

Health and Safety —

Teleperformance aims to provide its employees, suppliers and visitors with the highest workplace health and safety standards. Although health and safety have always been a major focus for the Group, the Covid-19 pandemic has only served to reinforce its importance.



Health and safety policy

The Group health and safety policy goes beyond local regulatory requirements where these offer less protection. Besides focusing on employer and employee responsibilities, Group policy aims to increase awareness of workplace hazards and promote the use of preventive measures by all persons concerned.

Mandatory training modules have been rolled out across the Group and each subsidiary is subject to a health and safety audit. In order to minimize stress factors and promote wellbeing at work, several measures have been implemented to complement the Group's health and wellbeing program (Passion 4U):

- ergonomic workspaces;
- flexible working hours and remote work to support employees' work-life balance;
- access to health platforms, health and nutrition specialists, on-site doctors and nurses and supplementary health insurance.



Health and safety governance

The global health and safety department works closely with fully trained local health and safety experts that form a worldwide network within the Group. The challenges faced at all locations are centralized within health and safety committees in each country, enabling managers to efficiently implement global policy at their respective entities. They are typically made up of employee representatives, members of local management teams, local experts and occasionally medical staff.

MATERIAL TOPICS

Health & Safety

SDGs



KEY PERFORMANCE INDICATORS 2020

1.2

Accident frequency rate*
(excluding commuting accidents)

* Per million paid hours
of production.

76%

employees trained
on the health & safety policy





Covid-19 crisis management

Teleperformance has pursued two strategic objectives in tackling the health crisis:

- protecting employees and ensuring their health and safety;
- protecting jobs by ensuring continuity of service.

The Group has reacted quickly, taking a number of measures:

- A strict hygiene and safety policy rolled out worldwide, managed daily by a dedicated central team, to ensure compliance with WHO recommendations on social distancing and preventive measures, the strengthening of facility hygiene, cleaning and disinfection measures, and the rapid and widespread provision of protective equipment (distribution of more than seven million masks since March together with hydroalcoholic sanitizers).
- Work-from-home arrangements have been rolled out on a mass scale for all positions where possible in view of technical, equipment and legal constraints. Within eight weeks, over 200,000 employees were working from home, compared to less than 10,000 before the pandemic.
- Dedicated governance, the purpose of which is to manage the pandemic on a daily basis.
- Structured communication about the pandemic targeting all stakeholders.
- Internal and external monitoring and control tools: over 300 health authority inspections and numerous external certifications confirming the appropriateness of the measures in place.
- Reimbursement of vaccination expenses incurred by employees in countries in which it is not covered by the local healthcare system.



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I just wanted to say how grateful and thankful I am for giving me the chance to work from home. It has been a really stressful time during the pandemic, my husband and I are considered as high risk and I don't really know what I would have done without this opportunity given from the company to work from home. I am not stressed at all, for me it is the best thing that has happened for my professional life in the last years and this is because of the company's help and support. ●●



Our PROGRAMS and INITIATIVES



Passion for you

Passion for you is Teleperformance's health and wellbeing program, which promotes a healthy lifestyle, work-life balance and activities for fitness, nutrition and wellbeing at work.

In 2020, this program was a key tool in safeguarding employees' mental health during the pandemic. Teleperformance has measured the psychological impact of the health crisis and developed tools to help employees manage stress and work-life balance while carrying out their duties from home.

Teleperformance employees had access to psychologists and coaching sessions and the Group was proactive in maintaining professional and social connections so as to lower the sense of isolation and the associated risks.