



15th November 2017

Subject: 90-day grace period

To our stakeholders:

We recognize that a key requirement for participation in the UN Global Compact is the annual preparation and posting of a Communication on Progress (COP) that comprises of a CEO statement of continued support for the UN Global Compact, a description of practical actions with regard to the principles of the UN Global Compact, and a measurement of outcomes or expected outcomes.

We regret to inform you of our delay in creating, sharing and posting our COP. The request for an additional 90-day grace period is due to the recent acquisition of "Sitel" by "Groupe Acticall", both members of the Global Compact since January 2013 and December 2011, respectively. This will allow us to prepare a joint COP, bringing together the "Sitel" and "Groupe Acticall", thus demonstrating our willingness to coordinate our commitment to social responsibility. For 2017, this new joint COP will be posted both on the active account of Sitel, based in Spain, and that of the Groupe Acticall, based in France. In 2018, we will ask for the opening of a new Acticall Sitel Group account.

We hereby ask for an extension period in order to be able to post a COP that describes our company's efforts and progress to implement the principles of the UN Global Compact.

Our new COP report will be posted on the UN Global Compact website by 15 February 2018 at the latest.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Laurent Uberti', with a stylized flourish at the end.

Laurent Uberti
President