



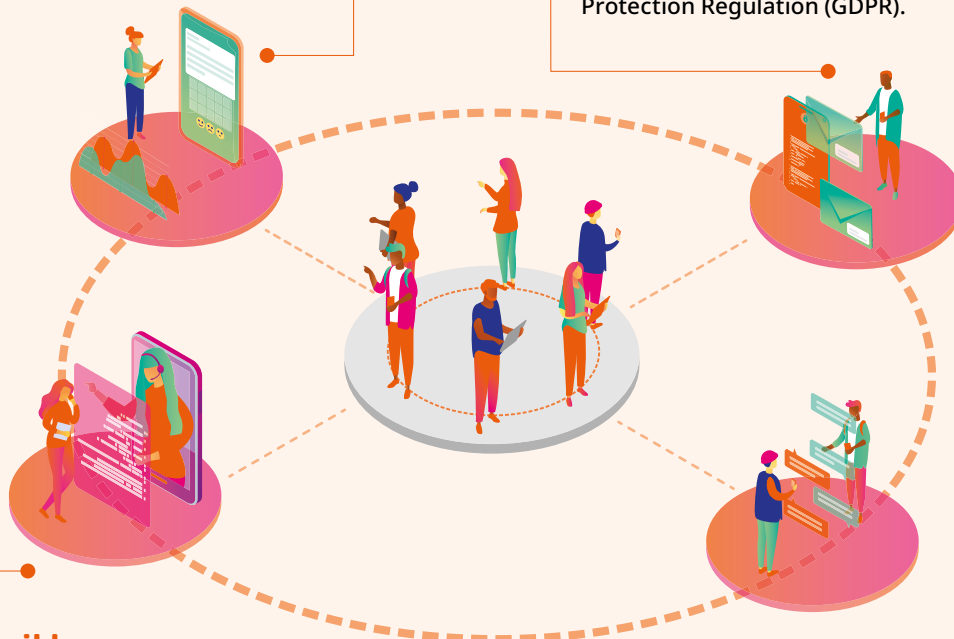
STRENGTHENING our PARTNERSHIPS with SUPPLIERS

Procurement within Teleperformance

Teleperformance's procurement spend amounts to 13% of total Group revenue. Teleperformance mainly purchases computer hardware and software, telecommunications services, and goods and services related to its contact centers and temporary service agencies.

Supplier Code of Conduct

Teleperformance ensures that its subcontractors and suppliers commit to an ethical approach and adhere to the principles of its Supplier Code of Conduct, which includes the updated Group requirements with regard to human rights, working conditions, health and safety, the environment, business ethics and integrity (including anti-corruption), and compliance with the General Data Protection Regulation (GDPR).



Responsible procurement

The Group implements a responsible procurement process that primarily involves managing supplier risk via a standardized due diligence procedure. A project pilot phase was launched at the end of 2020 to test the process and roll it out across the entire Group in 2021. The purpose of these procedures is to ensure not to enter into relationships with suppliers who do not meet the Group's minimum compliance, security, data protection and CSR requirements. It also enables the Group to identify high-risk suppliers and take the necessary measures where applicable.

Global procurement governance

In order to strengthen and standardize procurement processes at all Group entities, a new procurement governance structure was put in place. A Global Chief Procurement Officer assumed his responsibilities at the beginning of 2020. A dedicated supplier risk committee that brings together a variety of functions (procurement, CSR, personal data, information security, legal and compliance) was created in 2020 to ensure continuous improvement and monitoring of the supplier assessment procedure and the implementation of risk mitigation measures. It is also responsible for issuing regular reports on supplier risk to executive management.