



Transforming and Evolving

2018 Highlights

Each Interaction Matters

“A new major step in the transformation has been achieved.”

Daniel Julien

Executive Chairman and Chief Executive Officer

In recent years, we have set the Group on the path to transformation by diversifying our business into high added-value services, while achieving strong growth. In 2018, a new major step in the transformation was achieved.

We completed the acquisition of Intelenet in early October, and I am extremely pleased to welcome Intelenet and its 55,000 employees to the Teleperformance family.

We share the same values, which are the foundation of the Group’s development and transformation, and the same passion for service and strategic vision. Intelenet’s integrated services and its expertise in the digital transformation of companies significantly strengthen Teleperformance’s offerings. Intelenet’s impressive position in Asia, particularly in India, is also an opportunity for us to massively increase our presence in this promising market.

The integration of Intelenet marks a decisive step towards enhancing Teleperformance’s specialized business services and deploying the long-term strategy. **A new entity, Digital Integrated Business Services (D.I.B.S.), has been set up as well.** Its mission is to support the development of integrated high-value services in digital transformation.

In early September, **Teleperformance also unveiled its new visual identity and logo, in line with a truly global Group in which innovation and technology play a central role in support of the human experience.** Resolutely modern, multicultural, and digital, this new identity reflects the evolution of the Group through the years. In the midst of this transformation, Teleperformance continues to post sustained business growth, showcasing its unique global leadership and diversified business profile that enable value creation.

From a human perspective that relates to our commitment to Corporate Social Responsibility (CSR), I am pleased to let you know that Teleperformance was included in both the Vigeo Eurozone 120 and FTSE4Good Indexes. Teleperformance also recently attained its fifth consecutive global third party certification from Verego.

Teleperformance is a signatory of the United Nations Global Compact, which we fully support and embrace, as evidenced by the aggregate of our CSR policies and actions. We are active participants in helping create jobs around the world through actions that include the Global Impact Sourcing Initiative. Both our award-winning Citizen of the World (philanthropic) and Citizen of the Planet (environmental) programs are considered to be groundbreaking benchmark community service best practices examples for our industry. Our COTW initiative reached a major milestone last year as we surpassed \$40MM USD in cash and in-kind donations.

Our CSR policies, processes, programs, and procedures are reviewed regularly by our senior executives and are internally and independently examined periodically. This undertaking includes audits and assessments by a variety of stakeholders, as well as clients and independent third parties to ensure accuracy, transparency, and best practices leadership. In short, we are proud to be and remain committed to being a global cross-industry CSR best practices benchmark.

This report is a summary of our 2018 results, which we are very proud to share with our clients, shareholders, key stakeholders, and, of course, our globally diverse family of over 300,000 wonderful people in 80 countries.

Thank you for making us a stronger company, together.

1 We Blend Technology with Empathy

- 5 TRANSCENDING CULTURAL BARRIERS
- 7 THE BEST PARTNER
- 8 NEW VISUAL IDENTITY
- 9 AWARDS
- 11 OUR GLOBAL ENGAGEMENT INITIATIVES

2 We Treat Your Business Like Our Own

- 19 OUR PORTFOLIO
- 22 PERFORMANCE MANAGEMENT
- 26 INFORMATION SECURITY
- 29 TELEPERFORMANCE CUSTOMER EXPERIENCE LAB (CX LAB)

3 We Support the Communities Where We Work and Live

- 33 SOCIAL RESPONSIBILITY
- 34 CITIZEN OF THE WORLD
- 36 CITIZEN OF THE PLANET
- 38 THE UN GLOBAL COMPACT

Blending Technology with Empathy

Technology has become a powerful tool in increasing productivity, providing information, enhancing accuracy, and reducing errors. Its role in the ever-changing markets has contributed to a lot of opportunities for both customers and brands to improve the once simple process of buying, offering, or selling. Now, customers know what they want and are smarter with their buying decisions, thanks to the Internet, while brands are able to elevate their products or services through the use of technology and through innovation.

We can't deny how the digital atmosphere has made a strong impact in modern times. However, when it comes to customer experience, it should be noted how customers still value the meaning of connections and the importance of personalized attention.

Customers today demand and crave the many benefits technology brings, and at the same time, also expect to receive reassurance, be treated with respect, and most of all, receive empathy when and where it matters the most.

Teleperformance recognizes the importance of blending technology with empathy. Our recent acquisition of Intelenet is our way of maximizing productivity, while welcoming more sophisticated business services and outsourcing solutions. Our aim of making each interaction matter resonates in the way we train our people, allowing them to develop their emotional intelligence, active listening skills, well-being, communication, and personal growth.

Our values promote a working environment that is safe and secure for everyone.

Throughout this time of digital transformation, we at Teleperformance take pride in our "high-tech, high-touch" approach, which includes omnichannel solutions that fully utilize the power of innovation, the productivity of bots, and the details that analytics offer. We remain firm in our belief that tiny acts of human empathy can go a long way in creating relationships that inspire brand loyalty and elevate the customer's overall experience.

Are you ready to move forward and make a positive impact in your customers' journey through Teleperformance's balance of technology and human interactions?



Our global, talented team delivers the right solution and answer through the right channel at the right time. We know how to leverage technology, while providing a human touch during each interaction.



Present in

80
countries

We serve

170+
markets

We provide
services in

265
languages and
dialects

300K+
employees



1 Introducing a New Look for Teleperformance

We are pleased to present Teleperformance's new, and we think eye-popping, look. While always honoring what we've done, we know that we have a bright future ahead of us, finding new ways to improve the omnichannel customer experience and serving our clients the best way we know how. Our goal is to create an empowered and lasting relationship between customers and their favorite brands; always delivering the best quality services with the highest security standards.

Our new look is a nod to the future—a distinctive, bold effort to remind our partners that we are always working for them, always fighting to deliver outstanding services on their behalf.

We are here to welcome, listen to, engage with, and amaze each person with whom we connect. This is what makes the world a better place and strengthens bonds across countries and cultures.

This is the future of Teleperformance. Each Interaction Matters.

2 Employees of Every Nationality, Working Together in a Single Location

Teleperformance is the pioneer in the development of multilingual hubs that provide large multinational groups with dedicated and optimized omnichannel solutions for customer experience management. These centers bring together employees of all nationalities in one place to serve Pan-European and Pan-Asian programs. A true differentiating factor, Teleperformance's multilingual offerings serve 140 markets in more than 40 different languages from five regional hubs located in Portugal, the Netherlands, Greece, Malaysia, and Egypt.

"Finding a location for a multilingual hub is not as simple as it sounds. A hub needs to be established in an attractive and stable region that has an educated and multicultural population."

— João Cardoso, Chief Research and Development and Digital Integration Officer of Teleperformance Group and CEO of Teleperformance in Portugal.

3 Combining High-Tech and High-Touch with Digital Integrated Business Services

In 2018, Teleperformance advanced its work in pursuing digital solutions by acquiring Intelenet. Intelenet is a global leader in business services and digital transformation solutions with a vast knowledge that includes automation, Robotic Process Automation (RPA), a best-in-class operational framework, and a comprehensive range of service offerings to meet client needs. With Intelenet's acquisition, **Teleperformance in India, established in 2001, has evolved from a leading provider of outsourced omnichannel customer experience to Digital Integrated Business Services (D.I.B.S.) and Transformation Solutions provider.** Teleperformance D.I.B.S. is focused on developing transformation strategies that enrich customer experience, improve efficiency, reduce costs of support, and explore new opportunities for businesses across the globe.

Overall, Teleperformance offers pioneering CX services supported by Analytics, Technology, Innovation, Automation, and RPA, which enable hybrid Omnichannel Customer Engagement, best-in-class Business Process Optimization, and Digital Transformation Solutions.

One Solid Team

We are a company moved by passion and values. Every day, we transform our passion into different actions to ensure our people are delivering outstanding customer experiences at every single opportunity. We are one solid team. We share the same values and principles, which guide our actions inside and outside of the company.

Our Genetic Code

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
improve.



Fire

Commitment
I'm passionate and
engaged.



OUR MISSION:

At Teleperformance, we deliver an outstanding customer experience at every single opportunity as a result of our commitment, passion, and dedication to excellence. In so doing, we create opportunities and value for employees, clients, customers, communities, and shareholders.



New Visual Identity

In September, Teleperformance unveiled its new visual identity and logo, in line with its status as a genuinely global Group where innovation and technology play a central role in support of the human experience. The abbreviated reference to Teleperformance (TP), will be used across the updated visual materials, including the revamped website.

This new visual identity stands for what Teleperformance is today and the transformation it has undertaken throughout the years. Meanwhile, the logo symbolizes the trust, loyalty, and empathy extended to everyone who helps make the business successful—our employees, clients and their customers, partners, and shareholders.

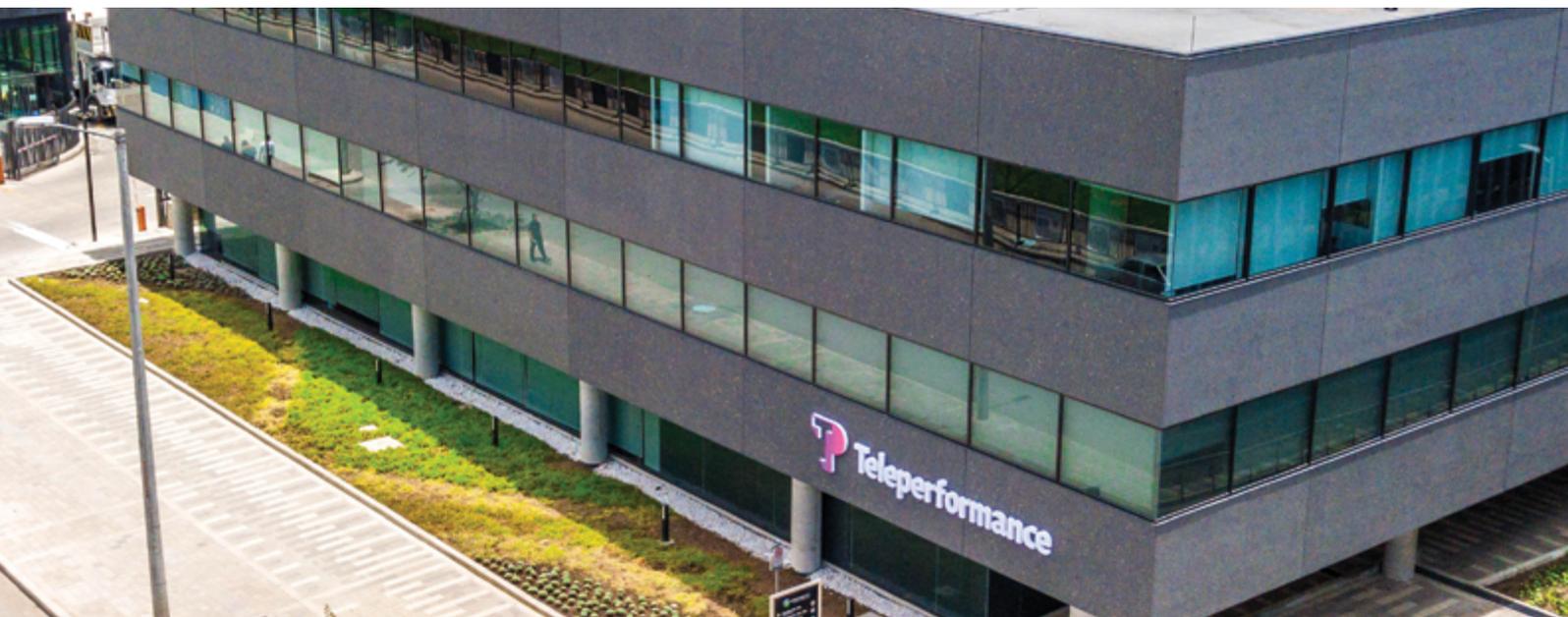
The flexibility and modularity of this new visual identity serve as reminders to our partners that we are fully committed to working alongside them, providing the best customer experience services on their behalf.



“Teleperformance understands, now more than ever, that the human touch is essential to creating and sustaining lasting relationships between customers and their favorite brands. We believe that the new visual identity is innovative, flexible and adaptable, contemporary, convivial, and warm: even if we interact with millions of customers on each channel each year, we know that each interaction is unique, as it meets the needs of each individual, with his or her own preferences and needs.”

Daniel Julien

**Executive Chairman and
Chief Executive Officer**





Our team's hard work and dedication pay dividends. Without them, we would not be as successful as we are. In fact, we continue to receive recognition all over the world, all thanks to our people. The entire list of awards can be found at www.teleperformance.com. But, here are just a few of the accolades we received in the past year:

FROST & SULLIVAN



Teleperformance was named Frost & Sullivan's 2018 European Contact Center Outsourcing Company of the Year.



Teleperformance was awarded Frost & Sullivan's 2018 Competitive Strategy and Leadership Award for Global Security and Compliance.



Teleperformance received the 2018 Growth Excellence Leadership Award from Frost & Sullivan for the Contact Center Outsourcing Service Industry in China.



Teleperformance in Brazil was honored with the 2018 Competitive Innovation and Leadership Award in the contact center outsourcing industry by Frost & Sullivan.



Teleperformance in Argentina received the 2018 Argentinian Contact Center Outsourcing Services Company of the Year Award from Frost & Sullivan.

GREAT PLACE TO WORK® (GPTW)



Great Place to Work®, in partnership with IT Media, honored Teleperformance in Brazil as one of the Best Companies to Work For.



Teleperformance in the Philippines was honored for the first time by Great Place to Work®.



Teleperformance in Colombia was recognized as a Great Place to Work For by the Great Place to Work® Institute.



Teleperformance in the Dominican Republic received its fourth consecutive Great Place to Work® certification.



Teleperformance in Mexico was certified for the first time at the country level as a Great Place to Work®.



Teleperformance Recognized as One of the Best Companies to Work For in Greater China 2018 by Great Place to Work® Institute.



Teleperformance in Portugal was recognized as a Best Company to Work For by the Great Place to Work® Institute.



Intelenet Global Services was recognized as a Great Place to Work For by the Great Place to Work® Institute.



Teleperformance in Mexico Nearshore was recognized as a Great Place to Work For by the Great Place to Work® Institute.



Teleperformance in El Salvador was recognized as a Great Place to Work For by the Great Place to Work® Institute.

AON

Teleperformance was recognized as a 2018 Aon Best Employer in seven countries: Albania, Guyana, India, Lithuania, Morocco, Tunisia, and its TLScontact activity in Lebanon.



BPTW

Teleperformance in Lebanon, Morocco, Tunisia, and Albania was recognized as the Best Place to Work®.



VEREGO

Teleperformance was awarded the Enterprise-wide Certification for Social Responsibility by Verego for the fifth consecutive year.

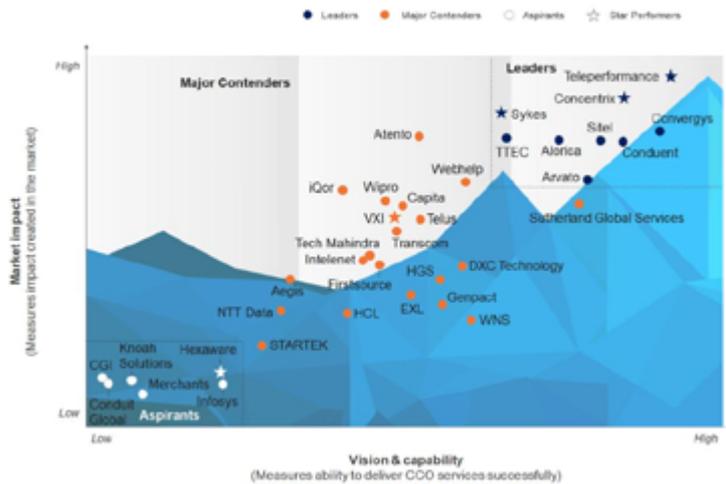


EVEREST GROUP

For the sixth consecutive year, Teleperformance was recognized as a Global Leader in the Everest Group Contact Center Outsourcing (CCO) - Service Provider Landscape with PEAK Matrix™ Assessment. According to Everest, Teleperformance stood out in a number of ways. The company posted exceptional growth, always innovating and seeking to improve.



Everest Group Contact Center Outsourcing (CCO) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018



ECCCSAs

Teleperformance was the only company to win five major 2018 European Contact Center & Customer Service Awards (ECCCSAs), including Best Multilingual Contact Center of the Year.



Teleperformance in Russia won Best Large Outsourcing Partnership.



Teleperformance in Greece won Best Multilingual Contact Center of the Year.

GCC



Teleperformance D.I.B.S. was honored as Best Employer Brand and Best BPO Firm at the GCC Best Employer Brand Awards 2018.

GSA



Teleperformance D.I.B.S. won the prestigious Customer Experience Provider of the Year accolade at GSA Awards and Summit 2018.

Motivating a Great Team

We know that happy employees make all the difference when it comes to delivering exceptional customer service. Through programs, engagement initiatives, and internal campaigns, we strive to make the people who are the foundation of our business proud to be on our team. Here's a little bit of what we did in 2018.

The happiness of our employees at work is Teleperformance's main goal. That is why we organize themed parties for them every year.





Teleperformance **ForFun** Festival

A Rockin' Decade of Fun

From breathtaking songs to slick dance moves, to inspiring works of art and photography—For Fun Festival was back for the 10th time to recognize and celebrate the creative talents of our people around the globe. An annual event of Teleperformance, For Fun Festival is open to all of our active employees who are raring to share their passion for art, dance, music, and photography. The grand winner in the global competition gets to bring home a whopping \$6,000.

Teleperformance is a people company. Our people represent us, make us successful, and make us proud. For Fun Festival not only highlights our different nationalities and cultures, but also embraces our people, their families, and their friends, creating a special worldwide bond.

Art
1,012
Participants



Dance
1,465
Participants



Music
2,376
Participants



Photography
995
Participants



TOTAL
5,848
Participants



For Fun Festival 2018 Global Winners

Art

MOROCCO
Ayoub Ouaddi

Dance

ARGENTINA
Jesus Maximiliano Nieto

Music

USA
Colton Gibson

Photography

UK
Nathan Whittaker



We believe that building sports teams teaches our people the value of teamwork, passion, and connecting with one another.

SPORT CLUB

Hustle and Heart

We care about the health and happiness of our employees. That's why at Teleperformance, we see sports as a great way to experience healthy activities.

This, while celebrating our national and cultural diversity, including the incredible athleticism that is present throughout the global Teleperformance team.

The Teleperformance Sport Club is a worldwide program promoting sports as a tool for physical well-being and higher quality of life. It is also a means to build a culture of teamwork. By motivating our people to play and have fun, we are also encouraging them to cooperate with others towards a common goal—to achieve peak performance and experience success.

Sport Club 2018:

5,556

Participants
in Soccer

1,955

Participants
in Basketball

1,923

Participants
in Volleyball

1,052

Participants
in Bowling

1,722

Participants
in Other
sports

TOTAL

12,208

Participants

Getting Our Game On

PARTIAL LIST

TP IN BRAZIL

Teleperformance in Brazil held its much-anticipated Teleperformance Cup to promote sportsmanship and camaraderie through the beautiful game of football. Participating teams were cheered on by colleagues, friends, and family.

TP IN THE PHILIPPINES

Our homegrown gamers from Teleperformance in the Philippines, Antipolo site battled it out on Mobile Legends, a multiplayer mobile game that pits players against each other in a real-time battle. Hundreds of spectators flocked to the live game event, which aimed to boost employees' competitive spirit and encourage a positive winning attitude.

TP IN TURKEY

Everyone was a winner in Teleperformance in Turkey's 2018 Istanbul Bowling Tournament. Bearing creative team names, our bowlers made strikes, picked up spares, and had a grand time.

TP IN GERMANY

Scoring a podium finish in the 2018 CC-Club Kart Cup was the goal of Teleperformance in Germany's kart team. Only in their second year of participation, placing third was definitely an incredible feat.

TP IN SOUTH AFRICA

There is no such thing as all work and no play in Teleperformance in South Africa as our employees, cue sticks at the ready, came together for a friendly yet ultracompetitive pool tournament.

TP IN USA

Teleperformance in the USA, Columbia site hosted a basketball tournament between accounts that quickly became a family event. Winners received custom T-shirts, a trophy, and a slot at the Boarder Bash where they faced off with the Augusta site. Overall, the event was a fun experience for everyone and a good opportunity to fuel team spirit among colleagues.





Living Strong

passion4U
for you 

Passion 4U is a worldwide program that reinforces the true meaning of “pride in belonging,” bringing a new look to the anti-stress initiatives of the Teleperformance Group. It also features a range of wellness activities that promote health literacy, fitness, and happiness at work.



Better Health through Better Living

PARTIAL LIST

TP IN SPAIN

Teleperformance in Spain's 230-strong Seville contingent took to the streets and raced to the finish in the Carrera de la Mujer. It was indeed a day of solidarity, sportsmanship, and determination. Kudos to our team.

TP IN TUNISIA

Since July 2018, our employees in Teleperformance in Tunisia have been reaping the benefits of yoga, laughter, and meditation. Once-a-week sessions in all our sites have proven truly helpful in promoting positive attitude and wellness among our dedicated workforce.

TP IN PORTUGAL

Our colleagues from Teleperformance in Portugal carried out another trekking activity in Praia da Samarra. They had the opportunity to walk by the beach, enjoy the sun, and have fun.

TP IN BRAZIL

Teleperformance in Brazil supported pregnant employees by offering monthly lectures related to childcare and other issues new parents face. Nurses, obstetricians, and gynecologists offered their expertise throughout the year to more than 250 employees.

TP IN GERMANY

Together with DAK, Teleperformance in Germany held its first health day in Mönchengladbach. The goal was to educate our people about health, prevention, and nutrition. Everyone had a lot of fun, especially with the drunk buster impairment goggles.

TP IN THE PHILIPPINES

Our colleagues in Teleperformance in the Philippines, Cebu site cooked up a storm in the Cook-off Challenge, showcasing their culinary skills in celebration of health and wellness.

Teleperformance also runs awareness campaigns to promote:

healthy eating



good posture



mini marathons



*massage therapy
for stress relief*





Teleperformance University (TPU) was created to train our business executives in the key subjects related to managing and understanding our core business, as well as to prepare them to implement major changes in our business, while staying totally aligned with our strategic objectives. Furthermore, it ensures that all of our teams share the same values and perfectly understand our culture.

A personalized college course created to develop our future leaders, all our high-potential executives and leading managers have access to TPU.

This year, we integrated even more of our companies into the program, with employees from Teleperformance, Praxidia, TLScontact, Alliance One, and LanguageLine Solutions participating.



40 participants



*representing
14 countries*

Creating the Right Omnichannel Customer Experience

Digital transformation is happening right now. Customers can receive service on any channel at any time. Teleperformance knows that each customer is different. They want to be treated as unique individuals who are valued. Designing the right omnichannel strategy is about more than just having the right channels. We help companies design and implement the right strategies by providing our core and specialized services, which can help improve customer relationships and business outcomes.

Some of our products:

Digital Integrated Business Services

Robotic Process Automation (RPA)
Machine Learning, Artificial Intelligence (AI)
Business Intelligence
Data Management, Transformation, and Integration
Desktop Automation and Mobility Solutions

Back-Office Services

Social Media
Involve
Buzz Monitoring
Insights
Moderation
Engagement

Analytics Solutions

In Touch
Smart Cast
On Target

Best Location

Work-at-Home
Offshore and Nearshore
Multilingual Hubs

Web Channels

Live Interaction
Semi-Automated

VIP and Specialized Solutions



Teleperformance

D.I.B.S. Digital Integrated Business Services

Powering Innovation through Digital Transformation and Automation

Teleperformance Digital Integrated Business Services (D.I.B.S.) offers pioneering Technology Innovation and Digital Transformation services.

We provide integrated business solutions that transform Customer Engagement, Customer Acquisition, Data Analytics, Technical Support, Shared Services, IT and Infrastructure Management, and Back-Office Services across diverse industry verticals and digital channels.

With deep domain knowledge, transformative digital capabilities like TAP™ (Technology, Analytics, and Process Consulting), and a best-in-class operational network, we empower our clients to deliver outstanding customer experiences in today's increasingly digital world.

We work collaboratively with our clients to understand how to adapt to today's disruptive digital innovations and build digital business strategies that create long-term growth.

What do we offer?

- Intelligent Technology and Next-gen Automation Solutions
- Process Optimization and Operational Excellence
- Enhanced Customer Engagement and Loyalty
- Cost Efficiency and Increased Productivity

Our Value Proposition:

Operational Excellence: Best-in-class service delivery engine that results in profitable and risk-mitigated business outcomes

Process Optimization and Automation: Robotic Process Automation (RPA) technology tools, and platforms for delivering transformational benefits

Global Delivery: Robust delivery platform, with 46 delivery centers in key locations



While our Robotics, Artificial Intelligence (AI), and web-based applications help automate and optimize business processes and customer management for a diversified group of industries, we also help organizations "Go Green" by making them paperless.

Integrated Business Services Praxidia Knowledge Services

We offer omnichannel integrated business services powered by transformational tools and the latest technology like AI, Robotics, Speech Analytics, etc. We specialize in providing enhanced customer experience, with services that include:

- Customer Management Services - Engagement, Conversion Optimization, Personalization, Upselling and Cross-Selling, Chat Support, and Customer Service
- Industry-Specific Transaction Processing – Corporate Banking, Mortgage Underwriting, Claims Processing, Payment Remediation, Fraud Detection and Prevention, Complaints/Refund>Returns Management, Revenue Cycle Management Medical Coding, Content Curation, etc.
- Finance and Accounting and HR Services – F&A Transformation and Optimization, Risk Management, Resource Management, Payroll Services, and Workforce Administration

Digitization and Automation

We are a pioneer in offering technology tools, digital solutions, and business intelligence products for various industries, delivering transformational benefits. Our digital solutions include RPA, AI, Machine Learning, Business Intelligence, and Data Transformation products.

Digital Solutions

- RPA
- Machine Learning, AI
- Business Intelligence
- Data Management, Transformation and Integration
- Desktop Automation and Mobility Solutions

Enabling Technology

- CRM, Workflow, Scanning Solutions
- Reporting and Compliance Tools
- Data Management and Visualization

We offer consulting and knowledge services for process re-engineering and automation to support strategic initiatives and tactical business requirements with Lean Six Sigma methodologies and workforce optimization.

- Consulting/Knowledge Services
- Enterprise Feedback Management
- Training Solutions
- Analytics

Compliance, Privacy, and Security

We comply with security standards and regulations, including the General Data Protection Regulation (GDPR) and Global Essential Compliance and Security Policies (GECSP).

Compliance and Standards

- Information Security Management System ISO27001 certified operations
- Supplemented by Contractual compliances like PCI-DSS, HIPAA/HITRUST, SSAE16/18
- Adherence to Local Regulations
- Data Protection Regulation – GDPR
- NIST based Cyber Security framework
- OWASP Standards for Application Security
- ISO22301 compliant Business Continuity Practices
- ISO20000 IT Service management certified

Policies and Procedures

Global Essential Compliance and Security Policies (GECSP)

- Adherence to these 14 policies by all staff and third party service providers
- Mandates requirements for paperless operations, frisking staff, hardened workstations, awareness trainings
- GECSP audits undertaken for site certification
- Vulnerability Management Program
- Centralized Security Operations Center for Incident Management reporting and tracking

We Emphasize Human Interactions

Teleperformance has spent the past 40 years learning from each interaction. That's why we leverage automated solutions, while relying on human interactions to deliver the best possible experiences.



Global Best Practices, Local Knowledge

Our global best practices provide a consistent level of management across all of our programs. These ensure that our operations worldwide are uniform. However, Teleperformance uses its unparalleled knowledge of local markets to provide an outstanding level of service to each customer.



Our flexible operational tools provide strategic advantages and consistency to businesses across geographies and a range of sectors.

TOPS

Teleperformance Operational Processes & Standards

TOPS is a world-class coaching, problem-solving approach, and representative development methodology that ensures uniformity and quality management in all our programs around the world.

TOPS helps frontline management develop high-performance agents through the management of performance metrics. TOPS allows leaders to spend 80 percent of their time focused on feedback and coaching. Structured processes provide managers and leaders with a clear, consistent picture of how agents perform. Using TOPS, leadership can help their team achieve more efficiency.

BEST

Baseline Enterprise Standards for Teleperformance

BEST is a group of standards and best practices, which are based on our worldwide experience, and provide consistently high performance in our operations all over the world.

These standards provide global best practices in operations, human resources, sales, payroll, technical support, among other things, for all sites. They ensure high quality services, outstanding performance, and active management of all programs. BEST archives deliverables by internal departments, adding value and uniformity to all processes, no matter where.

TCD

Top Contact Driver

TCD ascertains the main motives that cause customers to get in touch with Teleperformance.

The TCD program is crucial for guiding performance, so that employees are able to work on the most important issues. It also provides the latest subjects that interest customers. Having advance knowledge, teams can prepare and, thus, have assertive responses in dealing with those interactions. TCD helps processes improve, supports time declines, and increases operational quality and agility.

FRONTLINE

Frontline Process

Every day, we collect data. Frontline allows us to use this data to build a set of usable information that helps our clients focus on their business strategies and objectives.

Benefits to our clients:

Support Areas

Improve client-centric approach, as well as knowledge of our clients' business

Operations

Better understand our clients' challenges

Sales Team

Opportunity to present Teleperformance's high-intel services, increase loyalty, cross-sell upsell



The Teleperformance Contact Center Management System (CCMS) is an award-winning Enterprise Resource Planning solution for managing employee information, time and attendance, talent acquisition, quality assurance, and workforce planning. The system provides specialized products and modules to help users perform better.

CCMS is the cornerstone of Teleperformance's success, providing information and resources needed to manage employees, from agents to executive managers. It also allows employees the flexibility to complete their daily tasks and provides information that can help increase operational quality and consistency in our operations around the globe.



TP Client is our omnichannel CRM tool, which automates workflow processing and assimilates internal and external systems, helping optimize performance. The platform can handle any kind of contact flow and customer segmentation (Inbound). It can also help figure out the right channel and time to contact the customers (Outbound).

Supports all channels and devices

Channel: Voice, Digital (Social Media, Chat, E-mail, Mobile Apps, Bots/AI, Video Chat, IM/SMS)

Device: smartphones, tablets, computers

CRM Solution Integrated with all Channels

The platform organizes and uses client data to provide real-time updates, no matter the channel, consistently, and without redundancies. It can be easily integrated with ERP and billing solutions.

Knowledge Base

Provides data in an organized fashion, supporting procedures services, and other important information that can help representatives provide consistent service across channels.

Multi-routing Capabilities (Inbound)

Allows routing to properly-skilled agents to meet customer needs.

Contact Management (Outbound)

Contact scheduler tool can be organized by customer segmentation, behavior, location, and preferred contact channel in order to gather the perfect moment to contact the customer.



TP Observer is a call floor management tool that empowers floor and call center managers with real-time information about the agent workspace. This information includes telephony state, desktop state, call emotion, workspace video, and workspace security data. Managers use this feedback to increase performance and enhance the quality of customer care.

Observer creates a real-time view of call center activity using data from ACDs (Automatic Call Distribution), desktop event monitors, and layered voice analysis to monitor the emotional status of a call.

Observer also evaluates desktop events and call emotions, and initiates recordings automatically if activity does not align with defined thresholds. The data is stored for reporting with any sensitive information fully hidden. Observer enhances floor efficiency using a virtual raised hand and coaching lab system. Virtual raised hands help prioritize and categorize requests for supervisor intervention. Requests that involve a customer on hold are handled in a FIFO queue. Common request categories

can be addressed more robustly in training.

The coaching lab records supervisor coaching sessions with agents so they can be reviewed again later. Call center managers can then provide coaching feedback to supervisors.

Customized maps allow end users to see the layout of call floor workspaces. Observer users can interact with each workspace icon to see details about the agent, call, computer workstation, security alerts, voice alerts, and real-time feeds of voice, desktop view, and an overhead camera view of the agent and workspace. The solution provides a single interface for floor management, as well as historical trend and point-in-time analysis and reporting.

Main Features:

Enhanced Privacy and Security of Customer Data

Improved Capacity Planning

Virtual Raised Hand

Coaching Lab

Customizable Maps

Workspace status, which includes Call State, Desktop Activity, and Security Status

Real-time Desktop, Interaction, and Floor Feeds



Industry-leading Security Experts

For over four decades, our clients have trusted us as experts in security. So, in order to consistently deliver a safe and seamless omnichannel customer experience, it is imperative that security remains one of our top priorities.

Our solid security strategies include constantly adapting to technology and trends, monitoring risks and threats, complying with international regulations on data privacy, and seeking new ways to guarantee our clients' and their customers' security.



Early Fraud Detection and Prevention

The economical and reputational repercussions of fraud are staggering, that's why we are committed to developing new methodologies and security programs that address the complexities inherent in today's diverse business and threat landscape. Besides taking smarter steps to manage and mitigate security risks, our deeply knowledgeable security leaders have created a sophisticated compliance, privacy, and security framework that enables an all-encompassing security perimeter:

Highly Trained Professionals

Our team members are trained to continuously establish more ways to protect data at rest, in use, and in transit.

Well-defined Privacy and Security Processes

Our carefully designed and consistent security processes allow our security team to anticipate, identify, and prevent security risks.

Cutting-edge Technology

Our security programs are developed using proprietary tools that fuse technology and sensibility. These tools ensure that our teams are well-equipped in monitoring fraud attempts and in tracking security breaches.

Stringent Global Policies

Our policies aim to enhance our clients' data security.

Privacy and Security Management Methodologies

All of our programs that are developed and implemented are always aligned with our best-in-class security practices.

TECHNOLOGY AND SECURITY

As experts in security, we continuously develop tools, complemented by strong security controls that enable our security teams to enforce a secure workplace. We continuously enhance our real-time alert tool that monitors agent activities in order for it to adapt to the latest security trends and updates.

SECURITY PROCESSES

In order for our security teams to conduct their assessments that determine fraudulent activity or potential data breach, internal and external security audits are performed throughout the year. Our security methodology maps out data, processes, and operations—if properly working together, all of these reduce operational risks throughout the organization.

Reaching a Higher Level of Compliance Maturity

Starting May 25, 2018, processing of personal data by organizations should already be in accordance with the General Data Protection Regulation (GDPR). The GDPR is a regulation that significantly increases the obligations and responsibilities for organizations and businesses in how they collect, use, and protect personal data.

We have been consistent in ensuring our compliance, taking the necessary steps in making sure that the new security regulation has been met even before its full implementation. In preparation for the regulation, we rolled out our own GDPR Program to establish a new global minimum baseline for privacy and data protection. This incorporated an application for Binding Corporate Rules (BCRs), both as a data controller and as a data processor, to give our subsidiaries enough flexibility and protection to conduct operations and to transfer personal data worldwide within the Teleperformance Group.

Attaining BCRs-approved status is a long and rigorous process that ensures a company has a comprehensive and effective framework to safely and legally transfer private EU data out of Europe for services such as customer sales and service, technical support, and back-office processing. BCRs are regulator-approved, requiring among other items, meeting high privacy standards for data transfers.

Teleperformance Receives BCRs Approval

We received our BCRs approval, making us the first company in the industry to achieve this critical data protection compliance status from the EU.

BCRs allow Teleperformance to offer clients total global operational flexibility to deliver safer and better customer experiences for their EU consumers anywhere and at every interaction. This lets clients choose service locations anywhere in the world, depending on their operational needs, without worrying about additional EU data protection formalities. Additionally, BCRs:

- **Enable Teleperformance and clients that partner with us to demonstrate compliance with the EU GDPR and other global regulations**
- **Provide assurance that personal data of customers are adequately protected across all subsidiaries when transferred internationally**
- **Ensure alignment with European and international data protection requirements**
- **Reduce risks of reputational and financial harm from data misuse and privacy law breaches**

As a global leader in omnichannel customer experience management, we always value the security of our clients.





Teleperformance Customer Experience Lab (CX Lab)

We learn about your customers so we
can better interact with them.

The presence of disruptive companies, emerging technologies, the advent of new communication channels, and the rise of digital generations are challenging the way business is done. In order to differentiate and succeed in this competitive environment, businesses must be able to implement the right omnichannel customer experience strategy that is fueled by in-depth customer insights.

The Teleperformance Customer Experience Lab (CX Lab) is our one-stop shop for intelligent data from end-customers that help clients understand their changing behaviors across countries, generations, channels and sectors.

“The CX Lab demonstrates Teleperformance’s investment in an integrated omnichannel strategy, one that is about bringing insights and thought leadership to clients directly from the end consumer in a very thoughtful and analytical way.

The feel of the commitment to research and thought leadership at the CX Lab is what resonates most from my visit to the center. The kind of collaborative approach Teleperformance is taking with clients is what is needed to move this industry forward in the face of disruption.”

Melissa O'Brien,
Research Director at **HfS Research**



Teleperformance
Customer Experience Lab

200,000

online responses
in 2018

14
countries
in various
continents

18
key sectors

Holistic Customer Experience Overview

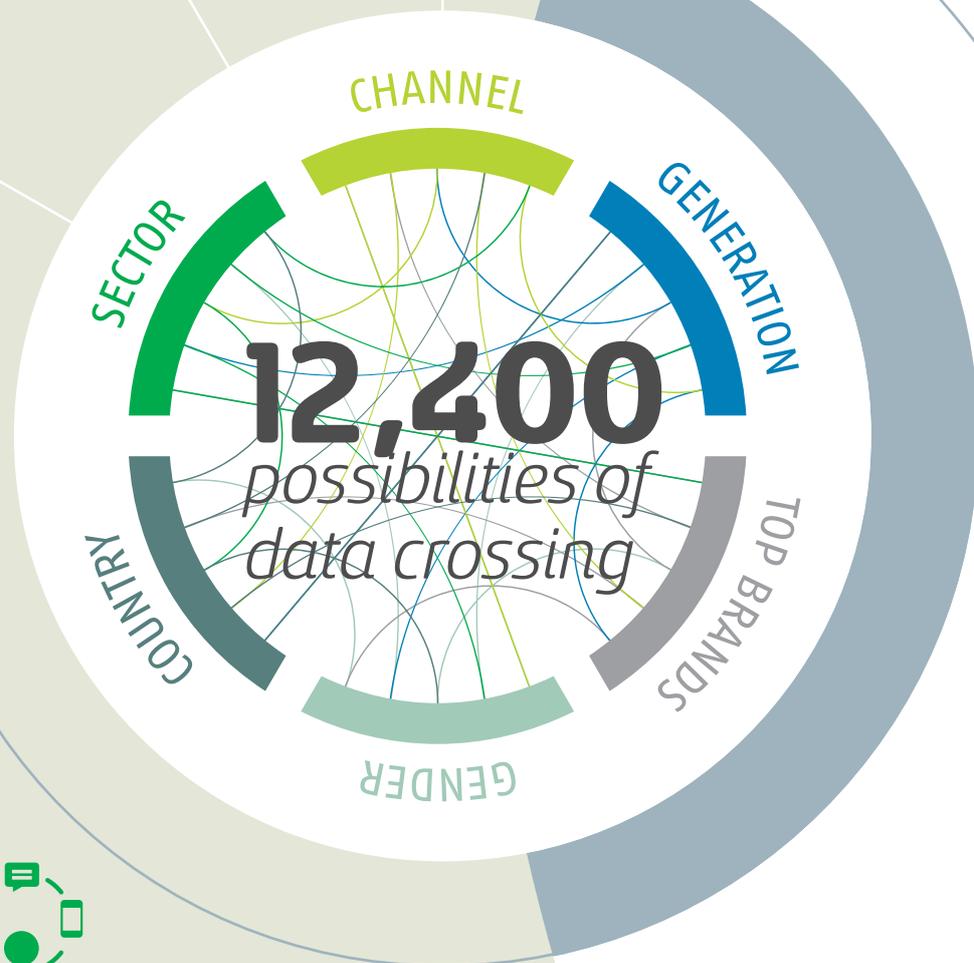
Channel Trends

Reveal which channels are the most used and desired by customers



Consumer Insights

Shed light on the perception of experiences throughout the customer journey



Insights from the CX Lab

Each interaction between a company and a customer is an opportunity to strengthen that relationship. Having empathy for those you serve is important, but understanding customer preferences is essential to create the right omnichannel strategy. The right strategy provides opportunities for customers to interact through the channels they prefer, no matter the time or the place.

Teleperformance's CX Lab continues to provide insights into customers' behaviors and preferences to help businesses understand different customers around the world. What remains clear, given the years of data the CX Lab has collected, is that the right channel mix is essential to creating loyal brand advocates. In fact, the more channels a customer uses, the more likely they are to recommend a brand.

79%

of customers who used eight or more channels were willing to recommend a brand

59%

of customers who used four channels were willing to recommend a brand

49%

of customers who used one channel were willing to recommend a brand



CX Lab provided insights that improved outcomes for more than 150 clients this year.

We are always grateful to our partners who have entrusted us to work with them. Here are a few of their stories:



Games

Once again, the CX Lab was an integral part of an annual games sector event. Participants saw an exclusive customized presentation from the CX Lab that analyzed insights and key trends. Various participants requested follow-up sessions to better understand the insights and incorporate them into their operations.



Financial Services

A major financial conglomerate annually reaches out to see a detailed customized study of their results compared to the market and pinpoint areas for improvement across various metrics.



Apparel Companies

Clothing and footwear companies around the world have become repeat CX Lab customers, eagerly awaiting to see our new annual edition to understand customers' expectations and channel preferences.



Automotive

A major automotive company has relied on CX Lab findings to incorporate into the turnaround strategy of a specific geography. Client dived into the cultural habits of the market and customers' preferences in order to analyze channel mix and key loyalty drivers.



Energy

The CX Lab has worked with various global energy companies based out of Europe to provide unique insights regarding operations in specific locations and the effect of growing competition on customer behavior.



New Economy

Various new economy companies leveraged CX Lab studies to better understand current trends in customer behavior and how incumbents scored. We interacted with startups, seeking benchmarks regarding customer service. At the same time, we worked with numerous incumbents in sectors such as Financial Services, Communications, and Consumer Electronics to analyze the impact of disruptive companies in their core markets across various geographies.



Consumer Electronics

One of the major consumer electronics and media conglomerates had a workshop to understand recent loyalty insights across various countries. Customized analysis regarding different breakdowns, such as geography and generations, were created to explain results.



Travel

A major online travel agency had a workshop to understand our methodology and global results. Insights were utilized to analyze the company's positioning and weakness of competitors in specific geographic workshops.





Everyone at Teleperformance Works Hard to Make the World a Better Place

We work in our communities to aid those in need.

At Teleperformance, we take responsibility for the social and environmental impacts of our business operations. Hence, we are fully committed to reducing our carbon footprint, donating to social causes, attending volunteer events, and carrying out ethical labor practices.

We do our best to be part of the change we wish to see in the world through our Corporate Social Responsibility programs Citizen of the World and Citizen of the Planet, and by adhering to international voluntary initiatives such as the UN Global Compact. We consider them opportunities for maximizing positivity and making a real difference.



We Give Where We Live

Established in 2006, Citizen of the World (COTW) is our charitable initiative to help the world's most vulnerable infants and children meet basic survival needs and ultimately reach their individual potential.

All of us at Teleperformance are extremely proud of our efforts as our teams around the world have remained united under a common humanitarian commitment that, more often than not, goes beyond improving the lives of children.

USD 40,101,087

in total donations to help underprivileged people or victims of natural disasters*

413,128

infants and children were fed through several monthly feeding programs

478,673

underprivileged infants and children received toys during the holiday season

19,986

computers were donated to impoverished schools

517,331

volunteer hours

* Total donations include cash, in-kind, and service hours, since the program's inception.



Our Global COTW Highlights

PARTIAL LIST

TP IN BRAZIL

During the Christmas Solidarity Campaign, Teleperformance in Brazil employees were able to collect 36,069 toys, 30,606 kilograms of food, and helped get 824 letters to Santa Claus, written by children and seniors associated with various institutions. These collections helped 21 institutions, with an impact on over 26,000 people.

TP IN FRANCE

With the World Cup fever raging in the background, Teleperformance in France didn't fail to observe World Blood Donation Day on June 14, encouraging and mobilizing everyone to donate blood. Because even though giving blood may be a simple thing to do, it can certainly make a huge difference in the lives of others.

TP IN CANADA

Teleperformance in Canada's Action Against Poverty food drive was a total success, with employees coming together to donate nonperishable food items to a local Food Bank.

TP IN UK

Teleperformance in the UK's Manchester team donated 29 shoeboxes filled with essential items, such as toiletries, gloves, and scarves, to Help the Homeless. Eight bags were also packed with coats, jackets, and blankets, all for the benefit of Lifeshare.

TP IN USA

As part of the Panama City hurricane efforts, Teleperformance in the USA, specifically our Panama Beach site, worked with Feed the Children to distribute food, hygiene items, and cleaning products to over 800 affected families that include our own employees. Even when faced with difficulties, our people were still eager to help and provide support to each other and to the community they live in.

TP IN ROMANIA

At Teleperformance in Romania, education definitely matters, that's why our colleagues generously donated school supplies to Ana si Copiii to help more than 30 children go to school.



Building a Better World

Citizen of the Planet (COTP) is our global environmental initiative dedicated to minimizing negative environmental impacts.



Citizen
of the
Planet



Established in 2008, the key focus of COTP is to track and reduce our overall carbon footprint per employee on a worldwide basis by cutting down energy consumption, paper use and solid waste generation, air travel, and water use. Through awareness programs, practices, and collaborative campaigns, we are able to encourage our people to do their share in protecting the planet.

Our COTP programs all over the world consistently receive tremendous support from our people. Their participation is definitely a reflection of our commitment to making the world a better place.



In 2018, our total measured carbon emissions were 160,319 tons, with a carbon footprint per employee (CFE) of 0.712 tons.*

*This average does not include Intelenet employees.

Our Global COTP Highlights

PARTIAL LIST

TP IN ALBANIA

We only have one Earth. So, to commemorate Earth Day, Teleperformance in Albania, together with Ecovolis, planted pine trees and also joined the local community in cleaning up the beach of Kepi Rodonit.

TP IN COLOMBIA

Our volunteers from Teleperformance in Colombia planted trees at the mountainous area of Serranía del Majuy. Teleperformance cares for the environment, and together, we can do so much more.

TP IN RUSSIA

Small actions lead to big change, and Teleperformance in Russia is all about that. On July 28, our Vladimir Teleperformers, together with the townspeople, cleaned up one of their favorite summer spots. It was a productive and well-supported initiative.

TP IN EL SALVADOR

Teleperformance in El Salvador turned over donations to Fundación Coatepeque, an organization that helps preserve the Coatepeque basin and protect the environment in the area.

TP IN ROMANIA

Our colleagues from Teleperformance in Romania participated in the World Cleanup Day activity organized by Let's Do It, Romania!, which aimed to clean up the green areas around the city.

TP IN INDIA

World Environment Day was definitely filled with activities for Teleperformance in India. Together, they planted trees, made use of their creativity to reduce waste from plastic, and held environmental quizzes, all in the spirit of fun and care for the world we live in.





We Support the UN Global Compact

The United Nations (UN) Global Compact is the world’s largest voluntary corporate sustainability initiative—and we’re proud to be a signatory.

As a socially responsible organization, we see to it that our business practices are aligned with the UN Global Compact’s 10 principles that safeguard human rights, support fair labor, reduce environmental impact, and defend against corruption.



We embrace the following principles:



Human Rights

Principle 1: businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

Principle 4: the elimination of all forms of forced and compulsory labor;

Principle 5: the effective abolition of child labor; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.



Labor

Principle 3: businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;



Environment

Principle 7: businesses should support a precautionary approach to environmental challenges;



Anti-Corruption

Principle 10: businesses should work against corruption in all its forms, including extortion and bribery.

Teleperformance supports and abides by the universal principles of the UN Global Compact.

SUSTAINABLE DEVELOPMENT GOALS



People Care

Human Rights

Labor

Environment

Anti-Corruption

SDG Supported

Human Rights Statement	●	●				<p>Teleperformance respects and supports human rights throughout its operations and business activities and is committed to avoiding complicity in human rights abuse. To reinforce its commitment, in June 2015 the Group launched a Human Rights Statement addressing Principles 1 and 2 of the UN Global Compact. The Teleperformance Human Rights Statement is publicly available on our corporate website; it has been translated into nine languages and distributed to all local companies. The policy is also publicly available to all stakeholders on our corporate website. In 2018, 81% of our employees were trained on the Group Human Rights Statement as part of their CSR New Hire Training, and 73% acknowledged the policy.</p>
Group Grievance Mechanism	●	●	●	●	 	<p>Since 2015, Teleperformance has been working to continuously improve its Group Complaints mechanism. Initially put in place as an email address made available to all stakeholders on the corporate website, the system was upgraded in 2016 and integrated into our internal Omnichannel Management tool to optimize complaints resolution, track customer experience, and draw statistics. In 2018, regular trainings for local HR teams were organized (one-to-one trainings, tutorials, videos and webinars), focusing on how to handle requests and complaints according to the Group's standards (workflow, SLA, etc.).</p> <p>Our Group Grievance mechanism is assessed by an external party (CSR Europe) against the effectiveness criteria set by the United Nations Guiding Principles on Business and Human Rights (Legitimate, Accessible, Predictable, Equitable, Transparent, Rights-compatible, a source of continuous learning, and based on engagement and dialogue).</p>
Community Involvement: Citizen of the World	●				  	<p>Established in 2006, "Citizen of the World" (COTW) is our charitable initiative to help the world's most vulnerable children meet basic survival needs and providing disaster relief aid around the world in times of emergency. COTW is part of Teleperformance's Corporate Social Responsibility efforts, which reinforce our commitment to take care of the community and aid those in need. In the framework of COTW initiatives, Teleperformance celebrates international days such as Zero Discrimination Day, International Women's Day, Earth Hour, International Peace Day, World Habitat Day and Human Rights Day. Furthermore, four main campaigns - or "drives" - are organized globally every year: clothing/food drive; health drive; school drive; holiday drive.</p> <p>In 2018, Teleperformance employees donated more than \$5,478,014 in cash and in-kind donations to underprivileged children and families as well as natural disaster victims. 85,374 volunteer hours were provided by Teleperformance employees for charitable and environmental causes. Teams around the world contributed to Teleperformance's COTW programs by donating clothing, hygiene items, school supplies and food to local communities, as well as giving money, providing disaster relief efforts, and participating in health campaigns and drives by donating blood.</p> <p>Since Citizen of the World's foundation in 2006, and after over a decade of giving, millions of children and families have benefited from Teleperformance volunteers' actions worldwide. In total (YTD), our COTW Ambassadors have raised more than \$40 million in cash and in-kind donations, 517,331 volunteer hours have been donated in which countless lives have benefited from the service of Teleperformance employees."</p>
CSR New Hire Training	●	●				<p>Teleperformance's New Hire Orientation is designed to raise awareness around Corporate Social Responsibility throughout the Group and to involve all employees in CSR-related initiatives right from the outset of their employee experience. This training is mandatory for all new hires and is delivered face-to-face during the Onboarding phase. It explains what CSR is and introduces the Sustainable Development Goals, focusing on the Groups' main CSR programs and policies and describing how to get involved in Teleperformance's social responsibility actions. To date, 90% of all Teleperformance companies have already implemented this training.</p>
Code of Ethics	●	●		●	 	<p>Teleperformance's Code of Ethics reflects the Group's core values and respect for diversity. All companies in the Group must apply the CSR principles in the way we operate to ensure honesty, fairness, equality, sustainability, transparency, and basic human decency. The policy is publicly available to all stakeholders on the Teleperformance corporate website. In 2018, 92% of our employees were trained on the Code of Ethics as part of their CSR New Hire Training, and 83% acknowledged the policy.</p>
Employee Satisfaction Survey	●	●				<p>In its 11th Global Edition, the 2018 E.Sat involved 47 countries and more than 115,000 respondents. Each year, all employees are invited to participate in this global initiative. The survey covers 12 topics, from employees' training and work environment, to leadership and work-life balance. After the survey, each company develops targeted action plans based on the results obtained. Actions are put in place the following year. Compared to 2017, the overall satisfaction in 2018 increased by 4 percentage points, following a continuous improvement approach.</p>
Supply Chain	●	●	●	●		<p>Launched in June 2015, the Teleperformance Supplier Policy aims to set out a range of rules we expect our suppliers and business partners to abide by in terms of ethics, anti-corruption, and other social responsibility principles. Teleperformance Supplier Policy is available to all stakeholders on our corporate website.</p>

People Care

Human Rights
Labor
Environment
Anti-Corruption
SDG Supported

Data Privacy Policy	•			•		Teleperformance launched operational security and privacy initiatives through its Global Essential Security Policies in February 2015. Those policies express Teleperformance’s strong commitment to respecting and protecting the privacy of every individual, its employees, and clients. In 2016, Teleperformance revised those policies and renamed them the Global Essential Compliance and Security Policies in order to adapt to global privacy changes. Teleperformance’s privacy policy is available on our corporate website. In 2018 Teleperformance became the first global BPO company to receive Binding Corporate Rules (BCRs) as both a data controller and data processor further enhancing its commitment to data privacy. All operating companies of the group have signed an intercompany agreement, part of the BCRs, which allows international data transfers across the Teleperformance Group.
Code of Conduct				•	 	In 2018, Teleperformance reinforced its engagement against corruption by issuing a comprehensive corruption risk mapping and renewing its policies on the matter. Replacing the former Anti-Corruption policy, the Teleperformance Code of Conduct focuses on corruption, bribery, fair business practices, and defines the rules and behaviors employees need to follow. Available in multiple languages, the Teleperformance Code of Conduct is published on our corporate website. Transitioning from the Anti-Corruption policy, 65% of the employees were trained in the policy, with 56% acknowledgment.
Anti-Fraud Program				•		Teleperformance has a strong security program that is a balance of both physical and digital security measures for employees and customers alike. Our security program consists of integrated solutions leveraged using in-depth industry knowledge tailored to suit our clients’ businesses. Teleperformance security program includes security risk assessments—developed in partnership with our clients—and a response process to address potential concerns globally. This strategy helps to protect our clients’ data and maintain our customers’ confidentiality, while providing a safe and secure workplace for our employees. We have also developed an in-house technology that allows Teleperformance to act in a proactive manner to reduce potential fraud. Also, we have implemented a global incident response process that allows Teleperformance to react in near real time to potential fraud incidents.

Diversity & Career Management

Human Rights
Labor
Environment
Anti-Corruption
SDG Supported

Labor Framework & Social Dialogue	•	•				Teleperformance complies with all national and international laws in terms of labor. To reinforce our commitment, the Group issued a Human Rights Statement in 2015 stating that “Social dialog takes place at different levels within the organization, and may exist in different forms depending on culture, practices, and applicable regulations in the various countries. All our employees throughout our operations and where applicable have the right to collective bargaining. All employees may freely join or associate with organizations without interference, retaliation or discrimination. Where employees are represented by a legally recognized union, we are committed to establishing a constructive dialogue with their freely chosen representatives.” For more information, please refer to Teleperformance 2018 Registration Document.
Equal Opportunity Policy	•	•			  	In January 2015, Teleperformance launched its Group Equal Opportunity Policy, setting out concrete guidelines to promote equal employment opportunities, non-discrimination, diversity, inclusion, and equality in the career path. It covers workplace discrimination in terms of gaining access to employment and in treatment of employees once they are at work. The policy is based on Principle 6 of the UN Global Compact and is publicly available on our corporate website. In 2018, 88% of all employees were trained in the policy, with an 81% acknowledgement.

Diversity & Career Management	Human Rights	Labor	Environment	Anti-Corruption	SDG Supported	
BEST Recruitment & Selection	●	●				<p>Launched in 2013, (Baseline Enterprise Standards for Teleperformance) (BEST) Recruitment & Selection is a set of processes and tools in Recruitment designed to ensure that all recruitment applications are reviewed consistently across Teleperformance, following clear criteria to avoid biases, that non-discriminatory rules are clearly followed, and candidates are the right fit for the job. The level of implementation is currently at 93% and 78% of our population is certified in BEST R&S.</p>
Impact Sourcing	●	●			   	<p>Impact Sourcing (IS) is a service delivery model within the business process outsourcing industry and is defined as employing individuals who would otherwise have limited prospects for employment as workers in BPO centers, to provide high-quality, information-based services to domestic and international clients. IS provides quality and cost at parity with traditional BPO services, but with benefits, such as lower attrition rates, access to untapped talent pool, opportunities to fulfill CSR and diversity goals, and provides a competitive advantage in domestic sourcing. Teleperformance has been recruiting socio-economically disadvantaged individuals for years, providing training to develop the skills necessary to match our clients' needs and for them to thrive in the company. In 2014, Teleperformance committed to creating 5,000 IS jobs over five years, set as an annual target of 1,000 IS hires worldwide. This goal has been surpassed with over 30,000 IS hires, with the majority of these individuals being employed in developing countries like Egypt, India, Mexico, Morocco, Philippines, and Tunisia.</p> <p>Highlighting one of the many Teleperformance success stories, this year marked the launch of Teleperformance's K-12 Impact Sourcing Initiative pilot in the Philippines in partnership with the Information Technology and Business Process Association of the Philippines (IBPAP), Call Center Association of the Philippines (CCAP), and the Technical Education and Skills Development Authority (TESDA) and their joint initiative with the Commission on Higher Education (CHED) called the Service Management Program (SMP). This program aims to offer relevant training through our global-standard Contact Center Skills Training (CCST) module and college course, in addition to the prospect of productive employment. Nearly 1,600 students graduated from this program in 2018 and another 1,400 are anticipated to graduate in 2019.</p> <p>Teleperformance has been a champion of Impact Sourcing and an early adopter for many years, and has openly shared hiring commitments while encouraging competitors to adopt similar strategies.</p>
Onboarding	●	●			 	<p>The objectives of the Onboarding process for new employees are: know and understand the organization and the business; become operational and feel confident; give the employee visibility to a potential career path. The benefits of the Onboarding process for new employees are: build confidence and sense of belonging; improve performance and pride; create a feeling of security for his/her future at Teleperformance. The first onboarding package was created for our advisors, representing 90% of our workforce. The package, covering the first 90 days of an advisor's employment, was launched in December 2013. Onboarding effectiveness is measured via 90-day surveys that provide new starters with the opportunity to provide feedback on: Before Arrival, Upon Arrival, Training, Nesting, Graduation, and Operations. A report is provided to each subsidiary to create action plans should their scores be below 85% and a global quarterly call takes place to discuss best practices.</p>
Foundations Program		●			 	<p>Teleperformance focuses on ensuring consistency in the way we recruit and train people during their first six months in the role. In 2014, we launched Supervisor Foundations and now have Trainer Foundations and Recruitment Foundations live across the group. In 2018, we have also launched Foundations for QA, ACM, Support, and Training Managers.</p> <p>These programs all have the following areas: 1. Job Descriptions – The Job Description is now consistent globally ensuring all these roles are recruited to the same specification (local requirements can be added); 2. Assessment Center – A new assessment center has been designed for each role which applicants must pass in order to start in their role; 3. Training – A structured training curriculum has been developed and will be consistent for each of these roles. The training curriculum covers the first six months of their tenure and is split into "Basics" (Week one), "Essentials" (Months One to Three) and "Development" (Months Three to Six). Training has been carefully selected for each section, starting initially with some of the core knowledge required for the role, while ending in the "development" phase with skills based workshops that allow them to take into the workshop real examples to discuss and practice.</p>

Diversity & Career Management	Human Rights	Labor	Environment	Anti-Corruption	SDG Supported	
JUMP!		●				<p>JUMP! is a development program created to identify and prepare high-potential employees to take on leadership positions in the company. The aim is to help employees become leaders, by progressing from contact center advisor, through supervisor, and coordinator to manager. JUMP! is managed locally and is based on a program that offers technical and behavior training, as well as personal development plans. In 2018, 61% of our non-agent vacancies were filled through internal promotion. We are aware of 2,653 people across the group who were promoted in 2018 after completing the JUMP! program. We expect these numbers to increase year on year as further emphasis is placed on developing our internal career programs at Teleperformance.</p>
eInstitute		●				<p>At the central level, the Teleperformance Institute provides all Group management staff (supervisors, platform managers, operational directors, etc.) with e-learning and face-to-face training. In view of its global presence and desire to involve a maximum number of employees, the Group has focused particularly on developing e-learning. For the sake of greater independence, the e-learning platform has been developed in-house since late 2011, and is available in the main Group languages. Teleperformance employees are able to develop their leadership, communication, time management and project management skills thanks to the e-learning process. 750,725 e-learning training hours were provided in 2018 (compared to 406,639 in 2017), accounting for 1.8% of the total 2018 training hours (an increase in 0.6% from previous years).</p>
TP University		●				<p>Teleperformance University was created to nurture, develop, empower, and spread globally the unique corporate culture of Teleperformance. The program prepares the next generation of leaders to sustain Teleperformance's leadership in the industry for years to come. Teleperformance University is an Executive program divided into six modules across six centers of excellence in the world: Innovation, CX Lab & Atlantic Experience (Lisbon, Portugal); Marketing, Solutions & Strategy (São Paulo, Brazil); Operations, IT & Security (Salt Lake City, USA); CSR, NPS & Six Sigma (Manila, Philippines); Finance (Athens, Greece); Business Development & Client Relationships with Final Project (Guadalajara, Mexico). Lasting 10 months, 80% of the curriculum is delivered by Teleperformance leaders. Additionally, we partner with renowned universities to bring more value to the project. The 2018 generation of Teleperformance University began classes on September 2017, with 18 participants from 13 different countries.</p>
Teleperformance Operational Processes & Standards	●	●				<p>To ensure fair and consistent performance management, Teleperformance Operational Processes & Standards (TOPS) describes the Operation Standards and Procedures that must be followed by all Teleperformance companies. TOPS involves the activities needed to effectively manage operations during the shifts, improving results and increasing employee satisfaction. For each advisor, it ensures consistent support and feedback from first line managers (Supervisors) and it helps to highlight each advisor's improvement points. Compliance to TOPS is measured regularly at the local level. By the end of 2018, 81% of Teleperformance companies audited had a process score higher than 80%.</p>
BEST Quality Assurance	●	●				<p>The Teleperformance Quality Assurance Process (BEST QA) provides a clear, structured approach to implement and manage quality in all our companies, with the objective to improve the satisfaction of our customers and our clients, while at the same time developing our people fairly. Compliance to BEST QA is measured regularly at local level. By the end of 2018, 83% of Teleperformance companies audited had a process score higher than 80%.</p>

Health & Safety

Human Rights
Labor
Environment
Anti-Corruption
SDG Supported

Health & Safety Policy	●	●			 	<p>Teleperformance is committed to providing its employees and contractors with safe conditions of work on a continuous basis by minimizing health and injury risks. We manage Health and Safety with the same degree of expertise and to the same standards as other core business activities. The Group continues its efforts in assessing and analyzing potential risks in the workplace through a continuous improvement of our Safety Management System. In order to ensure compliance with the H&S Policy, the Group has established a system of worldwide remote audits, recently reinforced with the institution of onsite inspection. All Teleperformance companies have appointed a local Health & Safety Subject Matter Expert (SME) who is enrolled in a Global Health & Safety learning path with monthly tests and concluding the year with an annual exam. Furthermore, all companies are required to provide clear evidence of the H&S prevention and risk management, from H&S New Hire training to monthly site inspections, accident/incident reporting and evacuation drills, etc. In 2018, 97% of all employees were trained in our Group Health & Safety Policy with a 97% acknowledgement. The policy is publicly available on our corporate website. For further information on our Health & Safety Management System, please refer to the Teleperformance 2018 Registration Document.</p>
Passion 4U Program	●	●				<p>Our employees spend a significant proportion of their time and energy at work. Therefore, Teleperformance plays a crucial role in improving their health, well-being, and ultimately their quality of life, not only as an employer but also as an advocate for health in society. In this context, Teleperformance promotes health literacy as the capacity to make sound health decisions in everyday life—at home, in the community, and in the workplace. Passion 4U is our global initiative that promotes well-being and better quality of life at work. By increasing awareness around the benefits of healthy habits and stress reduction, this global program is able to further the sharing of best practices across all Teleperformance companies. All Passion 4U initiatives are rolled out locally, and range from anti-stress initiatives, work-life balance, health and nutrition, ergonomics, fitness, sports, and others.</p>
For Fun Festival	●					<p>Teleperformance's For Fun Festival is a global annual initiative that recognizes the most talented people in our company. The aim of this competition is to create a sense of fun and to entertain via an international art, dance, music, and photography competition. It also intends to instill pride in belonging to the Group and promote its cultural diversity. In 2018, the 10th Annual For Fun Festival produced 5,848 video submissions. For more information, please see page 12 of this report.</p>
Sport Club	●					<p>Teleperformance Sport Club is a worldwide program promoting sports as a tool for physical well-being and higher quality of life, and motivating our people to play, have fun, and share good moments with their teammates. In 2018, 1,133 sports teams were active across the world, with 453 soccer teams, close to 156 bowling teams, and more than 160 teams in basketball, badminton, baseball, golf, and rugby. For more information, please see page 14 of this report.</p>
BEST Workforce Management	●	●				<p>The work of employed staff is organized in strict compliance with work time legislation, which varies from country to country. The weekly working hours range from 35 to a maximum of 48. Teleperformance has developed a BEST WFM User Guide describing the general Workforce Management standards and procedures that must be followed by all countries. Teleperformance BEST WFM involves all the activities needed to respect the labor law requirements, as well as accommodating individual needs for preferred working hours, days, and shifts. BEST WFM has been designed to be aligned with the requirements from the COPC-2000 CSP Standard Release 5.0 & COPC Lean Six Sigma v1.5. Compliance to Best WFM is measured regularly at local level. By the end of 2018, 90% of Teleperformance companies audited had a process score higher than 80%.</p>
Premises Standard	●	●	●		 	<p>Teleperformance Premises Standard provides companies with key information to select the best sites when opening a new center, including essential guidelines covering topics such as Lighting, Acoustics, Hands-on-Management, Sustainable Development, and Well-being, in all areas of our centers. The Standard presents blueprints and guidelines to be implemented in each new location and to inspire any major refurbishment. The Standard is reviewed by internal and external experts on a yearly basis to ensure that it is in line with market evolutions and business needs.</p>

Caring for the Environment	Human Rights	Labor	Environment	Anti-Corruption	SDG Supported	
Environmental Policy			•		 	In December 2013, Teleperformance released its Environmental Policy, which defines the actions, behaviors, and relationships that Teleperformance's employees shall adopt to act in an environmentally responsible way, inside and outside the workplace. The policy is publicly available to all stakeholders on the Teleperformance corporate website. Since last report, 82% of our employees have been trained, with a 74% acknowledgement.
Citizen of the Planet			•		 	Citizen of the Planet (COTP) is a global Teleperformance corporate initiative launched in 2008, aimed at ensuring Teleperformance operates in an environmentally friendly and responsible manner. Since that time, Teleperformance has acted to improve facilities to create sustainable sites, striven for paperless environments, improved recycling, and incentivized energy and atmosphere improvements. Teleperformance is aware of its duty to protect nature and lessen its impact on the environment, and does its best in trying to lower its carbon footprint despite the increase in size and number of employees. In 2018, the company's total measure of CO2 emissions was 160,319 tons, with a carbon footprint per employee (CFE) of 0.712 tons, versus 156,919 tons in 2017 and a CFE of 0.772 tons.
Sustainable Use of Resources			•		 	Electricity consumption in 2018 amounted to 331,274,449 kWh, versus 316,567,896 kWh in 2017. Electricity consumption per employee decreased by 5.52%, from 1,558 kWh in 2017 to 1,472 kWh in 2018. Water consumption in 2018 was 1,338,931 m ³ , versus 1,285,691 m ³ in 2017. Water consumption per employee lowered by 5.7%, with 5.97 m ³ in 2018 versus 6.33 m ³ in 2017. Paper consumption in 2018 was 1,339 tons, versus 1,285 tons in 2017; paper consumption per employee decreased by 5.9% (5.95 kg per employee in 2018 versus 6.32 kg in 2017). Air travel in 2018 reached 101,269,765 km versus 79,611,371 km in 2017, 450 km per employee in 2018 versus 392 in 2017 (+14.8 %).

Certifications

LEED

- Teleperformance in China (Beijing and Foshan sites)
- Teleperformance in Colombia (America, Africa and Europa sites)
- Teleperformance Philippines (Cebu IT Park site)

ISO 14001

- Teleperformance in Turkey, Istanbul
- Teleperformance in UK, Ashby-de-la-Zouch
- Teleperformance in Nordic, HQ services

HQE

- Teleperformance in France, Asnières

OHSAS 18001

- Teleperformance in Colombia
- Teleperformance in Italy
- Teleperformance in Turkey
- Teleperformance in UK

BREEAM

- Teleperformance HQ, Paris
- Teleperformance in Poland, Warsaw (Tulipan House, Wołoska 24) and Katowice (GPP Alder Office Building, Rozdzińskiego 1)

Green Building Council of South Africa

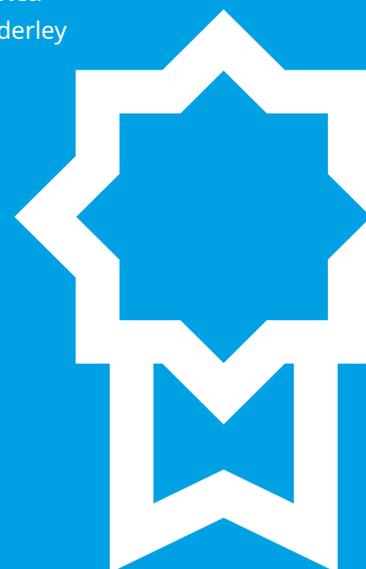
- Teleperformance South Africa, 11 Adderley

Ecovadis

- Teleperformance in Nordic
- Teleperformance in France

Social Responsibility Label

- Teleperformance in France
- Teleperformance in Tunisia



At Teleperformance, We Care about You.

At the center of our philosophy is a commitment to people. We believe that we can make the world a better place by building stronger partnerships between our clients and their customers. We do this by valuing each interaction that we undertake. The Teleperformance family accepts the humanity of each person with whom we interact, no matter where in the world.

We wish to thank everyone who was part of our success in 2018: our team, clients, and investors. This journey is just getting started. In 2019, we know that we will continue our successful endeavors.





Teleperformance SE.
European Company (Societas Europaea)
with a share capital of €144,450,000
RCS number 301 292 702, Paris
21/25 rue Balzac - 75008 Paris - France
Tel.: +33 1 53 83 59 00

For more information:
[teleperformance.com](https://www.teleperformance.com)

Follow us:

 /teleperformanceglobal

 @teleperformance

 /teleperformance

 blog.teleperformance.com

 /company/teleperformance