



# Impact Sourcing at Teleperformance

Transforming people and communities through meaningful employment



Impact Sourcing is a business strategy where companies intentionally hire and offer career development opportunities to individuals who have limited prospects for formal employment. This practice generates business and social benefits for all parties involved, including buyers, suppliers, impact workers and their families, and communities.

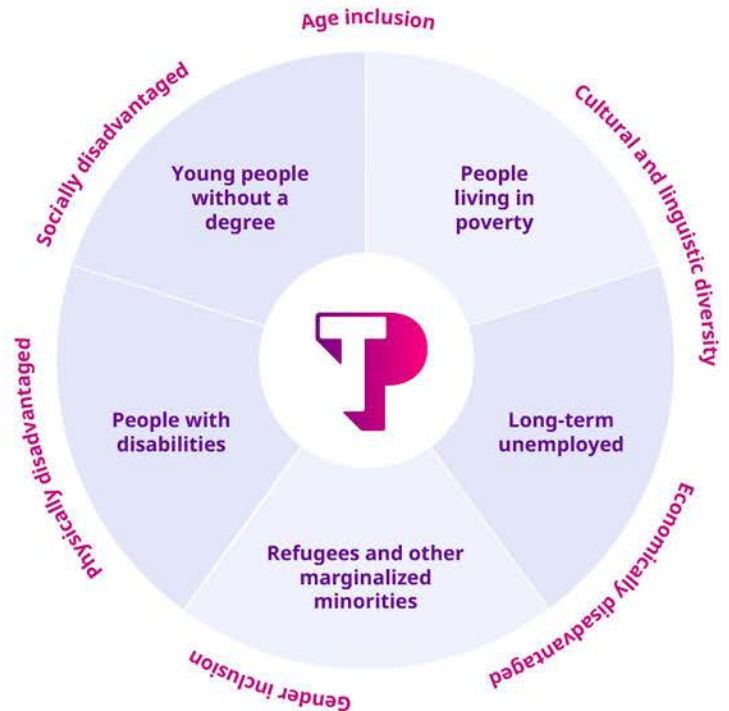


## Accessible employment for all

We are dedicated to providing equal employment opportunities to historically marginalized individuals.

## Our commitment

Through **Impact Sourcing**, we are providing sustainable jobs worldwide to people from underprivileged communities, thus creating a truly diverse and inclusive workplace.



## Our Impact Sourcing priorities

### People living in poverty

8% of the world's workers live in extreme poverty, despite having a job

### Young people without a degree

Lack of higher education leaves millions out of work in developing countries

### Long-term unemployed

Nearly 50% of the long-term unemployed belong to a minority group.

### Refugees and other marginalized minorities

Today, we have the highest refugee population since World War II.

### People with disabilities

80-90% of people with disabilities of working age are unemployed in developing countries

## Our impact

20%

of our workforce represents minorities and vulnerable groups

96.5K

first-job opportunities

2.3K

refugees around the world

6,500

people with disabilities hired in 2023 alone



## Our empowered employees

*"The opportunity that Teleperformance gave me has allowed me to give my family in Colombia a better life quality and also develop professionally in my career. Just like mine, there are thousands of success stories in Teleperformance, of people that had to migrate from Venezuela."*

**Eddie V.**  
Refugee  
Teleperformance Colombia

*"I was looking for an equal opportunity employer when I applied for a job at TP. I started as an entry-level agent and, thanks to internal mobility, I'm now working as a workforce management scheduler, and I have a lot of responsibilities. TP gave me the opportunity to work and show my potential. I feel I'm in the right place here."*

**Bobby B.**  
Person with a disability  
Teleperformance India

*"Before joining Teleperformance, I had difficulty finding a job because companies think I don't know how to use a computer. I estimated to stay two years maximum, expected to face labor discrimination that the tools used in the company were going to be inaccessible, but I found the opposite."*

**Jonathan A.**  
Person with a disability  
Teleperformance Mexico

## Real impact

We have formed partnerships with both government and non-governmental institutions to promote economic inclusion of refugees globally. For instance, Teleperformance in Colombia collaborates with local employment agencies to host job fairs and hire Venezuelan refugees. Moreover, we have recruited and even relocated Ukrainian refugees in Europe.



That is why Teleperformance was recognized as an **Impact Sourcing champion** by the International Association of Outsourcing Professionals (IAOP) and received the **Outstanding Leadership in Integrating Refugees into the Workforce** award in Colombia from Tent Partnership for Refugees.

