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Human Touch, be the market's preferred employer

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The Human Touch at the core of our strategy —

What is your approach to human resources?

Teleperformance is resolutely focused on the future and places the human touch and emotional intelligence at the heart of its strategy. Only a human touch can offer unique and meaningful interactions for consumers and, above all, our employees. Our high-touch approach seeks to continually improve our employees' experience by providing them with support throughout their careers: hiring, integration, skills development, etc. Covid-19 has massively disrupted our ways of working and will have a long-lasting impact on our approach to Human Resources management. We are committed to adapting our procedures to remote work, particularly through the implementation of TP Cloud Campus, and to maintaining employee engagement despite the distance. In 2021, we will also focus on our employees' career development and we will go further to promote diversity at all levels.

How do you measure the success of your high-touch approach?

The best way to measure the success of our strategy is to ask the employees themselves! Since 2008 we have conducted a comprehensive annual employee satisfaction survey called E.Sat. In 2020, satisfaction levels among our employees increased: in particular, they welcomed the priority given by Teleperformance to their health and to protecting their jobs. To go further still, we have implemented pulse surveys to gauge our



"Our employee wellbeing is a priority for us."

ALAN WINTERS
CHIEF PEOPLE OFFICER

employees' feelings in real time, a vital tool during such a turbulent year. Furthermore, 87% of our employees work in subsidiaries certified as a Great Place To Work®, an independent classification that assesses employee satisfaction levels through a survey addressed to them directly. We are proud of these awards, which show that the wellbeing of our employees is a priority for us.



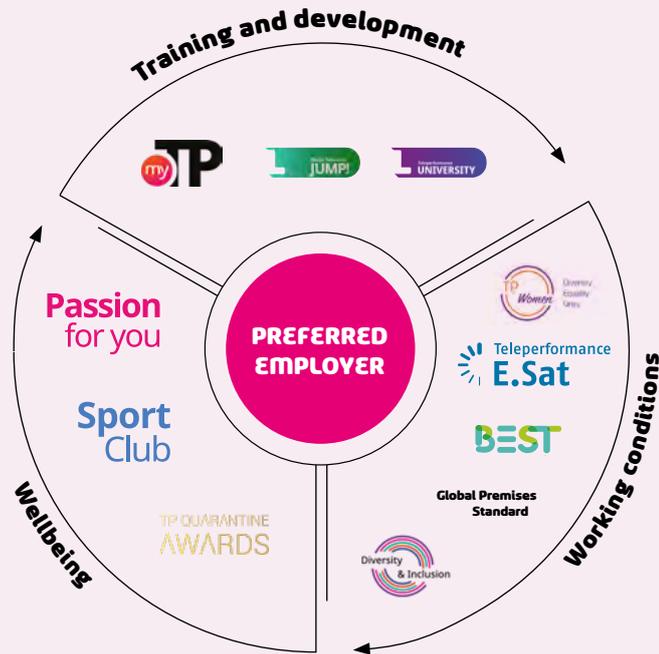
Our PROGRAMS and INITIATIVES

Employees are the cornerstone of Teleperformance's success.

The Group is committed to becoming the employer of choice in each of its markets, with dedicated programs covering employee commitment, wellbeing, diversity and inclusion, human rights, training and career development, as well as health and safety.

28 certified countries

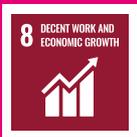
Albania, Argentina, Brazil, China, Colombia, Costa Rica, Dominican Republic, Egypt, El Salvador, Germany WAHA, Greece, India, Indonesia, Kosovo, Madagascar, Malaysia, Mexico, Morocco, Peru, Philippines, Portugal, Russia, Saudi Arabia, Spain, Tunisia, UK, United Arab Emirates, USA.



MATERIAL TOPICS

Employee Engagement
Wellbeing at work

SDGs



KEY PERFORMANCE INDICATORS 2020

87%

employees are working at a subsidiary that has been certified as a best employer



ROMARIO MELWOOD

CUSTOMER ADVISOR,
TELEPERFORMANCE
USA



Teleperformance has provided a warm atmosphere towards a new hire like me. Your opinions matter and are heard. You can ask questions and give feedback with confidence. We all have a part to play to ensure that our clients receive the best service possible. I appreciate how the company makes my every moment matter and I've found new friends that make working at TP pretty fantastic. ●●