

Citizen of the Planet —

Citizen of the Planet (COTP) is a global corporate initiative implemented in 2008 to ensure that Teleperformance operates in an environmentally-friendly and responsible manner

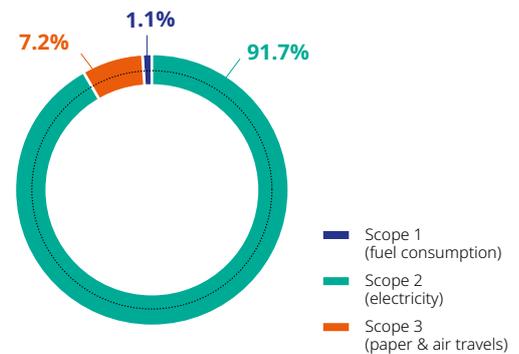


It is based on two key principles: reducing the environmental impact of the Group's operations and raising awareness among its employees and other stakeholders.

The main environmental impact of Teleperformance's business is due to electricity consumption, which represents 92% of its carbon footprint. In 2020, the Group's carbon footprint per employee fell 27.5%, due in part to the Covid-19 pandemic. Teleperformance saw a reduction in emissions thanks to lower attendance at facilities and an increase in work from home arrangements, although energy requirements were nonetheless maintained in order to keep buildings operational.

The full Teleperformance report on climate change, which adopts the framework of the TCFD (Task Force on Climate-related Financial Disclosures), is included in the 2020 Universal Registration Document.

Carbon footprint 2020 (by scope)



OUR APPROACH

Teleperformance has adopted risk mitigation and decarbonization as key strategies to reduce its climate change risks:

- **achieve high energy performance** at the Group's sites by adopting efficiency measures. The Group is focused on reducing energy consumption through energy savings, standardized procedures, environmental impact performance monitoring and partnerships with stakeholders, including employees;

- **switch to greener energy** by increasing the percentage of renewable energy in total electricity consumption whenever possible;
- **streamline the IT infrastructure** by adopting measures to reduce energy consumption in data centers and purchasing STAR-rated and EPEAT-certified electrical and computer equipment;
- **apply energy efficiency and energy supply criteria** upon the acquisition of any new building. Teleperformance's

Global Premises Standard complies with LEED (Leadership in Energy and Environmental Design) standards and favors green buildings wherever possible. All of the Scandinavian sites (Copenhagen, Oslo, Tampere, Stockholm and Gothenburg), all sites in Colombia (since January 2020), 10 sites in India, the Istanbul site in Turkey and Ashby-de-la-Zouch in Great Britain have obtained ISO 14001 certification.



SCIENCE BASED TARGETS INITIATIVE (SBTi)

Teleperformance opted to step up its own climate objectives by committing to the Science Based Targets initiative (SBTi), which involves adopting a greenhouse gas emissions target in accordance with the Paris agreement.

Teleperformance has begun the process of assessing an appropriate target. Through this commitment, Teleperformance is seeking to increase its resilience and readiness for a carbon constrained world.



CITIZEN OF THE PLANET

MATERIAL TOPICS

Climate change mitigation

Natural disasters

SDGs



KEY PERFORMANCE INDICATORS 2020

0.495^t
Carbon footprint per employee

or
-27.5%
vs 2019

17%
renewable energy within total electricity consumption



With the help of its mascot, Teleperformance regularly organizes campaigns to raise awareness about behaviors and initiatives that help protect the environment.

