



Majorel Group Luxembourg S.A. | 18, boulevard de Kockelscheuer | 1821 Luxembourg

H.E. António Guterres
Secretary General
United Nations
New York NY 10017
USA

Luxembourg, 16 March 2022
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UN Global Compact – letter of commitment

Dear Mr. Secretary-General,

We are pleased to confirm that Majorel Group Luxembourg S.A. (Majorel) supports the Ten Principles of the United Nations Global Compact on human rights, labor, environment and anti-corruption. With this communication, we express our intent to implement those principles.

We are committed to making the UN Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Sustainable Development Goals. Majorel will make a clear statement of this commitment to our stakeholders and the general public.

We recognize that a key requirement for participation in the UN Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the Ten Principles. We support public accountability and transparency, and therefore commit to report on progress within one year of joining the UN Global Compact, and annually thereafter according to the UN Global Compact COP policy. This includes:

- A statement signed by the chief executive expressing continued support for the UN Global Compact and renewing our ongoing commitment to the initiative and its principles. This is separate from our initial letter of commitment to join the UN Global Compact.

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Majorel Group Luxembourg S.A. – Registered Office: Luxembourg | Court of Registration: RCS Luxembourg, B 227626 |
Represented by: Dr. Thomas Mackenbrock (Administrateur Délégué), Otmane Serraj (Administrateur Délégué)

- A description of practical actions (i.e., disclosure of any relevant policies, procedures, activities) that the company has taken (or plans to undertake) to implement the UN Global Compact principles in each of the four issue areas (human rights, labor, environment, anti-corruption).
- A measurement of outcomes (i.e. the degree to which targets/performance indicators were met, or other qualitative or quantitative measurements of results).

At Majorel, we design, build and deliver next-generation end-to-end CX solutions for many of the world's most respected digital-native and vertical leading brands. Our comprehensive east-to-west global footprint in 35 countries across five continents, with more than 69,000 team members and 60 languages, allows us to deliver flexible solutions that leverage our expertise in cultural nuance, which we believe to be essential for true excellence in CX.


We have deep domain expertise in tech-augmented front to-back-office CX. Additionally, we offer Digital Consumer Engagement, CX Consulting, and an innovative suite of Proprietary Digital Solutions for industry verticals. We are a global leader in Content Services, Trust & Safety.

We believe the 'Majorel difference' to be our culture of entrepreneurship. Everyone at Majorel is very much looking forward to ensuring that the UN Global Compact is integral to our business.

Sincerely yours,



Dr. Thomas Mackenbrock
Chief Executive Officer



Otmane Serraj
Chief Financial & Shared Services Officer