

# Business Model —

Through its activities, Teleperformance creates long-term value to all its stakeholders.

## Values

## Resources & Assets

## Business model



### HUMAN

- 380k employees
- 265+ dialects & languages



### FINANCIAL

- €5.7B Revenue
- 12.8% EBITA margin
- €487M Net Free cash flow



### INDUSTRIAL

- 450 sites
- Premises Standard
- Multilingual hubs
- Customer Journey Showrooms



### INTELLECTUAL CAPITAL

- Operational Processes and Standards
- CX Lab (research center)
- 100+ proprietary digital Platforms



### SOCIAL AND RELATIONSHIP

- 1,000 clients\*, of which 50% global accounts
- 170+ markets
- Citizen of the World, charity initiative



### ENVIRONMENTAL

- Natural resources (mainly electricity)
- Citizen of the Planet, environmental initiative

### MISSION

TP is a company of people serving other people by helping them find solutions to their daily problems.

### SOLUTIONS

Customer Experience  
Back-Office  
Knowledge services

More than a bridge between corporates, governments and their customers, Teleperformance is the agile business services partner that companies need in this digital world.



**CORPORATES & GOVERNMENTS**

\* Excluding LanguageLine Solutions (30,000 clients including individuals).

## Creating value to all stakeholders

## Impact on society

### FINAL CUSTOMERS & CITIZENS



### VISION

**Each interaction matters**  
TP combines human touch and high technology to deliver simpler, faster and safer customer interactions.

#### EMPLOYEES

**€3.8B** Wages and social benefits  
**68%** non-agent positions filled internally  
**87%** employees working at a best employer subsidiary

#### CORPORATE CLIENTS & GOVERNMENTS

**25% revenue** from Top 10 clients  
**26% revenue** from the digital economy  
**12 years** average client tenure (Top 50)

#### FINAL CUSTOMERS

**1B\*\*** interactions  
**Tailored customer experience**  
**Data security:** BCR, GDPR

#### SHAREHOLDERS

**x2 Growth** vs market  
**25%** share price increase

#### COMMUNITIES

**€179M** income tax paid  
**€5.1M** raised for charities  
**80,000** volunteer hours

#### ENVIRONMENT

**-27.5% decrease** yoy carbon footprint per employee  
**-16% decrease** yoy electricity consumption per employee  
**17%** renewable energy

### SUSTAINABLE DEVELOPMENT GOALS



\*\* Excluding Specialized Services.