



We will never stop
**CHALLENGING THE
 IMPOSSIBLE** in our
 pursuit of excellence. ●●

DANIEL JULIEN
 CHAIRMAN AND
 CHIEF EXECUTIVE OFFICER



2020 has been a year like no other.

Customer experience has turned a corner: the global crisis has led to a permanent change in consumer behavior and how our interaction experts work. Now is the time for reassessment, reinvention and transformation. I am delighted to share with you two reasons for all of us at Teleperformance to feel proud. Firstly, **we have successfully passed the test of the health crisis by protecting our employees and their jobs, whilst continuing to support our clients.** Secondly, we are continuing to develop our business through organic growth and acquisitions. With the acquisition of Health Advocate, an online health expenditure management and advisory platform in the United States, Teleperformance has significantly strengthened its specialized services in the healthcare sector. Our commercial development continues to advance at a rapid pace, with a resilient and consistent value creation model based on proximity to our clients, technological innovation, security and our status as the employer of choice in the market.

Our success can be attributed to three main factors: our unwavering perseverance, our team spirit and our capacity for real-time and continuous transformation. **At Teleperformance, we have always been passionate about people: our TP family, our clients and the consumers we interact with each and every day.** We are a group of people driven by passion, by our values and by our commitment to providing the best possible services. When a cohesive team follows a well-established plan, all things become possible.

During the Covid-19 crisis, employee safety has been paramount. When it became clear that social distancing offered the best means of protection, I challenged our teams to achieve what had never been imagined before: enable more than 250,000 employees to work from home. Processes that used to take months were completed in a matter of weeks, and we learned new ways of collaborating that will benefit all our clients for decades to come. We have not achieved all of this alone: our partners and clients have helped us learn and adjust along the way. Together, we were able to provide human connection with the outside world, at a time when empathy was more important than ever. We are constantly innovating, always on the lookout for new ways to improve and refine our solutions and services. **We believe in the importance of sharing best practices by propagating new advances throughout our vast network to ensure the progression of our ecosystem as a whole.**

I am proud to renew our commitment to the United Nations Global Compact, which we fully support through our activities and CSR policies.

Continuing to be a leading employer, and working for diversity and respect for the environment through our support for the Science Based Targets initiative, are the Group's priorities, with ambitious objectives set for the year ahead. Although we continually strive to challenge the status quo and put the human touch first, we will never stop challenging the impossible in our pursuit of excellence.

MESSAGE FROM THE CHAIRMAN

Our values guide Teleperformance's actions



Cosmos | Integrity
*I say what I do,
 I do what I say*



Earth | Respect
*I treat others with
 kindness and empathy*



Metal | Professionalism
*I do things right
 the very first time*



Air | Innovation
I create and I improve



Fire | Commitment
*I am passionate
 and engaged*