

Adapt to
master the
future.



**INTEGRATED
REPORT 2023**

 **Teleperformance**

MESSAGE FROM THE CHAIRMAN

———— **2023 was a year of profitable growth and many success that have positioned the group for a solid future.**

DANIEL JULIEN
Chairman and Chief Executive Officer



In a volatile economic and geopolitical environment, Teleperformance not only continued to grow its business delivering a record €8.4 billion in revenue, but also improved its operating margin by +40 basis points and its cash flow by more than +15%. Our profitability model has created one of the highest annual EBITA margins in the industry.

In addition to our successes, there are challenges that we are overcoming. The global slowdown in volumes, the impact of regional crises on client decision-making processes, and the shift in consumer behavior after several years of pandemic lockdowns all slowed the Group's traditional revenue growth. In this environment, our relentless focus on maximizing operational efficiency with flawless execution enabled us to drive much faster development of our offshore solutions.

2023 also saw the successful acquisition of Majorel, which was completed in record time and was recently honored with the "French Deal of The Year" prize awarded by Global Capital, a renowned institution in the financial sector in Europe which has been rewarding the best financial transactions for over 20 years. As a result of this acquisition, Teleperformance has given birth to a new, more diverse company, in terms of markets, client verticals and expertise. It strengthens Teleperformance's #1 global leadership position and provides a new springboard for our future. The "new Teleperformance" represents nearly 500,000 employees, more than €10 billion in revenue and more than €2 billion in EBITDA.

Innovation is at the heart of Teleperformance's "High Touch-High Tech" strategy, including the development of Artificial Intelligence (AI) solutions designed to increase productivity and accuracy. Today, many clients are depending on us to manage more than 250 AI-projects including projects that incorporate Gen-AI components, to help accelerate their own business results. In this highly mobile, increasingly complex world, we launched TP Infinity, whose client consulting solutions are expected to sustain and support the Group's transformation into more high value-added business segments.

The Group's growth is not only sustained but also responsible. Thus, **I am proud to renew our commitment to the United Nations Global Compact, which we fully support through our activities and CSR policies.**

People are still an important ingredient to our value proposition. In 2023, Teleperformance confirmed that it is the industry's preeminent employer by creating many new jobs around the world in a workplace environment of excellence and employee well-being. For the first time, the Group was named one of the top five World's Best Workplaces™ 2023 by Fortune and Great Place to Work®. Teleperformance is now certified as a Great Place to Work® in 72 countries, covering more than 99% of its workforce, demonstrating the trust and engagement of our employees.

In 2024, Teleperformance's priority will be to pursue its profitable, cash-generating growth model despite the uncertain environment we are operating in today. With agility and flexibility, the Group will continue to tightly manage its costs and harvest the synergies expected to be created by the Majorel integration. We will increase the promotion of our offshore and digital solutions to meet clients' growing demand for optimized efficiency. **Looking beyond 2024, Teleperformance's business fundamentals are solid** in both our core business and specialized services. We will also continue to pursue targeted acquisitions, particularly in specialized services.

The Group recently made some important decisions concerning its governance, to secure the future of the "new Teleperformance". Following unanimous approval by the Board of Directors, Bhupender Singh and I will be acting as co-CEOs of the Group until the end of 2025. This decision has been taken in order to ensure a smooth leadership transition, with the objective of separating the responsibilities of Chairman and CEO after this date. —————

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Chairman and
Chief Executive Officer
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our Value
**CREATING
BUSINESS MODEL**



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our Dna

**A COMBINATION
OF HIGH-TECH
AND
HIGH-TOUCH**



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**OUR
FUNDAMENTALS:**

Strong
**GOVERNANCE
AND
PERFORMANCE**



- Ethics and corporate governance
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our Value **CREATING BUSINESS MODEL**

Reinventing the customer experience together. Resolutely focused on value creation, our business model has been built to help brands streamline and optimize their interactions with their customers. Thanks to our ability to transform while keeping our identity we are able to meet the challenges that come our way.

TELEPERFORMANCE IN 2023

Teleperformance's mission is to reduce friction and strengthen the relationship between companies and their customers, and between government agencies and citizens, through the efficient management of their daily interactions.

Activities

Teleperformance is a global leader in digital business services. The Group implements digital strategies to optimize and transform the customer experience and other business processes for companies and government agencies to make their interactions simpler, faster, safer and more cost-effective.

Backed by over 45 years of experience, the Group offers its clients omnichannel, high value-added custom solutions, applying a three-dimensional approach aimed at developing the Group's client sector and country expertise across a broad range of services. This distinctive approach enables the Group to tackle the growing complexity of client demand worldwide:

Client verticals

- ▶ Governments
- ▶ Consumer goods
- ▶ Travel, hospitality and transportation
- ▶ Retail and E-commerce
- ▶ Energy
- ▶ Social media, entertainment and gaming
- ▶ Healthcare
- ▶ Banking, financial services and insurance
- ▶ Technology
- ▶ Telecommunications

Integrated services offering

- ▶ Customer Care and Technical Support;
- ▶ Content Moderation and related services (Trust & Safety);
- ▶ Customer Acquisition and Retention;
- ▶ Digital Marketing, Integrated Complex back/middle/front-office Services, Knowledge Services for Business Processes, Digital Expertise and Cloud Integration;
- ▶ High-value-added specialized services (collections, interpretation and localization, visa and consular services, recruitment process outsourcing services, and healthcare support).

Geographies

- ▶ Teleperformance operates in nearly 100 countries and manages programs in about 300 languages and dialects in 170 markets based on a flexible global operating model.

Global leadership

The acquisition of Majorel, a major European business services provider, has strengthened Teleperformance's position as a global leader in digital business services and consolidated its status as leader or major player in the key developed economies.

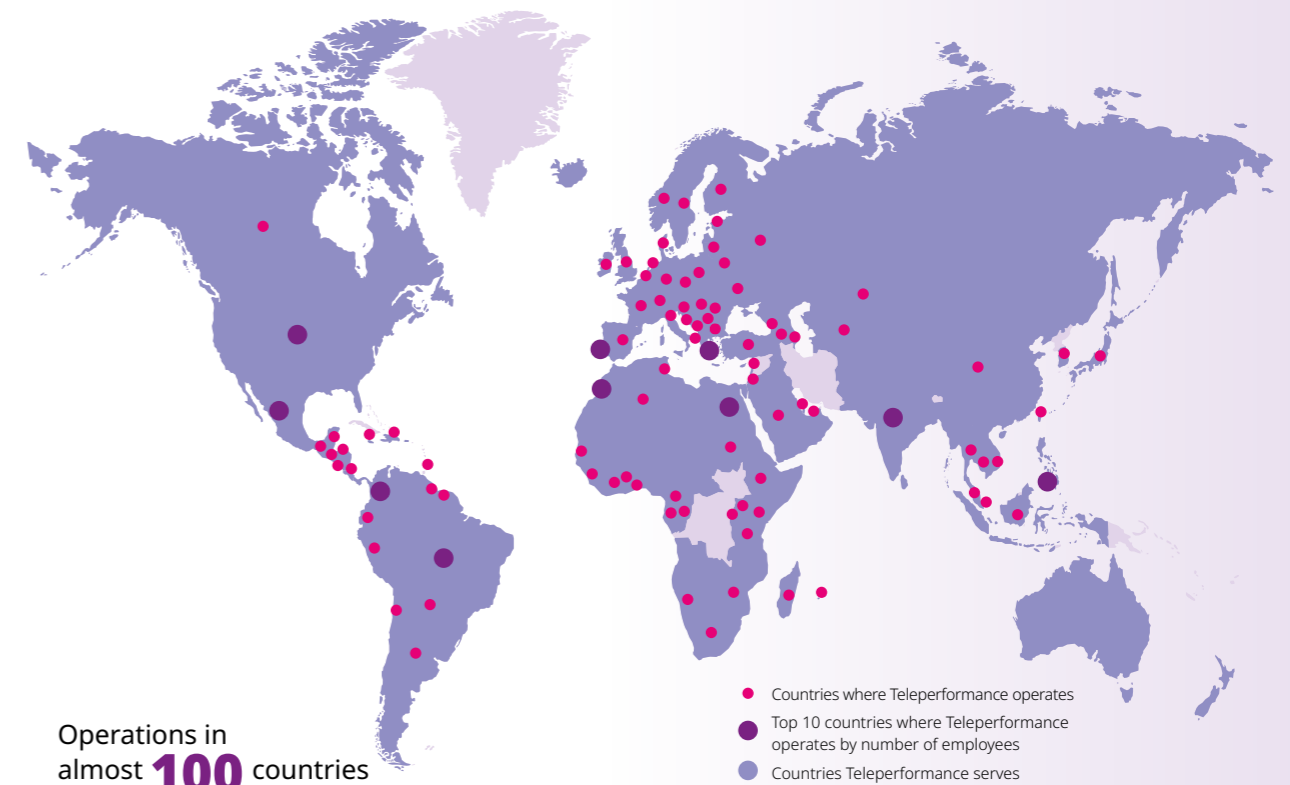
Teleperformance is pursuing its value creation strategy through integrated, sustainable and profitable growth for the benefit of all its partners, clients, shareholders and employees, by combining organic growth with targeted acquisitions. This development plan is based on a long-term vision. The Group's objective over the next three to five years is to accelerate its transformation into a solid, undisputed global leader in business services, specializing in digital business services, with sales of over €15 billion.

Nearly **500,000** employees

~ **40%** work-from-home employees

72 countries certified by Great Place to Work® covering more than **99%** of employees*

*Excluding Majorel.



Teleperformance's leadership

In 9 of the world's top 10 countries* by GDP in 2023

- ▶ United States
- ▶ Germany
- ▶ United Kingdom
- ▶ France
- ▶ Brazil
- ▶ China
- ▶ India
- ▶ Italy
- ▶ Canada

*Except Japan.

MAJOREL acquisition

On November 8, 2023, Teleperformance closed the acquisition of Majorel, whose shareholders tendered over 99.9% of the Company's shares in response to the offer, heralding the emergence of a "new Teleperformance".

Majorel, a European leader in business services

- WITH OVER 30 YEARS' EXPERIENCE MAJOREL OPERATES THREE SERVICE LINES:**
- ▶ Omnichannel customer experience management
 - ▶ Business Process Outsourcing (BPO)
 - ▶ The development of digital services dedicated to the customer experience

More than **82,000** employees

~ **450** clients

Active in almost **45** countries

— This acquisition has driven the emergence of a new Teleperformance, one that is stronger in every way, especially in terms of geographies, verticals, and lines of expertise. It sets the stage for robust growth and global leadership over the coming year. Together, with our shared commitment to the core values of Integrity, Respect, Professionalism, Innovation and Commitment, we will continue to be a best-in-class xample of diversity, equity, and inclusion.

DANIEL JULIEN
Chairman and CEO,
Teleperformance Group

A new springboard for Teleperformance

THE MAJOREL ACQUISITION OFFERS TELEPERFORMANCE A NEW SPRINGBOARD FOR FURTHER GROWTH OVER THE COMING YEARS. WITH THIS OPERATION, THE GROUP STRENGTHENS:

- 1 A complementary geographical presence**
Its global footprint, especially in Europe, including France and Germany, where Teleperformance has a relatively limited presence, as well as in Asia.
- 2 Enhanced verticalization**
Its positioning in a number of high-growth potential verticals, such as financial services, insurance and luxury goods.
- 3 High value-added digital expertise**
Its digital expertise with 3,000 experts in digital transformation and expertise in claim management and end-to-end document processing as additional opportunities.

The acquisition also provides opportunities to improve efficiencies, including potential synergies in the areas of IT (licenses, equipment, procurement, etc.), site management and cost mutualization of around 150 million euros by 2025.

Strengthened global leadership

THE "NEW TELEPERFORMANCE" IN FIGURES

€10bn+
in revenue*

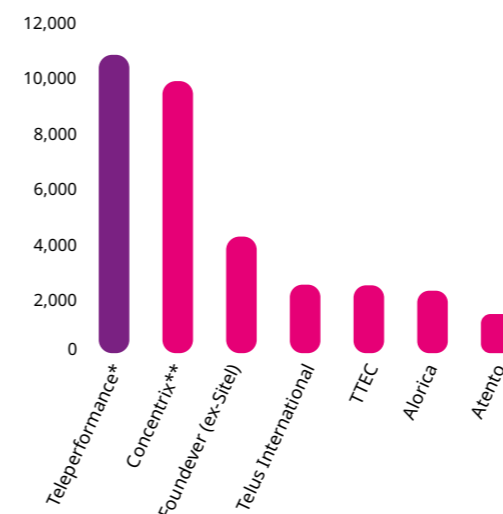
€2bn+
in EBITDA*

Activities in nearly **100** countries

WORLD NUMBER 1 IN ITS MARKET

With pro forma revenue of around 10 billion euros (including Majorel over 12 months), Teleperformance's worldwide market share is 10%.

OUTSOURCED CUSTOMER RELATIONSHIP MANAGEMENT SECTOR BY REVENUE (published and estimated 2022 data, in millions of US dollars)

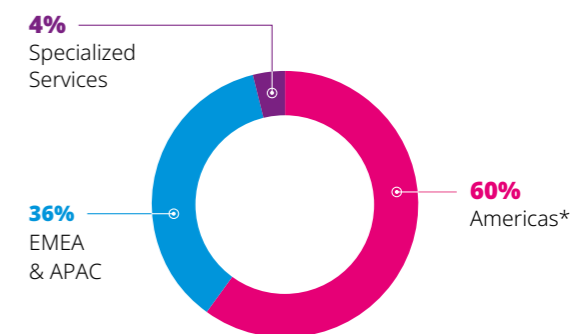


Source: Group and corporate estimates.
* Majorel included.
** Webhelp included.

* 2023 pro forma data.

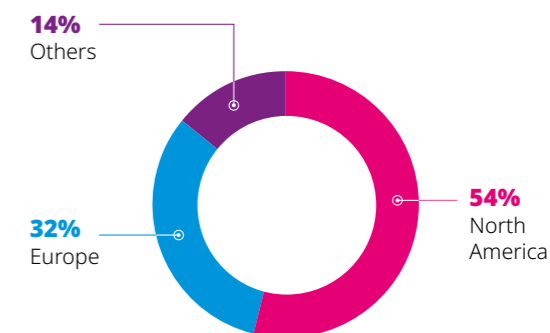
A well-balanced global footprint

REVENUE BREAKDOWN BY ACTIVITY*



*North America, India, Philippines and LATAM.

CLIENTS BREAKDOWN BY NATIONALITY*



* Top 250.

BUSINESS MODEL

Through its operations, Teleperformance creates long-term value for stakeholders by leveraging the best available technologies and human resources to provide simpler, faster, safer customer interactions and more cost-effective customer interactions.

Our mission

Reducing friction and strengthening the relationship between businesses and consumers, government agencies and citizens

Our values

- Integrity
- Respect
- Professionalism
- Innovation
- Commitment

Our ambition

Become an undisputed world leader in digitally integrated business services

Megatrends



Technology and artificial intelligence

Automation and artificial intelligence are constantly progressing and permanently transforming the economy and society as a whole. However, the rapid expansion of these technologies entails risks in terms of cybersecurity. p.10



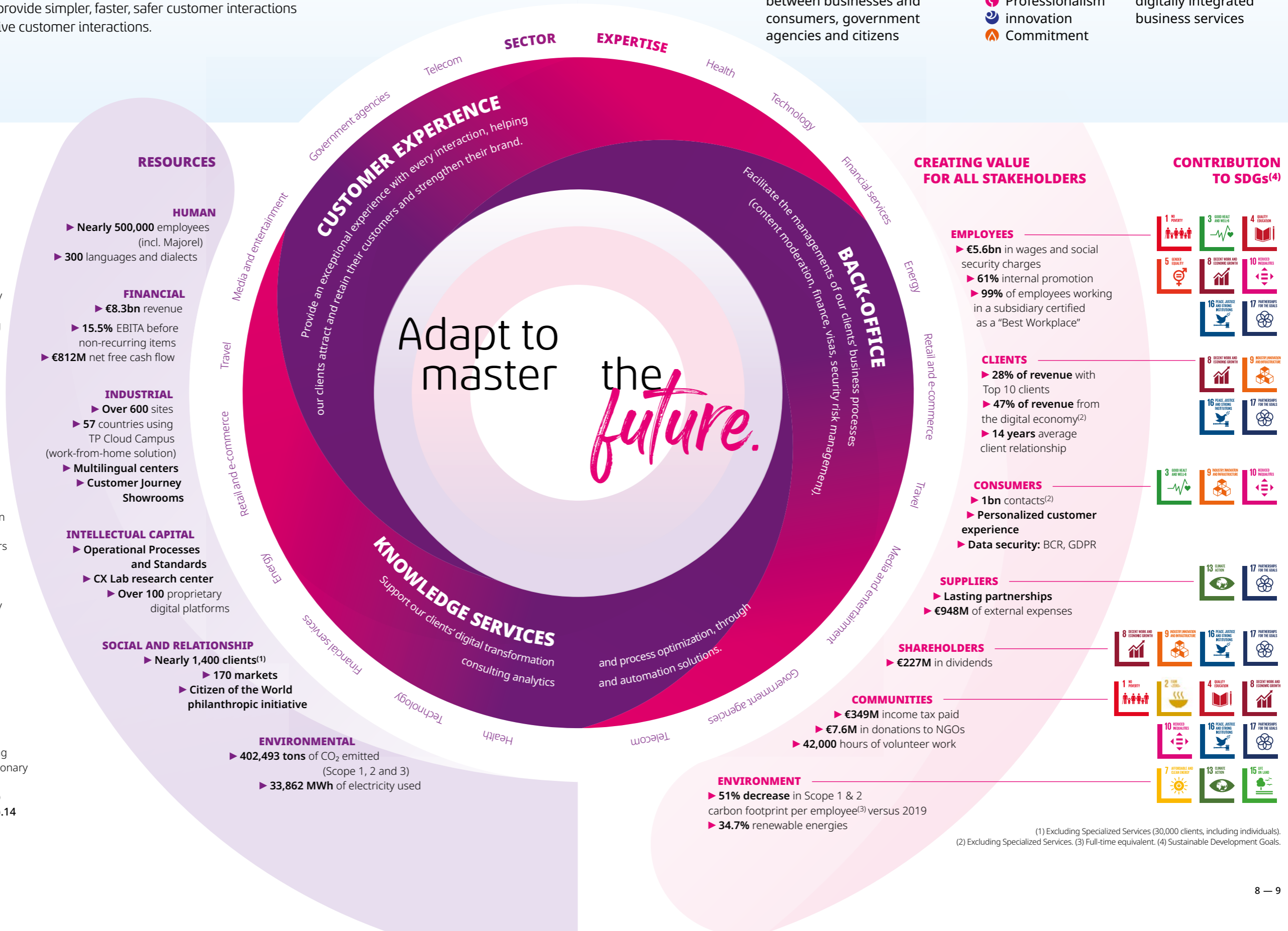
Climate change

Temperature and pollution are rising each year and the risk of natural disasters is increasing. Shortages of water, food and commodities are to be expected, and biodiversity is under threat. p.12



Global economy: slowdown and multipolarization

Economic policies resulting from the pandemic, inflationary pressure and geopolitical unrest are contributing to an economic slowdown. p.14



- RESOURCES**
- HUMAN**
- ▶ Nearly 500,000 employees (incl. Majorel)
 - ▶ 300 languages and dialects
- FINANCIAL**
- ▶ €8.3bn revenue
 - ▶ 15.5% EBITA before non-recurring items
 - ▶ €812M net free cash flow
- INDUSTRIAL**
- ▶ Over 600 sites
 - ▶ 57 countries using TP Cloud Campus (work-from-home solution)
 - ▶ Multilingual centers
 - ▶ Customer Journey Showrooms
- INTELLECTUAL CAPITAL**
- ▶ Operational Processes and Standards
 - ▶ CX Lab research center
 - ▶ Over 100 proprietary digital platforms
- SOCIAL AND RELATIONSHIP**
- ▶ Nearly 1,400 clients⁽¹⁾
 - ▶ 170 markets
 - ▶ Citizen of the World philanthropic initiative
- ENVIRONMENTAL**
- ▶ 402,493 tons of CO₂ emitted (Scope 1, 2 and 3)
 - ▶ 33,862 MWh of electricity used

CUSTOMER EXPERIENCE
Provide an exceptional experience with every interaction, helping our clients attract and retain their customers and strengthen their brand.

KNOWLEDGE SERVICES
Support our clients' digital transformation consulting analytics and process optimization, through automation solutions.

BACK-OFFICE
Facilitate the managements of our clients' business processes (content moderation, finance, visas, security risk management).

- CREATING VALUE FOR ALL STAKEHOLDERS**
- EMPLOYEES**
- ▶ €5.6bn in wages and social security charges
 - ▶ 61% internal promotion
 - ▶ 99% of employees working in a subsidiary certified as a "Best Workplace"
- CLIENTS**
- ▶ 28% of revenue with Top 10 clients
 - ▶ 47% of revenue from the digital economy⁽²⁾
 - ▶ 14 years average client relationship
- CONSUMERS**
- ▶ 1bn contacts⁽²⁾
 - ▶ Personalized customer experience
 - ▶ Data security: BCR, GDPR
- SUPPLIERS**
- ▶ Lasting partnerships
 - ▶ €948M of external expenses
- SHAREHOLDERS**
- ▶ €227M in dividends
- COMMUNITIES**
- ▶ €349M income tax paid
 - ▶ €7.6M in donations to NGOs
 - ▶ 42,000 hours of volunteer work
- ENVIRONMENT**
- ▶ 51% decrease in Scope 1 & 2 carbon footprint per employee⁽³⁾ versus 2019
 - ▶ 34.7% renewable energies



(1) Excluding Specialized Services (30,000 clients, including individuals).
 (2) Excluding Specialized Services. (3) Full-time equivalent. (4) Sustainable Development Goals.

TECHNOLOGY AND ARTIFICIAL INTELLIGENCE

In 2023, the Group launched TP GenAI, a suite of generative artificial intelligence solutions based on Microsoft Azure Open AI services, as well as other Google and Amazon platforms. TP GenAI enables organizations to identify customer needs and points of friction quickly and precisely through a number of different contact channels. The solution reduces handling time for advisors and injects more empathy into the process of meeting consumer needs. TP GenAI also enables Teleperformance to optimize its internal support and back-office functions (HR, recruitment, finance, IT and training).

While automation and artificial intelligence solutions have been an integral part of our daily lives for some years, the emergence of generative artificial intelligence (AI) grabbed everyone's attention in 2023, particularly after the release of ChatGPT. Generative AI is a form of artificial intelligence focused on the autonomous creation of data and content. Applied in a wide range of fields, generative AI can be used to create many types of content, including text, images, videos and music.

Teleperformance has been integrating artificial intelligence into its operations for many years to boost performance. We are convinced that new technologies remain a major driver of growth and excellence for Teleperformance and our partners.

BHUPENDER SINGH
Deputy Chief Executive Officer

Teleperformance has formed partnerships with key leaders in artificial intelligence and has developed a number of solutions that integrate artificial intelligence to enhance the customer experience. The Group's added value mainly lies in its ability to integrate these new technologies into a customer experience that is tailored to each individual.

Faced with the acceleration of this technology, Teleperformance seeks to create connections by delivering an enhanced customer experience (people-led, technology-driven) to offer each individual personalized real-time support.

TP GenAI is only a further step in our transformation as a leader in digital business services. Teleperformance is a high-touch, high-tech company that combines artificial intelligence with emotional intelligence to offer a more personalized, empathetic, people-centered customer experience. We are proud to offer generative AI solutions to help companies automate simple, low value-added tasks, thereby enabling our employees to focus on what matters most: building customer loyalty to the brand.

DANIEL JULIEN
Chairman and CEO, Teleperformance Group

AI, a source of opportunities for Teleperformance

1 TRANSFORMING THE CUSTOMER EXPERIENCE

Teleperformance harnesses automated digital solutions to offer an enhanced customer advisor service: By placing cutting-edge technology at the disposal of its expert communication team, the Group can better respond to client demands.

Nearly 10 years ago, Teleperformance and Samsung Benelux established a strong partnership to set up a 24/7 customer service combining human advisors and bots, particularly for night-time service.

+15% Improvement in customer satisfaction
30% Improvement in response time

2 EFFICIENCY AND PRODUCTIVITY

TP GenAI enables Teleperformance employees to focus on the most valuable parts of their work. This solution includes enriching, reorganizing and redirecting the initial proposal, then communicating it with empathy to the customer to build customer loyalty to the brand ultimately.

For a client that is a key player in the online sales market, Teleperformance deployed a conversational AI solution called Digital Floorwalker. The solution has improved the quality of the digital assistant and provided a self-improvement mechanism for training, developing and empowering employees to enhance their knowledge and skills.

15% Reduction in customer wait times

The relationship between Samsung and Teleperformance is based on innovation. Seek out the next good idea. And continue to find new ways to build the best possible customer experience.

DAAN VAN DER MIJDEN
Senior Director Customer Service, Samsung Benelux

3 EMPLOYEE EXPERIENCE

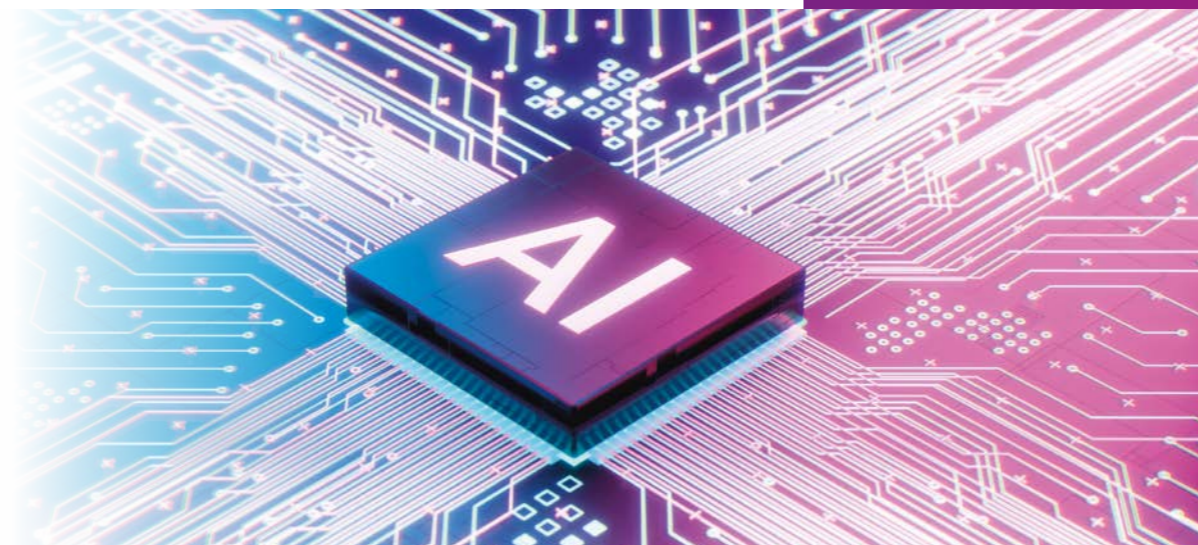
The Group's major challenge is to hire and train a large number of people who will thrive in their daily work. Integrating AI into internal processes enables human resources management to increase its agility, precision and efficiency. The improvement in workload gives HR staff time to focus on interpersonal tasks that lie outside the scope of AI. Additionally, digital recruitment techniques allow Teleperformance to identify and attract the best talent more quickly, reduce the risks of recruiter bias and shorten recruitment time frames.

The Company has deployed TP Simulation, a digital training and knowledge management platform, for a U.S. healthcare client. This platform has helped agents to gain confidence in their customer processes and systems.

Training time was reduced by **nearly 20%**
4.1% Improvement in problem-solving rate at first contact

CYBERSECURITY AND DATA SECURITY

The exponential development of new technologies and artificial intelligence has also increased data security risks. Teleperformance has made cybersecurity and data security a priority by providing a comprehensive data security framework aligned with the most stringent international standards, namely ISO 27001 for its Privacy Information Management System (PIMS) and ISO 27701 for its Project Talon cybersecurity program (this is a multi-year investment). These systems ensure the protection of the entire Teleperformance ecosystem —clients, end-customers and employees.



The UN Climate Change Conference COP 28 reaffirmed the goals of the Paris Agreement and the urgent need to accelerate its implementation, primarily by tripling the world's renewable energy capacity. **Teleperformance is continuing its ecological transition and fight against climate change via the Citizen of the Planet (COTP) program, launched in 2008.** COTP aims to promote responsible and environmentally friendly operations.

To achieve its objectives, the Group has developed initiatives across the whole operational cycle by involving its entire ecosystem

Our commitments

<p>SCIENCE BASED TARGETS Carbon reduction targets validated across all three Scopes</p>	<p>CLIMATE PLEDGE Net Zero by 2040, 10 years ahead of the Paris agreement</p>	<p>RENEWABLE ENERGY Increase renewable energy to at least 30% by 2026</p>
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- HOW TO REDUCE THE GROUP'S IMPACT?**

<p>Energy efficiency Energy management systems Green building criteria Green IT equipment</p>	<p>Digital transformation Reduced emissions through digital solutions TP Cloud Campus (work-from-home solution) Migration towards cloud services</p>	<p>Waste management Office waste: recycling of plastics and furniture, waste reduction and sorting at source. Circularity: e-waste, repairs, recycling and donations</p>
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- HOW TO ENGAGE STAKEHOLDERS?**

<p>Employee engagement and awareness-raising</p>	<p>Training and volunteering campaigns</p>	<p>Client and supplier partnerships</p>
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- HOW TO CONTRIBUTE TOWARDS RESTORATION?**

<p>Global partnership with One Tree Planted, over 525,000 trees planted</p>	<p>Biodiversity conservation campaigns</p>	<p>World Cleanup Day</p>
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- HOW TO MONITOR AND REPORT ON THE GROUP'S IMPACT?**

<p>GRI Integrated Report Task Force on Climate-related Financial Disclosures TCFD</p>	<p>Carbon Disclosure Project CDP Compliance with ISO 14001</p>	
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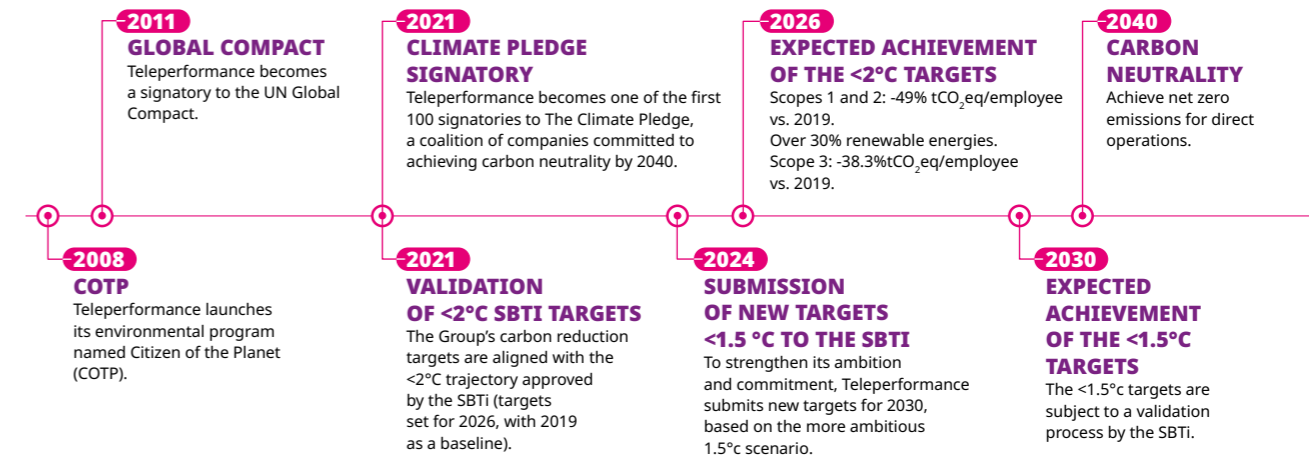
The environmental impacts of Teleperformance's activities result mainly from electricity consumption (Scope 2), procurement and employee commuting (Scope 3). Specific programs have also been set up to deal with digital pollution issues related to the procurement, use, and

en-of-life of computer hardware. The Group promotes the circular economy by prioritizing the purchase of greener equipment, repairing it and extending its useful life, and setting up take-back, recycling and compensation schemes with suppliers.

Carbon reduction targets

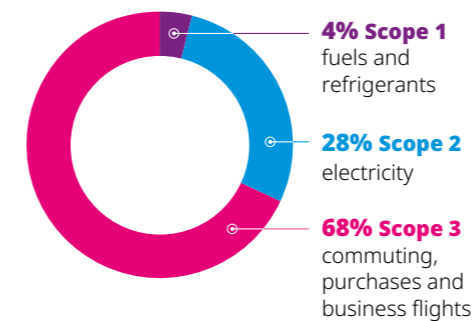
Teleperformance has adopted greenhouse gas emission reduction targets approved by the Science-Based Targets initiative (SBTi) and aligned with the objectives of the Paris Agreement, namely, to limit the average global temperature increase above pre-industrial levels to well below 2°C and to continue efforts to limit global warming to 1.5°C. **The Group has also joined the Climate Pledge, a coalition of over 400 companies**

committed to achieving carbon neutrality by 2040. To gain further progress towards this goal, Teleperformance is currently developing its 2030 targets. These targets, aligned with a warming trajectory limited to 1.5°C and integrating the operations acquired from Majorel, are currently being validated. To this end, the Group's CSR experts have successfully followed the UN Global Compact's Climate Accelerator training program.

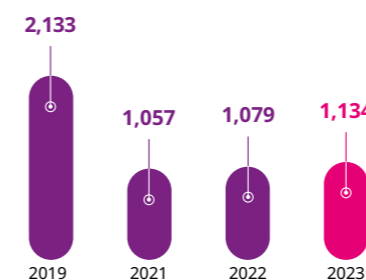


2023 KPIS

BREAKDOWN OF 2023 CARBON FOOTPRINT



CARBON FOOTPRINT (tCO₂eq per FTE)*



* Full-time equivalent.

Carbon savings simulator

Teleperformance partnership with The Center for ESG and Sustainability (CESG) to develop a simulator to measure the positive environmental impact of remote work. This exclusive tool quantifies the reduction in greenhouse gas (GHG) emissions resulting from the use of TP Cloud Campus, Teleperformance's work-from-home solution, compared to a traditional on-site operating model. On average, a Teleperformance employee working from home generates 55% less GHG emissions per year than an on-site employee.

The Teleperformance simulator helps companies achieve their own environmental targets. It is based on a quantified, verifiable, and certified methodology that complies with the GHG protocol.

JAKE BELCHER,
co-founder of CESG

ESG The CESG works in partnership with Columbia University's International Research Institute for Climate and Society.



GLOBAL ECONOMY: SLOWDOWN AND MULTIPOLARIZATION

Many upheavals have occurred since the start of the COVID-19 pandemic that have impacted globalization. In 2023, markets experienced an unevenly distributed economic slowdown. Against this backdrop, energy transition and supply chain disruption are emerging as central leitmotifs.

Amid the global economic slowdown and multi-polarization of markets, Teleperformance is positioning well positioned as a result of adopting robust strategies that support agile human resources financial stability. Despite global economic challenges, the Company continues to leverage its status as a major employer, which gives it access to a large talent pool owing to its presence in nearly 100 countries and its global work-from-home policy.

STRONG INTERNATIONAL PRESENCE

Backed by an integrated global network of onshore, nearshore, and offshore multilingual operations performed by employees working at home or on-site, Teleperformance offers a unique range of smart-shoring solutions worldwide, tailored to client needs and constraints. Working through committed expert teams based worldwide and managed centrally, the Group provides optimum operational flexibility while eliminating geographic boundaries. Teleperformance is the most multicultural company in its sector. Through its business, the Group breaks down barriers and connects people despite isolationist trends. Teleperformance's Impact Sourcing program employs people who are otherwise typically excluded from employment, including a large number of refugees. Teleperformance is also expanding its services, targeting new domestic markets, particularly in Asia and Africa.

ATTRACTIVE WORKING CONDITIONS

The Group stands out for its commitment to offering employment to talented young people, having hired some 96,500 young people for their first professional experience in 2023. TP's efficient recruitment and retention strategies are essential to help manage labor shortages, thereby strengthening its positioning in the global market. Meanwhile, initiatives to promote attractive working conditions, as recognized by rankings such as Fortune and Great Place to Work®, highlight the Company's desire to create a professional environment conducive to employee fulfillment. Flexible working methods such as the TP Cloud Campus work-from-home solution also help build a dynamic corporate culture.

S&P credit rating

The Group has the best credit rating in the customer experience management sector.

Its long-term credit rating is:

BBB Investment Grade,
with stable perspective.



GROWTH AND FINANCIAL STABILITY

The Group's growth is driven by a diversified client portfolio and the development of high-value-added specialized services. The Group continues to achieve a sustainable financial performance that allows it to pay a living wage despite inflation, and to share value it creates with all stakeholders. Access to financing is facilitated by S&P's BBB credit rating.

GLOBAL COMPLIANCE FRAMEWORK

The Legal and Compliance department is represented in all regions and local practices are periodically assessed to ensure compliance with the most stringent international standards.

HEALTH AND SAFETY

The Group applies robust and recognized occupational health and safety policies and continuity plans. **Eight countries covering nearly 50% of the workforce are already ISO 45001 certified.**

Teleperformance has also developed specialized services to help protecting health in the community, such as interpretation services for foreigners and the hearing impaired in hospitals. The Group has strengthened its expertise in this sector through targeted acquisitions.

96,500

people hired for their first job experience in 2023

60%

of employees work in an ISO 45001-certified subsidiary

OUR STRATEGY

Adapting to meet future challenges: The global economic situation is marked by a slowdown impacted by persistent challenges such as inflation, supply chain disruptions, and economic inequality. Geopolitical conflicts are increasing, and concerns about cybersecurity, climate, and regional security are intensifying. New technologies are being developed at an accelerating pace, and generative artificial intelligence, is at the heart of the social debate, bringing great opportunities but also uncertainties.

Against this backdrop, Teleperformance is reinventing and transforming itself without losing sight of its mission: to combine human skills and technology to facilitate interactions of increasing number and complexity between clients, consumers, and citizens.

ADAPTING TO FUTURE CHALLENGES MEANS LEARNING TO NAVIGATE THE CURRENT ECONOMIC SLOWDOWN AMID INCREASING COMPLEXITY.

Continue to drive the high-touch, high-tech strategy

Teleperformance's unique high-touch, high-tech positioning, combining human aspects with technology, generates more efficient transformation solutions and gives power back to employees and end-users by creating meaningful interactions. Amid the boom in digital technology, customer relations must be more efficient but also more human and personalized to continue to develop loyalty and create value.

Make employees a key priority

As companies struggle to identify and recruit the right people, it is essential to attract and retain talent by promoting a strong corporate culture, offering attractive working conditions, and factoring employees into the organization's future plans.

Remain the preferred partner for digital acceleration at a time of uncertainty and disruption

In an uncertain environment, companies must reinvent themselves, keep up with the latest trends, and adopt innovative solutions. Now that artificial intelligence is revolutionizing communication and working methods, companies are, more than ever, in need of a trusted partner to guide them through their digital transformation and customer relations journey. Boasting over 40 years of expertise, Teleperformance has positioned itself as the ideal partner for helping clients to improve their customer experience and growing brand equity. By positioning itself at the cutting edge of innovation, Teleperformance helps the most prestigious brands accelerate their digital transformation in a wide variety of sectors.

Our targets

ACHIEVE €15 BILLION IN REVENUE WITHIN THREE TO FIVE YEARS,
by driving sustained organic growth, developing digital transformation solutions and continuing to make targeted acquisitions in high value-added services.

CONTINUE TO OBTAIN BEST WORKPLACE CERTIFICATION,
reflecting a strong commitment to employees.

MAINTAIN A BALANCED GENDER DISTRIBUTION
in the Group's workforce and management positions, raise the proportion of women in management bodies and pursue actions in favor of diversity and inclusion.

STEP UP THE COMMITMENT TO COMBATING CLIMATE CHANGE
by reducing carbon emissions, in accordance with the objectives approved by the Science-Based Targets initiative (SBTi) and increasing the renewable energy share of the Group's total electricity consumption.

UPHOLD ITS COMMITMENT TO LOCAL COMMUNITIES,
through the Citizen of the World philanthropic program and by strengthening Impact Sourcing programs (inclusive recruitment).

Our mission
Reduce friction and strengthen the relationship between businesses and consumers, government agencies and citizens by efficiently managing a growing number of interactions in a changing and increasingly complex world.

Our ambition
Become an undisputed world leader in digital business services.

Our strategic priorities for driving sustainable development

To successfully carry out its mission, Teleperformance has developed a strategy based on three main areas.

STEP UP OUR TRANSFORMATION

Create tailor-made, innovative solutions to meet the needs of each client. Develop strong value-added digital solutions and continue to develop fast-growing specialized services.

- Digital transformation, analytics and Business Process Outsourcing (BPO) system
- Business expertise
- Content moderation services bolstered by the acquisition of Majorel

CONSOLIDATE OUR SECTOR EXPERTISE

Provide integrated solutions tailored to each business sector.

- Increase verticalization of solutions
- Client proximity
- Strong growth in the healthcare, public services and financial services sectors

STRENGTHEN OUR INTERNATIONAL PRESENCE

Offer flexible smart-shoring solutions throughout the world. Continue to expand into growth markets. Rely on diverse and multicultural teams as a driver of performance.

- Work-from-home solution TP Cloud Campus
- Operating in 100 countries
- Acquisition of Majorel and strengthening our presence in China and Europe

Our strategic drivers

HIGH - TOUCH

Place the human dimension and empathy at the center of the customer experience. Recruit, train and retain the best talent. Develop a Great Place to Work® ecosystem.


HIGH - TECH

Rely on cutting-edge technology, automation, predictive models and the most stringent data security and cybersecurity standards.


LEAN SIX SIGMA

Achieve solid overall performance and operational excellence through standardized procedures.


CSR commitments underpinning the value creation model



Be the preferred employer in the market
driven by a strong commitment to the well-being, safety, diversity and inclusion of the Group's employees



Be a trusted partner committed to compliance
with the strictest ethical standards



Be a force of good
by developing environmentally friendly practices and contributing to local communities

CREATING VALUE FOR ALL OUR STAKEHOLDERS

Teleperformance is committed to being an efficient and sustainable model of value creation for all its stakeholders. As such, the Group seeks to generate full satisfaction among all its stakeholders every day: A satisfied employee is the first step towards ensuring end-user satisfaction and, therefore, satisfying Teleperformance’s clients. This “satisfaction chain” needs to function smoothly to create value for the entire Group ecosystem (shareholders, local communities, suppliers, lenders, etc.). Teleperformance conducts an ongoing dialog with its main stakeholders to understand and meet their expectations.

Dialog with our main stakeholders

	Dialog methods	Needs and expectations	Strategic response
EMPLOYEES Recognized as the 5 th World’s Best Workplace™ 2023 by Fortune magazine and Great Place to Work®	Employee satisfaction surveys, chats with the CEO, focus groups, intranet, coaching, and performance reviews	<ul style="list-style-type: none"> ▶ Wellbeing at work, diversity, and inclusion ▶ Competitive remuneration ▶ Career development 	<ul style="list-style-type: none"> ▶ Health and wellness programs ▶ Attractive remuneration package ▶ Training and development to achieve full potential ▶ Strong focus on diversity, equity and inclusion programs
CLIENTS Our main clients have been with us for 14 years on average	Client satisfaction surveys, RFPs, strategic account management, events, website, partnerships	<ul style="list-style-type: none"> ▶ Customer satisfaction and loyalty ▶ Growth and digital transformation ▶ Profitable and secure solutions 	<ul style="list-style-type: none"> ▶ Enhanced customer experience, advanced data analytics, digitalization and automation ▶ Industry-specific expertise ▶ Smartshoring ▶ Operational standards
CONSUMERS Over 1 billion interactions in 2023	Systematic customer satisfaction surveys and, omnichannel contacts	<ul style="list-style-type: none"> ▶ Identify a simple and fast solution to their problems, wherever they may be 	<ul style="list-style-type: none"> ▶ Emotional intelligence ▶ Omnichannel solutions ▶ Multilingual capabilities ▶ Data security (RGPD, ISO 27701, BCR approval)
COMMUNITIES 996,500 young people hired for their first job €7.6 million in donations to NGOs	Volunteer work, partnerships with government departments and NGOs, industry associations	<ul style="list-style-type: none"> ▶ Develop local economies and jobs ▶ Use natural resources responsibly 	<ul style="list-style-type: none"> ▶ Major employer and Impact Sourcing ▶ Citizen of the World charity initiative ▶ Citizen of the Planet environmental initiative
SUPPLIERS Strategic partnerships and strengthening the responsible procurement policy	RFPs and business relations	<ul style="list-style-type: none"> ▶ Balanced relationship and compliance with payment terms 	<ul style="list-style-type: none"> ▶ Standardized supplier management procedure ▶ Compliance with contract terms
SHAREHOLDERS The TP AI Open Doors event organized in September 2023 demonstrated to more than 65 attending investors and analysts how TP integrates artificial intelligence into its operations	Roadshows, shareholders’ meetings, financial reporting and publications	<ul style="list-style-type: none"> ▶ Stable and sustainable performance ▶ Transparency and sound governance 	<ul style="list-style-type: none"> ▶ Solid, sustainable financial performance ▶ Integration of best practices in corporate governance and CSR

Strengthening stakeholder dialogue

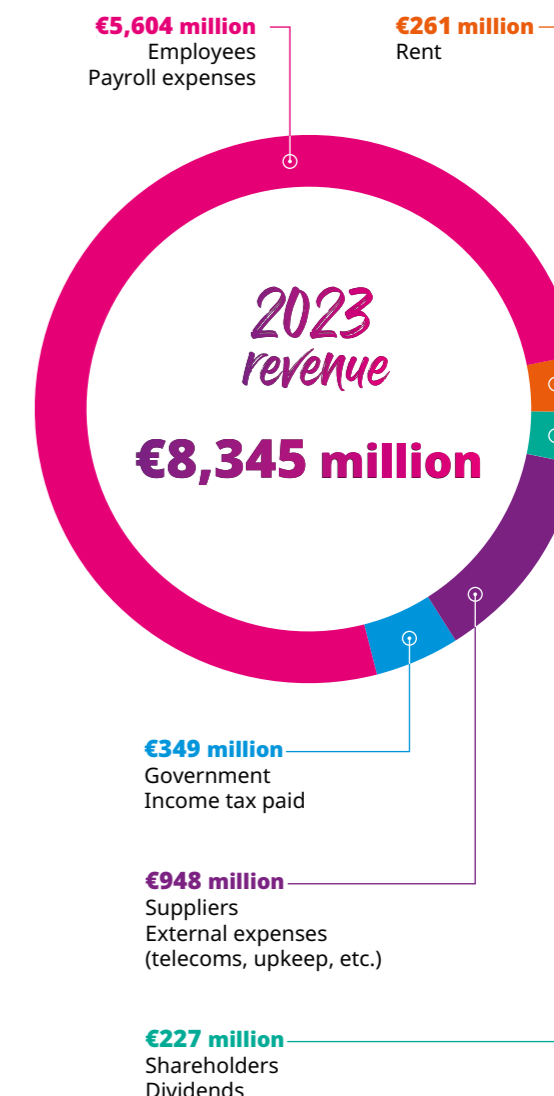
In December 2022, Teleperformance and UNI signed a global agreement to strengthen their shared commitments to employee’s rights to form trade unions and participate in collective bargaining. This agreement also reflects a determination to improve the working environment, particularly health and safety. The agreement covers all Group employees. One year later, the global agreement has already been implemented in Colombia, El Salvador, Jamaica, Poland and Romania, covering over 50,000 employees. An international health and safety working group has also been established, bringing together management, workers, experts and UNI-affiliated trade unions to review health and safety risks.

Teleperformance is leading the way in its industry for respecting human rights due diligence. Together with the Company and unions on the ground, we are making our global agreement a reality by improving safety for workers, especially content moderators. We look forward to deepening our relationships with management at all levels of the corporation to further training and recognition for freedom of association and collective bargaining.

CHRISTY HOFFMAN
 Secretary General, UNI Global Union

Sharing value-added

FLWS REDISTRIBUTED TO STAKEHOLDERS
 Teleperformance seeks to share its value creation among all its stakeholders. As such, a large portion of the value generated by the Group is redistributed. **Sharing the economic value it has created is an important principle adopted by Teleperformance.** The Group is committed to ensuring that this economic value also benefits society, by examining its overall needs and challenges. Teleperformance is committed to seeing social progress alongside its own success.



DOUBLE MATERIALITY ANALYSIS

In 2023, Teleperformance updated its non-financial risk mapping and materiality matrix after consulting its main stakeholders and holding interviews on non-financial issues.

As part of the preparations for compliance with the CSRD (Corporate Sustainability Reporting Directive), Teleperformance conducted a double materiality analysis, assessing all sustainability issues in terms of impact materiality and financial materiality. Teleperformance has chosen to publish its double materiality analysis this year in the interests of transparency. Teleperformance details its methodology in the 2023 Universal Registration Document.

For each of the environmental, social and governance issues contained in the ESRS*, the Group first identified the corresponding impacts, risks and opportunities (IROs). This identification process is based on international standards (ISO 26000, United Nations Global Compact, Sustainable Development Goals and their targets, and GRI standards), industry benchmarks, media monitoring and analysis of existing internal documentation, in particular, Enterprise Risk Management (ERM).

In addition, the Group uses international indexes to assess the gross risk level of countries in its operations and value chain, and, thus identify areas of vigilance (Global Climate Risk Index, Human Rights Index Score, and Corruption Perceptions Index). The IROs were then analyzed and submitted to a panel of internal and external stakeholders in the third quarter of 2023, which provided valuable input to the analysis and assessment of their degree of impact and financial materiality. Interviews conducted in 2022 with around 40 stakeholders have also been considered.

23 sustainability issues were assessed:

- **Environmental:** greenhouse gas emission reduction, adaptation to climate change, responsible procurement, biodiversity, water, pollution and waste management.
- **Social:** working conditions, social dialog, data privacy and data security (for Teleperformance employees, clients and end-users), health and safety, equal treatment for all, training and career development, respect for human rights and fundamental freedoms in the value chain, working conditions and health and safety in the value chain, local employment and impact on local communities, fundamental rights of end-users and protection of vulnerable users.
- **Governance:** ethics and anti-corruption, corporate governance, political commitment and influence, and supplier relations.

IMPACT MATERIALITY

Impact materiality corresponds to the economic, social (including human rights) and environmental impacts of a company's operations on its economic, social and natural environment. Impact materiality has been defined as a combination of:

- Impact severity, whether positive or negative, actual or potential, determined according to three criteria: magnitude of impact (degree of severity), extent of impact and degree of repairability (difficulty repairing the resulting damage).
- Impact likelihood.

Severity was rated on a five-level scale, from "negligible" to "severe". Likelihood was rated on a five-level scale, from "rare" to "almost certain".

FINANCIAL MATERIALITY

Financial materiality assesses the risks and opportunities generated by external events, and the economic, social and natural environment, with regard to the Company's ability to continue generating value in the short, medium, and long term. Financial materiality may arise from operational, reputational, human, environmental or health impacts.

It was defined as the combination of:

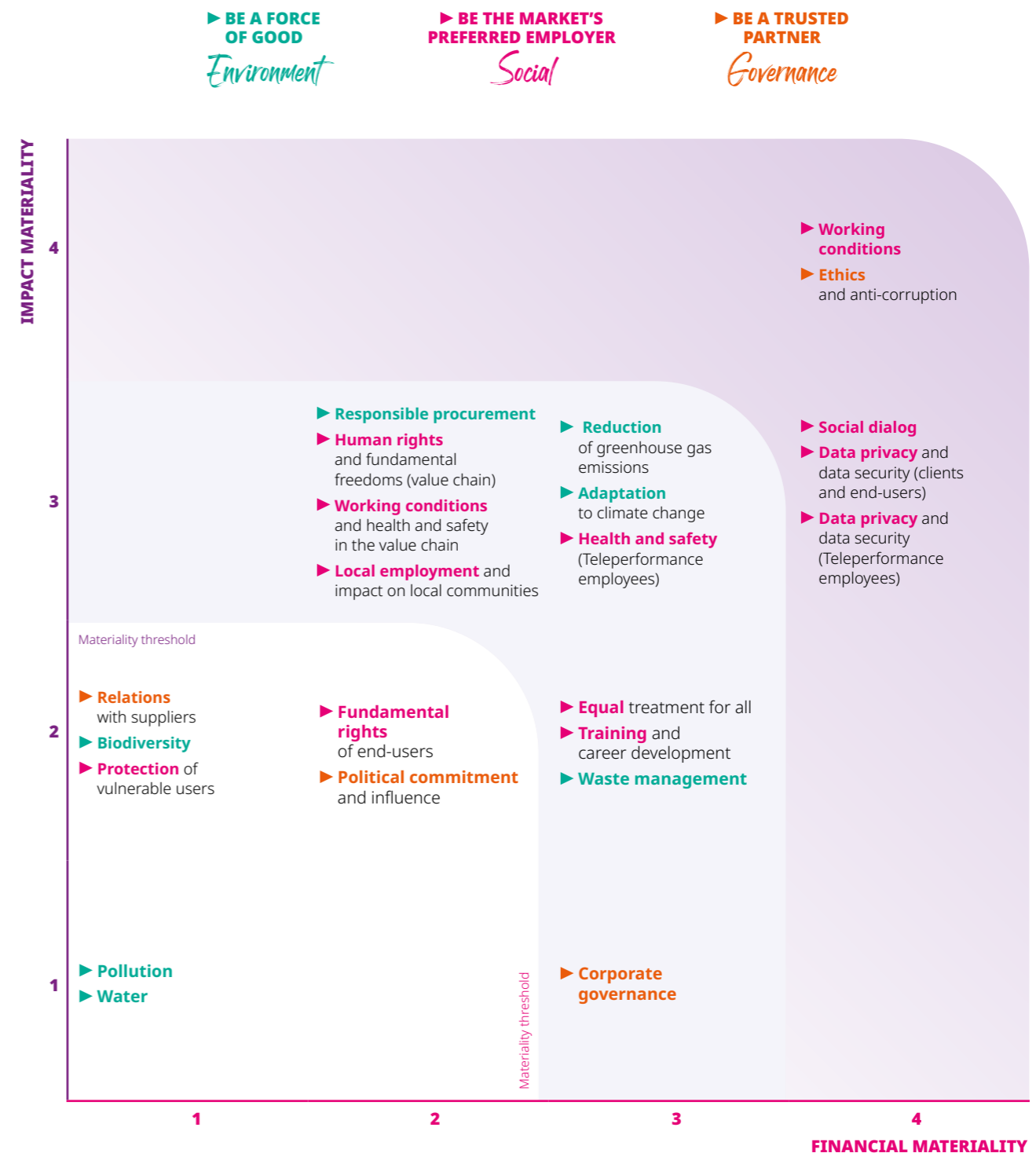
- Severity.
 - Probability of occurrence and potential severity.
- Severity was rated on a five-level scale, from "negligible" to "severe", depending on the magnitude of the potential financial impact on the organization. Likelihood was also rated on a five-level scale, from "rare" to "almost certain".

The financial materiality was determined based on the organization's risk mapping in consultation with executives from all Group departments. The risks and opportunities identified were then fed back into the Group's risk management system.

Finally, the double materiality matrix was validated by the Executive Committee and the Board of Directors' CSR Committee.

Double materiality matrix

The double materiality matrix presented below illustrates impact materiality (on the vertical axis) and financial materiality (on the horizontal axis) for each issue. The double materiality approach considers issues as material if they have a strong impact on stakeholders and planet, and/or on the Company's economic performance. Thus, all issues with an impact and/or financial materiality level above 3 (major or severe impact) are considered material (colored zone on the matrix below).



* European Sustainability Reporting Standards.

SUPPORT FOR THE UNITED NATIONS GLOBAL COMPACT



The UN Global Compact's governance framework, adopted by UN Secretary-General Kofi Annan in 2000, is a call to companies to align strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, and take actions that advance societal goals. As a signatory to the UN Global Compact since 2011, Teleperformance is committed to upholding and promoting its ten fundamental principles and contributing to the Sustainable Development Goals (SDGs).



Scope of action

Teleperformance mainly focuses on Sustainable Development Goals #1, #5, #8, #10 and #13.

1 No poverty By offering a decent permanent job to nearly 500,000 people, particularly in developing countries and regions with a high level of unemployment (e.g. India, Philippines, Tunisia, Madagascar, South Africa), TP is helping to eliminate poverty. The Group pursues a proactive policy focused on diversity, equity and inclusion in order to offer job opportunities to individuals who normally have difficulty finding employment (women, young people, vulnerable groups).

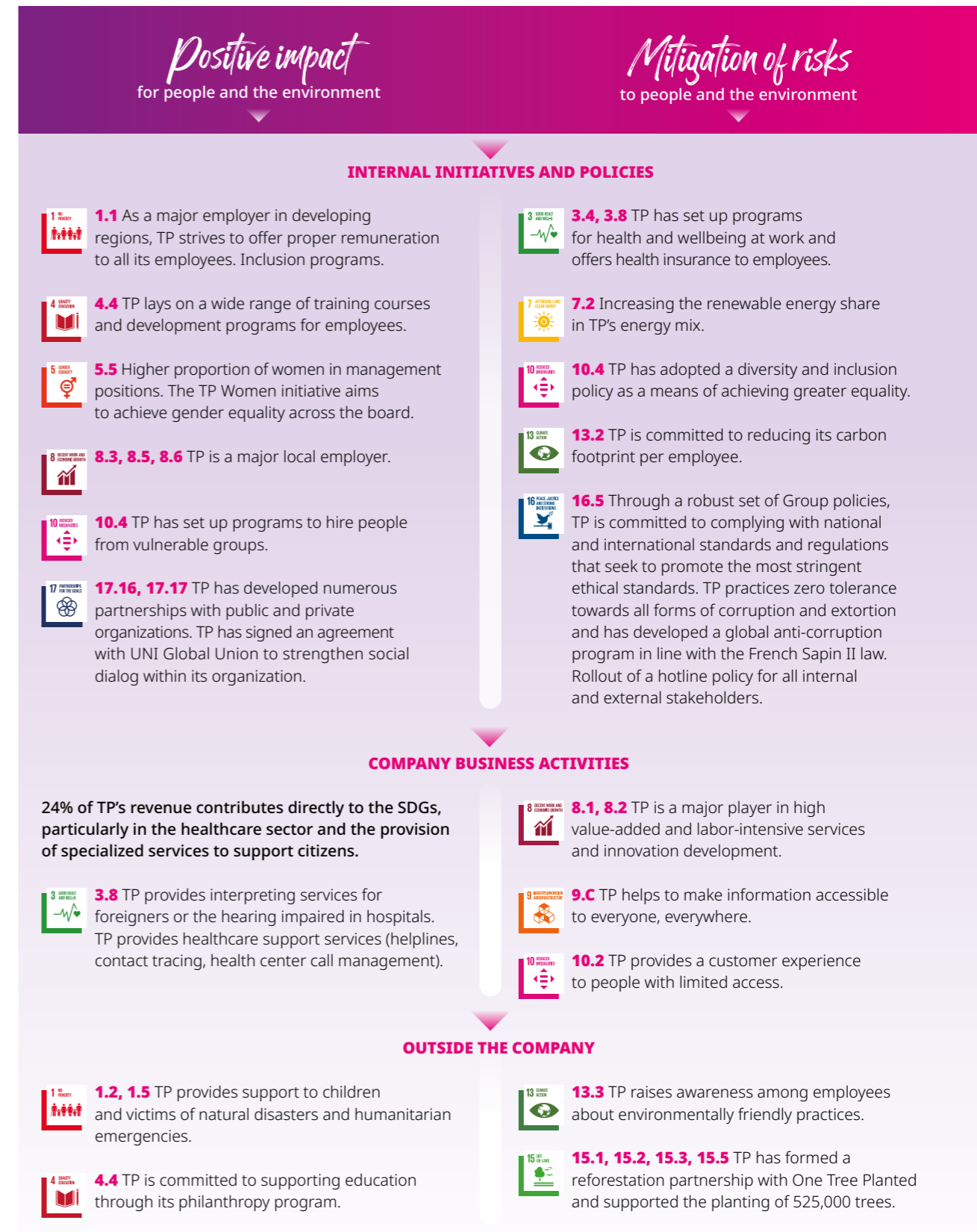
5 Gender equality Having established a gender balance among the workforce and in management positions, TP has set bold targets for increasing the proportion of women in governing bodies, thereby promoting gender equality across the board through its global initiative, TP Women. TP helps promote women's employment in developing countries. For example, TP has considerably increased the proportion of women in its Indian workforce through the GenderSmart initiative.

8 Decent work and economic growth Allowing more people to obtain decent jobs is synonymous with stronger and more inclusive economic growth. As a major employer in several developing countries, TP helps to fight unemployment and poverty by offering its employees a decent job and providing a fair income, occupational safety, social protection and a career path even in times of crisis.

10 Reduced inequalities By recruiting people from vulnerable communities and ensuring no discrimination in its operations, the Group aims to reduce inequalities among current and future employees. Each interaction is an opportunity to make a difference in people's lives. By providing a customer experience and specialized services to people with limited access to such advantages, TP reduces inequalities outside its own organization.

13 Climate action TP has committed to the Science-Based Targets initiative (SBTi) by setting bold greenhouse gas emission reduction targets in line with the Paris agreement objectives.

Our contribution to the Sustainable Development Goals across the entire value chain





our Dna

**A COMBINATION
OF HIGH
TECH
& HIGH
TOUCH**

Technology only makes sense if it is used for the benefit of people. Powered by technology, people can focus on what matters most: enriching, reorganizing, refocusing and empathizing with others and their community. Teleperformance's added value lies in its ability to combine technology with the human dimension, thereby creating an emotional link that contributes to the success of its customer relation optimization strategies.

High-Tech DIGITAL TECHNOLOGY SERVING CUSTOMER RELATIONS

In an increasingly digital and automated world driven by a growing need for efficiency and speed, Teleperformance seeks to streamline relations between clients, citizens, brands and government agencies faced with processes of increasing complexity. With more than 1,400 clients, Teleperformance has the most diverse client base in its sector. Their loyalty, as demonstrated by an average retention rate of 94% and an average client tenure of 14 years, is the best indicator of their satisfaction.

TP Infinity: A catalyst for digital transformation

As a forward-looking company, Teleperformance is stepping up its digital transformation, relying strongly on artificial intelligence, to make its solutions simpler, faster, safer and more cost-effective. For this purpose, Teleperformance launched TP Infinity, a dedicated method for deploying high valued-added digital transformation solutions tailored to individual client needs.

TP INFINITY PROVIDES THE FOLLOWING SERVICES:

Consulting

Development of customer experience strategies, process optimization and design of target operating models.

Technology

Cloud-based solutions such as Contact Center as a Service (CCaaS), conversational AI, automation and AI.

Digital marketing

Development of brand strategies, creative design and campaign execution.

Data analysis

Extraction of actionable information based on customer contacts, predictive machine-learning models and data visualization.

TP-aaS

TP as a Service.

TP Infinity is run by over 1,000 operating strategy experts, technical engineers, solutions consultants and creative experts based in 20 countries on five continents. In addition to TP Infinity, Teleperformance employs nearly 10,000 people worldwide who specialize in technologies such as artificial intelligence, robotic process automation, cloud computing, information security, software development, networks, etc.

The Group has developed a comprehensive set of around 100 digital platforms to support its transformation projects, in addition to deploying tens of thousands of bots to facilitate customer contacts.

11,000
experts in technology
and digital transformation
(including 1,000 TP Infinity
experts)

over 100
digital platforms

A focus on Trust & Safety solutions

Teleperformance's Trust & Safety solutions provide ongoing protection consumer and client data protection, ensuring regulatory compliance, safeguarding brand reputation and making platforms safer in a wide range of sectors such as Social Media, E-commerce, Technology, Travel, Financial Services and Online Video Gaming.

25,000
experts providing Trust & Safety
services (43,000 including Majorel)

In **76**
languages

For **75**
clients (96 with Majorel)

INNOVATIVE HIGH-PERFORMANCE SOLUTIONS

Guided by the Group's balanced high-tech, high-touch approach, our Trust & Safety teams stand out for their mastery of cultural and linguistic subtleties, technical expertise, training in problem-solving, and extensive knowledge of user expectations, while continuously helping to improve algorithms.

- ▶ Content moderation
- ▶ Advertising moderation and monetization
- ▶ Artificial intelligence used to train, test, and improve algorithms
- ▶ Fraud prevention for E-commerce and payment platforms
- ▶ Application support and development
- ▶ Digital media and copyright
- ▶ Authentication
- ▶ Social media community management

SOLUTIONS FOCUSED ON EMPLOYEE WELL-BEING

Teleperformance places great importance on the wellbeing and mental health of its moderators. As such, special procedures have been developed for them, including:

- ▶ A bespoke hiring procedure involving a series of psychometric tests designed to identify resilient candidates suited to this type of position
- ▶ Resilience training provided to all managers, trainers, team leaders and resilience advisors to help them identify signs of emotional stress and know how to deal with them
- ▶ Personalized organization and infrastructure to provide the right working environment: relaxation times, wellness workshops, stress management techniques, sports and yoga classes, regular employee surveys, the right to disconnect
- ▶ Access to a dedicated site-based Wellness team, including licensed counselors
- ▶ A 24/7 external support program during and after the work cycle
- ▶ A research department dedicated to continuously improving the wellbeing program, which carries out frequent surveys in cooperation with third-party tech providers and experienced educational institutions such as Stanford University

93%
Average Trust & Safety
employee wellness
satisfaction score

Nearly 112,000
individual counseling sessions



High-Touch PEOPLE, A KEY PRIORITY

Teleperformance is committed to working for the wellbeing and personal development of its employees, the cornerstone of the Group's organization.

Corporate culture is based on diversity, equity, and inclusion, and the Group seeks to provide the best possible working environment allowing employees to learn every day, stay motivated, feel safe, and thrive.

The Group's strategy centers on its people, who offer unique and meaningful interactions for end-users and employees. The Group strives to outdo its peers and provide employees with industry-leading working and, attractive employment conditions in each market.

This high-touch approach seeks to continually improve the employee experience by providing employees with support throughout their careers: hiring, integration, skills development, etc.

Great Place To Work. For the third year in a row, Teleperformance was ranked among the 25 World's Best Workplaces™, out of thousands of companies assessed, earning 5th place worldwide in 2023. This independent ranking, which is directly based on the objective opinions of employees around the world, reflects the commitment of employees to the Group's values and the top priority assigned to their well-being.



CORPORATE CULTURE BASED ON STRONG VALUES

Teleperformance's corporate culture aims to engage employees on a daily basis, whether they work on site or from home. This approach helps Teleperformance to attract the best talent and have the best possible impact on the regions where it operates. For many years, the Group has developed iconic programs to rally its teams and encourage employee involvement in community projects.



The Group's philanthropic program seeks to generate a positively impact local communities, particularly to help vulnerable children and their families meet their basic needs.



Teleperformance aims to reduce the environmental impact of its operational activities and raise its ecosystem' awareness about behaviors and initiatives that help protect the environment.



Every year, **TP engages its employees through art, dance and music competitions** to showcase their talent and diversity. In 2023, videos of the 2,438 participating employees generated more than 770 million views on social media. The Let it Happen group posted a choreography on social networks to encourage employees to participate in the dance competition.

Teleperformance University

Employee training is at the heart of Teleperformance's HR strategy. Training helps deliver the best service to clients and develop the skills required for tomorrow's jobs, provide employees with fulfilling career development opportunities, and encourage internal promotion, as illustrated by an internal promotion rate of over 60% for supervisory and managerial positions.

For this, the TP University program was overhauled in 2023. TP University is an in-house university geared towards high-potential managers seeking to become future senior leaders within the Group. It is still the main initiative for developing the leaders of tomorrow. The program lasts one year and features partnerships with prestigious universities including NOVA University Lisbon (Portugal) and INALDE Business School in Bogotá, Colombia. The course combines academic content and immersion in the Group's centers for excellence. 30 employees took part in the 2023 program, comprising 15 women and 15 men worldwide.



TP University has served as the platform for unlocking our potential, enabling us to uncover the strengths and strategies of the Company on a global scale. It has broadened our perspective beyond the local context, equipping us with the tools to contribute to the Company's development through effective processes, advanced technology, and strategic business initiatives.

JULIÁN GIRALDO PÉREZ
Regional Recruitment Manager,
Teleperformance in Colombia



High-Touch **EMPLOYEE TESTIMONIALS**

Teleperformance is a people-focused company whose business model is based on its employees' daily interactions with consumers and citizens. Each interaction matters. Each person counts.

Career development

———— I'm extremely grateful for having attended TP University surrounded by such a diverse and supportive learning community. The dedication and expertise of the instructors combined with the engaged participation of my peers made this program truly transformative. I am confident that the skills and knowledge I gained will significantly impact my future success and that of Teleperformance.

DEVINDER SINGH
Vice President Customer Experience, TP U.S.

———— I started at Teleperformance in the UK as a Team Leader in October 2015 as a "stop-gap". However, I quickly fell in love with the Company and stayed. I progressed to Call Center Manager in 2021. It is incredible to see the changes it (the Company) has made at its core delivering success for all.

CALLUM MCKERRELL
Center Manager, TP United Kingdom

Work environment

———— I like TP's policy of openness: the Company listens to, respects and values our ideas. TP also offers a lot of training and mentoring programs that enable you to move forward.

MARIA JEUNESSA KORINNA AGUSTIN
Customer advisor, TP Philippines

———— 16 years ago, I started with Teleperformance as an agent. To say I am proud to work for TP is an understatement. It's a company that puts people first, supports them to ensure they are the best version of themselves and offers them great opportunities to progress up the ladder.

JO BEST
Executive Assistant, TP United Kingdom

Diversity, equity and inclusion

———— I'm a mother, a wife and a valued member of the TP family and I'm proud to say that I am part of a business that values equality and women empowerment.

LYNDSAY DONNELLY
Center Manager, TP United Kingdom

———— I am so glad to be part of #ChampionsofTP initiative. I feel truly blessed to have a chance to work with this amazing organization and support them. The sign language experts here enable me to communicate with everyone seamlessly and make it easy for me to work.

ADITYA ROY
Advisor, TP India

Impactful work

———— What I like most about my work as a planning analyst is being able to combine my enthusiasm for data and technologies with my desire to optimize operational processes. I love solving complex puzzles. It's gratifying to see how our efforts can have a significant impact on quality of service and customer satisfaction.

AYMEN BEN HASSEN
WFM Planning Analyst, TP Tunisia

———— I joined TP Tunisia in 2003 as a customer advisor. And the adventure continues. I'm currently the Director of Certification, Quality and CSR for the French-speaking markets. What I like most about my job is the contact with the teams, constructive dialogue and continuous learning. I learn something new every day.

WAFA SIFI,
Director of Certification, Quality and CSR,
French-speaking markets



High-Touch DIVERSITY AND INCLUSION

The fact that Teleperformance is now the best-performing company in its sector is due, in part, to the diversity that is deeply enshrined in its corporate identity. Teleperformance continually strives to promote diversity, equity and inclusion in the workplace and to identify and break down any barriers that prevent its employees from feeling fully integrated and engaged. Respect, solidarity, and equity are essential to creating an environment where everyone can express themselves freely, be authentic, and fulfill their true potential.

TP's global approach to diversity, equity and inclusion (DE&I)

5 PRIORITY AREAS



Achieve gender equality in management roles in all business units and countries.



Ensure the inclusion of persons with disabilities, appropriate arrangements and awareness-raising among employees.



Promote a workplace that respects all sexual orientations through equal rights, benefits and opportunities.



Increase ethnic and cultural diversity within teams and management positions.



Consider the local diversity challenges specific to each entity.

4 DRIVERS

Leadership

Management should reflect the diversity within the Group and promote TP's proactive policy in this area.

Culture

Disseminate the DE&I policy throughout the Group via training modules, awareness campaigns, and dedicated workshops.

Systems

Implement policies, procedures and monitoring indicators to promote diversity and ensure progress.

Reputation

Incorporate best practices in DE&I to drive continuous improvement and establish partnerships with stakeholders to promote diversity throughout the ecosystem.



Focus on

TP WOMEN

The TP Women initiative launched in 2019 and is committed to supporting equal opportunities and participation at all levels and in all aspects via multiple programs, including:

- ▶ Mentorship to help high-potential female employees to reach senior positions within the Company, combined with meetings with inspirational women sharing their career paths and advice;
- ▶ A review of recruitment and training procedures for management positions
- ▶ Scoreboards to track changes per region and per department
- ▶ A network connecting women and men to promote gender equality
- ▶ Training and awareness of unconscious bias and equality issues

In 2023, Teleperformance organized the Worldwide Outstanding Women (WOW) Awards to recognize inspiring female employees who spark change in their communities. Following peer nomination and a jury vote, Riza Mae Berdigay (Philippines), Magda Chumpitaz (Peru) and Maria Fernanda Ordoñez (Argentina) were recognized for their contribution to the Company, its clients, their positive impact on communities and their leadership.

PROJECT CHARLIE

Project Charlie was launched in 2021 following a request from a Portuguese employee who identified himself as non-binary and preferred to use a name of his choice rather than his legal name. Teleperformance launched the project to enable each employee to use the name of their choice within the Company. The chosen name is shown on all Group tools, the employee's badge, etc. To date, approximately 1,600 employees have changed to a preferred name within TP Portugal. The project has since successfully rolled out in several countries in 2023, including the United States.

>100 nationalities

46% generation Z

54% women



PROMOTING DIVERSITY AND INCLUSION THROUGH THE GOVERNANCE STRUCTURE Sponsors on the Executive Committee

The sponsors support and represent the interests of each priority area, while ensuring that strategic initiatives are aligned with the Group's transformation in terms of DE&I.

DE&I Committee Composed of various opinion leaders, the committee defines the Group's DE&I strategy and oversees the achievement of objectives and compliance with introduced measures.

DE&I Department This department manages the DE&I approach and organizes initiatives with Group subsidiaries and departments.

Employee Resource Groups (ERGs)

Driven by employees sharing the same characteristics, experiences or affinities, these groups seek to disseminate best practices in each of the DE&I priority areas. They were created to understand employees' needs and challenges and thus obtain the best results on behalf of employees.



To go further: Scan me!

High-Touch TP, DRIVER OF INCLUSION AND SOCIAL MOBILITY

Integrating the world of work is the most sustainable means of achieving inclusive economic growth and reducing poverty. Teleperformance strives to develop a truly inclusive workplace for people from all backgrounds, positively impacting its ecosystem.

Teleperformance is above all a gateway to employment for young people: in 2023, 96,500 people were hired for their very first professional experience.

In some countries where the Group operates, such as South Africa, Costa Rica and Guyana, the youth unemployment rate is particularly high. Teleperformance has developed targeted initiatives to facilitate the recruitment and integration of young people, who represent between 60% and 66% of the workforce in these three countries.

The Group also actively recruits and hires women, particularly in countries where the proportion of women in the workforce is among the lowest (source: ILO, 2021 data). In India, while only 19% of women are part of the workforce, Teleperformance employs 39% women, thanks to nearly a decade of initiatives under the GenderSmart program.

Four years ago, I left Venezuela because of the social, economic, and political crisis into which my country had plunged. Over 20 years of life had to be packed into a 10 kg backpack. My integration was much easier because I found a company like Teleperformance which has supported me from the outset and does all the follow-up. My teammates have helped me a lot to adapt to life here. Today, I have a life in Colombia, thanks to TP.

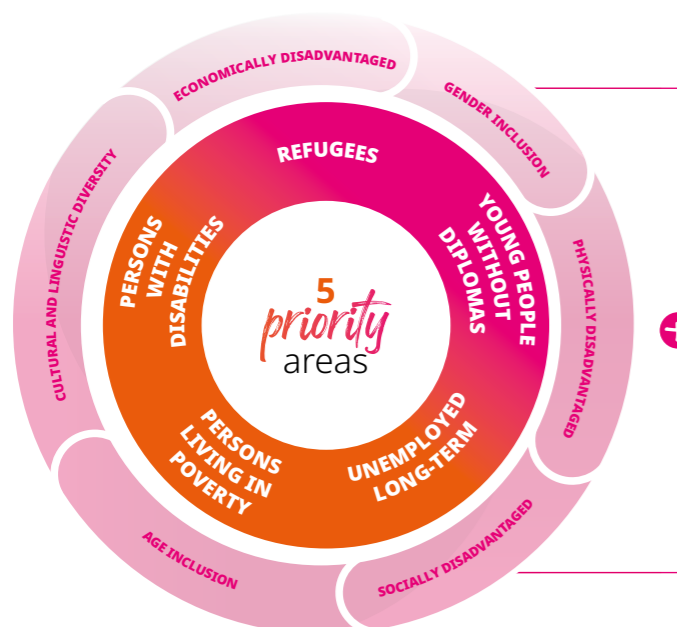
FRANKYN CHACON

Engagement Leader, Teleperformance in Colombia

Impact Sourcing approach structured around 5 priority categories

Through its Impact Sourcing program (inclusive hiring), the Group has, for over a decade, guaranteed access to formal employment for "impact workers" people who

are regularly excluded from the workforce. At least 20% of the Company's workforce comprises impact workers, including many unqualified young people.



Inclusive recruitment based on an extensive network of specialized partners

Best-in-class working conditions and living wages

Training and career development for all

Local socio-economic impact multiplied by 4*

* Incentives and opportunities for scaling the Impact Sourcing Sector, Avasant and The Rockefeller Foundation.

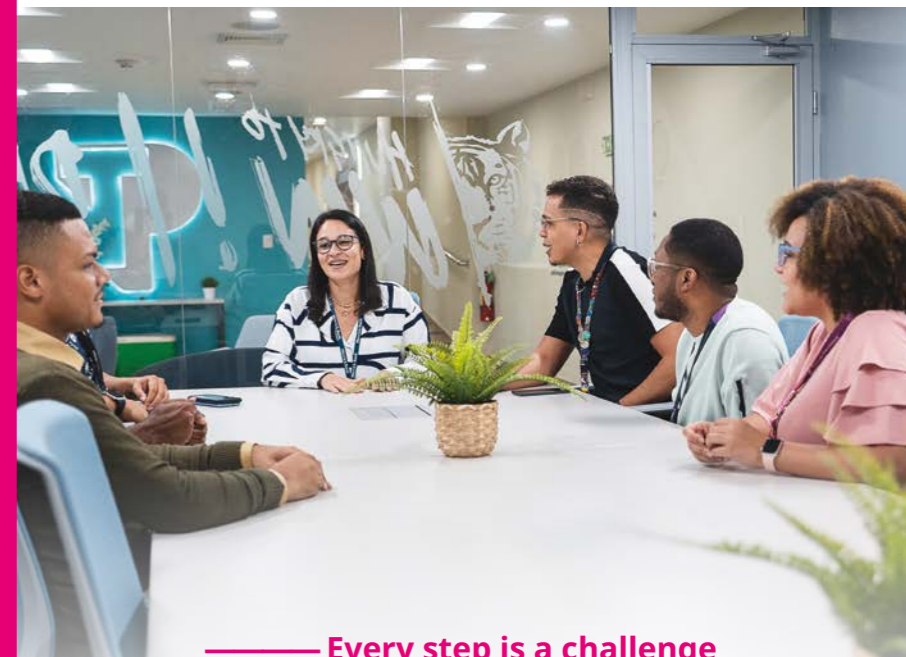
Impactful initiatives

REFUGEE INCLUSION

Teleperformance has been working with the TENT Partnership for Refugees NGO for several years to recruit refugees in different countries, including Colombia, where the Group employs nearly 2,000 Venezuelan refugees. The Company has also committed to hiring 500 refugees within its European operations by 2025. In Egypt, Teleperformance employs dozens of refugees fleeing conflicts in Syria, Iraq and several African countries.

INCLUSION OF PERSONS WITH DISABILITIES

In 2023, Teleperformance hired 6,500 persons with disabilities. Numerous initiatives are underway to promote their recruitment, integration and development within the organization. In India, for example, a dedicated program called SAMARTH leverages partnerships with NGOs and an expert in-house team to promote the integration of persons with disabilities and help break down the stigma existing in society and the world of work. Approximately 150 people have joined Teleperformance through this initiative.



Every step is a challenge for me, as I have an orthopedic disability. The challenge for me is that the infrastructure isn't designed for people like me to move around freely. When they say that Teleperformance promotes equal opportunities, the Company is keeping its promises. The Company understands the needs of each individual and provides support for these needs. That's why I've been here almost six and a half years and I hope to stay on for a long time.

BOBBY BAGGA

Planning Analyst, Teleperformance India



To go further: Scan me!

A documentary was produced with Bobby and Frankyn, whose unique testimonials draw attention to their achievements, the challenges they have confronted and the hopes they entertain for the future.

High-Touch WE ARE ALL COMMITTED!

Teleperformance positively impacts the lives of thousands of people worldwide thanks to the numerous initiatives undertaken by employees who are increasingly committed to changing the lives of local communities and preserving the planet.

GLOBAL PARTNERSHIP WITH UNICEF

Teleperformance continues to support UNICEF through its global partnership. This partnership supports the following programs:

- **Education programs** in the Group's two main operating countries, India and the Philippines, where the COVID-19 pandemic heavily impacted the education system.
- **UNICEF's emergency fund** for disaster victims — this year, focused on Ukraine, Turkey, Syria and Sudan.



€7.6 million in donations collected (cash, in kind and volunteer work)

42,000 volunteer hours served



Our worldwide initiatives

United Kingdom

Teleperformance in the UK played an active role in offering professional support to 60 students, helping them draft their résumés, and providing professional coaching for job searches and the tools and skills required to successfully enter the labor market successfully.

Portugal

TP Portugal supported the NGO Entrajuda by volunteering 1,000 hours to support education and anti-poverty projects.

France

Employees at Teleperformance in France took part in the Téléthon Challenge via the United Heroes smartphone app, which awards points for any physical activity which are then converted into donations to the French Muscular Dystrophy Association (AFM-Téléthon).

Greece

During Breast Cancer Awareness Month, Teleperformance in Greece organized the Pink October campaign, including a free breast cancer screening program for the third year.

India

Teleperformance in India supported initiatives to reduce illiteracy and provide professional training in collaboration with the Literacy India Gurgaon NGO. Building on this approach, Teleperformance has developed two mentoring and professional integration support programs for students and young graduates from disadvantaged backgrounds seeking employment.



Indonesia

Employees actively participated in World Cleanup Day by collecting waste in the Yogyakarta region.

United states

Teleperformance in the U.S. distributed school supplies worth over €100,000 to support educational needs and help improve educational resources for disadvantaged students.

Colombia

Teleperformance in Colombia supported the *Recupera Tu Silla* foundation by distributing around 2,000 school supplies. This initiative, which converts plastic waste into school desks, combines support for the circular economy with a social impact.

Brazil

Under the TPforHer initiative, the Company organizes collections of menstrual hygiene products for women in vulnerable situations.

Tunisia

Teleperformance uses the Climate Fresk scheme to raise employee awareness of climate change issues. Employees at the Kram Center interacted participated in educational sessions about climate change, its causes, and its potential impact on the planet, ecosystems and human societies. These sessions are meant to encourage individual and collective action to promote sustainability.

Egypt

Employees donated time and money to support 150 hospitalized children who have cancer.

Turkey and Syria

In response to the earthquake that struck Turkey and Syria, Teleperformanceby donated financial and material resources to the communities affected. The Company also founded an IT laboratory in Turkey's earthquake zone, benefiting around 800 students.

Philippines

For the last 15 years, Teleperformance has supported "Teleperformance Gawad Kalinga", a village helped build following Typhoon Ketsana in 2009, now home to several hundred families. In 2023, employees participated in creating a 10-hectare farm intended to provide the local community with a sustainable food source.





OUR FUNDAMENTALS:

Strong

GOVERNANCE AND PERFORMANCE

Teleperformance recognizes the importance of good corporate governance, which is critical in ensuring organizational efficiency and fair treatment with regard to all stakeholders. The Group is also committed to creating and sharing solid performance results with its stakeholders.

ETHICS AND CORPORATE GOVERNANCE

Teleperformance is committed to complying with the most stringent standards, particularly the UN Global Compact, the Universal Declaration of Human Rights, ILO conventions and OECD guidelines.

The Group's business ethics commitments are also based on its five values: Integrity, Respect, Professionalism, Innovation and Commitment. These values underpin the Group strategy and reflect Teleperformance's firm commitment to fair business practices.

The Teleperformance Code of Conduct and all of its policies define the rules, attitudes, actions and behavior expected and adopted by the Group, its directors and employees vis-à-vis all stakeholders.

Teleperformance also ensures its subcontractors and suppliers are committed to an ethical, sustainable and responsible approach per its Supplier Code of Conduct.

The **Global Ethics Hotline** provides a channel for employees to report acts that fail to comply with Group policies (acts of corruption, anti-competitive practices, violation of human rights, environmental damage, health and safety breaches, fraud, etc.). The Global Ethics hotline is deployed in all the Group's countries.

Corporate governance ensures compliance with the Group's values and policies at all levels, mainly through general management, Global Compliance and the Audit, Risk and Compliance Committee of the Board of Directors.

Behind the scenes of the Board

3 questions for **CAROLE TONIUTTI**,
Chair of the Audit, Risk
and Compliance Committee



WHAT IS THE ROLE OF THE AUDIT COMMITTEE IN IDENTIFYING AND MANAGING GROUP RISKS?

C. T. : The Audit Committee ensures that the Group's risk management process is in place and regularly updated. To this end, committee members exchange information with those in charge of risk management and monitoring: internal audit, compliance, finance, etc. We then review the method used to identify and monitor risks, which helps to enrich the process. The committee also reviews the description of risks in the light of the year's major events, both internal and external to the organization. Generative artificial intelligence (AI), for example, is one of the topics of interest to the committee. We train and inform ourselves on these subjects since they can potentially generate risks for the company. We need to be able to ask the right questions and question senior management.

HOW HAS THE ROLE OF THE AUDIT COMMITTEE CHANGED AND WHAT ARE ITS FUTURE CHALLENGES AND CONCERNS, IN YOUR OPINION?

C. T. : I joined the Audit Committee two years ago, and became Chairman last year. Over the past two years, the challenges facing the committee have increased considerably, with the implementation of the CSRD (Corporate Sustainability Reporting Directive) on one side, and the evolution of the global environment on the other: geopolitical context, financial environment with the evolution of rates, challenges linked to AI, cybersecurity, and so on. **As a result, the committee's scope is expanding and becoming more complex.** So, committee members need to broaden their expertise. They need training and acculturation on these topics to ensure we don't miss out on key issues.

HOW DOES THE AUDIT COMMITTEE INTEGRATE NON-FINANCIAL AND CSR ISSUES, PARTICULARLY REGARDING THE CSRD?

C. T. : The committee regularly reviews extra-financial issues with the CSR department and the statutory auditors. During 2023, we received several presentations on CSRD and its implications. The double materiality analysis work carried out by the Group has also been presented. **The aim for 2024 is to work hand in hand with the CSR Committee to implement these new regulations.** In addition, the Audit Committee plays a crucial role in updating risk analysis, processes and control mechanisms, and in reviewing reporting and auditor due diligence.

The work of the board

The Board of Directors meets at least once per quarter to discuss developments in the Company. The Board's mission is to set the Group's strategic guidelines and oversee their implementation in accordance with the company's interests, considering the social and environmental challenges inherent to its business.

In 2023, the Board focused its attention on a number of priorities:

- ▶ The Company's transformation and growth strategy
- ▶ Majorel acquisition
- ▶ Corporate governance
- ▶ Management of human capital
- ▶ Management of controversies

The CSR Committee focuses more on CSR policies, strategy, and implementation. We already had a first joint meeting with the CSR Committee to review the 2023 reporting and clarify the roles of each committee implementing of the CSRD. This meeting was followed by the Climate Fresk workshop, raising our awareness of climate change issues. We will continue to address these issues at every committee meeting, making extra-financial topics a common thread running through our meetings throughout the year.

EXPERIENCED AND DIVERSIFIED GOVERNANCE

Board of Directors profile

16 members **11** meetings **71%** independent* **43%** women* **60** average age **9** nationalities

Chairman	Lead independent director	Directors representing the employees	
 Daniel Julien ⁽¹⁾ Chairman and CEO	 Patrick Thomas	 Véronique de Jocas	 Evangelos Papadopoulos
 Varun Bery	 Alain Boulet ⁽¹⁾	 Brigitte Daubry ⁽¹⁾⁽²⁾	
 Moulay Hafid Elalamy ⁽¹⁾⁽³⁾	 Jean Guez	 Pauline Ginestié	
 Shelly Gupta	 Kevin Niu	 Christobel Selecky	
 Angela Maria Sierra-Moreno	 Bhupender Singh Deputy Chief Executive Officer	 Carole Toniutti	

● Independent
○ Non-independent

The board is assisted by three specialized committees

AUDIT, RISK AND COMPLIANCE COMMITTEE
Carole Toniutti (Chairwoman),
Alain Boulet,
Pauline Ginestié
4 meetings
67% independent directors
100% attendance rate

REMUNERATION AND APPOINTMENTS COMMITTEE
Christobel Selecky (Chairwoman),
Véronique de Jocas,
Kevin Niu, Patrick Thomas
5 meetings
100% independent directors*
90% attendance rate

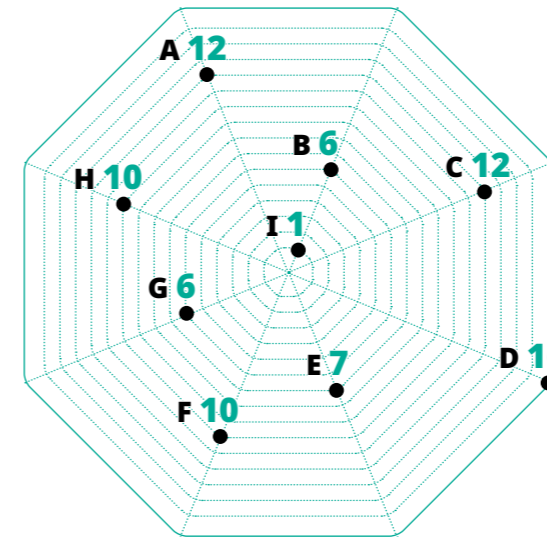
CSR COMMITTEE
Angela Maria Sierra-Moreno (Chairwoman),
Shelly Gupta,
Evangelos Papadopoulos
3 meetings
100% independent directors*
100% attendance rate

* Directors representing employees are not included in the calculation of the independence and parity percentages.

(1) Mandate expires in 2024.
(2) Co-option as director on March 6, 2024 to replace Mrs. Abrera.
(3) Co-option as director on March 6, 2024 to replace Mr. Canetti.

Directors' skills and expertise

An experienced and diversified Board of Directors to set the Group's strategic guidelines.



A_Finance Expertise or experience of finance, audit processes, risk management and insurance, mergers and acquisitions, and the banking sector.
B_Communication, marketing and sales Expertise or experience in communication, marketing and sales.
C_Management experience in international companies or entrepreneurship Experience in general management with an international footprint and setting up new businesses.
D_International experience Experience acquired working for international groups.

E_Human capital and CSR Expertise or experience in social and environmental responsibility and human resources.
F_Knowledge of the teleperformance business sector Experience in the client relations sector and knowledge of the group's operations.
G_Digital - technologies Expertise and knowledge in terms of new technologies and digital innovation.
H_Knowledge of key clients and sectors Expertise or experience in teleperformance clients' business sectors (healthcare, banking, telecommunications, etc.).
I_Political institutions Expertise and/or experience in political administration

Management committee

The Management Committee currently comprises all members of the Executive Committee plus the key Group operational and functional managers. Daniel Julien and Bhupender Singh act as co-Chief Executive Officers, jointly making strategic decisions while sharing operational responsibilities. Starting January 1, 2026, roles of Chairman of the Board and Chief Executive Officer will be separated, and Bhupender Singh will be appointed as sole Chief Executive Officer.

10 members of the executive committee

 Daniel Julien Chairman and Chief Executive Officer	 Bhupender Singh Deputy Chief Executive Officer	 Olivier Rigaudy Deputy Chief Executive Officer and Chief Financial Officer	 João Cardoso Chief Innovation and Digital Officer	 Luciana Cemerka Chief Marketing Officer
 Miranda Collard Chief Client Officer	 Eric Dupuy Chief Business Development Officer	 Agustin Grisanti Chief Operating Officer of Core Services	 Scott Klein Chief Operating Officer of Specialized Services	 Teri O'Brien Chief Legal and Compliance Officer

+ 45 group key managers

Human capital, research and development, data security, technology, operations, transformation, business development, finance, CSR, legal, marketing, specialized services.

38% women **50** years old on average **14** nationalities **11** years average length of service in Group

CSR GOVERNANCE

A dedicated governance system was set up to ensure the Group's CSR commitments are fully integrated.



CSR EXPERTISE WITHIN THE BOARD OF DIRECTORS
The independent chair of the CSR Committee, a former human resources director of a large group in Colombia, has extensive expertise in social affairs, which are among the most important issues for Teleperformance. One of the two employee representative directors also joined the Committee in 2023, bringing the benefits of their operational expertise (particularly in content moderation)

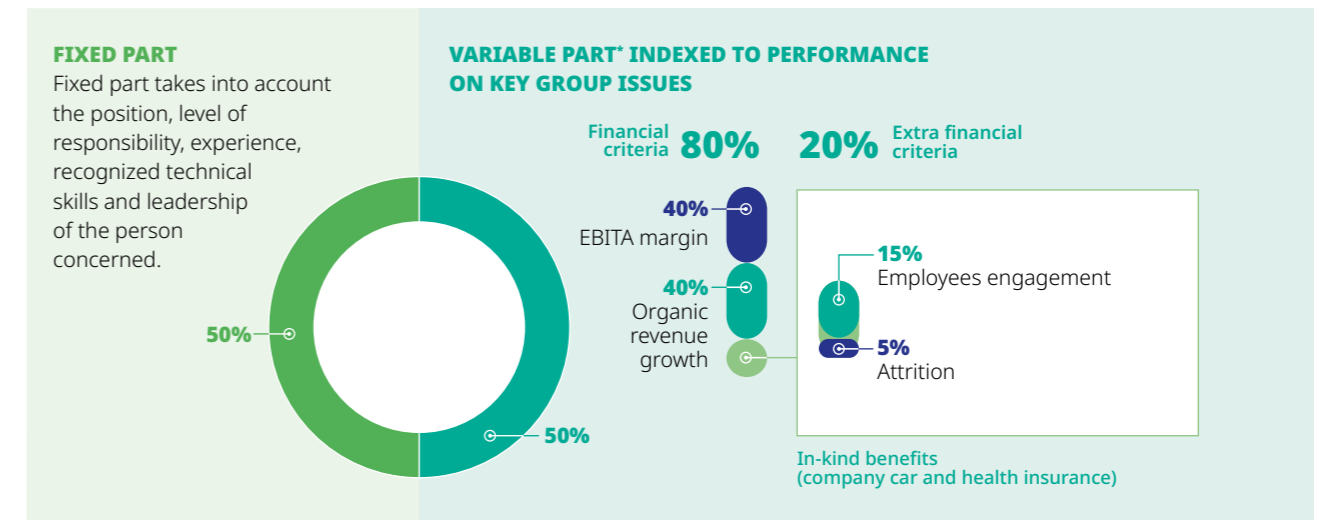
and membership of the European Works Council. All Board members receive a presentation of the CSR roadmap and results at least once a year at the annual Board seminar. They are also regularly informed about environmental issues. **All members from the Audit, Risk and Compliance Committee and the CSR Committee were trained in the Climate Fresk and CSRD.**

EXECUTIVE REMUNERATION

Teleperformance's Executive Officer Remuneration Policy complies with the most stringent governance standards. Clear and transparent, it is aligned with Group's strategy and shareholder interests. It is based on both financial and non-financial criteria and short-term and long-term objectives.

Global remuneration of executive officers in 2023

THE ANNUAL GLOBAL REMUNERATION PACKAGE IS EQUALLY COMPOSED OF FIXED AND VARIABLE PARTS.



LONG-TERM REMUNERATION (PERFORMANCE SHARES)*
Performance criteria measured over three financial years.

For 2023

The Board increased the weighting of CSR criteria, particularly the social aspects, in the annual variable portion using the employee trust index and a criterion relating to the attrition rate. Non-financial criteria were also upgraded in the long-term remuneration structure

(performance shares awarded to 600 Group key managers) via the introduction of a greenhouse gas emission reduction criterion aligned with the trajectory approved by the Science-Based Targets initiative plus an internal promotion performance metric.

For 2024

The Board has decided to maintain the weighting of CSR criteria in the annual variable component. The Board has retained the criterion of employee commitment, which is central to the Group's value creation model. Cybersecurity, Teleperformance's other

key challenge, is the second extra-financial criterion to be added to variable compensation. Reducing greenhouse gas emissions, in line with commitments made to the Science-Based Targets initiative, and internal promotion remain part of long-term remuneration for the 2024-2026 plan.

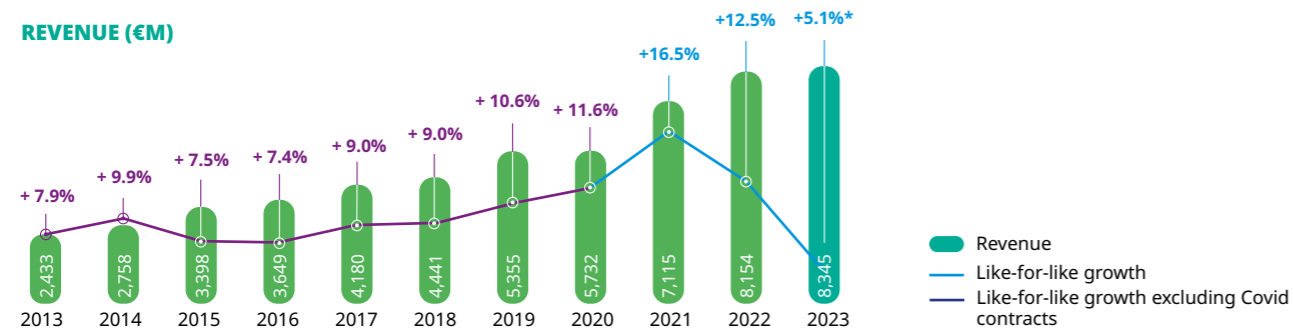
* No additional or exceptional remuneration in case of outperformance.

INTEGRATED AND SUSTAINABLE PERFORMANCE

PROFITABLE GROWTH

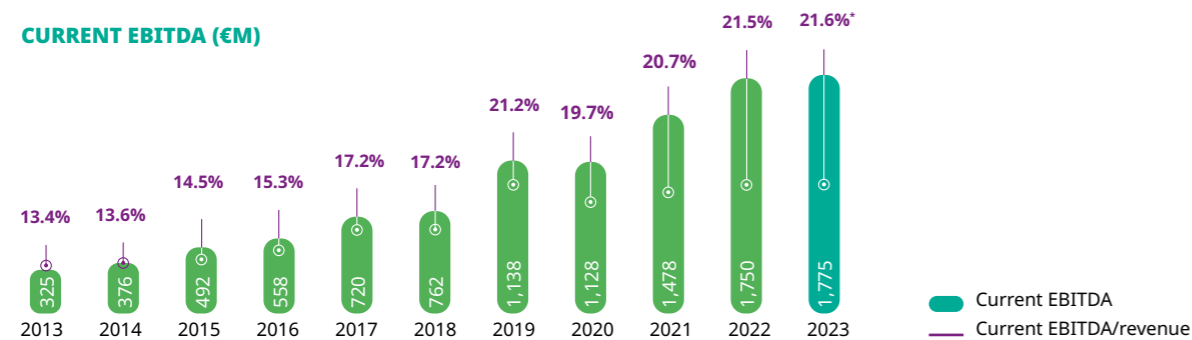
Solid financial performance indicators

REVENUE (€M)



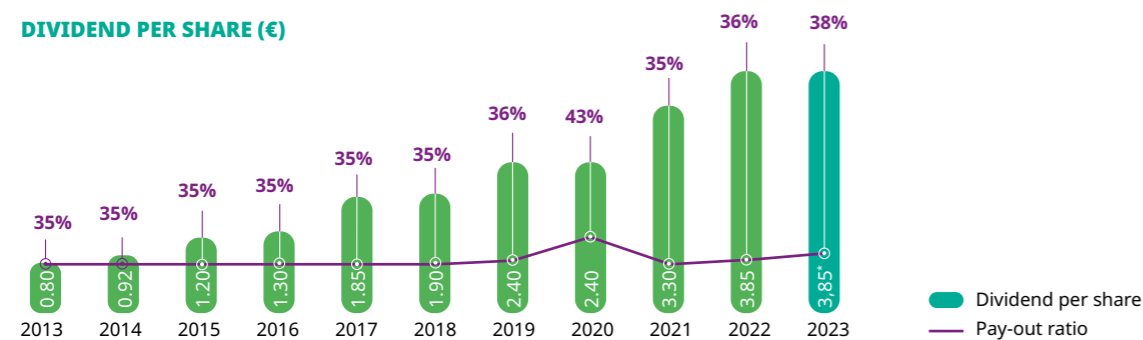
* Excluding adjustments for hyperinflation.

CURRENT EBITDA (€M)



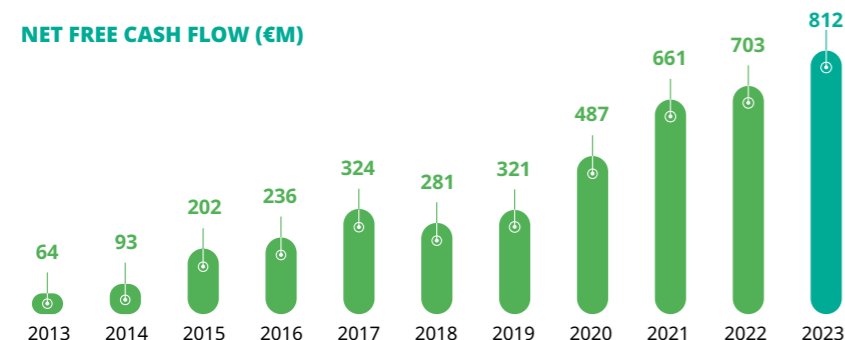
* Excluding two months of activity of Majorel.

DIVIDEND PER SHARE (€)



* Subject to shareholder's approval at the Annual General Meeting to be held on May 23, 2024.

NET FREE CASH FLOW (€M)



INTEGRATED PERFORMANCE DASHBOARD

Material topics	Key performance indicators	2021	2022	2023	Progress	Target
SOCIAL						
Working conditions	Employees working at a subsidiary certified as a best employer	98%	97%	99%	<div style="width: 99%;"></div>	Maintain more than 90%
	Trust Index score from GPTW® survey	79%	79%	79%	<div style="width: 79%;"></div>	More than 70% (threshold to be GPTW certified is 65%)
	Absenteeism rate	3.90%	4.20%	4.20%	<div style="width: 4.20%;"></div>	<5%
Social dialog	Employees covered by a global agreement	-	-	100%	<div style="width: 100%;"></div>	Favor social dialog at all levels
Health and safety	Employees trained on Health & Safety policy	95%	94%	94%	<div style="width: 94%;"></div>	>90%
	Percentage of women in total headcounts	53.7%	54.0%	53.7%	<div style="width: 53.7%;"></div>	Maintain gender balance, >45%
Diversity, equality and inclusion	Percentage of women in managing position	46.9%	47.8%	51.9%	<div style="width: 51.9%;"></div>	Maintain gender balance, >45%
	Percentage of women in Management Committee	30%	30%	38%	<div style="width: 38%;"></div>	>35% by 2023
	Employees trained on Diversity & Inclusion policy	-	91%	90%	<div style="width: 90%;"></div>	>90%
Career development	Training hours per employee	173	166	156	<div style="width: 156%;"></div>	Provide continuous training opportunities to all employees
	Internal promotion rate	71%	63%	61%	<div style="width: 61%;"></div>	Favor high internal promotion for supervisor and management positions (> 60%)
Human Rights and fundamental freedoms in the value chain	Vendor due diligence process deployment	50%	100%	100%	<div style="width: 100%;"></div>	Evaluate all at-risk vendors
Impact on employment and local communities	First job opportunities	124,300	125,100	96,500	<div style="width: 96,500%;"></div>	Be a driver of youth employment
	Donations raised by Citizen of the World (€m)	6.3	11	7.6	<div style="width: 7.6%;"></div>	More than €7m annually
Data protection and data security	Employees trained on Privacy and Data security	97%	96%	96%	<div style="width: 96%;"></div>	>90%
	Percentage of eligible sites which are ISO 27701 certified	100%	100%	100%	<div style="width: 100%;"></div>	100%
GOVERNANCE						
Ethics and anti-corruption	Employees trained on Code of Conduct	97%	95%	95%	<div style="width: 95%;"></div>	>90%
Corporate Governance	Footprint where Global Ethics hotline has been rolled out	100%	100%	100%	<div style="width: 100%;"></div>	Ethics hotline available in all countries of operation
ENVIRONMENT						
Climate change	Reduction of Scope 1 & 2 GHG emissions per FTE vs. 2019 baseline (tons CO ₂ e)	-44%	-49%	-51%	<div style="width: 51%;"></div>	-49% per FTE from 2019 to 2026
	Share of Renewable energy out of total electricity consumption	20.7%	27.8%	34.7%	<div style="width: 34.7%;"></div>	30% by 2026
Responsible sourcing	Share of strategic suppliers (top 100) with SBTi environmental targets	14%	21%	21%	<div style="width: 21%;"></div>	Promote environmental initiatives in the value chain
Waste management	Number of computers and phones recycled or valued through take-back programs	13,400	26,992	46,817	<div style="width: 46,817%;"></div>	Standardize and strengthen e-waste management

Ahead of target On target More action needed

A RECOGNIZED MODEL

Teleperformance has received numerous awards for market leadership and world-class services in the industry, as well as for HR development strategy, data security and innovation capacity, and commitment to social and environmental responsibility.

Teleperformance has been recognized as a global leader in the customer experience management (CXM) sector and in the Americas, Europe, Middle East Africa, and Asia-Pacific regions by the Everest Group research institute.



MSCI assigns an A rating to Teleperformance, a score above the sector average.



Included in Moody's Euronext Vigeo Eurozone 120 Index since December 2015 and the Euronext CAC 40 ESG Index since September 2022.



VEREGO SOCIAL RESPONSIBILITY STANDARD

Enterprise-wide Social Responsibility Standard (SRS) certification was obtained for the 10th consecutive time in five areas covering all facilities.



EcoVadis renewed its gold medal award for Teleperformance in France and silver medal for Teleperformance in Portugal.



Teleperformance ranks among the top 100 outsourced services companies and in the Impact Sourcing Champions rankings drawn up by the IAOP® (International Association of Outsourcing Professionals®).



Teleperformance was recognized by Frost & Sullivan as Company of the Year for its excellent employee engagement.



ISS ESG has awarded Teleperformance a "Prime" rating, recognizing the best-performing companies.



B RATING

TP rates above the sector average. The CDP is a non-profit organization that assesses performance regarding sustainable development and measures to increase transparency regarding environmental data.



Recognized as the 5th World's Best Workplace by Fortune and Great Place to Work®.

72 countries have obtained Great Place to Work® certification in 2023.



Teleperformance is included in the Dow Jones Sustainability World Enlarged, S&P Global 1200 ESG, S&P Europe 350 ESG, S&P Euro ESG+ High Yield Dividend Aristocrats and S&P France 40 Paris-Aligned Transition ESG indices.



Since June 2018, Teleperformance has been included in the international FTSE4Good index, which identifies socially responsible companies that comply with environmental, social and governance criteria.



FTSE4Good

In France, Tunisia, Madagascar and Morocco, Teleperformance has obtained the Engagé RSE label, achieving the highest possible level (Exemplary). Based on ISO 26000 guidelines and issued by AFNOR, this label reflects Teleperformance's level of CSR maturity and commitment to stakeholders regarding environmental, social and governance issues. Many internal and external stakeholders were involved in the certification process. In particular, they praised the robustness of the Group's CSR policy, the incorporation of ESG considerations into strategy, exemplary HR practices, diversity within the Company, the strong involvement of local economic and social stakeholders, the commitment to measuring the environmental impact of each project, and the excellent economic performances achieved despite the crisis.



Bureau Veritas has certified the application and inclusion of international standard ISO 26000 in social responsibility for the Group's operations in Colombia, Greece, India, Indonesia, Malaysia, Portugal, and the United States, covering all countries where the Group runs major content moderation operations.



ADDITIONAL INFORMATION

This document is Teleperformance's fifth Integrated Report setting out the Group's long-term value creation model.

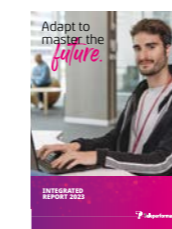
This report was prepared by the Teleperformance CSR Department with the support of key departments and executive management. It was presented and approved by the Board of Directors on March 6, 2024.

It is based on ongoing dialog between Group stakeholders, including employees, clients, partners, shareholders and local communities. PwC has verified the information as an independent third-party body. The report by one of the statutory auditors on the consolidated declaration of non-financial performance included in the management report may be found in section 3.9 of the 2023 Universal

Registration Document. The Group is committed to incorporating best practices by progressively adopting the major reporting guidelines on sustainability. The information contained in this report covers the 2023 financial year from January 1 to December 31, 2023, unless specified otherwise. The GRI and SASB detailed reporting protocol and content indexes, which provide an overview of the important sustainability information in the Teleperformance Integrated Report and other public documentation, may be found in section 3.8 of the 2023 Universal Registration Document.

GRI	SASB	TCFD
<p>MATERIALITY-Reporting, an ESG reporting consultancy agency specializing in GRI standards, assessed the compliance of the GRI content index and all the references set out in the sustainability reporting statement (2023 URD). The content is in line with the reporting principles and requirements of the 2021 GRI standards.</p>	<p>Teleperformance supports the SASB (Sustainability Accounting Standards Board) standard specific to its sector, Commercial Services</p>	<p>Teleperformance applies the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) in the area of environmental reporting, as included in section 3.6 of the 2023 Universal Registration Document.</p>

Teleperformance publications



2023 INTEGRATED REPORT
Presenting Teleperformance's global value creation for all stakeholders.



2023 UNIVERSAL REGISTRATION DOCUMENT
Including the financial report and declaration of non-financial performance.

The Teleperformance Communication on Progress covering the Group's implementation of the Ten Principles of the United Nations Global Compact and support for the Sustainable Development Goals may be found in the online portal of the United Nations Global Compact.




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