



Our APPROACH

The Group's approach to diversity and inclusion is based on five key pillars:



• Gender equality;



• Integration of people with disabilities;



• Commitment to promoting professional equality for people from the LGBTQIA+ community;



• Promoting multiculturalism at all levels;



• Consideration of the local diversity challenges specific to each entity (ethnic minorities, etc.).

Teleperformance relies on four levers to ensure that the diversity and inclusion policy is delivered efficiently :



• **Leadership**
Management should itself reflect the diversity of the Group and promote Teleperformance's proactive policy in this area.



• **Systems**
Implementation of policies, procedures and monitoring indicators to promote diversity and ensure progress.



• **Culture**
Disseminate the diversity and inclusion policy throughout the Group *via* training modules, awareness campaigns, dedicated workshops, etc.



• **Reputation**
Incorporate best practices in this area to drive continuous improvement and establish partnerships with stakeholders in order to promote diversity throughout the ecosystem.

FOTIS KARIORIS
CUSTOMER ADVISOR,
TELEPERFORMANCE
GREECE



Getting hired to work for Teleperformance has really changed the way I see my life and has really enabled me to dream of an otherwise unimaginable future. I've experienced cases of rejection and discrimination based solely on the fact that I am disabled even though I was adequately and, in some cases, overqualified for the job I was applying for. The day I was hired for Teleperformance has been a significant landmark. I can finally work in a multinational environment where my disability is not a discriminating factor. On the contrary, I have never felt so welcome and equal in a working environment. Working among so many skilled professionals has given me the opportunity to evolve and gain new skills. Now I'm able to cover my needs and those of my family with complete independence. ●●

TP Women —

The Group has introduced a set of procedures and guidelines to promote equal treatment for men and women. Teleperformance’s objective is to maintain an overall equal gender distribution in the Group’s workforce and in management positions, and to increase the proportion of women in governing bodies.



Diversity
Equality
Unity

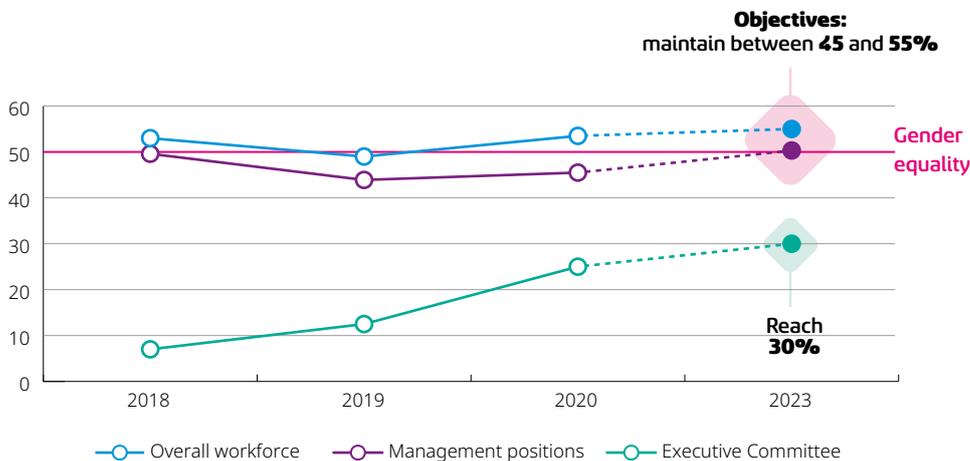
Created in 2019, the TP Women initiative seeks to address the challenges faced by women in the workplace and drive positive change. TP Women stands behind diversity, inclusion and gender balance,

supporting equal opportunity and participation at all levels and in all aspects. A number of initiatives were carried out in 2020, including:

- A mentoring scheme to help high-potential female employees to reach senior positions in the company.
- A review of recruitment and training procedures for management positions.
- Dashboards to track changes per region and per department.
- Networks to raise awareness and promote equality. Teleperformance has launched its **#TPMenForWomen** initiative aligned with the United Nations **#HeForShe** campaign encouraging men to fight for equality.



Change in the percentage of women employed by the Group





Our REWARDS



Gender Equality Index

In 2020, Teleperformance France scored 94/100 on the gender equality index, up from 84 in 2019. Companies with a score above 75/100 are considered to be workplaces that promote gender equality.

In accordance with the French Decree No. 2019-15, this index evaluates five criteria:

- closing the gender pay gap: Teleperformance France scored 39 out of 40 in this criterion, which means that salary disparities are less than 1%;
- equal opportunities to get a raise;
- equal opportunities to get a promotion;
- the fact that all women receive a raise when they return from maternity leave, whenever raises have been granted during their absence;
- the number of people from the underrepresented gender among the 10 highest-paid employees.

The Group has decided to implement the equal pay index universally across 19 of its subsidiaries, representing more than 80% of the workforce, by using the same methodology. The average score obtained by the 19 subsidiaries evaluated was 79/100, which is above the 75 threshold. The average score obtained for the wage gap between men and women is 38/40, *i.e.*, wage disparities of between 1% and 2%.

94/100

points in gender equality index
at Teleperformance France in 2020

Less than 1%
gender pay gap

at Teleperformance France



International Women's Day,
Teleperformance Mexico

TP WOMEN

EQUILEAP

Teleperformance enters the Top 100 of Equileap's 2021 Gender Equality Global Report & Ranking.

Equileap is the leading organization providing data and insights on gender equality in the corporate sector.

BEST WORKPLACES FOR WOMEN™

In 2020, seven subsidiaries received the Best Workplaces for Women™ certification: Argentina, Brazil, China, India, Saudi Arabia, Spain and United Arab Emirates.

The following criteria are taken into consideration for these certifications:

- Quality of life at work: the company has the Great Place To Work® certification;
- The percentage of women in the organization and in management positions;
- A positive employee experience: positive perception of women on the Trust Index®;
- Strong, proactive professional equality practices in place.