

A strategic partner to our clients —

With over 1,000 clients, Teleperformance has the most diverse client base in its sector.

How will you remain a partner of choice for your clients?

We have developed a strategy based on systematic understanding of clients' transformation requirements and a deep industry-specific expertise. We develop innovative and customized solutions tailored to the needs of each client, and a unique experience in every interaction.

We commit to be an agile partner, easy to work with, fast in deploying solutions, with a strong financial background and safe security processes.

The internal mobilization of our teams is vital in order to achieve our objectives and create a unique structure, One TP. This structure allows us to deliver consistent services worldwide and ensure complete and constant customer satisfaction. Our Diversity & Inclusion focus further drives performance and innovation.

Today, we are proud to work for the biggest global brands⁽¹⁾ and over 50% of our revenue is generated through global clients. Their loyalty, demonstrated by an average client relationship of 12 years, is the best indicator of their satisfaction.

What are the growth drivers for Teleperformance during this period of crisis?

There are four: the growth of digital industries which are performing well during the crisis; the expansion of outsourcing to new markets, with some companies outsourcing work to experts offering work-from-home solutions in particular; companies hit financially by the current environment that see outsourcing as a flexible solution enabling them to quickly streamline their cost structure; and gaining market share from a fragmented competition that occasionally struggles to guarantee the security and flexibility of services within this new environment.

What type of commercial structure will help you win more contracts at international level?

The development of Teleperformance's commercial structure has been adapted to the market and client expectations. Over the past decade we have moved



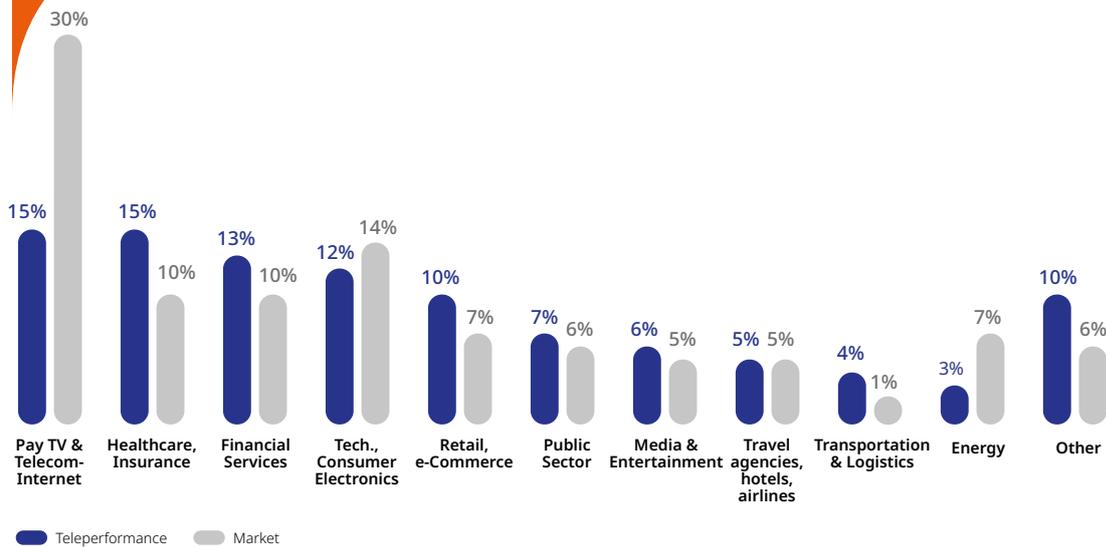
"The internal mobilization of our teams is vital in order to achieve our objectives and create a unique structure, One TP."

MIRANDA COLLARD
CHIEF CLIENT OFFICER
AND CHAIR OF TP WOMEN

from a development model focused on local clients to one centered on regional and global clients. The sales force has adapted accordingly by developing an agile client-based approach in order to sell more global solutions on multiple markets, rather than a single solution for a single market. This transformation has been ramped up at global level over the past two years by strengthening the high value-added services offering, including the consulting-based approach adopted by our T.A.P.TM teams.

(1) Forbes top brands - 2020.

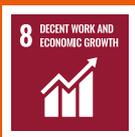
Client diversification and expertise by industry (% revenue by vertical)



MATERIAL TOPICS

Client satisfaction
Innovation & Digitalization

SDGs



KEY PERFORMANCE INDICATORS 2020

1,000
clients⁽¹⁾

12
years average tenure
of client relationship⁽²⁾

(1) Excluding LLS.
(2) Top 50.



Testimonials CLIENTS



At Grubhub, our priority is delivering an exceptional customer support experience – something that is now more important than ever as we navigate the Covid-19 landscape. TP has always been a valuable partner to our business and their responsiveness and agility have played a pivotal role in ensuring our customers are still getting the exceptional support that we've promised always deliver.●●



Your team is doing a phenomenal job. TP clearly stands out as the responsiveness has been off-the-charts amazing – virtually around the clock. I want to say thank you for the support you've given, and for aligning us with the best leaders and support model possible.●●