

Working conditions —

Teleperformance is committed to being the employer of choice in the market and to providing its employees with excellent working conditions.



Working hours and leave

In its human rights statement, the Group establishes a maximum of 48 working hours per week excluding overtime hours, which are applied on a case-by-case basis and always in accordance with local legislation, up to a limit of 60 working hours per week, pursuant to ILO conventions.

More than 70% of Teleperformance employees are entitled to paid annual leave over and above the local statutory allowance. Extra leave depends on company agreements in place at each Group subsidiary.



Remuneration and benefits

Teleperformance offers its employees decent and competitive salaries in all its operations. The total compensation package includes fixed remuneration as well as a performance bonus and other benefits.

The Group's remuneration policy seeks to attract and retain talent, reward individual and collective performance and be fair and consistent with the Group's financial and operational objectives.

97% of the Group's employees are provided with access to health insurance. 60% of the entities extend health insurance to employees' family members. 80% of Group employees receive meal vouchers or similar benefits. 25% of the Group's subsidiaries provide free transport, particularly for night shifts.



Human rights

In 2020, the Group established a new assessment procedure in the area of human rights and fundamental freedoms. The Group CSR department assessed 19 of its subsidiaries, representing more than 80% of the Group's employees, on 70 checkpoints covering discrimination, working conditions, child labor, forced labor, freedom of association, access to whistleblowing mechanisms and personal data protection.

This procedure allows the Group to assess the compliance of its subsidiaries' practices with its codes and policies, as well as with the main international standards. The procedure also serves to identify risk areas requiring improvement or correction and best practices to be extended, as well as to track progress and the implementation of corrective plans *via* the annual reassessment.

TP Indonesia celebrates Great Place To Work® certification.



MATERIAL TOPICS

Labor
Social dialog

SDGs



KEY PERFORMANCE INDICATORS 2020

70%

of the Group's employees benefit from extra-holidays

97%

employees have access to health insurance



Our PROGRAMS and INITIATIVES

LIVING WAGE

As a market leader, Teleperformance is committed to providing competitive remuneration to all its employees and to promoting higher standards for its sector.

Partnering with Wage Indicator, the Group conducted an analysis to compare Teleperformance's local salaries against local living wages for the second year running. Different from the minimum wage, the living wage is a higher standard corresponding to the minimum income necessary for a worker to comfortably meet their basic needs, including food, housing, and other essential needs such as clothing, transportation, education, health, water and telephony costs.

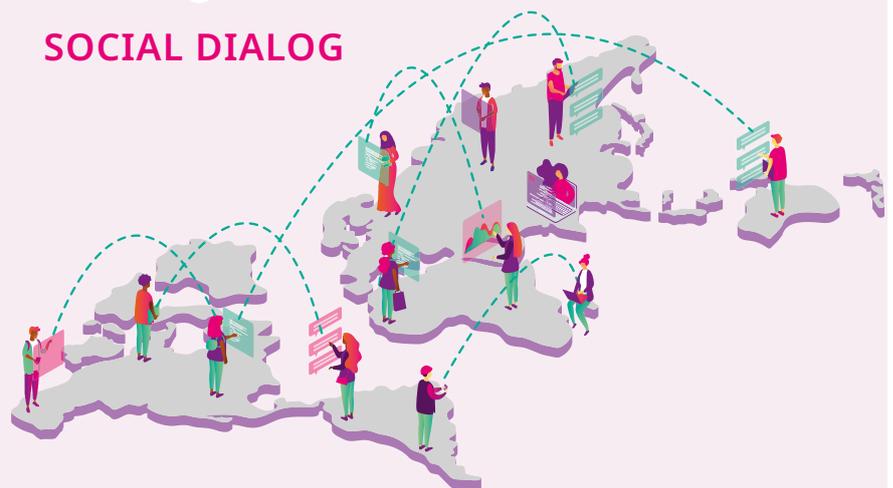
The goal of a living wage is to allow a worker to afford a decent standard of living through employment. Wage Indicator provides Teleperformance with an exhaustive data base updated on a quarterly basis which is used to benchmark and deploy a living wage approach in all its operations.



SOCIAL DIALOG

Teleperformance respects freedom of association and recognizes the right to collective bargaining.

Social dialog is established at all levels of the Company and may take different forms depending on the culture and applicable legislation of each country. In countries where these fundamental freedoms are not guaranteed, Teleperformance ensures that channels for social dialog exist. Each Group entity has at least one employee representative body: staff representatives, works council, health and safety committee, etc. Collective agreements are currently in place in 17 countries representing 29% of employees. Since 2020, 2 directors representing the employees have been appointed to the Group Board of Directors. They act as spokespersons for employees by taking active part in the Board's operations and decision-making procedures. In 2020, specific means of communication were established to ensure dialog between employees and



management during the crisis. The subsidiaries' health and safety committees were heavily involved throughout the crisis and ensured that the measures implemented locally complied with Group guidelines. Certain countries, such as India and the Philippines, have also changed the composition of their health and safety committees to ensure that employee concerns are assigned greater importance and treated more directly. A European Company Works Council (ECWC) currently comprising 22 standing members represents employees in the 18 European countries in which the Group operates.

The action taken by Teleperformance to ensure the safety of its European facilities during the Covid-19 crisis has been recognized by the ECWC:



Teleperformance acted and adapted quickly to this unprecedented global crisis. Using centralized tools to monitor and verify application, Teleperformance managed to achieve its primary objectives, i.e. ensuring employee health and safety and continuity of operations in order to deliver satisfaction to clients, also disrupted by the pandemic. ●●