



# About the report

This document is Teleperformance's second integrated report and sets out the Group's long-term value creation model.

This report was prepared by the Teleperformance CSR department with the support of key departments and executive management. It was presented and approved by the Board of Directors on February 25, 2021.

It is based on ongoing dialog between Group stakeholders, including employees, clients, partners, shareholders and local communities.

The information has been verified by KPMG as the independent third-party body. The report by one of the Statutory Auditors on the consolidated declaration of extra-financial performance may be found in section 2.9 of the 2020 Universal Registration Document.

The Group is committed to incorporating best practices by progressively adopting the major reporting guidelines on sustainability.

**GRI**

Teleperformance follows the GRI sustainability reporting standards and applies the GRI reporting principles. This report has been prepared in accordance with the GRI standards: Core option. Teleperformance follows the principles and concepts of the International Integrated Reporting Framework.

**TCFD**

Teleperformance applies the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) in the area of environmental reporting, as included in section 2.6 of the 2020 Universal Registration Document.

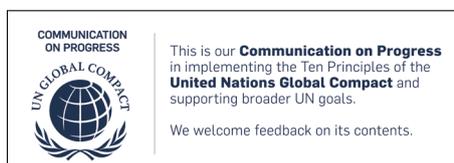
**SASB**

Teleperformance supports the SASB (Sustainability Accounting Standards Board) standard specific to its sector, Software & IT Services.

**The information contained in this report covers the 2020 financial year from January 1<sup>st</sup> to December 31<sup>st</sup>, 2020, unless specified otherwise. The detailed reporting protocol and the GRI and SASB content indexes, which provide an overview of the important sustainability information contained in the Teleperformance integrated report and other public documentation, may be found on the Group website in the Integrated Report's digital version [www.teleperformance.com](http://www.teleperformance.com)**

## United Nations Global Compact

**This report also contains the United Nations Global Compact Communication on Progress which qualifies to the GC Advanced level.**



## Scope and collection of information

Data reported by the subsidiaries is verified internally to ensure consistency. It is then audited by KPMG's CSR specialists.

Data	Collection and monitoring	Period	Scope
Quantitative staff information	This data is gathered using the Group's reporting and consolidation tool. This data is monitored by the Reporting and Consolidation Department, mainly <i>via</i> consistency checks and a comparative analysis with the previous year.	For any given year (N), the data corresponds to December 31 <sup>st</sup> of such year.	It covers 100% of the headcount, for all subsidiaries in the consolidation scope.
Quantitative environmental information	This data is gathered <i>via</i> monthly reporting. This data is checked by the Reporting and Consolidation Department, which collects the supporting documents and performs consistency checks and a comparative analysis with the previous year.	For a given year N, the period covered runs from October 1 <sup>st</sup> , year N-1 to September 30 <sup>th</sup> , year N.	The scope of the published information for the reference period covers 100% of Group workforce, with the exception of water consumption, for which some subsidiaries (Argentina, Dubai, Honduras, Switzerland, Norway, Denmark, Macedonia and some TLScontact subsidiaries) either currently lack the information or are unable to obtain it, given that water consumption is not itemized separately under rental charges. Accordingly, water consumption data covers only 97% of the Group's workforce.
Qualitative information	This data is gathered via a specific questionnaire sent to CSR ambassadors at each subsidiary. This data is checked by the Group CSR Department via a comparative analysis and collection of supporting documentation.	For any given year (N), the data corresponds to December 31 <sup>st</sup> of such year.	Qualitative information covers 91% of employees; Switzerland, Kosovo, Netherlands, Poland, Turkey, Canada, Singapore and TLScontact and LLS are excluded.

## Main indicators

To guarantee the consistency of the information reported, guidelines were introduced and circulated to all Group subsidiaries. These guidelines specify the exact definitions and formulas to use when reporting quantitative information. In some cases, a given subsidiary may not monitor a requested indicator internally and therefore cannot provide the relevant information.

Further information on the indicators set out in this report are provided below:

### Informations quantitatives sociales

Year-end workforce	The year-end workforce includes all persons who had an employment contract and were in salaried employment at the Group's various subsidiaries, together with all temporary employees as of December 31 <sup>st</sup> .
Full-time equivalent workforce	The full-time equivalent workforce is calculated by dividing the total number of hours paid by the normal number of hours worked during the year. The standard annual number of hours worked is specific to each country, depending on local regulations.
Training hours	Training hours per employee are calculated by dividing the number of training hours by the full-time equivalent workforce.
Workplace accident frequency rate	Number of accidents resulting in time off work divided by the number of paid hours of production multiplied by one million. The number of workplace accidents does not include accidents that occurred during the commute between home and work.
Rate of absenteeism	This is the number of hours related to unscheduled absences divided by the number of scheduled hours. Scheduled absences (holiday, maternity leave, training, etc.) are excluded from the calculation. The rate of absenteeism only concerns agents.
Management	This encompasses all functions other than those of agents and supervisors.
Dismissals	These are positions eliminated by the employer for economic reasons or due to internal restructuring, or due to gross negligence or incompetence leading to dismissal at the employer's initiative.
Other departures	This includes departures due to termination of contract by mutual agreement, expiry of contract, resignation or the transfer of an employee to another Group entity.
Percentage of women in the group	Breakdown of total staff by gender exclude the US subsidiaries as local regulations prohibit collecting this data.
Internal promotion rate (non-agent positions filled internally)	This is the percentage of open positions (all positions excluding agents) that have been filled internally following a promotion.
Agents on their first job	This is the count of new agents hired who this is their first job ever.

### Quantitative environmental information

Water consumption	Total annual water consumption in cubic meters.
Energy consumption	Total annual consumption in kilowatts. Emission factors are specific to each country and are taken from the International Energy Agency (IEA) website. Renewable energy consumption includes wind, solar, hydro, geothermal and biomass energy.
Fuel consumption	This is the total annual consumption in liters used for emergency generators.
Paper consumption	Total annual paper consumption (printer and toilet paper) in tons. The following conversion factors were used: 1 ton of paper = 400 reams of A4 or 200,000 sheets. 1 ton = 2,200 rolls of toilet paper. The emission factor is 0.41 ton of CO <sub>2</sub> per ton of paper consumed (source: ADEME).
Air travel	Number of kilometers traveled. It is calculated by multiplying the total number of trips made by the "average trip in kilometers per country". The Group uses the distance from Paris to London as the benchmark given that the sales staff, who are the most frequent travelers within the Group, mainly take domestic flights. The conversion factor for air travel is 0.18 kg of CO <sub>2</sub> per kilometer traveled. This is calculated by dividing the CO <sub>2</sub> emissions generated by the Paris-London trip (0.07 ton of CO <sub>2</sub> ) by the same distance (377 km).
Carbon footprint	Carbon footprint corresponds to greenhouse gas emissions related to energy, fuel and paper consumption and the number of air kilometers traveled. The Scope 1 and 2 carbon footprint corresponds to direct emissions and indirect emissions related to energy consumption corresponding to energy and fuel consumption.

### Qualitative information

Percentage of employees working in a subsidiary certified as "Best Employer"	Subsidiaries certified as "Best Employer" are those that received Great Place to Work® or Best Places to Work® certification during the reporting period from January 1 to December 31 of year N.
Percentage of employees benefiting from health insurance, extra holidays and other benefits	The percentage is calculated based on the data provided by each CSR ambassador through the annual questionnaire.
Percentage of employees trained on the Group's policies and procedures	Number of employees trained on the Group's policies and procedures divided by the Group's headcount on the reporting scope.
Percentage of the footprint where Global Ethics hotline has been rolled out	Closing headcount of subsidiaries in which the professional alert system has been deployed, divided by the Group's closing headcount.