the subject and the commitment to support the birth rate and well-being of employees, improving their work-life balance. For Teleperformance the arrival of a newborn is an event that should be celebrated and supported with measures that guarantee time and serenity to new mothers and new fathers.



(f) Flexible working

The Code of Ethics establishes that, compatibly with the general efficiency of the work, is favored the flexibility in the organization of work that facilitates the management of private/working life, maternity and childcare in general. With a view to improving the balance between work and personal needs, starting from 01 March 2020, a time of flexible entry and lunch break and Work at Home have been established.

(g) Wellness inside

“The psychological listening desk” was created in the company to offer counselling and psychological support to employees, it was designed at the beginning to help them cope with the effects of the pandemic, then maintained as a well-being means and support. Each part of this project is managed by highly specialized professionals, trained in emergency management, with years of experience in working at telephone helplines.

Employees can book individual listening interviews and psychological support through the intranet in accordance with the available time schedule.



(h) Gympass

As part of the company initiatives aimed at ensuring staff health and fitness, Teleperformance Italia signed a partnership with GYMPASS to allow for employees to access gym facilities for wellness activities at discounted rates.

Employees Engagement

Employees Engagement strategy in Teleperformance Italia is based on motivation, sense of pride and belonging, with the awareness of the huge impact on the profitability.

This is a core investment for the Company focused on engagement approach philosophy such as:

- **Appreciation and Rewards**
- **High Trust and Loyalty**
- **Happy workplace**
- **Work Satisfaction**
- **Friendly and Encouraging culture**
- **Retention and opportunities of Growth**

In our philosophy, there is a linear relation between profit and engagement.

Employee engagement is the degree to which employees invest their cognitive, emotional, and behavioral energies toward positive organizational outcomes.

The Kpi for the measurement of the engagement score is the absenteeism rate:

| | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Unplanned absenteeism hours | 128.038 | 121.296 | 165.560 | 249.483 | 315.486 | 310.913 | 340.034 |
| Paid production hours | 2.303.654 | 2.668.057 | 2.105.913 | 2.625.964 | 3.543.937 | 3.269.259 | 3.158.849 |
| Unplanned absenteeism hours (not paid) | 5.847 | 5.464 | 3.909 | 11.644 | 10.259 | 11.580 | 7.834 |
| % | 5,54% | 4,54% | 7,85% | 9,46% | 8,88% | 9,48% | 10,74% |





The engagement strategy of the Company is based on Fun and Productive instruments.

Fun instruments of Engagement are:

a) Have fun on a regular basis

Teleperformance Italia, in a people centric approach, has organized and sponsored free events over the 2022 year in favor of the workforce and their families:

- Boat trips
- Concerts
- Cultural visits
- Dancing evenings



«Obiettivo Tricolore S. Giovanni Rotondo»
Participation of Teleperformers at Puglia Stop

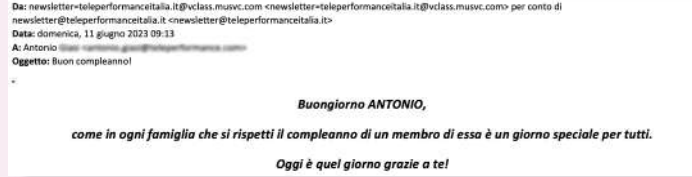


Private Audience of Teleperformers with the Pope



b) Celebrate Birthdays

The entire workforce receives a personalized greeting email on their birthday



c) Personal Growth

Team building organized with the support of specialized psychologists from Soleterre, aimed at improving the ability to work in a team through games.

Webinar with Luca Mazzucchelli to discover practical strategies to build positive and functional habits



d) Contests, games and competitions

Participation in competitions organized by Teleperformance Group



Automation League-Botathon 2022: Reward the most innovative ideas in the field of digitization



TP FOR FUN Festival, the contest dedicated to music, art, dance lovers





Present a book in 200 words

e) Sports Events

Participation in the sports competition organized by Teleperformance Group: the winning team has been rewarded with a sum of money to be donated to a preferred NGO.

Xtra Mile competition: in 2022 there were two editions, the first in May where Italy ranked 5th, the second in November where we reached the second place. Teleperformance donated its rewards to the non-profit organization Alzaia and Differenza Donna committed to combating violence against women.

Photography Contest
Fotografa il tuo Quartiere

Intorno a noi ogni giorno ci sono angoli suggestivi e di particolare interesse. Scorci inusuali. Luoghi che hanno significati per le nostre esperienze quotidiane. Luoghi che raccontano aspetti architettonici e naturalistici unici.

Tutto questo fa parte della Comunità che ogni giorno guardiamo e ascoltiamo.

Luoghi che fanno parte dei nostri Quartieri.

PhotoContest I Quartieri

PhotoContest - Photograph your city

XTRA MILE IS ABOUT TO START. HURRY UP!

DOWNLOAD THE APP
CREATE YOUR PROFILE
AND GET READY.

Now lets talk **Country Ranking**: (this evaluation includes the participation bonus points)

1st Place → **Ukraine** get the chance to donate 10.000€ to their selected NGO.
2nd Place → **Italy** get the chance to donate 5.000€ to their selected NGO.
3rd Place → **Lituania** get the chance to donate 5.000€ to heir selected NGO.

| Rank | Country | Score |
|------|-----------|-------|
| 1 | Ukraine | 39432 |
| 2 | Italy | 21550 |
| 3 | Lithuania | 19942 |

Xtramile 2022



f) Social & Ambassadorships

Teleperformance Italia is present on the following social networks: facebook, Instagram, twitter and LinkedIn. Since September 2022, it has, once again, promoted its social channels thanks to the help of some social ambassadors identified in the workforce, who have the task, through their interactions, publications and sharing, of improving the web reputation of the branch and of the group.



Social & Ambassadorships



December 2022

⁽¹⁾
Sep-Dec Score: 99%
December 1-31 #Mentions: 716
Sep-Dec #Mentions: 6,751

Italy entered the report in September



⁽¹⁾ Score: Misurement of positive and negative social feedback. The table indicates zero impact of negative feedback.



Productive instruments of Engagement are:

a) Keep communication open at all level

Keep communication open at all time and all level is an important means to ensure the employee feel being part of a family. On a regular basis department sectors or crossing meeting are organized and also to ensure communication with the Top Management, the section in the Intranet "Here4you" has been created by witch at any time CEO, CFO, COO can be contacted.

b) Remuneration and Benefits

(GRI 2-19 a.)

Our remuneration policy seeks to reward individual and collective performance by offering a remuneration package that is well above local remuneration market rates. The total compensation package includes fixed remuneration as well as a performance bonus, and other benefits. Additionally, the remuneration rates are reviewed regularly to match the market trends and to reduce any pay gaps that may arise. Over the last five years, more than 3 million euros have been paid out in form of bonus payments to qualifying employees.

TOTAL ANNUAL REMUNERATION RATIO (GRI 2-21)

| | 2022 | 2021 |
|--|-------|------|
| Ratio between the total annual compensation of the person receiving the highest salary and the median total annual compensation of all employees (excluding the aforementioned person) | 22,71 | 6,17 |
| Ratio between the percentage increase in the total annual compensation of the person receiving the maximum salary and the median percentage increase in the total annual compensation of all employees (excluding the aforementioned person) | 69,28 | - |

c) Team Building

The Company offers professionals and fun Team Building activity together with online training course.



d) Coaching

Teleperformance offers since 2022 a Coaching program with external professionals, to the employees leading people, that will be extended in 2023 to a bigger panel.



e) Performance Management and Feedback Process
(GRI 404-3)

**PERCENTAGE OF EMPLOYEES WHO RECEIVE PERIODICAL ASSESSMENT OF
THEIR PERFORMANCE AND PERSONAL DEVELOPMENT (GRI 404-3)**

| 2022 | |
|---|-------|
| Total Employees | 1.139 |
| Total employees evaluated on the basis of their performance | 301 |
| % of employee evaluated based on their performance | 26,4% |

In the medium term, the Company intends to harmonize salary, benefits and welfare packages, to ensure fairness and consistency with the Company's financial and operational objectives while offering employees a more competitive and sustainable package.

As first step in this direction, the company built and implemented an online better structured and measurable Performance Management System that is live since the beginning of 2022, to ensure measurable kpi's and equal treatment and opportunities.

Process Overview

Global Performance & Talent Management is a new process to address the following pain points:

- Lack of "ONE" global view of Performance & Talent for all grades
- Inconsistent process - The way we assess, and what we assess on
- Manual process
- Improve offering for Non-Agents

We can address the above by:

- Utilising ONE platform with an already high user - myTP (Saba)
- Developing ONE performance review form and ONE appraisal form for all - Same sections, different weightings where needed
- Implementing a CALENDAR year approach so we can centrally drive performance review and appraisal cycles allowing Global drive of competition + follow up
- Launching and globally calibrating our company on ONE set of TP competencies per level (Agent, Non-Agent and Executive Leadership)

Performance Management **"helps you track your employees' performance and tells you whether or not they need extra support, can handle a higher-level training"**.

10 Core Competences

Those competences are applied to EVERYONE in Teleperformance and are mandatory part of the annual performance review form for every employee in all levels:

- Smart and decisive with data
- Self aware and self managing
- Agile and adaptable
- A global thinker
- Innovative and Creative
- Purposeful and Impactful
- A True Partner
- An authentic and connected leader
- An infinite learner
- Digitally smart

Competences have long been used as framework to help focus employees' behavior on things that matter most to an organization and help drive success, a focus on skills without looking at the broader competences will not enough to develop leaders and drive career development for employees.

Minimum Skills

Skills: are the specific learning skills that you need to do a particular job well. There is, however, a distinction to be made between hard skills and soft skills. Whereas a hard skill is a technical and quantifiable skill that a professional can demonstrate through his or her specific qualifications and work experience, a soft skills is a non-technical skill that is less rooted in specific vocations. An example of hard skill might therefore be computer programming or proficiency in a foreign language, while a soft skill might be time management or verbal communication.

All minimum skills can be classified into one of our groups or categorie: Process or Knowledge skills, use of a tool or technology, interpersonal skills or Emotional Intelligence, and Problem-Solving skills.



f) Recruiting, Selection & On boarding

Thinking in a ESG mindset cascades on the business result, adding value to all the Company departments and mainly the Human resources.

The brand reputation attracts talents!



The Company guarantees equal opportunities and gender equality in recruiting and selection as well as facilitates young and weakest people entry. Onboarding is constantly monitored through the Employees Satisfaction survey, and, in case of leaving, the Company submits the exit interview to investigate the reasons.

Recruiting channels are based mainly on internal growth, spontaneous applications attracted from the brand reputation, social channels and local manpower agencies.

The 4 key steps in are:



Training and Development



Teleperformance Italia ensures training opportunities for all staff. Our Company is increasingly investing in both external technical training or online training platforms where technical, managerial and other general training courses can be accessed.

Continuous employee development has been a fundamental lever for achieving effective results in our business operations and as such, over the last three years, the training programs offered by the Company to its staff have been transformed to provide participants with the specific skills necessary for ensuring excellence at work. Thanks to the significant use of distance learning, in 2022, there was an additional increase in the average number of hours - especially for Senior executives and Managers - in order to enhance their capabilities when handling technical business decisions.

Following training statistics that refer exclusively to Teleperformance Italia employees.

| AVERAGE NUMBER OF HOURS OF TRAINING PER YEAR PER EMPLOYEE (GRI 404-1) | | | |
|--|--------------|--------------|--------------|
| Professional Category | 2022 | | |
| | Men | Women | Totale |
| Total number of training hours provided to employees divided by gender | 8.813,45 | 14.836,79 | 23.650,24 |
| Total number of employees by gender | 339 | 800 | 1.139 |
| Average hours of training provided to employees broken down by gender | 26,00 | 18,55 | 20,76 |

| AVERAGE NUMBER OF HOURS OF TRAINING PER YEAR PER EMPLOYEE (GRI 404-1) | | | |
|--|--------------|--------------|--------------|
| Professional Category | 2021 | | |
| | Men | Women | Totale |
| Total number of training hours provided to employees divided by gender | 6.641,79 | 21.657,13 | 28.298,92 |
| Total number of employees by gender | 326 | 787 | 1.113 |
| Average hours of training provided to employees broken down by gender | 20,37 | 27,52 | 25,43 |

| AVERAGE NUMBER OF TRAINING HOURS PER YEAR PER EMPLOYEE (GRI 404-1) | | | |
|--|-----------|--------------|--------------|
| Professional Category | 2022 | | |
| | Men | Women | Totale |
| Directors | 1,09 | 0 | 0,87 |
| Managers | 17,92 | 12,77 | 15,18 |
| Employees | 26,47 | 18,63 | 20,93 |
| Total | 26 | 18,55 | 20,76 |

| AVERAGE NUMBER OF TRAINING HOURS PER YEAR PER EMPLOYEE (GRI 404-1) | | | |
|--|--------------|--------------|--------------|
| Professional Category | 2021 | | |
| | Men | Women | Totale |
| Directors | 9,25 | 7,02 | 8,81 |
| Managers | 30,08 | 39,13 | 34,60 |
| Employees | 20,27 | 27,43 | 25,37 |
| Total | 20,37 | 27,52 | 25,43 |

Such initiatives have also been a catalyst for unlocking employee potential and enabling management to better understand employee strengths, thus making it easier to place employees where they perform best with the aim of increasing company productivity.

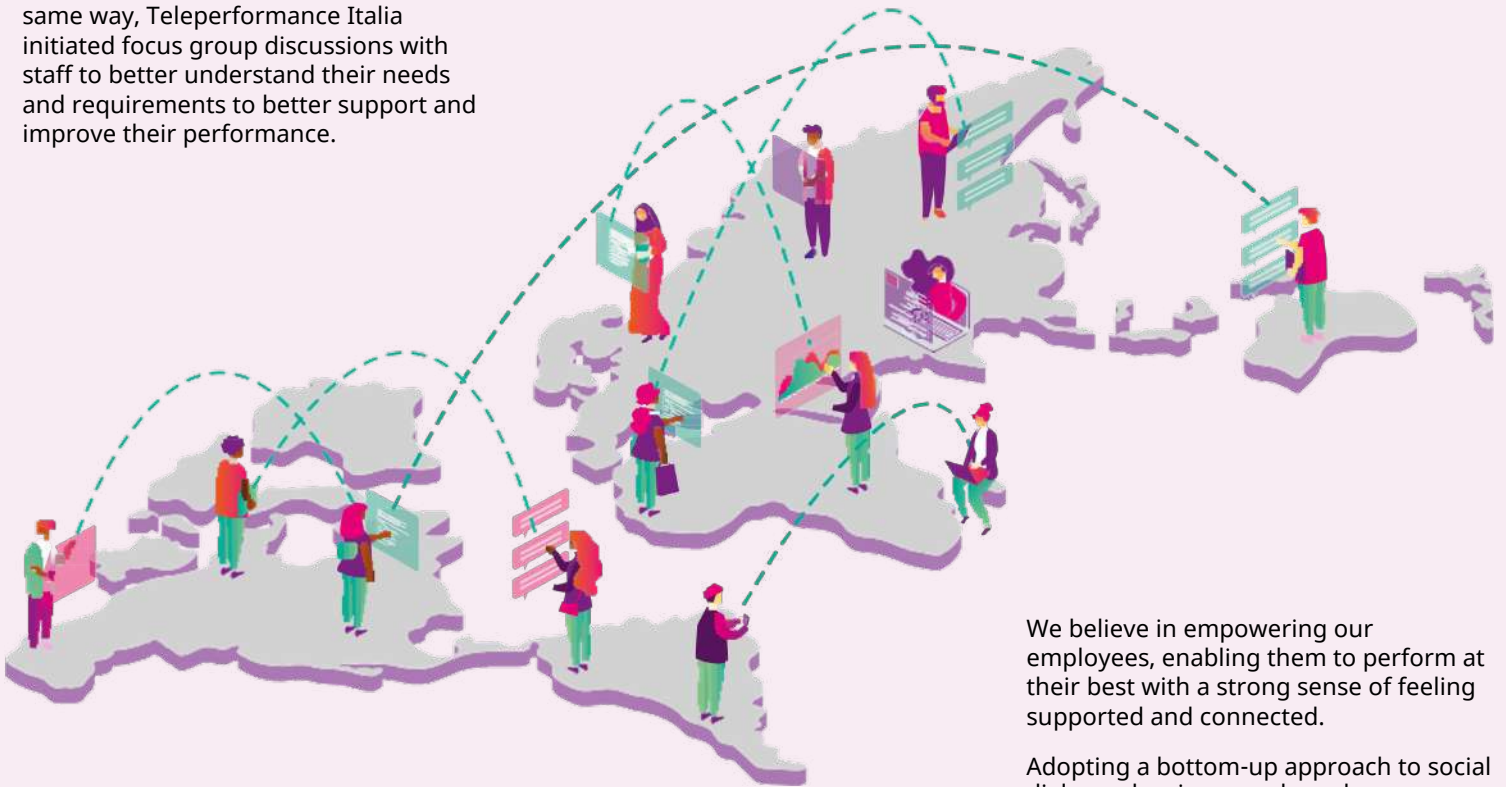
In 2022, we have expanded our training catalogue to include languages, coaching, and performance for a total of training hours of number 80.676,85, including the entire company's population both permanent and temporary manpower.

The Company has launched training courses for the enhancement of the employees. Teleperformance Italia has created training opportunities aimed at all personnel for the growth of skills, including English courses, IT and more. The goal is to invest in the company population by providing the means for the professional growth and at the same time increasing the job satisfaction.

Among the most significant topics touched upon were Emotional Intelligence, Time Management, Awareness of filters on perception, Leadership. Additionally, there were training course promoted by Valore D like Young Talent, Digital Academy and Senior Manager paths.

Social Dialogue

Our Company ensures that channels for social dialogue exist, enabling meaningful employee-manager relations to flourish through which constructive feedback and advice are shared. In the same way, Teleperformance Italia initiated focus group discussions with staff to better understand their needs and requirements to better support and improve their performance.



At Teleperformance Italia, we value employee feedback and act upon ideas for the improvement of business processes and the general working environment. In 2022, we will continue to cultivate a conducive environment based on trust, one open to ideas and innovative solutions to meet customer needs while maintaining our competitive edge.

We believe in empowering our employees, enabling them to perform at their best with a strong sense of feeling supported and connected.

Adopting a bottom-up approach to social dialogue has improved employees motivation. By allowing employees to participate in helping design strategies aimed at improving their work environment and general welfare.



Health & Safety

(GRI 403-9, GRI 403-10)

Teleperformance Italia, takes highly care of the security of the employees and put in place all the measures, regulations, policies and process, with the aim to prevent Injuries and Professional diseases, to protect the safety of the entire population in the Company and to guaranty an immediate action. The employees covered by H&S management system are 2117¹ in 2022 and have been 2491² in 2021 that corresponds to the total employees both permanent and temporary over the years (**GRI 403-8 a.**). The occurrence of incidents is very rare, never serious and of a very slight entity, mainly due to accidental falls or slips or collision in the car on their way to work. Injury are considered serious based on the combination of prognosis duration (over 120 days), severity of injuries and lesions. Injuries related to 2022 regards 3 employees and 1 interim, 2021 regard 3 employees and 2 interim, injuries related to 2020 regard 7 employees and 1 interim. Work-related ill are referred to dysphonia and hearing loss.

| WORK INJURIES | | |
|--|-----------|-----------|
| n. of injuries | 31/12/21 | 31/12/22 |
| Recordable injuries at work (with the exclusion of injuries with serious consequences) of which: | 5 | 4 |
| Number of injuries at work with serious consequences (with the exclusion of deaths) | 0 | 0 |
| Deaths following injuries at work | 0 | 0 |
| Total Working hours* | 2.615.866 | 2.238.369 |
| Rate of fatalities due to work-related injuries; | 0 | 0 |
| Rate of work-related injuries with serious consequences (excluding fatal injuries) | 0 | 0 |
| Rate of recordable injuries at work ** | 1,9 | 1,78 |

* The 2021 data were restated due to a calculation refinement of employees and non-employees total working hours.

**The indices are calculated as follows: Death rate resulting from injuries at work (no. deaths/no. of hours worked) x 1,000,000; Injury rate at work with serious consequences: (No. of injuries with serious consequences/no. of hours worked) x 1,000,000; Rate of recordable injuries at work: (No. of recordable injuries at work/No. of hours worked) x 1,000,000.

| WORK RELATED ILL HEALTH | | |
|---|----------|----------|
| n. of work-related ill health | 31/12/21 | 31/12/22 |
| Recordable work-related ill health, of which: | 0 | 3 |
| Fatalities as a result of work-related ill health | 0 | 0 |

¹ This value includes both employees and non-employees reported in GRI 2-7 and GRI 2-8 for the year 2022

² This value includes both employees and non-employees reported in GRI 2-7 and GRI 2-8 for the year 2021



4

People Human Rights

(GRI 2-23)

29 Labor

32 Diversity & Inclusion

Labor

The fundamental rights of workers were adopted in 1998 as part of the ILO Declaration on Fundamental Principles and Rights at Work and are:

- freedom of association and effective recognition of the right to collective negotiating;
- elimination of any form of forced or compulsory labor;
- effective abolition of child labor;
- elimination of discrimination in employment and occupation;
- occupational Health and Safety.

Our Company ensures, through internal policies, that the above listed human right issues and additionally the access to whistleblowing mechanisms and personal data protection are not violated. The procedures also help to identify risk areas requiring improvement or correction, and the extension of best practices, all the while tracking the progress and implementation of corrective plans through annual reassessments. **(GRI 2-26)**



Human Rights

- **Labor**
Fighting child labor and forced labor
Compliance with international labor standards from the ILO
- **Diversity & inclusion**
No discrimination in the workplace
Gender equality



Statistics

| TOTAL NUMBER OF EMPLOYEES BY TYPE OF CONTRACT, GENDER AND REGION (GRI 2-7) | | | | | | | TOTAL NUMBER OF EMPLOYEES BY TYPE OF CONTRACT, GENDER AND REGION (GRI 2-7) | | | | | | |
|--|-------------|------------|-------------|------------|------------|-------------|--|-------------|------------|-------------|------------|------------|-------------|
| Contract Type | Site - 2022 | | | 2022 | | | Contract Type | Site - 2021 | | | 2021 | | |
| | Fiumicino | Taranto | Total | Men | Women | Total | | Fiumicino | Taranto | Total | Men | Women | Total |
| Permanent | 272 | 861 | 1133 | 335 | 798 | 1.133 | Permanent | 273 | 840 | 1113 | 326 | 787 | 1113 |
| Fixed term | 3 | 3 | 6 | 4 | 2 | 6 | Fixed term | | | 0 | | | 0 |
| Total | 275 | 864 | 1139 | 339 | 800 | 1139 | Total | 273 | 840 | 1113 | 326 | 787 | 1113 |

| TOTAL NUMBER OF EMPLOYEES BY TYPE OF CONTRACT, GENDER AND REGION (GRI 2-7) | | | | | | | TOTAL NUMBER OF EMPLOYEES BY TYPE OF CONTRACT, GENDER AND REGION (GRI 2-7) | | | | | | |
|--|-------------|------------|-------------|------------|------------|-------------|--|-------------|------------|-------------|------------|------------|-------------|
| Contract Type | Site - 2022 | | | 2022 | | | Contract Type | Site - 2021 | | | 2021 | | |
| | Fiumicino | Taranto | Total | Men | Women | Total | | Fiumicino | Taranto | Total | Men | Women | Total |
| Full time | 71 | 108 | 179 | 96 | 83 | 179 | Full time | 62 | 102 | 164 | 91 | 73 | 164 |
| Part time | 204 | 756 | 960 | 243 | 717 | 960 | Part time | 211 | 738 | 949 | 235 | 714 | 949 |
| Total | 275 | 864 | 1139 | 339 | 800 | 1139 | Total | 273 | 840 | 1113 | 326 | 787 | 1113 |

| NUMBER OF EXTERNAL WORKERS BY PROFESSIONAL CATEGORY AND GENDER (GRI 2-8) | | | | | | | NUMBER OF EXTERNAL WORKERS BY PROFESSIONAL CATEGORY AND GENDER (GRI 2-8) | | | | | | |
|--|-------------|------------|------------|------------|------------|--------------|--|-------------|------------|-------------|------------|------------|-------------|
| Contract Type | Site - 2022 | | | 2022 | | | Contract Type | Site - 2021 | | | 2021 | | |
| | Fiumicino | Taranto | Total | Men | Women | Total | | Fiumicino | Taranto | Total | Men | Women | Total |
| Temporary Fixed term | 82 | 252 | 334 | 139 | 197 | 336 | Temporary Fixed term | 214 | 485 | 699 | 253 | 446 | 699 |
| Temporary Permanent | 63 | 134 | 197 | 66 | 131 | 197 | Temporary Permanent | 188 | 21 | 209 | 100 | 109 | 209 |
| Collaborators | 0 | 445 | 445 | 100 | 345 | 445 | Collaborators | 2 | 468 | 470 | 109 | 361 | 470 |
| Total | 145 | 831 | 976 | 305 | 673 | 978 * | Total | 404 | 974 | 1378 | 462 | 916 | 1378 |

*The total number of external workers counts 2 Temporary Permanent men for the Teleperformance Italia site in Milan.

| DIVERSITY IN GOVERNMENT BODIES AND EMPLOYEES (GRI 405-1) | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|------------|------------|------------|------------|-----------|-----------|------------|------------|-------------|
| 2022 | | | | | | | | | | | | | |
| Professional Category | <30 | | | | 30-50 | | | | >50 | | | | Total |
| | Men | % Men | Women | % Women | Men | % Men | Women | % Women | Men | % Men | Women | % Women | |
| Directors | 0 | 0% | 0 | 0% | 1 | 20% | 0 | 0% | 3 | 60% | 1 | 20% | 5 |
| Managers | 0 | 0% | 0 | 0% | 6 | 40% | 6 | 40% | 1 | 7% | 2 | 13% | 15 |
| Employees | 11 | 1% | 16 | 1% | 251 | 22% | 568 | 51% | 66 | 6% | 207 | 18% | 1119 |
| Total Employees | 11 | 1% | 16 | 1% | 258 | 23% | 574 | 50% | 70 | 6% | 210 | 18% | 1139 |

| DIVERSITY IN GOVERNMENT BODIES AND EMPLOYEES (GRI 405-1) | | | | | | | | | | | | | |
|--|----------|-----------|----------|-----------|------------|------------|------------|------------|-----------|-----------|------------|------------|-------------|
| 2021 | | | | | | | | | | | | | |
| Professional Category | <30 | | | | 30-50 | | | | >50 | | | | Total |
| | Men | % Men | Women | % Women | Men | % Men | Women | % Women | Men | % Men | Women | % Women | |
| Directors | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 20% | 4 | 80% | 0 | 0% | 5 |
| Managers | 0 | 0% | 0 | 0% | 7 | 44% | 6 | 38% | 1 | 6% | 2 | 13% | 16 |
| Employees | 6 | 1% | 5 | 0% | 258 | 24% | 578 | 53% | 50 | 5% | 195 | 18% | 1092 |
| Total Employees | 6 | 1% | 5 | 1% | 265 | 23% | 585 | 50% | 55 | 6% | 197 | 18% | 1113 |

| DIVERSITY IN GOVERNMENT BODIES AND EMPLOYEES - other diversity categories (GRI 405-1) | | | | | | | | | | | | | |
|---|----------|-----------|----------|-----------|----------|------------|----------|------------|----------|------------|-----------|------------|-----------|
| 2022 | | | | | | | | | | | | | |
| Professional Category | <30 | | | | 30-50 | | | | >50 | | | | Total |
| | Men | % Men | Women | % Women | Men | % Men | Women | % Women | Men | % Men | Women | % Women | |
| Directors | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 |
| Managers | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 |
| Employees | 1 | 3% | 0 | 0% | 9 | 23% | 7 | 18% | 7 | 18% | 15 | 38% | 39 |
| Total Employees | 1 | 3% | 0 | 0% | 9 | 23% | 7 | 18% | 7 | 18% | 15 | 38% | 39 |

Statistics

RATIO BETWEEN FEMALE AND MALE BASIC SALARY (GRI 405-2)

| Basic Salary | 2022 | | |
|------------------|-----------------------|------------------------|--------------------|
| | Men | Women | Women to Men Ratio |
| Fiumicino | | | |
| Directors | 419.900,32 € | 124.999,98 € | 30% |
| Managers | 215.325,89 € | 284.134,11 € | 132% |
| Employees | 2.140.441,55 € | 3.298.192,82 € | 154% |
| Taranto | | | |
| Directors | 75.000,10 € | 0,00 € | 0% |
| Managers | 223.582,97 € | 242.166,60 € | 108% |
| Employees | 4.648.701,72 € | 10.606.762,79 € | 228% |
| Total | 7.722.952,55 € | 14.556.256,30 € | 188% |

RATIO BETWEEN FEMALE AND MALE BASIC SALARY (GRI 405-2)

| Basic Salary | 2021 | | |
|------------------|-----------------------|------------------------|--------------------|
| | Men | Women | Women to Men Ratio |
| Fiumicino | | | |
| Directors | 534.900,38 € | 124.999,98 € | 23% |
| Managers | 197.823,73 € | 257.367,11 € | 130% |
| Employees | 2.001.763,66 € | 3.105.179,61 € | 155% |
| Taranto | | | |
| Directors | 0,00 € | 0,00 € | 0% |
| Managers | 273.975,78 € | 238.788,16 € | 87% |
| Employees | 4.340.956,49 € | 10.250.593,86 € | 236% |
| Total | 7.349.420,04 € | 13.976.928,72 € | 190% |

RATIO BETWEEN TOTAL WOMEN'S AND MALE'S SALARY (GRI 405-2)

| Total Salary | 2022 | | |
|------------------|------------------------|------------------------|--------------------|
| | Men | Women | Women to Men Ratio |
| Fiumicino | | | |
| Directors | 1.047.279,00 € | 329.694,60 € | 31% |
| Managers | 224.834,02 € | 281.679,26 € | 125% |
| Employees | 2.613.228,07 € | 4.238.346,28 € | 162% |
| Taranto | | | |
| Directors | 84.997,77 € | 0,00 € | 0% |
| Managers | 233.272,48 € | 250.901,23 € | 108% |
| Employees | 6.122.280,97 € | 15.158.139,77 € | 248% |
| Total | 10.325.892,30 € | 20.258.761,14 € | 196% |

RATIO BETWEEN TOTAL WOMEN'S AND MALE'S SALARY (GRI 405-2)

| Total Salary | 2021 | | |
|------------------|-----------------------|------------------------|--------------------|
| | Men | Women | Women to Men Ratio |
| Fiumicino | | | |
| Directors | 643.628,88 € | 195.204,91 € | 30% |
| Managers | 229.446,92 € | 272.667,41 € | 119% |
| Employees | 2.463.190,34 € | 4.073.701,04 € | 165% |
| Taranto | | | |
| Directors | 0,00 € | 0,00 € | 0% |
| Managers | 283.166,52 € | 263.148,43 € | 93% |
| Employees | 5.380.579,46 € | 14.109.636,55 € | 262% |
| Total | 9.000.012,12 € | 18.914.358,34 € | 210% |

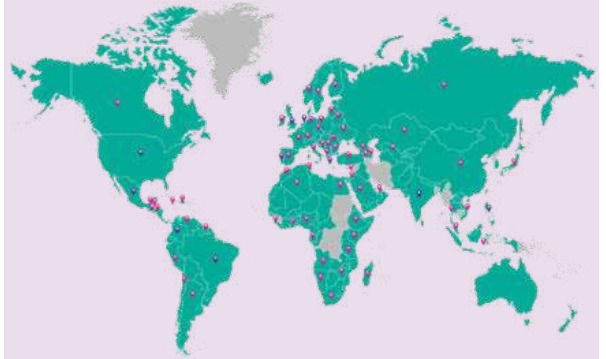
RECRUITMENTS OF NEW EMPLOYEES AND EMPLOYEE TURNOVER (GRI 401-1)

| New Employees | 2022 | | | Total | % |
|------------------|---------------|-----------------|---------------|-----------|-----------|
| | <30 Number | 30-50 Number | >50 Number | | |
| Fiumicino | | | | | |
| Men | 0 | 4 | 3 | 7 | 7% |
| Women | 1 | 7 | 0 | 8 | 5% |
| Total | 1 | 11 | 3 | 15 | 5% |
| Taranto | | | | | |
| Men | 5 | 11 | 0 | 16 | 7% |
| Women | 11 | 17 | 1 | 29 | 5% |
| Total | 16 | 28 | 1 | 45 | 5% |
| Exit Employees | | | | Total | % |
| | <30 Number | 30-50 Number | >50 Number | | |
| Fiumicino | | | | | |
| Men | 0 | 2 | 3 | 5 | 5% |
| Women | 0 | 1 | 6 | 7 | 4% |
| Total | 0 | 3 | 9 | 12 | 4% |
| Taranto | | | | | |
| Men | 0 | 4 | 1 | 5 | 2% |
| Women | 0 | 10 | 7 | 17 | 3% |
| Total | 0 | 14 | 8 | 22 | 3% |

Diversity, Equity & Inclusion

(GRI 2-23, GRI 2-24)

The Group approved the new Code of Ethics on 30 March 2022, based on the values of respect and protection of human rights and equal opportunities. All Company's directors, managers, employees, consultants, suppliers, customers and any person external to the Company who establishes, in any capacity, directly or indirectly, permanently or temporarily, in Italy or abroad, collaborations or partnership relationships are required to observe the ethical principles. In particular, the Company undertakes to respect the ten principles of the United Nations Global Compact, among which there is the elimination of discrimination in respect of employment and occupation.



In the Company the purpose of Diversity Equity & Inclusion Policy is to ensure equal employment opportunities, no discrimination, and growth programs with affirmative actions for all candidates and employees. Teleperformance Italia promotes the recruitment of people who otherwise would have limited job prospects: immigrants and refugees, people with disabilities, single parents, etc. (GRI 2-23)

In Our Company, diversity equality and inclusion meaning are hiring, developing, and retaining all the best talents.

In the medium term, the company intends to increase the representation of women with top management roles, as well as providing additional support to women to ensure a balance between their private life and work.



Diversity + Equity Inclusion



Family Audit Certification

Teleperformance Italia obtained in November 2021 the Family Audit Certification. The target is the well-being of the employee with a better management of private and working lifetimes.

It consists in the Work & Family integration business plan established by the company for Taranto office covering different macro-areas including work organization, corporate culture, Diversity Equality & Inclusion Management, communication, corporate welfare, People caring, territorial welfare and new technologies.

Each area explores a field of investigation with a related appointed reference manager called "welfare manager", appointed with the task of collecting the needs of the workers and providing targeted information to satisfy requests. An email address has been activated (sportellowelfare@it.teleperformance.com) through which the company population can communicate any problems in order to receive company support.

The Autonomous Province of Trento has certified that the business plan complies with the requirements of the Guidelines for the implementation of Family Audit. This certificate is valid from 13.10.2021 to 13.10.2024.

As part of the Family Audit certification, the Company has implemented a system of monitoring to verify the effectiveness of the actions undertaken through the establishment of a Focus Group who periodically meet to understand the perception, information and satisfaction regarding the actions.

In addition, a survey was administered in August 2022 by free and anonymous approval, "Survey Family Audit: express your opinion!", with the aim to understand if the path taken by the Company reflects the expectations and the perception of work-life balance of the employees.

Policy D&I

Teleperformance Italia adopted the Diversity Equity & Inclusion Policy with the aim of guaranteeing equal job opportunities from selection to training and performance evaluation. **(GRI 2-23)**

Gender Equality Certification

UNI PdR125/22

The Company started in 2022 the internal assessment of the gender equality with the target to obtain the UNI PdR125/22 certification in 2023.



Empowerment Initiatives

As a certified company, Teleperformance undertakes to implement numerous work-life balance policies and to improve the well-being of all employees and their families. The new measures are aimed at perfect work organization, promote psychophysical well-being, supply continuous training, strengthen the link with the territory and enhance diversity and the inclusion. Reaching this milestone awards once again Teleperformance Italia for its active role as promoter of a stimulating working environment, close to the needs and well-being of workers.

Samples of the policies are: flexibility and working from home; improvement of well-being and motivation in the Company through meetings, training on psycho-physical well-being such as courses on emotional intelligence, stress management, etc.; promotion of Diversity, Equity & Inclusion events; development of workers' through the provision of training courses for the expansion of technical skills; institution of a Helpdesk/Welfare Manager; counseling and psychological advisory service; improvement of the number of conventions and benefits; improvement of technological equipment and time-saving tools.



(a) 4 Weeks 4 Inclusion

Teleperformance is one of the partner companies of 4 Weeks 4 Inclusion, the largest event promoted by TIM and dedicated to inclusion and valorization of diversity which involves the development of a rich schedule of shared digital events, webinars, digital labs and creative groups that take place over four consecutive weeks.

In the 2022 edition, Teleperformance Italia contributed with an event entitled "Inspiration and courage: the levers of inclusion" created together with Objective 3, the Paralympic Sport Club, founded by Alex Zanardi which aims to recruit, initiate and support concretely disabled people who want to undertake a sporting activity.



“L'IMPORTANTE NON È VINCERE UNA MEDAGLIA, MA DARE UN SEGNALE FORTE CHE SI PUÒ FARE”. QUELLI CHE CHIAMIAMO “INCIDENTI DI PERCORSO” E CHE TRACCIANO NUOVI CAMMINI DI VITA SONO LE FONDAMENTA DI STORIE DI RIVOLUZIONE INTERNA E RISCATTO. AD INCORNICIARE L'EVENTO LO SPORT, CHE MOSTRA, SE ANCORA CE NE FOSSE BISOGNO, COME SIA IN GRADO DI SPAZZARE VIA OGNI PREGIUDIZIO SULLA DIVERSITÀ.

TELEPERFORMANCE E OBIETTIVO3
ISPIRAZIONE E CORAGGIO: LE LEVE PER L'INCLUSIONE





TP4i

Marzo 2022
il mese della
Diversity & Inclusion

(b) Teleperformance for Inclusion

In March 2022, the first edition of TP4i (Teleperformance for Inclusion) was held. The initiative promotes internally by dedicating the entire month of March to DE&I issues. A relay of live events, internal and external testimonials, interviews with colleagues, reading recommendations, films, motivational videos, shared on all our channels and involving the entire corporate population. TP4i is an opportunity to create cohesion and reaffirm the commitment to build a more inclusive future, to value all diversities and grasp the value of inclusion in both professional and personal life. Each week focuses on a specific theme: the first was dedicated to inclusion and the enhancement of diversity, the second to women's empowerment and the fight against gender discrimination, the third week to welfare policies and the optimal management of welfare loads and the last week to psycho-physical well-being and the importance of a healthy lifestyle. The event achieved great success as witnessed by these numbers: 2,500 internal interactions, 120 participants per live event, 26 Interviews, 4 live Webinars, 26 Daily Posts.

(c) TP Women

TP Women is the global network of the Teleperformance Group which aims to overcome challenges faced by women in the workplace promoting proactive changes towards gender equality and women's empowerment. The program promotes various initiatives during all year such as round tables, events, training, contests dedicated to women who have made the difference within the organization.



(d) TP Inspiring

The TP Inspiring section is published on the corporate intranet dedicated to Diversity Equity & Inclusion and containing articles on important women who have made history for gender equality.

TP Women

Diversity Equity Inclusion

(a) Valore D

Since 2021, all the undertaken initiatives have earned Teleperformance Italia membership with **Valore D**, the first Italian association of companies committed to promoting gender balance with an increasingly inclusive corporate culture, it is an engine for the growth of companies and the nation at large.

Valore D promotes projects for the inclusion and enhancement of women within the company through training meetings, sharing labs, mentorship programs, e-learning and talk academy, aimed at top management, HR personnel, and all employees.

The company's **Inclusion Impact Index** was also calculated using a tool created by **Valore D** in collaboration with the **Politecnico di Milano**, which evaluates the company's organizational situation in terms of gender diversity with respect to governance, and of the ability to attract, develop and enhance female talent.

(b) Support for the fight against gender-based violence

In December 2022, Teleperformance supported the Onlus "Differenza Donna" of Rome and "Alzaia" of Taranto, two associations committed to support women victims of violence.

(c) Inspiringgirls

Within the initiatives carried out in collaboration with Valore D, Teleperformance supports the project.

Inspiringgirls, aimed at lower secondary schools, which in 2023 will involve the Istituto Comprensivo Moro of Taranto. Two Teleperformance role models with a STEM background will make their experience available to encourage female students to undertake STEM study paths and break down gender stereotypes that can hold back the ambitions of young girls, building a concrete bridge between school and world of work.



Partnership and Cooperation

valore D
LA DIVERSITÀ
È POTENZA

O.N.L.U.S.
ALZAIA
DIFFERENZA
DONNA ONG
WOMEN AND GIRLS AGAINST VIOLENCE

Inspiringgirls



#ValoreD4STEM



(d) Social campaign #ValoreD4STEM

On the occasion of the International Day of Women and Girls in Science, Teleperformance participated in the #ValoreD4STEM Social Campaign which consists of sharing on social channels a photo of colleagues in the Company with a background in scientific subjects, applying the special #ValoreD4STEM frame and a small caption in support of STEM subjects.

(e) Partnership with Objective 3

In 2022 Teleperformance has been partner of Obiettivo 3 in the sporting event "Obiettivo Tricolore - La Grande Staffetta". A race in stages, across the entire Italian peninsula, with Paralympic sports and disabled athletes as protagonists.

(f) Women Plus

Teleperformance has joined the Women Plus initiative as a partner, an alliance promoted by TIM and Women at Business together with the largest Italian companies.

Together for a common goal: to promote the culture of gender equality, to support the employment problem, to promote female empowerment and reduce skill mismatch. Women Plus is an app / platform under development that will be launched in 2023 to concretely support women in achieving their personal and professional growth goals. It will contain job offers, training, mentoring and other opportunities for women who sign up.

5 Profit Ethics

38 Corporate Governance
44 Ethics & Compliance



Ethics

- **Corporate Governance**
Transparency of corporate communication
Decision-making structure
Integration of CSR into global strategy
- **Ethics & compliance**
Compliance with regulations
Fair competition
Anti-corruption

OUR COMMITMENTS



Be a preferred employer



Be a trusted partner



Be a Force of Good

Corporate Governance

Mission

“Our Mission is to offer the utmost professionalism in managing customers in every single occasion of contact, thanks to our commitment, passion and consecration to excellence. In this way we create opportunities and added value for our resources, our customers, for the community and our shareholders.”

Values

Our Corporate Values are:

| | | | | |
|---|---|--|--|--|
|  <p>Cosmos Integrity</p> <p>Absolute. Harmonious. Universal.</p> <p>I say what I do, I do what I say.</p> |  <p>Earth Respect</p> <p>Deep. Flourishing. Abundant.</p> <p>I treat others with kindness and empathy.</p> |  <p>Metal Professionalism</p> <p>Crafted. Solid. Reliable.</p> <p>I do things right the very first time.</p> |  <p>Air Innovation</p> <p>Inspiring. Renewing. Dynamic.</p> <p>I create & improve.</p> |  <p>Fire Commitment</p> <p>Steady. Strong. Radiant.</p> <p>I'm passionate & engaged.</p> |
|---|---|--|--|--|

Governance

(from GRI 2-9 to GRI 2-13 lett.a)

Teleperformance Italia adopts the traditional Italian governance model that appears to be the most suitable for ensuring management efficiency and the effectiveness of controls.

Our Governance model is based on the presence of a Board of Directors and a Board of Statutory Auditors, appointed at the Shareholders' Meeting.

Within this model, our Governance provides for a clear distinction of the roles and responsibilities of the Corporate Bodies, as indicated in the Articles of Association, being briefly:

- The Board of Directors decides on strategic guidelines and verifies their implementation. It is composed from 5 members of which: 1 President corresponding to the CEO, 4 Directors of which 1 company employee (Italian CFO); the BoD is elected from the Shareholders meeting for a duration of 3 years (**GRI 2-10 a.**);

Board of Directors

| Nome | Role | Gender | Age |
|---------------------|---------------|--------|--------|
| Diego Pisa | President/CEO | Male | 30<>50 |
| Gianluca Bilancioni | Directors | Male | >50 |
| Kelly Gripary | Directors | Female | 30<>50 |
| Yannis Tourcomanis | Directors | Male | >50 |
| Olivier Rigaudy | Directors | Male | >50 |

- Management is the responsibility of the CEO (Chief Executive Officer) who is responsible for the implementation of strategic guidelines and Company management; the CEO is also President of the Board of Directors (**GRI 2-11**);
- The Board of Statutory Auditors is invested with the control function.

Statutory Auditors

| Nome | Role | Gender | Age |
|-----------------------|-------------------|--------|--------|
| Piero Mastrapasqua | President | Male | >50 |
| Roberto Pera | Effective Auditor | Male | >50 |
| Sebastiano Sciliberto | Effective Auditor | Male | >50 |
| Daria Perrone | Alternate Auditor | Female | 30<>50 |
| Riccardo Romanini | Alternate Auditor | Male | >50 |

- In 2022 a Sustainability Manager and a Committee has been created. The Manager coordinates activities and training and proposes the necessary budget (**GRI 2-12 lett. a**). The Committee members are 2 Directors and 21 between Managers and Employees. The Committee has the role to define, drive, approve and update policies and targets and define necessary budgets. Also it is up to the Committee to spread sustainable culture and training together with ambassadors and initiatives.

In 2023 more structured regulations and procedures will be better defined.

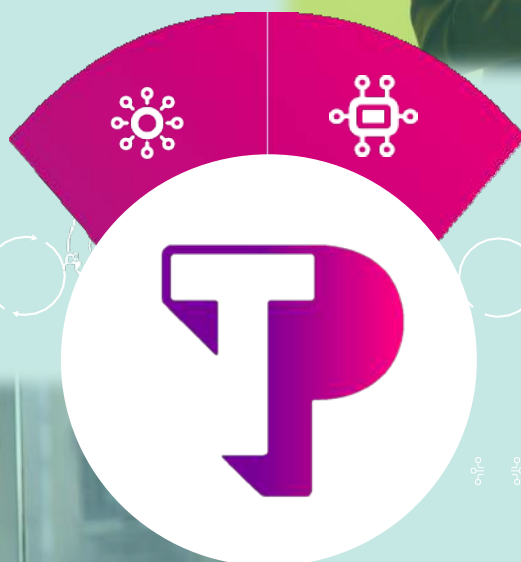
Sustainability Committee

| Nome | Role | Gender |
|----------------------|--|--------|
| Anna Maria Massara | Sustainability - Accounting & Treasury Manager | Female |
| Adriana Battista | Internal Communication | Female |
| Alessandro Ladiana | CSR Manager | Male |
| Alessia del Savio | Purchasing Manager | Female |
| Anna Maria Luongo | Internal Auditor | Female |
| Antonio Giasi | Internal Communication | Male |
| Daniele Corallo | Labor Relation & HR Reporting | Male |
| Danilo Rizzo | Corporate & Local Project Manager | Male |
| Diego Pisa | CEO | Male |
| Domenica Pinto | Payroll Controlling Specialist | Female |
| Eugenio Fumarola | R&D Project Assistant | Male |
| Gianluca Bilancioni | CFO/HR Director | Male |
| Guglielmo Calandra | R&S - T&D Manager | Male |
| Luigi Curatoli | Legal & Compliance Manager | Male |
| Marco Lamanna | Corporate & Local Project Manager | Male |
| Maria Salonna | HR Manager | Female |
| Matteo D'Urso | H&S - Facility and Energy Manager | Male |
| Pamela Sabetta | Recruiting & Selection Coordinator | Female |
| Paola Radicchio | HR & Payroll Manager | Female |
| Rosellina Panebianco | Grants & Public Affair Manager | Female |
| Shpendi Lala | IT Manager | Male |
| Simona Battista | Training & Development Coordinator | Female |
| Stefania Viapiana | R&D Business Analyst | Female |
| Vincenzo Giliberti | TAP-SW R&D Manager | Male |

With the aim of enforcing a Sustainable Governance Model, the Company has both Internal and External Bodies. In selecting its Board members, the Company takes into consideration several factors such as gender, core expertise, level of experience, and ethical background, in line with the Company's Vision and Strategies.

Internal Bodies are:

- Board of Directors;
- Purchasing Committee;
- Gender Equality Committee;
- Sustainability Committee;
- Sole Shareholder Meeting.



External Bodies are:

- Board of Statutory Auditors;
- Organisation, Management and Control Model Committee (Legislative Decree 231/01);
- External Auditors: Deloitte and Touch Spa.

Memberships and Associations

(GRI 2-28)

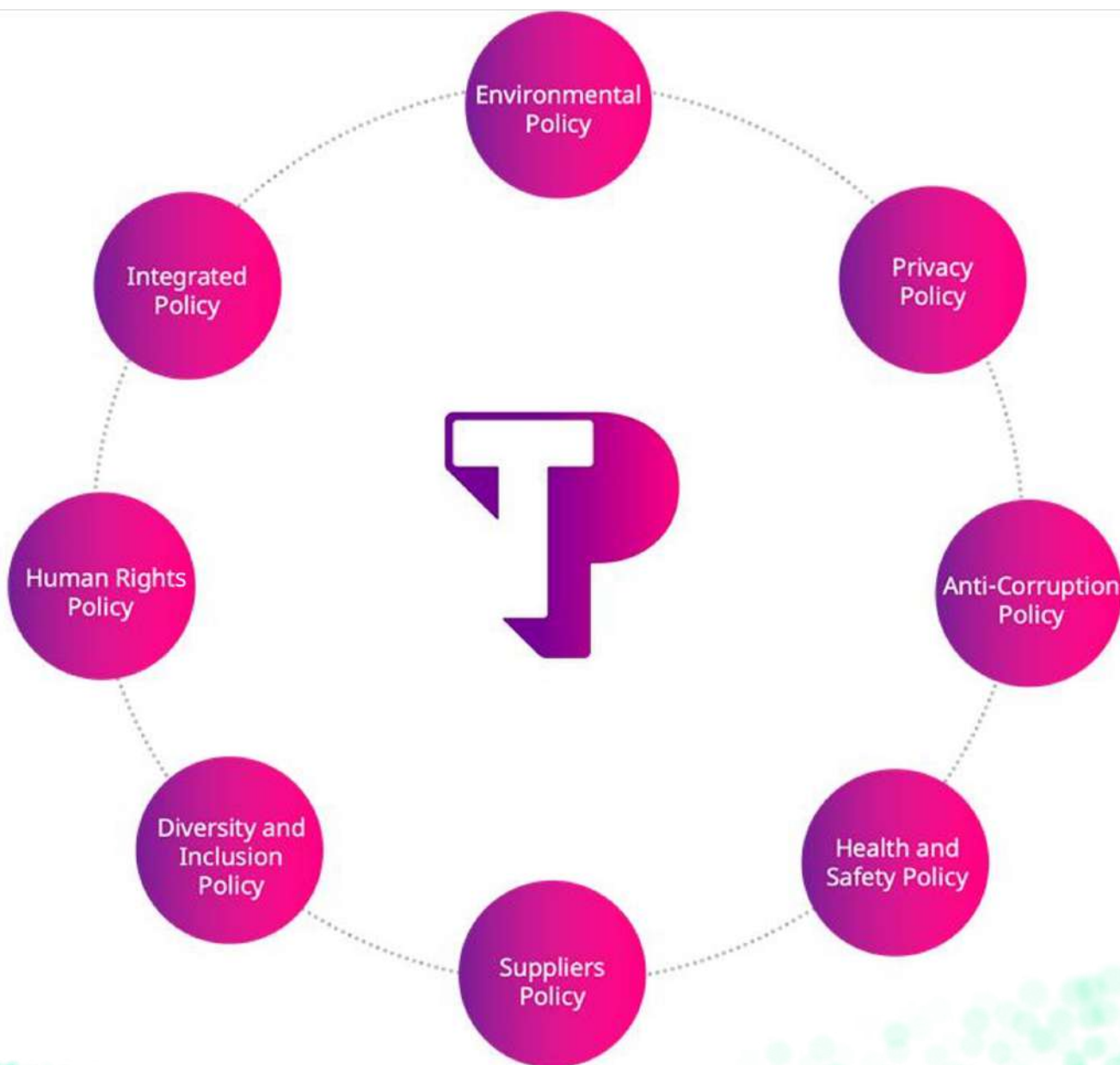
Teleperformance Italia is enrolled to the following associations that better represent the core values adopted from the Company and its business model:



Policies

(GRI 2-23)

On the Company website <https://www.teleperformance.com/en-us/locations/italy-site/italy-codici-e-policy/>, our Sustainability Policies and related Company commitment are posted.



Ethics & Compliance

(GRI 2-23, 2-24)

In order to favor the spread of the values of professionalism and compliance with laws and regulations, Teleperformance Italia has adopted a **"Code of Ethics"** that outlines the conduct to be followed. The Code of Ethics is complementary to the **"Code of Conduct"** addressed to members of administrative bodies and to employees.

The Code of Ethics and the Code of Conduct have been duly diffused within the Company with the information relating to the legislation and to the behavioral and procedural rules to be respected, to ensure that business activities are carried out in compliance to ethical principles and integrity.



Luigi Curatoli
Head of Legal & Compliance -
Privacy & Regulatory Compliance Officer

"Compliance, at Teleperformance Italia, is not just a duty but an opportunity to grow. A company that is compliant by definition is more attractive and more competitive, provides greater guarantees of compliance with the rules, reduces the risk of sanctions, has a better brand reputation on the market and helps to trigger a virtuous relationship with its stakeholders. This is why we have been implementing an Integrated Management System, certified by accredited external bodies, in order to guarantee the achievement of high quality standards based on continuous improvement".



Internal Control and Risk Management



One of the most strategic pillars of the Governance model is Risk Management. Our internal control and risk management system is the set of rules and procedures in the organizational departments/branches of Teleperformance Italia, with the aim of allowing for the adequate process of identification, measurement, management and monitoring of the main risks.

This system is integrated into the more general organizational departments and corporate governance adopted by Teleperformance Italia and takes into due consideration both the reference models and the best practices at both a national and international level.

Our Control System is based on Policies & Procedures and Audits.

The Internal Audits are performed mainly by the Compliance Department. Additional Audits are performed by the Internal Control Questionnaire and by the Cybers Security Audit.

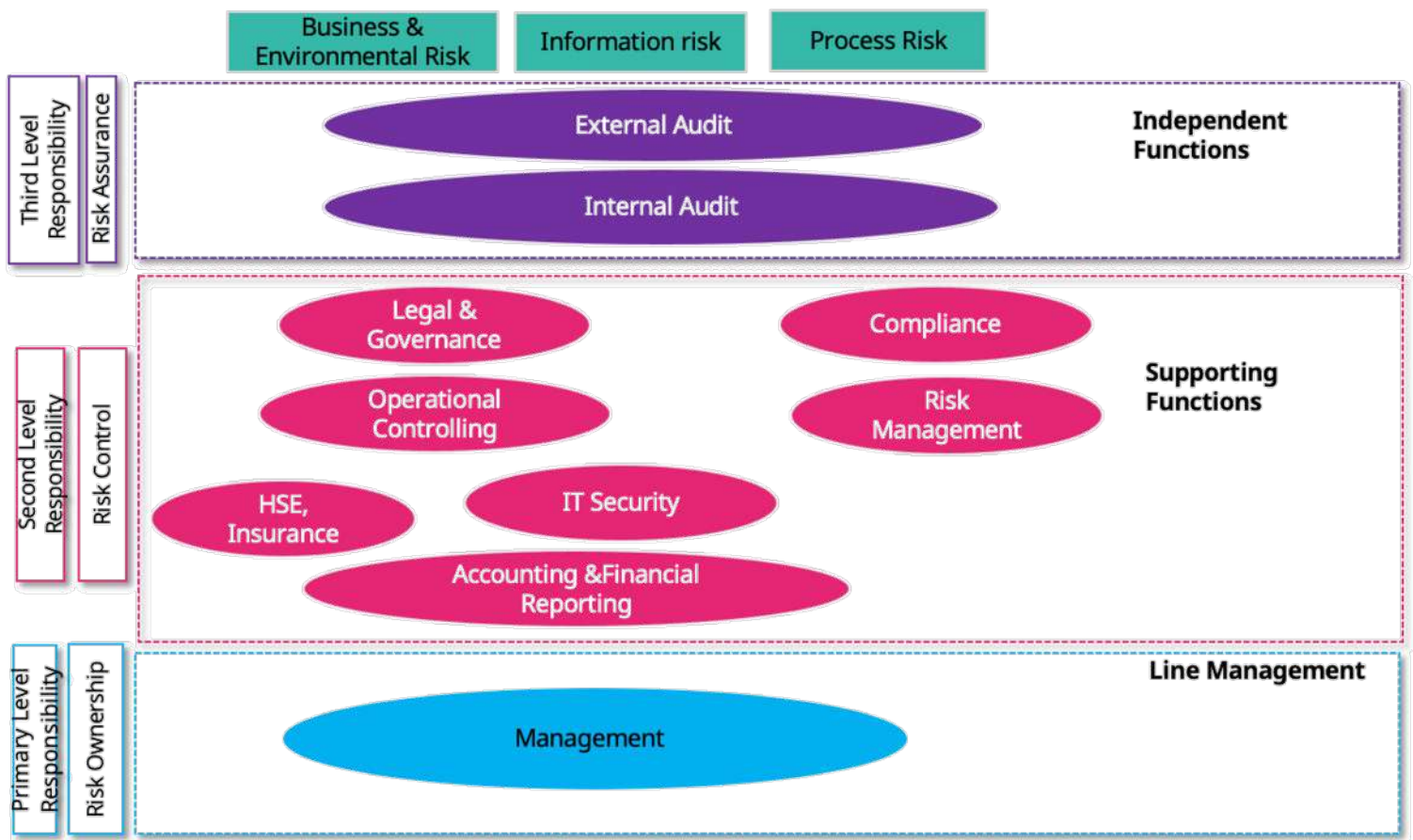
The External Audits are performed by the Supervisory Body and External Auditors.

The process of the internal control and risk management system provides reasonable “assurances” regarding the monitoring of risks associated with the objectives, and the related operational objectives, and are as follows:

- Effectiveness and efficiency in the conduct of company operations
- Reliability of financial and non-financial information (reporting objectives)
- Compliance with laws and regulations (compliance objectives)

The components of the internal control system are:

- The definition of strategic and operational objectives
- The identification of risky events that may affect the achievement of objectives
- The definition of the roles and responsibilities of management (the risk owner)
- Monitoring of the process through Auditing.



Organization, Management & Control Model, pursuant to Legislative Decree 231/01

Legality Rating

Anti-Corruption Certification

The Code of Ethics and the Code of Conduct constitute the fundamental elements of the Organization, Management and Control Model pursuant to Legislative Decree 231/01, and were adopted by the Company in January 2012. The Model is designed to prevent and combat the commission of the offenses listed in the Law where the Company has an interest in or may benefit from a crime committed. Furthermore, the Company asks all the subjects who have relations with, both internally and externally, that they must adhere to both to the Code of Ethics and the Model, in order to prevent illegal acts and misconduct. The task of supervising the observance to, adequacy and update of the Model and Code of Ethics is entrusted to a collegial Supervisory Body.

On 09/18/2019 the Antitrust Authority (AGCM) attributed the legality rating score of "★★+", pursuant to Legislative Decree n. 1/2012 (converted into Law 62/2012), to Teleperformance Italia, certifying ethical integrity and compliance with high standards of legality, transparency, and social responsibility in corporate management.

Our Company promotes the fight against corruption. In continuing our path towards legality and ethics, an important milestone was reached in 2019, when our Company obtained the UNI ISO 37001:2016 Anti - corruption Certification, meaning all the internal Policies and Procedures, as far as processes, are deeply entrenched in legality, ethics, and values. This is the culmination of a path of change, improvement, as well as confirmation of our core values.

Certifications

Teleperformance Italia has achieved and holds the following certifications:



UNI EN ISO 9001: 2015 - Quality Management System



UNI EN ISO 45001: 2018 - Safety Management System



UNI EN ISO 14001: 2015 - Environmental Management System



UNI EN ISO 37001: 2016 - Management System for the Prevention of Corruption



ISO 18295-1:2017



UNI CEI EN ISO / IEC 27001: 2013 - Information Security Management System





ISO IEC 27701: 2019 - Privacy Information Management System



Payment Card Industry (PCI) - Data Security Standard



Great Place to Work



Family Audit - Family / Work conciliation



EcoVadis



Value Creation 2022

Sustainability means for the Company also the economic impact on the local economy. Our Company considers important for its reputation inside the local communities investing in the mutual growth and in the value creation. Territory and local communities can benefit from the generation of the economic value created through both direct and indirect employment. A new epoch is started and now we are a Company looking for innovative growth solutions. But to create, sustain and develop enterprise value, we must do more, and consider both financial drivers and intangible considerations such as social changes and ESG opportunities. Focusing on financial drivers of value only, it is no longer enough.



REVENUE

84.663.802,00



SALARIES

51.427.771,00



**BONUS
PAYMENTS**

1.095.266,00



**EMPLOYEE
WELFARE**

160.582,00



**SUPPLIERS IN
THE LOCAL
COMMUNITY**

6.317.119,00

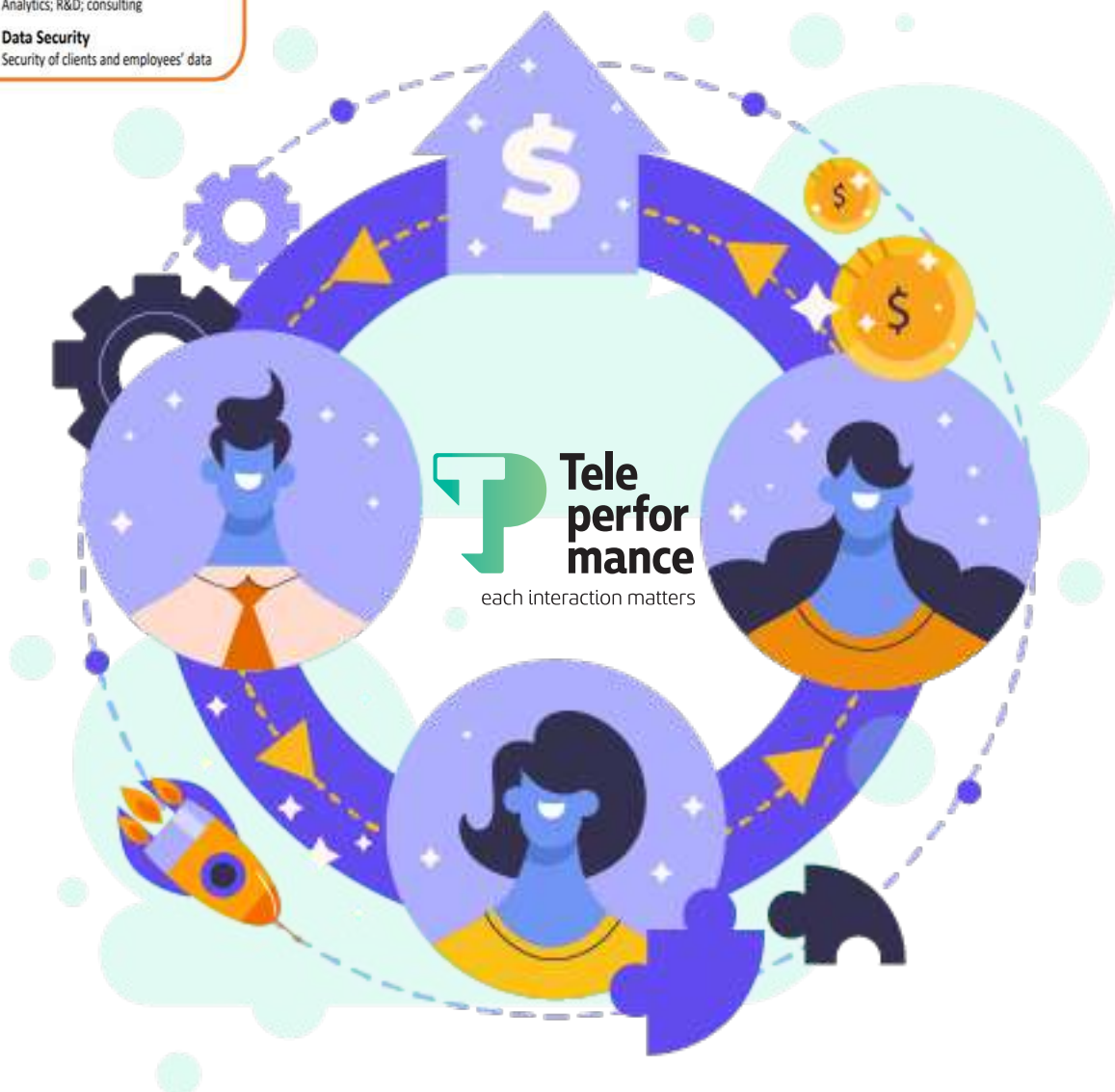
6 Profit Value Chain

- 52 Supply Chain
- 53 Client Satisfaction
- 54 Innovation and Digitalisation
- 58 Data Security



Value Chain

- **Supply Chain**
- **Client satisfaction**
- **Innovation & Digitalization**
Digitalization & Automatization
Artificial Intelligence
Analytics; R&D; consulting
- **Data Security**
Security of clients and employees' data



Teleperformance's contributions to the Sustainable Development Goals along the entire value chain

Positive impact for people and the environment

Mitigation of risks to people and the environment

INTERNAL INITIATIVES AND POLICIES



Teleperformance Italia offers a decent wage to all its employees. Inclusion programs.



Teleperformance Italia lays on a wide range of training courses and development programs for employees.



The Teleperformance Italia Women initiative aims to achieve gender equality across the board.



Teleperformance Italia is a major local employer, offering a decent job and providing a fair income.



Teleperformance Italia is a major local employer, offering a decent job and providing a fair income.



Teleperformance Italia has developed numerous partnerships with public and private organizations.



Teleperformance Italia has set up programs for health and wellbeing at work and offers health insurance to employees.



Increasing the renewable energy share in Teleperformance Italia's energy mix.



Teleperformance Italia has adopted a diversity and inclusion policy as a means of achieving greater equality.



Teleperformance Italia is committed to reducing its carbon foot print per employee.



Through a robust set of Group policies, Teleperformance Italia is committed to complying with national and international standards and regulations that seek to promote the most stringent ethical standards. Teleperformance Italia practices zero tolerance towards all forms of corruption and extortion and has obtained the anti-corruption certification.

COMPANY BUSINESS ACTIVITIES



Teleperformance Italia provides interpreting services for foreigners and the hearing impaired in hospitals. Teleperformance Italia provides Covid-19 response services (helplines, contact tracing, health center call management).



Teleperformance Italia is a major player in high value-added and labor-intensive services and innovation development.



Teleperformance Italia helps to make information accessible to everyone, everywhere.



Teleperformance Italia provides a customer experience to people with limited access.

OUTSIDE THE COMPANY



Teleperformance Italia provides support to children and victims of natural disasters and humanitarian emergencies.



Teleperformance Italia is committed to supporting education through its philanthropy program.



Teleperformance Italia raises awareness among employees about environment-friendly practices.

Supply Chain

Reduce, reuse, recycle..., this is our motto!!

Teleperformance Italia is committed to a sustainable and responsible supply chain.

Since 2021 a due diligence process is applied on vendors selection and we reached 100% of application in 2022.

The Company has progressively increased the selection of suppliers that are respecting sustainable criteria, and 0 kilometers distance in order to decrease the emissions impact of goods transportation and increase the impact on local community.

In the incoming years Teleperformance Italia will prioritize the zero-carbon vendors selection.

Since 2021 the Company added in the contracts the Ethic Code, anti-corruption and D.Lgs 231/2001 clauses acceptance from the vendors and selected green suppliers for stationary and hygienic products. In 2022 we added the Ecolabel certified paper purchase, green soaps, reconditioned personal computers, disinfection of headsets for re-use, internal recycling of systems.

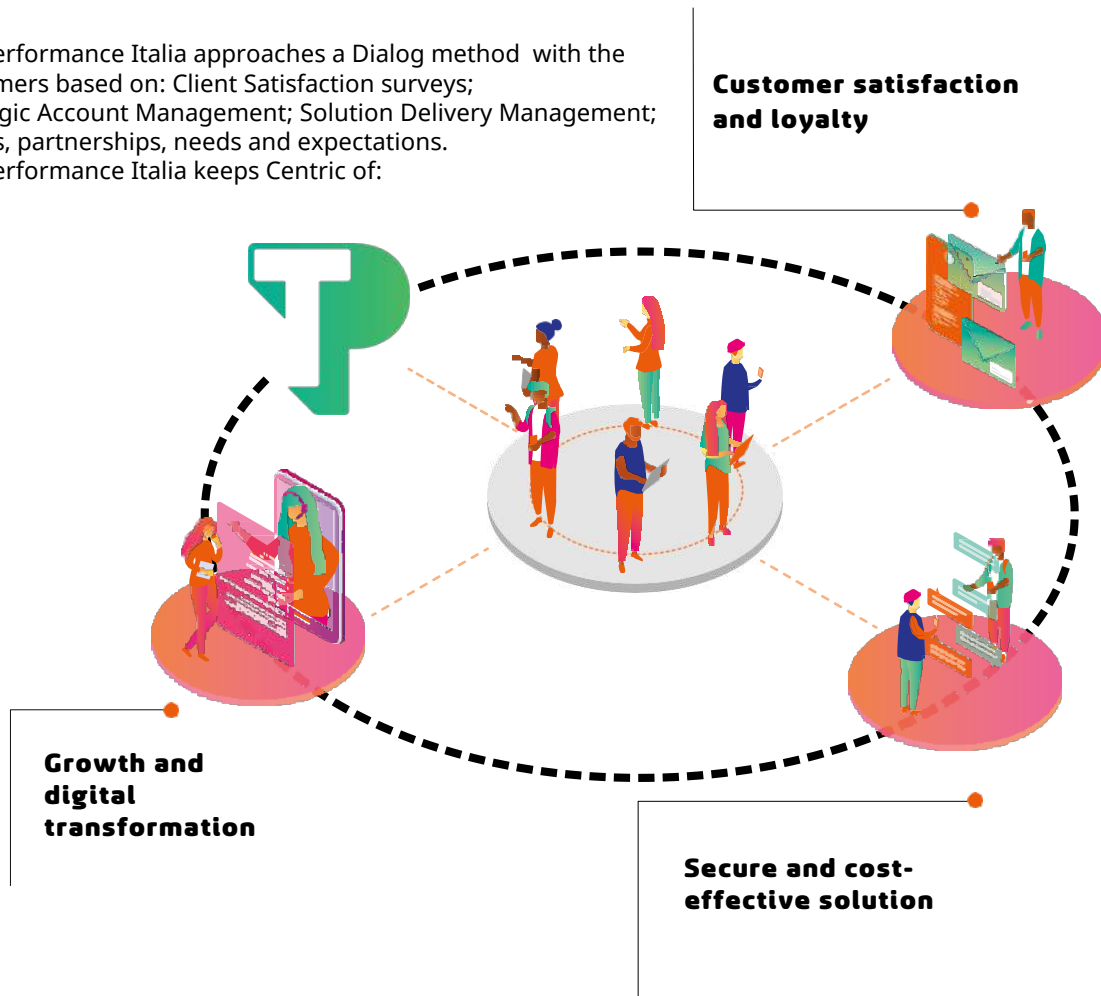


Client Satisfaction

Teleperformance Italia is committed to be a partner of choice for the Customers.

Teleperformance Italia approaches a Dialog method with the customers based on: Client Satisfaction surveys; Strategic Account Management; Solution Delivery Management; Events, partnerships, needs and expectations. Teleperformance Italia keeps Centric of:

Customer satisfaction and loyalty



Customer satisfaction and loyalty are based on **Innovative and sustainable solutions for Customers;**

Growth and digital transformation are based on **Digital Transformation;**

Secure and cost-effective solution are based on **Data Security & Privacy.**

Innovation and Digitalisation

Innovative and sustainable solutions for Customers

In an increasingly digital society Teleperformance Italia ensures a professional customer experience and offers each customer a personalized real-time response.

Teleperformance Italia provides innovative solutions to help customers adapting to markets change, economies and trends.

Based on proximity to the Customers and expertise, we offer a customized solution for each Customer and each interaction together with agility, flexibility and speed in implementing solutions.

Teleperformance Italia promotes innovation at all levels of the Company.

The Group has developed a transformation solution, T.A.P.[™] (Technology, Analytics, Process excellence) that can be adapted to all service offerings. The solution is based on three pillars:

1

Technology: productivity improvements through smart automation and innovative solutions.

2

Analytics: extraction of actionable information from extensive Customer interaction data and conversation analysed.

3

Process excellence: greater effectiveness and efficiency; development of targeted operating models, implementation of large-scale transformation programs.

T.A.P.[™] combines the Lean Six Sigma method with design thinking to support successful transformation. It encourages a collaborative and consultative approach, and offers solutions tailored to the needs of each client. The aim is to analyze the customer experience in depth and thus identify opportunities for optimization and improvement, in order to make the customer experience a real differentiating factor. Teleperformance's holistic T.A.P.[™] approach supports Clients throughout the development and deployment of the solution, with guaranteed results.

Digital Transformation

Teleperformance supports its Customers in their digital transformation to generate value within the customer experience in a constantly changing environment.

Our differentiation strategy is based on high-touch, high-tech and digital transformation.

Teleperformance Italia Digital Transformation Projects- started in 2021 and achieved in 2022

1. Funded project EU and Apulia Region - "Voice First" R&D, in partnership with University and Start-Up:



On 13/06/2022 - there was the publication of the scientific paper "Topic Modeling for Automatic Analysis of Natural Language - A Case Study in an Italian Customer Support Center" in the newspaper "Algorithms" of MDPI - Authors Prof. Gabriele Papadia, Prof. Massimo Pacella, Eng. Vincenzo Giliberti.



Other Research and Development Projects

1

Robot Process Automation (RPA) - solutions to streamline internal processes and reduce repetitive activities and operational inefficiencies

2

Automatic integrations with Voice Recording - systems based on Asterisk technologies, Linux, CTI solutions and third party solutions

3

Analytics - to increase the conversion rate of outbound campaigns, operating in different markets, through the use of predictive analysis solutions

4

Speech Analysis - to analyze the contents of the recordings, increase the quality and detailed knowledge of customers and, finally, monitor all the main KPIs of interest





Open Innovation Projects achieved in 2022

All Ideas Matter is a global initiative designed to drive innovation and continuous improvement. It invites all employees to be vectors of change, sharing ideas for improvement and transformation. As such, every year the Group organizes TP Datathon and TP Botathon, competitions that encourages teams to present innovative analytics and data science projects. Experts help the three winning teams to bring their ideas to fruition.



Teleperformance Italia promoted innovation through the:

- Participation, in the Innovation Fair - SMAU Puglia held in Taranto at the Ionian Sea Port System Authority. Teleperformance Italia was the winner of the "SMAU 2022 Innovation Award - Italian excellence as an innovation model for companies and public administrations";
- Participation, in the Innovation Fair - "SMAU Italy RestartsUp in Paris" at "Station F", the largest French startup campus;
- Participation, in the Seminar "E-business models and business intelligence" - Faculty of Computer Engineering and Management - Polytechnic of Bari;
- Participation, in the "Customer Care" Seminar - University of Salento;
- Participation, as speakers, in the "DigiTales" event - at the Technological Pole of University of Naples;
- Participation in "Botathon", Teleperformance Corporate Contest;
- Participation, in the TaWave event - At the Jonic Department in Taranto - Winners of the "Digital Business Competition" award;
- Participation, at the Innovation Fair - SMAU Milano at FieraMilanoCity;
- Tutorship for the Master's Degree in Management Engineering (Entrepreneurship and Innovation Course), Thesis in "E-business and business intelligence models" entitled "Design and development of a business intelligence dashboard: the Teleperformance case".





Data Security

For four years now, Teleperformance's Trust & Safety solutions have provided ongoing protection of Customer and Customers data, ensuring regulatory compliance, safeguarding brand reputation and making platforms safer.



- Agent environment are made secure by advanced software and digital security technologies.

- Ultra-secure access controls and automatic locking in the event of unauthorized access.



- Fraud prevention tools such as TP protect+ detect anomalies and are integrated in accordance with local regulations.

- Reliable protection of systems and personal data through certified procedures aligned with the most stringent international standards (ISO 27701, Binding Corporate Rules, PCI, etc.) and designed to protect the entire ecosystem spanning clients, customers and employees.



- TP provides a comprehensive data security framework in line with the most stringent international standards.

- Teleperformance Italia has obtained ISO 27701 global certification for its data privacy management system.



- Teleperformance has implemented and is in Compliance with GDPR and the DPO regulations.
- Teleperformance is compliant with the Binding Corporate Rules (BCR).
- Teleperformance is compliant with PCI DSS standard certification.

Key Data Security factors are:

Teleperformance Italia uses the best data security technologies to protect Customers and employees from cyber attacks and data theft.

7 Planet Citizen of the World

- 61 Impact on local employment
- 63 Philanthropy



Citizen of the World

- **Impact on local employment**
Contributing to local economy and local employment through wages, social contributions, taxes, etc
- **Philanthropy**
Donations to charities, volunteering

Established in 2006, Citizen of the World (COTW) is Teleperformance Italia's charitable initiative that seeks to generate a positive impact on local communities, in particular to help vulnerable children and their families meet their basic needs.

In 2022, as well as in 2021, Citizen of the World initiatives focused on four main causes:

- support for local communities impacted by natural disasters, humanitarian emergencies or health crises;
- maintaining partnerships with schools and NGOs;
- supporting access to education for the most vulnerable children;
- supporting charitable initiatives impacting on local economy and families.

Citizen of the World

Voluntary Social Security

Teleperformance Italia prides itself on being able to contribute to community improvement services to enhance the welfare of its neighboring community members.



Leadership



Ethics



People



Community



Environment.



2010-2020

As part of its Citizen of the World 2010-2020 project, our Company donated € 724.645,00 worth of assets. Similarly, € 141.340,00 was collected through various charity drives held in Taranto and Rome. Also to aid online class activities, over 1475 PCs were donated to schools and non-profit organizations.

2021-2022

Teleperformance Italia always supports community education programs and supports the growth of people with greatest hardship.

Continuing the previous 10 Years project, in the last 2 years the Company continues to support charity initiatives with donations of basic amenities to benefit the communities in need.

| | 2022 | 2021 |
|--------------------------|-------------------|-------------------|
| <i>SPONSORSHIP</i> | 311.785,00 | 77.484,26 |
| <i>CHARITIES</i> | 59.436,00 | 49.170,00 |
| Total | 371.221,00 | 126.654,26 |
| Computer Donation | 165 | 23 |





Impact on local employment



Alessandro Ladiana

Internal Communication Manager



I can proudly state that in Teleperformance Italia, for years , sustainable development and social responsibility have been materialized in a responsible, daily and constant commitment, aimed at improving the life-quality of our living communities , with infinite benefits for the youngest. The aim is to involve all Teleperformers and their communities through awareness-raising activities and a proactive approach to the ethical, social and environmental values; people are at the center of everything and TOGETHER with them we grow and change.

SOLETERRE

Teleperformance Italia, also in 2022, has positively impacted on the local community and on the environment with various projects in collaboration with the ONLUS Soleterre, supported with:

- a scholarship at the center of Microcitemia of Taranto (renewed also in 2022)
- the organization of the IESC International Ethics Scientific Committee Conference
- The cooperation with Soleterre also in the emergency in Ukraine, to which contributed by donating necessities to refugees.

PUGLIA VACCINATES YOU

Also in 2022 Teleperformance Italia lent its professionalism free of charge to deal with the pandemic, in collaboration and on behalf of the ASL of Taranto, on the vaccination campaign inviting citizens to join it and providing useful information.





Impact on local employment

KOMEN ITALIA

Over the years Teleperformance Italia has collaborated with Komen Italia, registering its team for the race in Rome and donating funds for breast cancer research and prevention.

TP WOMEN

Teleperformance Italia collaborates with Alzaia and Differenza Donna, two non-profit organizations active in Taranto and Rome, carrying out awareness campaigns and financial donations to combat violence against women.

TARANTO HOSPITAL

Teleperformance Italia collaborates with the SS Annunziata hospital in Taranto and Simba Onlus (active inside the hospital), through various donations including:

- toys for children in the oncology department;
- support to the onco-hematology parents' association in the social-sports project "I will ride for you".

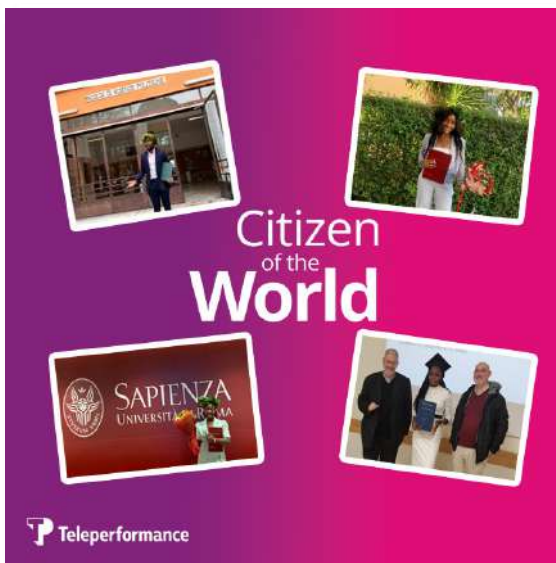


Philanthropy



Teleperformance Italia has always given its support to local communities, with particular attention to the minor ones:

- Donations to the Taranto and Fiumicino parishes;
- Collaboration in the construction of multipurpose sport fields;
- Renovation of sports fields, changing rooms, refreshment areas and the equipping of a small theatre-cinema room;
- Grocery delivery for families in need;
- Refurbished PC donations.



Teleperformance Italia granted scholarships helping, through the ACSE, association operating in Rome, some foreign university students to complete their scientific and technical preparation, also with a view to returning to their country of origin.



8 Planet Citizen of the Planet

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Citizen of the Planet

- **Environment**
Climate change mitigation
Responsible use of natural resources
- **Natural disasters**
Mitigating risks related to natural disasters

Citizen of the Planet



Through its Citizen of the Planet program, Teleperformance Italia aims to reduce its carbon footprint, particularly by increasing its use of renewable energies and fostering employee awareness. Targets have been set for 2026 within the framework of the Science-Based Targets initiative, while business continuity plans have been prepared in case of natural disaster.



Environment



Donated Plastic eater Fish, to Taranto coast in cooperation with Kima Ambiente



Riqualfication of Dog area in Fiumicino



Contest employees children "Il mondo che vorrei"



Teleperformance cooperates with OneTreePlanted to plant 500,000 Trees and support global reforestation

Teleperformance through Altromercato gave the entire workforce (2151 people) a Christmas gift which also contained a voucher to donate a new sustainable forest to the planet in Peru

Emergency response plan

Teleperformance has set some fundamental objectives to achieve our environmental and sustainable objectives:

Create awareness among all employees on environmental protection through various engagement programs, trainings and awareness campaigns.

Conserve natural resources by improving consumption of resources - energy and water.

Identify energy saving initiatives within operations to reduce the Group's energy consumption and related greenhouse gas emissions.

Reduce Teleperformance's carbon footprint (CF) per employee across all country operations and regularly monitor performance.

Reduce the environmental impact of IT infrastructure and operations, including data centers, through green IT initiatives.

Adopt the principle of circularity for the sustainable management of waste in its business activities through waste minimization, recycling and eco-friendly disposal according to regulatory requirements and/or industry best practices.

Integrate environmental considerations as a criterion for selecting new office infrastructure.

Commitment to green sourcing of all products purchased.

Involve suppliers and contractors on environmental sustainability through training courses and awareness campaigns; develop prequalification criteria and integrate environmental considerations into contractual conditions to collaboratively achieve greening supply chain objectives.

National operations must set, monitor, evaluate and regularly review the performance of goals and objectives to ensure that the Groups' environmental objectives are achieved.

Communicate the environmental policy to all employees, customers, contractors and business partners and ensure it is available to the public.

Conduct group management reviews to evaluate the operating country's environmental performance on an annual basis.

Periodically review the environmental policy to ensure its continued applicability and relevance in our business operations.

Energy efficiency and consumption

The offices of Teleperformance Italia are all connected to the network through a regular supply contract of electric energy. The data on the costs and consumption of electricity are managed by the Energy Manager of the Teleperformance Italia with quarterly frequency, and tracking subject to ISO 14001 certification.

The electricity consumption is regularly monitored and reported in compliance with the Law 10/91, art. 19, Legislative Decree 102/2014.

In addition, Teleperformance Italia also continues to emphasize impact mitigation measures such as instructions/internal regulations and awareness-raising through the company intranet for staff to help limit electricity wastage as well as the application of energy management and efficiency projects.

IoT project

This is a really innovative project and our pride!!

By linking the data relating to environmental parameters with KPIs and with specific surveys about Employee Satisfaction, we built a unified model, which detects any correlations between key variables that influence the well-being of employees on site and, at the same time, the energy efficiency, reducing costs and environmental impact.

All the data acquired through IoT (Internet of Things) sensors, as well as data from KPIs and employee satisfaction surveys flows into the digital environment for the necessary analyses, thus creating the Digital Twin of the specific portion. The digital twin effectively allows data to be tested in a controlled environment, verifying the possible effects of a given action.

The Implementation Objective therefore envisages the development of modules for monitoring and managing the Company through the use of IoT (Internet of Things) technology.

Thanks to this innovation in 2022 we already reached to 2026 target of the Group, reducing of 50% the Carbon Emissions:

| Energy consumed within the organization | | | | |
|---|-----------|-----------------|-----------------|-------------|
| | Udm | 2022 | 2021 | Δ |
| Non-renewable fuel consumed | GJ | 625,43 | - | - |
| <i>of which: for transport (e.g. petrol, diesel, etc)</i> | GJ | 625,43 | - | - |
| <i>of which: source 2</i> | GJ | - | - | - |
| <i>of which: source 3</i> | GJ | - | - | - |
| Total electricity consumed | GJ | 5.631,84 | 6.652,93 | -15% |
| <i>of which: purchased</i> | GJ | 5.631,84 | 6.652,93 | -15% |
| <i>from renewable sources</i> | GJ | - | - | - |
| <i>from not renewable sources</i> | GJ | 5.631,84 | 6.652,93 | -15% |
| <i>of which: self-produced by photovoltaic</i> | GJ | - | - | - |
| Total energy consumed within the organization | GJ | 6.257,27 | 6.652,93 | -6% |

| Emissions of GHG | | | | |
|---|--------------------------|-----------------|-----------------|----------------|
| Tipology | Udm | 2022 | 2021 | Δ |
| Direct GHG emissions - Scope 1 | tCO ₂ eq | 44,44 | - | - |
| Indirect GHG emissions - Scope 2 Location Based | tCO ₂ eq | 406,43 | 480,12 | -15% |
| Indirect GHG emissions - Scope 2 Market Based | tCO ₂ eq | 714,93 | 844,55 | -15% |
| Total emissions | tCO₂eq | 1.165,81 | 1.324,67 | -11,99% |

Sources emission factors:

*Scope 1 DEFRA 2022 - UK Government - GHG Conversion Factors for Company Reporting

**Scope 2 Location Based ISPRA - Atmospheric emission factors of greenhouse gases in the national electricity sector and in the main European countries.

***Scope 2 Market Based emission factor used: AIB - European Residual Mixes 2021 (2022), emission factor: 457 gCO₂/kWh.

****The 2021 data were restated using a conversation factor consistent with the one of 2022

Sustainable Sites Initiatives



Teleperformance Italia engaged in 2022 in a joint effort to help our planet by improving its facilities to create "sustainable sites" (i.e. reductions in wasted water, paper and other waste emissions) and by striving for "paperless" environments, as well as recycling. Teleperformance encourages its sites to continuously improve their impact on the local context.

Below are some of the initiatives that Teleperformance has carried out over the years so far:

"More tablet, less paper" campaign;

Initiatives with the Forestry Corps;

Separate plastic collection within the operating sites;

Replacement of traditional lamps with LED lamps within the operating sites;

Donation of seedlings in some public schools in Taranto;

Participation in the "Energy Efficiency Month" promoted by ENEA;

Informs its employees on sustainable issues;

The Campaign "OLI differentiates... and You?" reminds every Teleperformers how important environmental awareness is and knowledge of the impact that everyone's actions have on the entire ecosystem.

Environmental Policy

Furthermore, the environmental policy is integrated within the framework of Teleperformance's Corporate Governance. It explains that Teleperformance is committed to complying with all regulatory compliance obligations and continuously improving its environmental systems to minimize the environmental impact of its operations.

VAT Portal

The VAT Portal, which is essential for acquiring data for Energy Manager assessments, is still active and allows to check various functions assigned to Power Continuity, Power Quality and Energy Monitoring.

Remote air conditioning control

During this last year, the operation of the air conditioning systems of the Italian offices has been optimized by taking advantage of remote control.

Presence detectors

In 2022, presence detectors were installed at the Taranto headquarters to reduce energy consumption due to lighting.

Mobility Management

For home-work travel, reports and analysis were carried out relating to targeted investigations to establish the actions to be taken to reduce future impacts.

Carpooling

At the end of 2022 we managed to create the basis for the development of deterministic impact reporting and the design of some corporate gaming aimed at reducing emissions. This will make it possible to raise employee awareness of the implementation of good practices that can increase awareness of environmental sustainability issues and/or even provide a contribution to reducing global impacts.

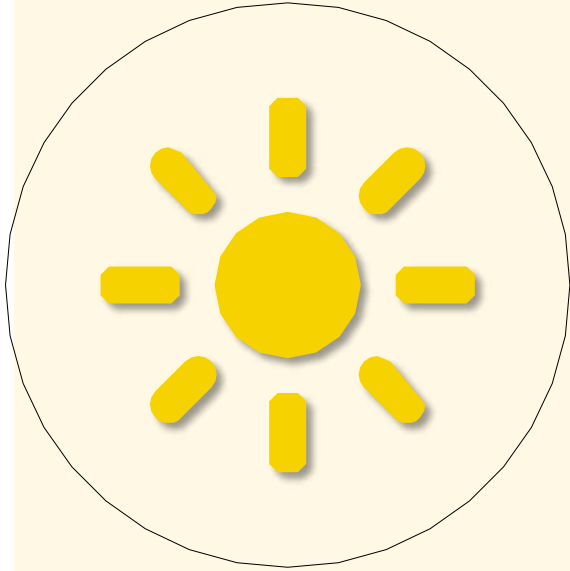
Digitalization of archives

A project is ongoing for the dematerialization of paper archives.

Sensibilization

Awareness campaigns are periodically published on the company intranet through informative articles that have the environment as their central theme. This year, 66 articles were published on the company network.

Energy consumption, Health & Safety



Teleperformance Italia has implemented the Teleperformance Environmental Management System. The environmental analysis is done on a yearly basis and the last is related to the year 2022, with the EMS updated through constant integration with the results of subsequent environmental audits and any changes made to production activity.

Following the identification of any critical aspects the company may have leading to an environmental impact, the appropriate assessments are done to establish any corresponding tangible impacts which were classified numerically. The evaluation was carried out, identifying the criteria for classifying the environmental aspects/impacts in conditions normal, abnormal and emergency.



Sustainable Energy

Respecting the environment

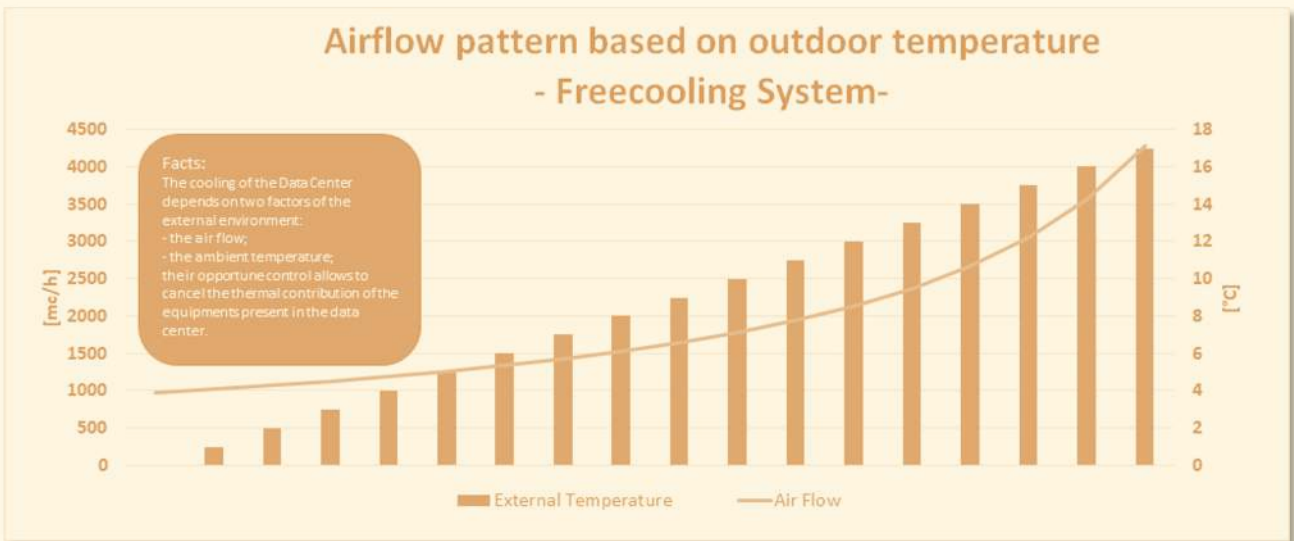
As part of its Science-Based Targets Initiative, Teleperformance is keen on reducing its Scope 1 and 2 emissions by 49% per FTE (full time employee equivalent) between 2019 and 2026 and to reduce Scope 3 emissions related to its supply chain and employee commuting by 38.3% per FTE between 2019 and 2026. The Group has also joined the Climate Pledge, a coalition of over 200 companies committed to achieving carbon neutrality by 2040.

At Teleperformance Italia, we continue to uphold the need to promote solutions aimed at reducing the environmental impact while meeting the needs of customers and the local communities in which we operate. This need has informed our initiatives to promote access to clean energy and promote social inclusion approaches of the circular economy.

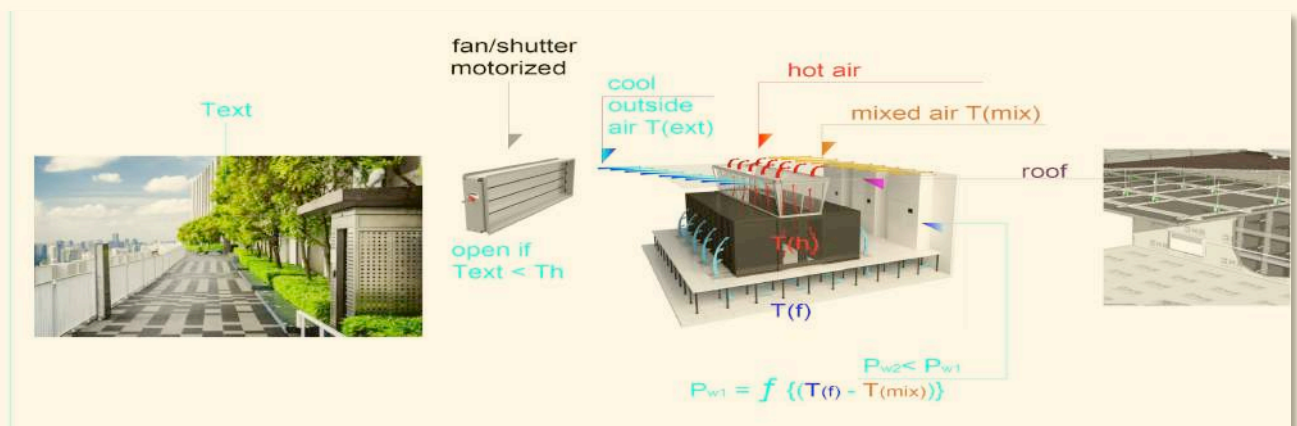
Freecooling of the Data Center

Started in 2022, the Freecooling system is our pride project saving on energy consumption. The Freecooling system uses open air to refrigerate the Data Center in Taranto instead of air conditioner.

The study for the Freecooling was carried out by analyzing the intervention times in consideration of the specificity of the operational site and therefore its location. Once the weather data had been extrapolated and operation during the year had been simulated, the reduction in energy consumption associated with this implementation was verified.



Below is represented the freecooling mechanism:





Environmental Parameters vs Freecooling System Operation - Taranto site Teleperformance Italy - Annual Simulation Frequency



NWG TAURUS photovoltaic system

In January 2021, Teleperformance committed to a Science Based Targets Initiative (SBTi) to fast track the integration of sustainability initiatives in its business operations. As part of its commitment to the 2030 Sustainable Development Agenda, Teleperformance sets a target of ensuring that its global renewable energy procurement accounts for 30% of the total energy consumption by 2026. Furthermore, in order to contribute to the achievement of this target, Teleperformance Italia is in the process of implementing a photovoltaic system for "Open Office Sustainability" (NWG TAURUS photovoltaic system) and continues to prioritize the increased adoption of renewable energy sources as a portion of the energy taken from the Distributor's network to power its production sites.



Consumption

An analysis was carried out in April 2021 on the impact of mobility of the Teleperformance Italia offices. Considering the evolving nature of the COVID-19 pandemic, Teleperformance Italia activated Work At Home contributing to a huge reduction of fuel consumption due to employees commuting. Specific procedures and instructions have also been defined by the company to raise staff awareness on energy saving related to the use of fuels by promoting sustainable mobility and carpooling. Additionally, in the event of an emergency, electrically connected generator sets are operated 'exclusively in emergency mode', only at the moment the power supply of the national distributor fails.



Fuel consumption impact is also monitored for power and business continuity in order to guarantee energy autonomy thresholds required by the clients / customers of Teleperformance Italia while ensuring effective service delivery. Based on this, it is also possible to obtain the consumption related to different operations. The consolidation of data related to monitoring fuel consumption is done by a designated site facility employee who then furnishes the report to the facility manager and subsequently to the manager of the Environmental Management System every four months.

Water Consumption

The offices of Teleperformance Italia are all connected to the water network by means of a regular contract for the supply of drinking water. The data on waste, costs, and water consumption is managed by the Facility Manager of the Teleperformance Italia on a quarterly basis. This is done through a review of the suppliers' web portals and bill tracking for the respective sites subject to ISO 14001 certification. The same data is cascaded to the Head of the Environmental Management System for the assessments related to the objectives set on water consumption.

At Teleperformance Italia water resources are used within the workplace, mainly for the well-being of employees. This results in a negligible impact on the surrounding environment. In a bid to mitigate the water consumption impact, the company utilizes internal and external communication channels to encourage staff, suppliers and visitors to rationalize and limit waste of water consumption.



Plastic Consumption

Teleperformance Italia is committed to reducing the use of plastic in 2022, asking the suppliers (of mainly water bottles and glasses) to replace plastic bottles/glasses with recycled and/or eco-bottles and glasses.



Consumption of Products

The products consumed at Teleperformance Italia offices are strictly connected to goods that facilitate the performance of office activities. Data on the costs and consumption of products such as paper, batteries, toner, etc. with a potential environmental impact and significant for the Environmental Management System are managed by the Facility Manager on a quarterly basis for company sites subject to ISO 14001 certification. The same data is assessed by the Head of the Environmental Management System in relation to the objectives set in this regard.

Given that purchases at Teleperformance Italia are based on actual needs, the impact of this aspect on the surrounding environment is considered negligible. Additionally, as part of the impact mitigation measures and to promote ecosystem conservation, Teleperformance Italia is prioritizing the purchase of recyclable products.

We have also bought reconditioned Computers and currently looking for sustainable suppliers.

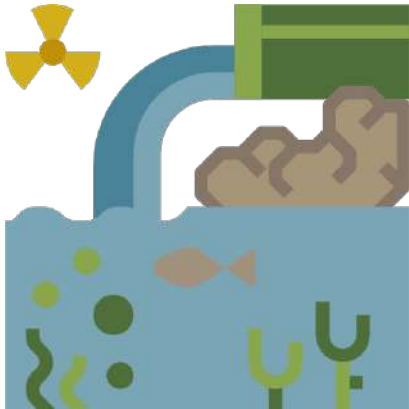
Paper Consumption

Teleperformance Italia is committed in decreasing the use of paper. The digitalization of many internal processes has greatly reduced paper consumption. The usage of Electronic invoices, digital Docusign tools, ERP (Energy Related Products) are the main examples of how the Company is dedicated to the sustainable use of the digital technology in preventing paper consumption.



Health & Safety

Wastewater Discharge and Contamination Waste on the Ground



The Fiumicino and Taranto sites of Teleperformance Italia are connected to the network sewer for wastewater discharge. The distribution of the internal network consists of pipes and wells which, in some anomalous cases, could generate sewage spillage due to obstructions. To avoid this happening, there is a proactive approach to monitoring and managing emergencies from part of the facility area of the site.

The exhausts produced directly by Teleperformance Italia are solely attributable to the consumption of clear and black water at the workplaces. At all sites subject to analysis, all water discharges are regularly conveyed to the public sewer.

Non-Hazardous Waste



At all the offices of Teleperformance Italia, the classification of non-hazardous and hazardous waste is in force. Teleperformance Italia offices produce non-hazardous differentiable waste related to its office activities and uses the services of a waste management company to ensure proper disposal stipulated in the Municipal Regulations. The management of this environmental impact is not critical but it is necessary to evaluate any anomalies needing intervention by authorized personnel and possibly also by third parties.

Special And Hazardous Waste



The compilation and filing of reports concerning the certification of special and hazardous waste disposal is handled by the Facility manager on a quarterly basis. The reports on the certification of the disposal of hazardous waste are also sent to the Manager of the Environmental Management System as a measure of promoting a more proactive monitoring and management approach to emergencies by site facility staff.

It is important to note that the day-to-day activities at the Teleperformance Italia offices do not directly generate any particular waste. However, during ordinary maintenance and small renovations, or when replacing equipment to support site operations, some special hazardous waste may be produced. In order to mitigate the impact of such waste, the services of a waste management company are used to ensure its proper disposal in line with the national environmental protocols.

Control on Atmospheric Emissions and Use of Harmful Substances to the Ozone



At Teleperformance Italia the atmospheric emissions that could potentially damage the ozone are derived from gas leaks due to the breaking of the refrigerant circuits of the air conditioning systems. This certainly generates a negligible impact as the losses due to anomalies in the air conditioning system are reduced and monitored by the companies contracted to undertake regular checks and maintenance on the the systems.

Gas leaks from the automatic fire extinguishing system also form another atmospheric emission that may damage the ozone layer. However, this aspect certainly generates a negligible impact as the losses due to anomalies in the fire extinguishing system are almost nil and are constantly monitored by the companies contracted to undertake regular checks and maintenance.

Control of external noise



At Teleperformance Italia, the office activities are mainly carried out in the various operating sites located in Fiumicino and Taranto with their respective air conditioning systems.

Given that the Air Handling Units (AHUs) and heat pumps are set up outside the company buildings, this defines the need for an environmental impact assessment. It is important to note that Teleperformance Italia is undergoing an impact assessment by a certified body and the results of the analysis will allow for proper evaluation of the external noise at the operational sites in Taranto and Fiumicino.

For all the sites identified for this analysis, it was necessary to evaluate the possibility of verifying the actual consistency of the noise induced by the devices.

Fire



The fire risk assessment and the consequent classification of the respective Teleperformance Italia workplaces was conducted in compliance with the criteria contained in Annex 1 of Ministerial Decree 10/03/1998, taking into consideration the fire load present in the environments and areas examined, the possibility of development, and probability of fire propagation, the type of extinguishings, the alarm and detection means in service at the workplaces, the structural and plant characteristics of the sites and crowding. The levels of fire risk were categorized as: low, medium and high.

The fire risk classification is updated in relation to any significant changes in the area of activities, materials used or when executing extraordinary maintenance work. Based on the suitability of the extinguishing means present, escape routes, the fire detection systems and prevention methods, the activities carried out were classified as having an overall medium fire risk. The classification was also issued based on the cataloging of activities subject to fire prevention controls in place for which it is necessary to achieve full fire compliance as stipulated in the Presidential Decree 151/2011.

9 Additional Information

78 GRI Content Index
82 External Assurance

| | |
|------------------|---|
| Statement of use | Teleperformance presented a report in compliance with the GRI Standard for the period from 01/01/2022 to 12/31/2022 |
| GRI 1 | GRI 1 – Fundamental Principles – 2021 version |

| GRI Standard | Disclosure | Page | Omission | | |
|---------------------------------|---|-------|---------------------|--------|-------------|
| | | | Requirement omitted | Reason | Explanation |
| GRI 2 – General Disclosure 2021 | | | | | |
| 2-1 | Organizational details | 5 | | | |
| 2-2 | Entities included in the organization's sustainability reporting | 5 | | | |
| 2-3 lett. d) | Reporting period, frequency and contact point | 7, 8 | | | |
| 2-4 | Restatements of information | 7 | | | |
| 2-5 | External assurance | 5 | | | |
| 2-6 | Activities, value chain and other business relationships | 4, 5 | | | |
| 2-7 | Employees | 30 | | | |
| 2-8 | Workers who are not employees | 30 | | | |
| 2-9 | Governance structure and composition | 39-40 | | | |
| 2-10 lett. a) | Nomination and selection of the highest governance body | 39-40 | | | |
| 2-11 | Chair of the highest governance body | 39-40 | | | |
| 2-12 lett. a) | Role of the highest governance body in overseeing the management of impacts | 39-40 | | | |
| 2-13 lett.a) | Delegation of responsibility for managing impacts | 39-40 | | | |

| | | | | | |
|---|---|--|--|--|--|
| 2-14 | Role of the highest governance body in sustainability reporting | 8 | | | |
| 2-19 lett. a) | Remuneration policies | 22 | | | |
| 2-21 | Annual total compensation ratio | 22 | | | |
| 2-22 | Statement on sustainable development strategy | 3 | | | |
| 2-23 lett. c) | Policy commitments | 8, 29, 32, 33, 42, 44 | | | |
| 2-24 | Embedding policy commitments | 32, 44 | | | |
| 2-26 | Mechanism for seeking advice and raising concerns | 29 | | | |
| 2-27 | Compliance with laws and regulations | There were no significant instances of non-compliance with laws and regulations during the reporting period. | | | |
| 2-28 | Membership associations | 42 | | | |
| 2-29 | Approach to stakeholder engagement | 8, 11 | | | |
| Material topics | | | | | |
| GRI 3 - Material topics - 2021 version | | | | | |
| 3-1 | Process to determine material topics | 9-12 | | | |
| 3-2 | List of material topics | 9-12 | | | |
| Topic: Ethics & Compliance | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |
| 205-3 | Confirmed incidents of corruption and actions taken | There were no confirmed incidents of corruption in the reporting year. | | | |
| 206-1 | Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | There were no legal actions for anti-competitive behavior, anti-trust, and monopoly practices in the reporting year. | | | |
| Topic: Environment | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |
| 302-1 | Energy consumption within the organization | 67 | | | |
| 305-1 | Direct (Scope 1) GHG emissions | 67 | | | |
| 305-2 | Indirect (Scope 2) GHG emissions from energy consumption | 67 | | | |

| Topic: Employee engagement | | | | | |
|--|--|--|--|--|--|
| 3-3 | Process to determine material topics | 9-12 | | | |
| 401-1 | New employee hires and employee turnover | 31 | | | |
| Topic: Training & Employee development | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |
| 404-1 | Average hours of training per year per employee | 26 | | | |
| 404-3 | Percentage of employees receiving regular performance and career development review | 23 | | | |
| Topic: Diversity & Inclusion | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |
| 405-1 | Diversity of governance bodies and employee | 30 | | | |
| 405-2 | Ratio of basic salary and remuneration of women to men | 31 | | | |
| 406-1 | Incidents of discrimination and corrective actions taken | There were no incidents of discrimination in the reporting year. | | | |
| 408-1 lett. c) | Operations and suppliers at significant risk for incidents of child labor | 29 | | | |
| 409-1 lett. b) | Operations and suppliers at significant risk for incidents of forced or compulsory labor | 29 | | | |
| Topic: Occupational Health & Safety | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |
| 403-1 | Occupational health and safety management system | 28 | | | |
| 403-8 | Workers covered by an occupational health and safety management system | 28 | | | |
| 403-9 | Work-related injuries | 28 | | | |
| 403-10 | Work-related ill health | 28 | | | |
| Topic: Social dialogue | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |
| 413-2 | Operations with significant actual and potential negative impacts on local communities | 60-63 | | | |
| Topic: Data & Security | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |

| | | | | | |
|-------------------------------------|--|---|--|--|--|
| 418-1 lett. c) | Substantiated complaints concerning breaches of customer privacy and losses of customer data | There were no complaints concerning breaches of customer privacy and losses of customer data in the reporting year. | | | |
| Topic: Well-being at work | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |
| Topic: Labour | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |
| Topic: Promotion of gender equality | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |
| Topic: Corporate Governance | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |
| Topic: Client Satisfaction | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |
| Topic: Impact on the local economy | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |
| Topic: Philanthropy | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |
| Topic: Innovation & Digitalization | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |
| Topic: Natural disaster | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |
| Topic: Supply Chain | | | | | |
| 3-3 | Process to determine material topics | 9-12 | | | |



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INDEPENDENT AUDITOR'S REPORT ON THE SUSTAINABILITY REPORT

To the Board of Directors of
Teleperformance Italia

We have carried out a limited assurance engagement on the Sustainability Report of Teleperformance Italia (hereinafter "the Company") as of December 31, 2022.

Responsibility of the Board of Directors for the Sustainability Report

The Directors of Teleperformance Italia are responsible for the preparation of the Sustainability Report in accordance to the "Global Reporting Initiative Sustainability Reporting Standards" established in 2016 by GRI – Global Reporting Initiative ("GRI Standards"), with reference to the selection of GRI Standards, which they have identified as reporting framework as specified in the "Methodological Note" paragraph in the Sustainability Report.

The Directors are also responsible for such internal control as they determine is necessary to enable the preparation of Sustainability Report that is free from material misstatement, whether due to fraud or error.

The Directors are moreover responsible for setting the Company's goals, with respect to sustainability performance, as well as for the identification of the Company' stakeholders and significant aspects to be reported.

Auditor's Independence and quality control

We have complied with the independence and other ethical requirements of the *Code of Ethics for Professional Accountants* issued by the *International Ethics Standards Board for Accountants*, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies International Standard on Quality Management 1, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Ancona Bari Bergamo Bologna Brescia Cagliari Firenze Genova Milano Napoli Padova Parma Roma Torino Treviso Udine Verona
Sede Legale: Via Tortona, 25 - 20144 Milano | Capitale Sociale: Euro 10.328.220,00 I.v.
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Auditor's responsibility

Our responsibility is to express our conclusion based on the procedures performed about the compliance of the Sustainability Report with the GRI Standards. We conducted our work in accordance with the criteria established in the *"International Standard on Assurance Engagements ISAE 3000 (Revised) – Assurance Engagements Other than Audits or Reviews of Historical Financial Information"* (hereinafter *"ISAE 3000 Revised"*), issued by the *International Auditing and Assurance Standards Board (IAASB)* for limited assurance engagements. The standard requires that we plan and perform the engagement to obtain limited assurance whether the Sustainability Report is free from material misstatement.

Therefore, the procedures performed in a limited assurance engagement are less than those performed in a reasonable assurance engagement in accordance with *ISAE 3000 Revised ("reasonable assurance engagement")*, and, therefore, do not enable us to obtain assurance that we would become aware of all significant matters and events that might be identified in a reasonable assurance engagement.

The procedures performed on Sustainability Report are based on our professional judgement and included inquiries, primarily with Company personnel responsible for the preparation of information included in the Sustainability Report, analysis of documents, recalculations and other procedures aimed to obtain evidence as appropriate.

Specifically, we carried out the following procedures:

1. analysis of definition process of relevant topics disclosed in the Sustainability Report, in order to assess the reasonableness of the selection process in place, of the definition of priorities with respect to the different stakeholders' categories, as well as of the internal results validation process.
2. comparison between the financial data and information included in the paragraph titled "Value creation 2022" in the Sustainability Report with those included in the consolidated financial statements of Teleperformance Italia S.p.A..
3. understanding of the processes underlying the generation, collection and management of significant qualitative and quantitative information included in the Sustainability Report.

In particular, we carried out interviews and discussions with the management and personnel of Teleperformance Italia and we carried out limited documentary verifications, in order to gather information about the processes and procedures which support the collection, aggregation, the elaboration and transmittal of non-financial data and information to the function responsible for the preparation of the Sustainability Report.

In addition, for material information, taking into consideration the Company's activities and characteristics:

- a) with regards to qualitative information included in the Sustainability Report we carried out interviews and gathered supporting documentation in order to verify its consistency with the available evidence;

- b) with regards to quantitative information, we carried out both analytical procedures and limited verifications in order to ensure, on a sample basis, the correct aggregation of data. Moreover, we carried out remote meetings, during which we have met the management and have gathered supporting documentation on a sample basis with reference to the correct application of procedures and calculation methods used for the indicators.

Conclusion

Based on the work performed, nothing has come to our attention that causes us to believe that the Sustainability Report of Teleperformance Italia for the fiscal year ended on December 31, 2022, is not prepared, in all material aspects, in accordance with the GRI Standards as stated in the paragraph "Methodological Note" in the Sustainability Report.

DELOITTE & TOUCHE S.p.A.



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Milan, Italy
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To ALL!!!

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and Drafting



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Inspired to be *the best*



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