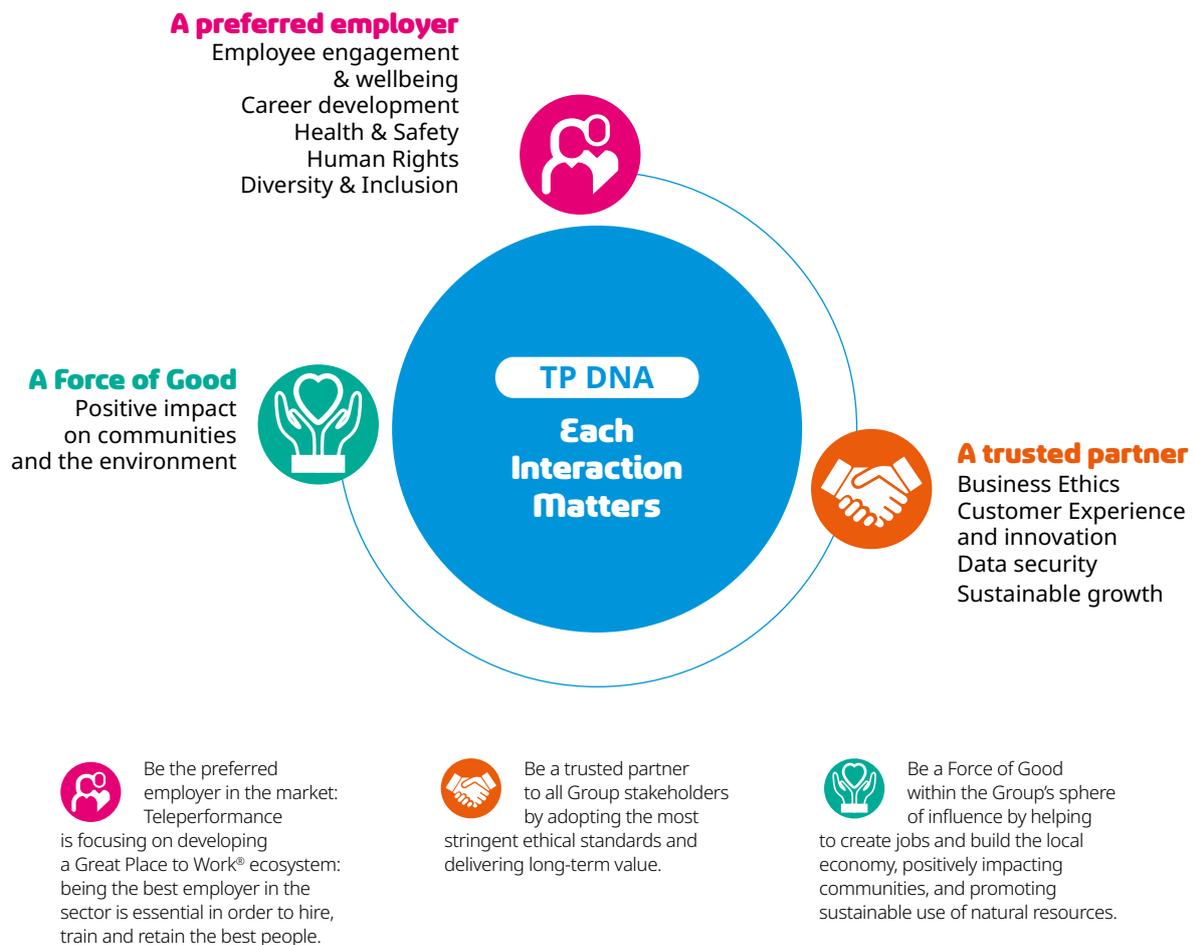


# Our commitments and objectives —

Identifying the main CSR risks and challenges has helped the Group organize its CSR roadmap. In order to fulfill its mission and meet the expectations of its principal stakeholders, Teleperformance has made three commitments that go hand in hand with the Group's strategy:



## THE GROUP SETS AMBITIOUS OBJECTIVES:

- **Attain €7 billion revenue** and 14.5% EBITA margin in 2022, through a sustained organic growth, T.A.P™ solutions development and targeted acquisitions in high value-added services;
- **Continue to obtain best employer certifications** as a reflection of a strong commitment to its employees;
- **Maintain a balanced distribution in the Group's workforce** and management positions and **increase the proportion of women in executive positions** to reach 30% of women in the Executive Committee by 2023;
- **Accelerate its commitment to fight climate change** by increasing the share of renewable energies in the Group's total electricity consumption to 25% in 2023. Teleperformance has also committed to the Science Based Targets initiative (SBTi).