

Citizen of the World —

Established in 2006, Citizen of the World (COTW) is Teleperformance's charitable initiative that seeks to generate a positive impact on local communities, in particular to help vulnerable children and their families meet their basic needs.



In 2020, Citizen of the World initiatives focused on two main causes:

- supporting local communities particularly impacted by the Covid-19 pandemic;
- maintaining partnerships with schools and NGOs supporting access to education for the most vulnerable children.

What is your role at Teleperformance?

I started my career at Teleperformance as a customer advisor in 2008. I then held a variety of positions, such as employee engagement coordinator in 2016, before taking up my current role of CSR ambassador. My job is to liaise between the different departments in order to advance social and environmental issues, as well as coordinating the Citizen of the World charity campaigns at TP USA.

What does Citizen of the World represent for you?

To me it is a calling. My love for Citizen of the World continued to flourish as did my professional career. I am extremely proud to be a part of a company that places a significant focus on giving back to communities.

It is an honor to be able to contribute to making the world a better place, and a challenge to represent Teleperformance in its social responsibility initiatives.

TP USA is one of the most engaged subsidiaries in the program. What are the secrets of generating such a good spirit?

I feel the best way to boost engagement and donations is to listen to the voice of your people and understand what our employees are passionate about and why they donate. Building a genuine trust relationship is vital. Being able to recognize those that donate and thank them for doing so is probably more important than the donation given.



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AMBER GREGORY

CSR AND COTW AMBASSADOR,
USA

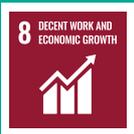


Our INITIATIVES

MATERIAL TOPICS

Philanthropy

SDGs



KEY PERFORMANCE INDICATORS 2020

€5.1M
donations

80,000
volunteer hours

SUPPORTING LOCAL COMMUNITIES HIT BY THE COVID-19 PANDEMIC

The Group's subsidiaries organized several collections to support local communities facing these difficult circumstances: distribution of masks, hygiene material, food, etc.

126,875

meals to be distributed to families affected by the pandemic in July 2020 in the USA

In the United States, Teleperformance strengthened its actions with Feed the Children during the pandemic. Daniel Julien also donated over 20% of his annual variable remuneration to this cause. The group's support has notably enabled 126,875 meals to be distributed to families affected by the pandemic in July 2020.



SUPPORTING EDUCATION

Teleperformance India supports schools and non-governmental organizations specialized in education in each of the cities in which it operates.

As a result Teleperformance contributed to the schooling of 1,600 children in 2020 and approximately 13,000 since the beginning of the program, and has sponsored lunches for 1,000 children through the Akshaya Patra foundation.



SUPPORT FOR MICRO-ENTREPRENEURS IN THE PHILIPPINES

For the last 10 years Teleperformance has supported "Teleperformance Gawad Kalinga", a village it built following Typhoon Ketsana in 2009, now home to several hundred families. In 2020, a micro-entrepreneur support program was established to help bolster this community's resistance to the pandemic. The program provides training in entrepreneurship, finance and personal development as well as financial support for developing the business. Five entrepreneurs have already benefited from the program.

