

Creating value to all our stakeholders —

How does Teleperformance create value for its stakeholders?

We strive for complete stakeholder satisfaction each and every day, based on the universal principle of individual satisfaction: employee satisfaction is the first step for ensuring end-user satisfaction and, in doing so, that of Teleperformance's clients. This satisfaction chain needs to function smoothly to create value for other Group stakeholders. As such, we have developed a strategy focused on both employee engagement and client proximity. We remain committed to providing the best possible work environment for our employees. We need the right people, in the right place, at the right time. Also, ensuring close collaboration with our clients is essential for anticipating and identifying business opportunities so we can create unique solutions. We closely monitor a wide range of performance indicators such as employee satisfaction, end-user satisfaction and client satisfaction, which are closely interconnected.

What are the secrets of successful operations management?

This constant drive to provide the best possible service at each interaction pushes us to continuously improve our operations management and evolve our skills and expertise on a daily basis. The health of an operation is the result of hundreds of interactions and decisions made every day, every week and every month by our employees and management team. Delivering a strong performance involves focusing on employee wellbeing consistent global procedures, a strict cultural discipline around operational excellence with Lean Six Sigma and tools that provide rich reporting and analytics.

What are the priorities for driving the Group's growth?

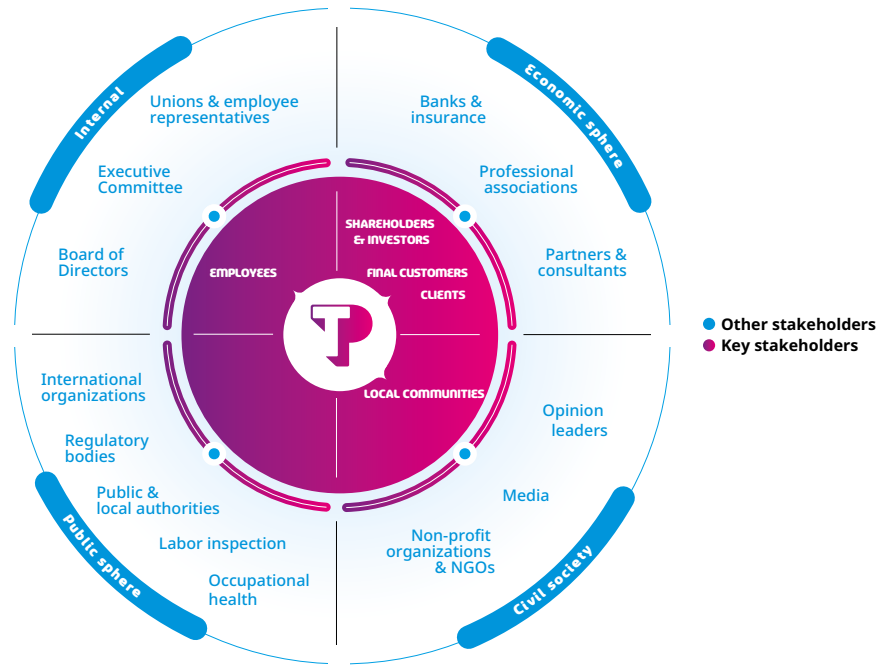
Teleperformance operates within an increasingly digital ecosystem that is constantly changing. We quickly respond to new opportunities, like helping clients adapt in order to address Covid-19 disruptions and changing customer support needs. In order to



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AGUSTIN GRISANTI
CHIEF OPERATING OFFICER

remain at the forefront of our industry, we rely on innovative operating models such as our new remote work solution TP Cloud Campus. This platform is one of our key competitive advantages within an increasingly digital environment. We are also ramping up the development of our high value-added solutions and strong partner ecosystem with numerous digital players that provide expertise in omnichannel solutions, automated systems and artificial intelligence. Finally, we invest heavily in employee development and talent acquisition to address the high growth rates we are experiencing in many geographies around the globe. **We leverage all of our transformation capabilities to take customer, client, and employee experiences to the next level.**



HOW TELEPERFORMANCE DIALOGS WITH ITS MAIN STAKEHOLDERS



EMPLOYEES

Methods of dialogue

Annual Employee Satisfaction Survey (E.Sat), regular Chats with CEO and focus groups, Intranet, coaching, performance reviews

Needs & expectations

- Well-being at work
- Competitive remuneration
- Career development
- Diverse and inclusive work environment

TP's strategic response

- Health and wellbeing programs
- Attractive compensation scheme
- Training and development
- Gender equality initiative, multicultural teams

TP'S COMMITMENTS



FINAL CUSTOMERS

Methods of dialogue

Systematic Customer Satisfaction Surveys (C.Sat), Omnichannel interactions

Needs & expectations

- Find a simple and fast solution to their daily problems and where they need it

TP's strategic response

- Emotional Intelligence
- Omnichannel, multilingual capabilities
- Data Security (BCR approval)
- Advanced Analytics

TP'S COMMITMENTS



CLIENTS

Methods of dialogue

Continuous dialog: Client Satisfaction Surveys (K.Sat), RFPs, Strategic Account Management, Events, Website

Needs & expectations

- Increase final customers' satisfaction & loyalty
- Growth and digital transformation
- Easy to "work with" partner
- Secure solutions
- Cost effective

TP's strategic response

- Simpler. Faster. Safer.
- Augmented Customer Experience, advanced analytics, digitalization and automation, subject matters experts by vertical, operational standards

TP'S COMMITMENTS



SHAREHOLDERS

Methods of dialogue

Roadshows, general meetings, financial reporting.

Needs & expectations

- Performance
- Transparency and sound governance

TP's strategic response

- Sustainable and steady performance
- Resilience and transformation
- Continued dialog with main investors, incorporation of best practices in governance

TP'S COMMITMENTS



COMMUNITIES

Methods of dialogue

Regular voluntary work, job fairs, partnerships with public administrations and NGOs, industry associations

Needs & expectations

- Find local work opportunities
- Develop local economy
- Inclusion of minorities
- Responsible use of natural resources

TP's strategic response

- Major employer, measures taken to favor the employment and inclusion
- Charitable initiative Citizen of the World
- Environmental initiative Citizen of the Planet

TP'S COMMITMENTS

