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## A Force of Good

- 50 Impact on local employment and Impact Sourcing
- 52 Citizen of the Planet
- 54 Citizen of the world

### Impact on local employment and Impact Sourcing —

As a leading employer in most of the regions where it operates, the Group is committed to having a positive impact on local economies and, more generally, on people's lives.

Teleperformance is a gateway to employment for young people: in 2020, 85,000 agents were hired for their very first professional experience. Teleperformance offers numerous opportunities for advancement: it has a high internal promotion rate and most of its senior managers come from local communities. The Group contributes to the growth of the middle classes and the development of women's employment in developing countries, where it employs 70% of its workforce.



CISC Impact Sourcing Standard Adopter

Teleperformance has been a member of the Global Impact Sourcing Coalition (GISC) since its creation.

As such, it seeks to provide formal employment opportunities to people who would otherwise struggle to gain access: the long-term unemployed, people below the poverty line, people with disabilities, refugees, veterans, etc.

Teleperformance is listed on the IAOP Impact Sourcing Champions Index<sup>(1)</sup>. Teleperformance adopted the Impact Sourcing Standard for the first time in 2020,

#### SARA ENRIGHT

DIRECTOR OF THE GLOBAL IMPACT SOURCING COALITION



By adopting the Impact Sourcing Standard, Teleperformance has taken significant steps to update its hiring and Human Resources practices and policies to be more inclusive, advancing its commitment to employing diverse people from around the world who would otherwise face barriers to decent employment. ●●

demonstrating the strength of its policies and programs for inclusion through employment and its commitment to achieving continuous improvement.

As of December 31, 2020, more than 70,000 Impact Workers from minority groups or disadvantaged communities were employed by Teleperformance, enabling them to obtain a decent job and improve their standard of living.

(1) International Association of Outsourcing Professionals®.



## Our INITIATIVES

### TP COLOMBIA SUPPORTS REFUGEES

**Teleperformance plays a leading role in the integration of Venezuelan refugees in Colombia, with more than 2,000 people hired through its Impact Sourcing program.**

It partners with a number of governmental and non-governmental organizations such as the United Nations Refugee Agency (UNHCR), Tent Partnership for Refugees, and the Pan-American Development Foundation.

#### **GIDEON MALTZ**

EXECUTIVE DIRECTOR, TENT PARTNERSHIP FOR REFUGEES



The Tent Partnership for Refugees is extremely proud of the work done by Teleperformance and we are certain of the enormous impact it will have on the lives of refugees. Employment allows refugees to cover their needs and those of their family, but also to build a network of friends and colleagues in their new homes. Teleperformance is a leader and inspires other companies in its sector to consider refugees as a source of talent. ●●

### TP GREECE CREATES A DEDICATED IMPACT SOURCING TEAM

**Through partnerships with dozens of NGOs and public employment services, numerous initiatives are in place to encourage people from minority groups to submit applications and to persevere in their search for employment:** discussions with social workers and psychologists to adopt the right approach with

certain candidates, following up with NGOs to strengthen their basic skills and share new job openings, webinars to help refugees prepare their CV, etc.

#### **MAUREEN SARAH DANIEL**

CUSTOMER ADVISOR, TELEPERFORMANCE GREECE



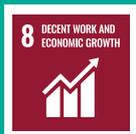
As a refugee and single mother with three children, it was very difficult to pay rent and bills. Teleperformance has offered me my first employment opportunity since arriving in the country and I finally have a salary, bonuses, benefits for the children and other advantages. I can't describe it: the people at Teleperformance welcomed me like a member of the family and boosted my self-confidence, training opened my eyes, the agents all offer support. ●●



#### MATERIAL TOPICS

Impact on local employment

#### SDGs



#### KEY PERFORMANCE INDICATORS 2020

**52,000+**  
net jobs created

**70,000+**  
Impact Workers