



Webhelp

UN Global

Compact Report

July 2022

Scope of the report

COMMUNICATION
ON PROGRESS



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

Our initiatives and figures cover the year 2021 unless stated otherwise.

CEO statement

Dear Stakeholders and Readers,

This year marks Webhelp's 10th year of engagement with the United Nations Global Compact. As the last months have evidenced, businesses like ours continue to have a crucial role to play on the roadmap to achieve the UN Sustainable Goals.

Just like ESG is not a separate tactic but should rather be part of the strategy, businesses, states and NGOs shouldn't have separate roadmaps: all are intertwined. Impact Sourcing and Hiring, which our teams pushed to another level in 2021, is the perfect example of how such holistic approach and partnerships between all stakeholders of the society can yield transformative results.

Webhelp is a fast-growing company; we increased the number of colleagues in our teams by more than 42% between our previous Communication on Progress and now. This expansion reminds us every day how our responsibility as a company is growing likewise, toward our local communities.

Webhelp's vision is making business more human, putting our humanity central in the way we do business and embedding concrete, positive actions we can have on our people, our planet, and the overall progress of society. This includes but is not limited to investing in diversity, equity and inclusion, minimizing negative environmental impact and promoting more sustainable ways of acting, as well as fortifying our value chain, together with our clients and stakeholders.

It is an ambitious journey that we have decided, in 2021, to call our "More Movement". This name reminds us that we can always push the needle further in the right direction, with small steps and big leaps, and that everyone has a role to play.

In this annual progress report, we would like to share the actions that we are taking to contribute to the UN Sustainable Development Goals, across the Webhelp world.

Have a good read and join our More Movement!

Yours truthfully,



Olivier Duha,

Webhelp CEO & Co-Founder

A handwritten signature in white ink on a dark teal background. The signature is stylized and appears to be the name 'Olivier Duha'.

Webhelp in a nutshell

We create game-changing
customer journeys

As one of the world's leading CX BPOs, we are your global partner that designs, delivers, and optimizes unforgettable human experiences for today's digital world



Find out more about our people, work and culture

Anytime, anywhere, from our homes and
+200 locations in over 55 countries



100,000+
Passionate
game-changers



80+
Languages
covered



90+
Markets
served



No matter the challenge, we are your end-to-end partner
for all your B2C and B2B CX needs

from sales to service, from content moderation to credit management. We are your virtual assistant, your Instagram post, your save-the-day call, your follow-up text

- CX Design & Strategy
- Sales & Growth
- Customer Care
- Digital Marketing & Content Services
- Regulated KYC & Payment Services
- Technology, Automation & AI
- Data & Analytics



We are a
people-first
company



We put
our client
at heart



We are
passionate
game-changers



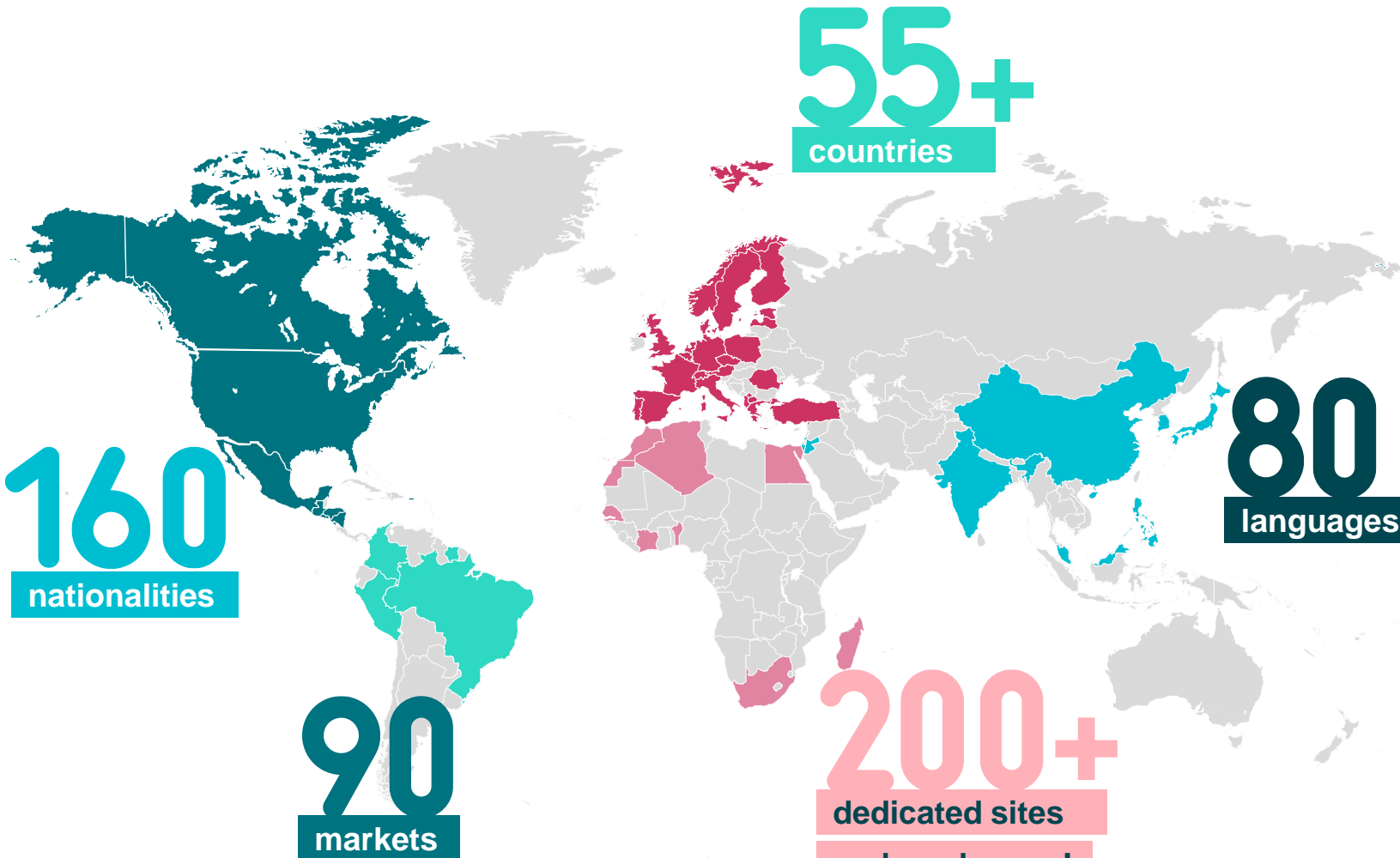
We strive
to enjoy
every day

We're trusted by +1350 brands
in +20 sectors



Webhelp's community

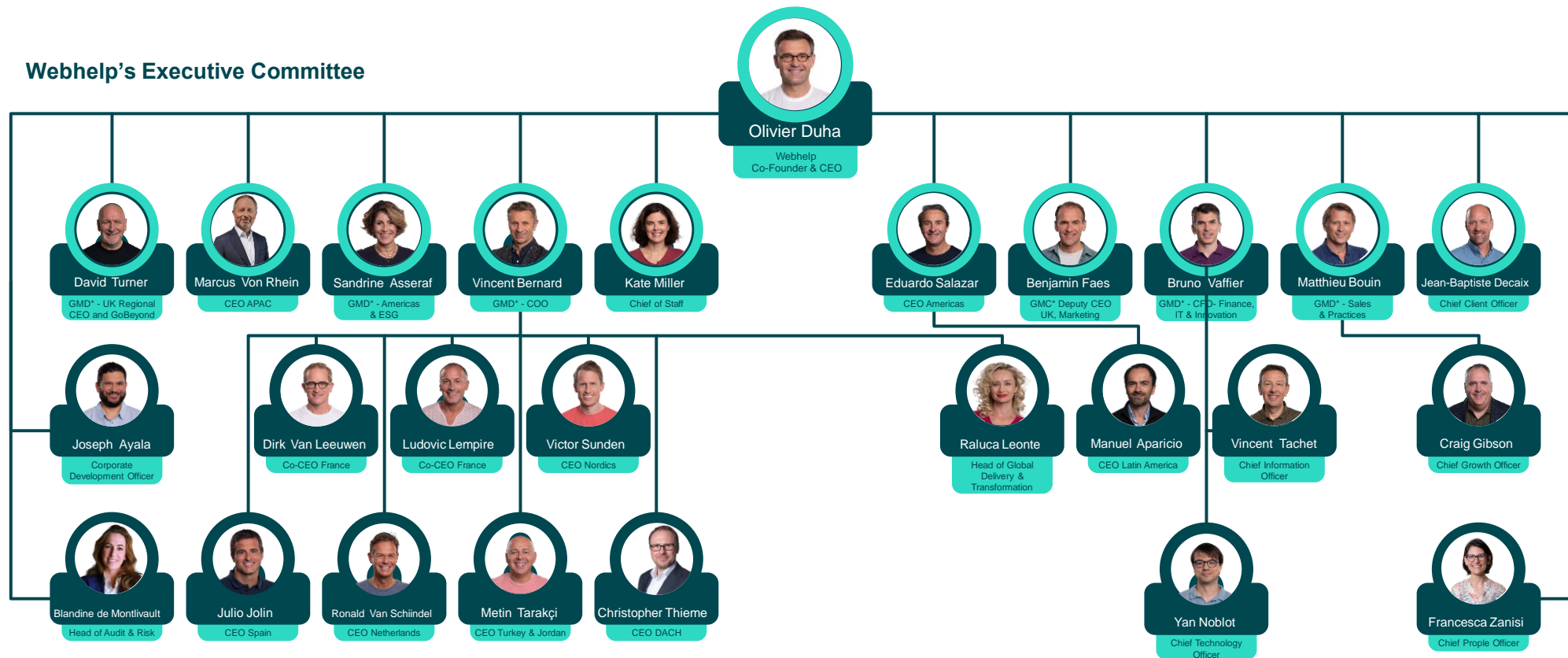
We're a global community of passionate, fun-loving people who thrive on making a difference on behalf of the world's most exciting brands



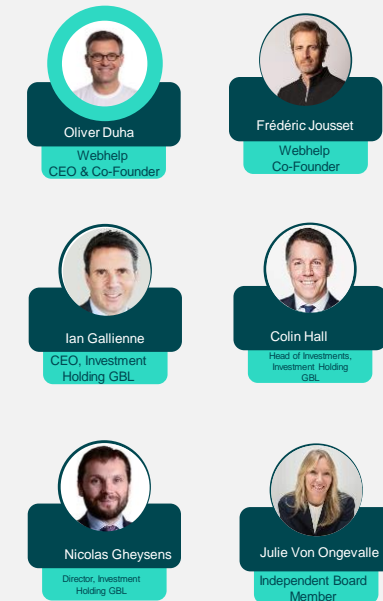
Webhelp's governance

Webhelp management is structured around a Group Management Committee (GMC), an Executive Committee (COMEX) and a Board.

Webhelp's Executive Committee



Webhelp's Supervisory Board



2022 COMEX Key Metrics

12 nationalities
(+9% vs. 2020)

19% women
(+4 ppt vs. 2020)



Webhelp's recognitions & awards in 2021 - Memberships

A selection of our 2021 recognitions & awards



A few of our 2021 business memberships



All our industry and award recognitions are available [here](#)

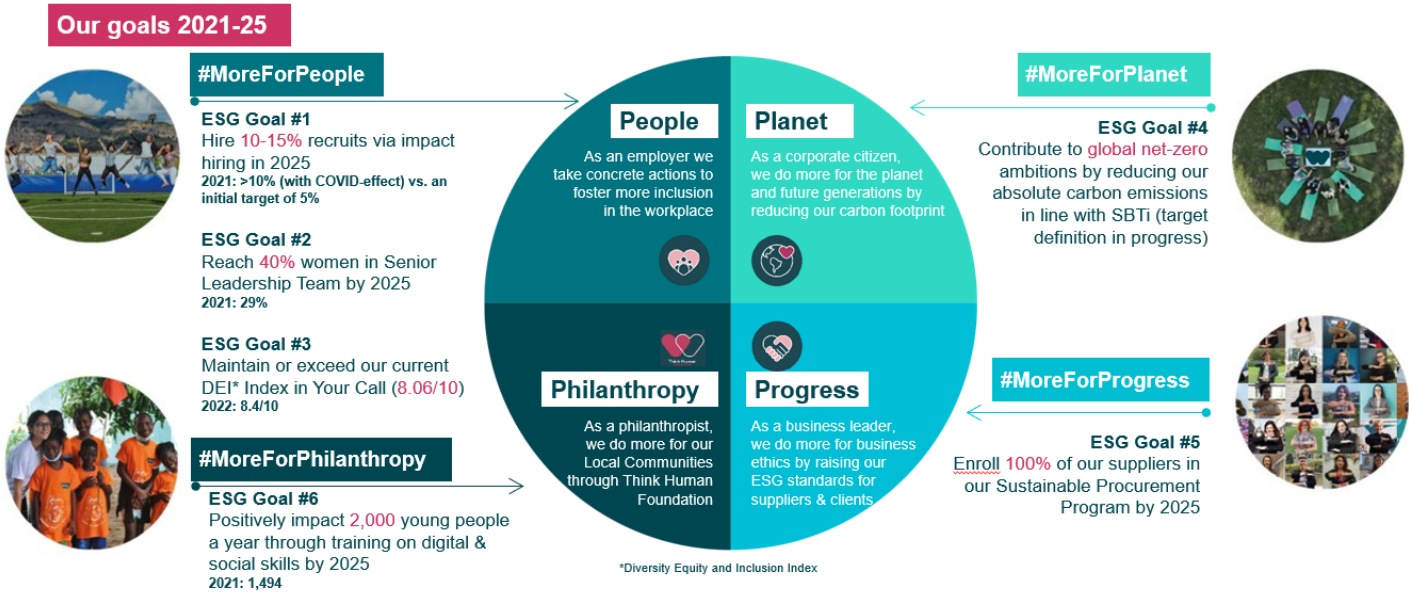
And many more across our footprint.



Welcome to the More Movement!

We are dedicated to create even MORE inclusive and sustainable growth with our #MoreMovement.

Our KPIs & goals 2021-25



Watch our More Movement manifesto



Our ESG memberships & charters



Our ESG frameworks & ratings



“ At Webhelp, we see ESG, brought to life by our **More Movement**, as an integral part of our **built-to-last strategy**, in which all functions and processes need to embed Social, Environmental and Governance components. ESG is not a separate strategy, it is part of the strategy.

Sandrine Asseraf,
Webhelp Group Managing Director, Americas & ESG



Webhelp's ESG governance

Webhelp CEO, Board & GMC

Accountable for Webhelp ESG Group strategy, targets & results

COMEX & Region/Country/Entity CEO

Accountable for Webhelp ESG strategy roll-out, regional & country targets & results

Group ESG Strategy Director – reporting to Sandrine Asseraf, GMD

Global Greenhelp Team

Group Chief Compliance Officer, IT Security Director, Group Purchasing Director

Global Think Human Foundation Team

Define overarching ESG business goals and strategy
Responsible for the implementation of global ESG initiatives
Support the implementation in regions & countries with structured methodology & organizes best practice sharing
Engage with global external stakeholders

Regional ESG Ambassadors – reporting to CEOs

Responsible for the implementation of the ESG strategy regionally & locally

Region HR & Ops Teams // Region DEI Committees

Regional Greenhelp Ambassadors

Regional Privacy Leaders, Legal & Compliance officers IT Security

Regional Think Human Foundation Ambassador

Responsible for the implementation of the strategy on specific pillars
Engage with all local functions & external stakeholders

Local Greenhelp Ambassadors (1 per production site)

Local THF Ambassadors (1 per partnership)

All Webhelpers (functions & roles)

Responsible for embedding ESG in their day-to-day practices



Positioning ESG as a value for the business.



3 questions to **Hanae Chino**
Group ESG Strategy Director

What does ESG mean at Webhelp?

Being in a fast-growing company with the vision of « making business more human » is a fantastic opportunity to live up to our values by making this growth even more inclusive and even more sustainable. Environment, Social and Governance are three components inseparable of our built-to-last strategy. Beyond our internal topics, ESG must also be infused in the customers' journeys we build and deliver. For instance, inclusiveness is part of our value proposition.

Can you share examples of ESG partnerships with Webhelp's clients and other stakeholders?

On the Social side, perhaps the most vibrant example is Impact Hiring, recruiting new colleagues who are usually excluded from the labor market. Together with our clients and local organizations, we build deliberate strategies, training, career paths, actually bringing a solution to help solve a societal issue of unemployment. Another example that comes to mind is of course the set-up of operating models including work-from-home when possible: by design this reduces the commuting carbon emissions for us, but also for the scope 3 of our clients.

Why give a name to ESG at Webhelp and launch the "More Movement"?

ESG is always about going the extra mile. Our ambition is to embed every ESG program in our processes, our ways of working. ESG can only be successful if it is part of the strategy, not an afterthought. So, the More Movement reminds us that we can always do more to embed the 4 pillars, People, Planet, Progress and Philanthropy, into our practices.



Webhelp's Impact Model (1/2)

“ Webhelp believes in impact sourcing as a holistic and systemic approach to business, meaning we collaborate and partner with all our people, clients, specialist impact partners and suppliers to achieve meaningful results. As a people-first business, we put this approach and commitment at the heart of our business strategy, recognizing its importance in driving real and sustainable change across the regions where we operate. It is a long and ambitious journey, and we cannot wait to do more.

”

Sandrine Asseraf,
Group Managing Director, Americas & ESG at Webhelp



Early 2022, Webhelp was recognized by the IAOP with the Global Impact Sourcing Award.

This award celebrates initiatives designed to bring into the workplace more employees who would otherwise have limited prospects for formal employment. Webhelp received the Impact Sourcing Provider Award for its **strategy and approach to scaling its model globally**. Since its founding, Webhelp has been strategically deliberate about how impact sourcing models are scaled and embedded into the fabric of its business and culture.

This includes setting a **clear impact hiring strategy and measurable objectives across the group**. For example, in 2021, ~10% of our new recruits came from impact hiring initiatives. In 2022, Webhelp aims to set impact hiring as a full operating model in every new country. In addition, the business is committed to extending this operating model to every existing country by 2023 while ensuring that 10 to 15% of new hires are impact sourced annually by 2025.

Some examples of impact sourcing projects where Webhelp has seen impressive results include programs to bridge English language barriers, hiring disadvantaged youth, reintegration initiatives to help female prisoners get into work, and building an ecosystem to support migrant and refugee employability. As a purpose-driven business, Webhelp's investment in each initiative ensures it can deliver on its **ESG** commitments while also providing **access to an untapped talent pool** that can support future business success.

Webhelp's strategy encompasses a holistic model for impact objectives across its employees, clients, and suppliers, and into the ecosystems where they work, recognizing that **procurement supply chains can create broader forms of impact** in areas where Webhelp chooses to invest in local communities.



CX21 - Impact sourcing for business impact



CX21 - The rise of consumer consciousness



Webhelp's Impact Model (2/2)

How Webhelp grew its impact model in Africa.

Webhelp is now one of the biggest customer experience management firms within Africa. It has taken us 20 years and a deep level of understanding of all the specific and different nuances associated with each and every country in which we operate in Africa today.

Within Africa, young people account for 60% of those who are unemployed, according to the World Bank. As a leading global CX services provider in Africa, with an extensive global footprint, we recognize that we're **uniquely placed to offer employment opportunities and to help tackle the social divides** resulting from these high levels of unemployment. So, we've created a **bespoke and scalable Impact Sourcing Model for unemployed youth**, to deliver social reform systematically through all our CX outsourcing work in Egypt, the Ivory Coast, Madagascar, Morocco, Senegal, and South Africa.

Having said that, as a business striving to deliver world class customer experience outcomes, we know that we can't enter new countries with a 'cookie cutter' approach. **We were one of the first companies to work directly with our customers in customizing and configuring our Impact Sourcing methods to meet the specific needs and objectives of their businesses.**

In terms of impact education and talent management, Webhelp South Africa for instance has partnered with the University of Stellenbosch Business School to launch a leadership diversity program. **By combining formal education with career experience, we can create an equitable pipeline of skilled and talented future leaders.**

Craig Gibson,
Chief Growth Officer



Education

Building partnerships and directly sponsoring educational programs for, as examples, workforce readiness, language, soft skills and middle management & leadership skills

Location

Being deliberate in choosing the job markets with greatest economic and upskilling contribution to the communities where our site or remote operations are located

Procurement

As a large procurer and service provider, being mindful to make an economic contribution in the local markets we operate, by involving Small & Medium businesses into our sustainability value chain

Hiring

Consciously and intentionally hiring and providing career development opportunities to people who otherwise have limited prospects for employment

Employment

Ensuring, as an employer, Webhelpers' inclusion in society and labor market through, as examples:

- **Transportation**
- **Canteen Facilities**
- **Bank account creation support,**
- **Access to medical staff,**
- **Acting as guarantor for asylum seekers**

Career Development

Providing our employees opportunities to increase their skillset and credentials within Webhelp and in partnership with clients for a greater employability and career progression:

- **Mentoring program,**
- **Career leadership training,**
- **Partnerships for education**
- **Certifying programs**








UN Global Compact principles

UN Global Compact Principles	Our actions at Webhelp
Human Rights	
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	<ul style="list-style-type: none"> • Code of conduct • Phonethics: anyone can report Human Rights grievances through our Whistleblowing platform • Our Diversity, Equity & Inclusion Program • Think Human Foundation
Principle 2: make sure that they are not complicit in human rights abuses	<ul style="list-style-type: none"> • Code of conduct • Phonethics • Risk mapping & duty of care
Labor	
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	<ul style="list-style-type: none"> • Code of conduct – with regards to union membership or association – it states that « employees being free to associate with others, form and join organization of their choice »
Principle 4: the elimination of all forms of forced and compulsory labor	<ul style="list-style-type: none"> • Code of conduct – it states that « As an absolute principle, Webhelp will not engage in nor support the use of forced or compulsory labor »
Principle 5: the effective abolition of child labor	<ul style="list-style-type: none"> • Code of conduct – it states that « As an absolute principle, Webhelp will not engage in nor support the use of child labor »
Principle 6: the elimination of discrimination in respect of employment and occupation	<ul style="list-style-type: none"> • Code of conduct • Our Diversity, Equity & Inclusion policy & programs
Environment	
Principle 7: Businesses should support a precautionary approach to environmental challenges	<ul style="list-style-type: none"> • Code of conduct – Regarding environmental protection, Webhelp makes its best efforts to comply with national, European and international laws and regulations and puts in place appropriate management systems and performance measurement tools • Environment policy
Principle 8: undertake initiatives to promote greater environmental responsibility	<ul style="list-style-type: none"> • Yearly Carbon Footprint Assessment and associated action plans
Principle 9: encourage the development and diffusion of environmentally friendly technologies	<ul style="list-style-type: none"> • Greenhelp Awareness Initiatives
Anti-Corruption	
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	<ul style="list-style-type: none"> • Code of conduct • Anti-Corruption policy + tools • Phonethics, our Whistleblowing platform








Our contribution to the Sustainable Development Goals (1/2)

UN SDG		Our activities	Reference Page
	<p>No poverty 1.4 By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance</p>	<ul style="list-style-type: none"> Impact Hiring program – in 2021, more than 10% of new employees recruited from Impact Hiring channels Investments in local communities through our Impact Employer model, incl. All positions paid at or above local minimum hour wage Investments in local communities through our Think Human Foundation & local support to NGOs and associations 	<ul style="list-style-type: none"> p.27 p. 10/11 p.54/28
	<p>Good health & well-being 3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all</p>	<ul style="list-style-type: none"> Active promotion of mental & physical well-being through our global WebHEALTH program Well-being label with SGS for our content moderation activities Webhelp Medica activities, including patient's programs 	<ul style="list-style-type: none"> p. 21/23 p.24
	<p>Quality education 4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship</p>	<ul style="list-style-type: none"> Internal personal, training & career development programs Investments in local communities through Think Human Foundation for educational programs 	<ul style="list-style-type: none"> p. 17 p.54/28
	<p>Gender equality 5.1 End all forms of discrimination against all women and girls everywhere 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life</p>	<ul style="list-style-type: none"> Gender balance assessment, roadmap & activities to reduce any remaining form of gender inequality 	<ul style="list-style-type: none"> p. 30/31
	<p>Decent work & economic growth 8.5 Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value 8.6 Substantially reduce the proportion of youth not in employment, education or training</p>	<ul style="list-style-type: none"> Code of conduct All positions paid equal or above minimum local hour wage 	<ul style="list-style-type: none"> Link to Code of Conduct



Our contribution to the Sustainable Development Goals (2/2)

UN SDG		Our activities	Reference Page
	<p>Reduced inequalities</p> <p>10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p>	<ul style="list-style-type: none"> Impact Sourcing Model > Impact Hiring Investments in local communities through Think Human Foundation for inclusion & educational programs 	<ul style="list-style-type: none"> p. 10/11, 27-29 p. 55-57
	<p>Sustainable cities & communities</p> <p>11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management</p>	<ul style="list-style-type: none"> Impact Sourcing Model > Impact Employment Greenhelp Program 	<ul style="list-style-type: none"> p. 11 p. 34-46
	<p>Responsible consumption and production</p> <p>12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse</p> <p>12.6 Adopt sustainable practices and to integrate sustainability information into their reporting cycle</p> <p>12.7 Promote public procurement practices that are sustainable, in accordance with national policies and priorities</p>	<ul style="list-style-type: none"> Greenhelp Program 	<ul style="list-style-type: none"> p. 42-45 p. 35/52 p. 51
	<p>Climate actions</p> <p>13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning</p>	<ul style="list-style-type: none"> Greenhelp Program 	<ul style="list-style-type: none"> p. 34-46
	<p>Partnerships for the goals</p> <p>17.16 Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the sustainable development goals in all countries, in particular developing countries</p> <p>17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships Data, monitoring and accountability</p>	<ul style="list-style-type: none"> Partnering with suppliers, clients, local NGOs to progress on our ESG initiatives 	<p>Focus:</p> <ul style="list-style-type: none"> People: 28 Planet: 43-45 Philanthropy: 53-57



More for People – At a glance

Being a people-first company means that we take care of our people and actively commit to building a diverse and inclusive company in all its aspects, including supporting our communities and placing emphasis on the success of our Webhelpers from all backgrounds.

We recognize that our Webhelpers are at the core of our business. Therefore, ensuring their skills development, their recognition, their health and well-being and the support they need in their day-to-day is vital for the development of our world-class delivery. We understand that the key to delivering end-customers a great, personalized and lower-effort experience is to make it easier for our front-line colleagues to deliver that great service and ensure they are happy, engaged and satisfied.

Webhelp is a place where each and everyone of us has an opportunity to develop their personal competences and support the collective development of the company. Equality of treatment, respect for each individual and a safe & healthy working environment are three fundamental principles that underlie Webhelp's organization. In all countries where we operate, we support and are committed to respecting internationally recognized Human Rights standards.

UN Global Compact Report Principles: 1, 2, 3, 4, 5, 6, 7, 8, 9

SUSTAINABLE DEVELOPMENT GOALS



Highlights

- 8.4 / 10 on our Diversity, Equity & Inclusion Index
- ~10% impact recruits in 2021
- Scaling our Impact Model recognized by the IAOP award
- Launch of our global program Women @ Webhelp
- Creation of a well-being label with SGS

In this chapter, we will cover...



Our labor key facts and figures



Learning & Career Development



Our People Engagement & Comms



Recognition



Webhealth



Diversity, Equity & Inclusion



A fantastic place to work: the place of game-changers

Being an employer of choice post COVID19



3 questions to **Francesca Zanisi**, Chief People Officer

How did our industry and jobs evolve in the last 2 years?

The last couple of years have surely brought significant change in any industry: the boundaries between work environment and private life have become thinner, the movements in the employment market are continuing to have a huge impact on the ability of companies to attract and retain the right talent and there has been an increasing attention and awareness towards ESG topics. Our industry is becoming more and more tech driven, low value activities are being automated and the type of work is evolving from typically voice call support to digital support. As a consequence, the skills required have evolved and will continue to evolve at a rapid pace over the coming years too.

Webhelp launched “Webhelp Anywhere” this year. What does it consist in?

"Webhelp Anywhere" is our new approach to providing our clients with a methodology and a platform to support the design and delivery of their future CX model. "Anywhere" is a truly holistic approach that enables clients to access the talent they need and to optimize their operations, wherever those operations are and however people want to work.

What trends do you expect in the coming years, from an employment perspective?

Technology will continue to drive and shape significant transformation in the way organizations attract, retain and interact with their talent. Company culture, social and environmental impact will become key competitive differentiator, together with employee experience design. Digitalization will continue to accelerate its pace and we will see more and more AI entering the recruitment, selection and talent management processes. Companies will need to be able to map and rapidly evolve the skills and capabilities necessary to support their transformation and future evolution.



Key Metrics

90%
full-time contracts

24%
temporary contracts

7,9 / 10
How likely is it that you would recommend Webhelp as a place to work?
(Your Call 2022)

63%
Webhelpers working from home or a combination of working from home & site
(Your Call 2022)

Did you know?

In 2022, **Webhelp Braga** was awarded the Great Place to Work certification for the 4th year in a row and 3rd place in the 500-1000 employees' best companies to work for in Portugal.

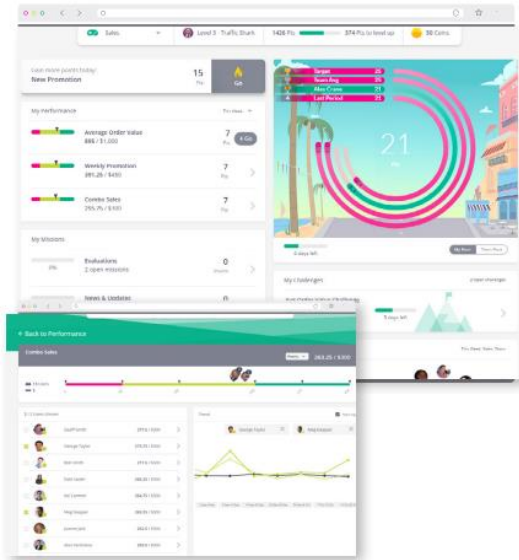


Learning & career development

At Webhelp we truly believe our Webhelpers are our biggest asset and by looking after them, they can best look after our customers.

We aim to stand out as an employer who invests, recognizes, rewards and engages their people every day. We believe we have designed a journey that puts our people at its heart.

Innovation is part of our DNA within our ways of working. Improving our engagement learning and performance is no exception. For instance, in 2021, we expanded our **partnership with Central** to improve the level of engagement, knowledge and empowerment of our Webhelpers through technology. As a result, through this solution, we saw a 15-20% decrease in the time to proficiency during advisors's onboarding on specific campaigns.



Our training path at Webhelp comprises 4 main elements

Integration

Training



- Dedicated to all new employees
- Allow homogenization of knowledge level between employees
- Transmit group's values
- Allow bonding between employees

Client's

Initial Training



- Initial and in-service training specific to the client's project: services, products, processes, IS Applications, reporting and targets
- Training in Customer Service Management

Management

School



- Dedicated to newly promoted employees and confirmed managers through a clear training path delivered over time (path for Team Leaders, Project Managers, Trainers, ...)
- In some occasion, preparation before promotion in order to accelerate the upskilling

Ongoing &

specific Training

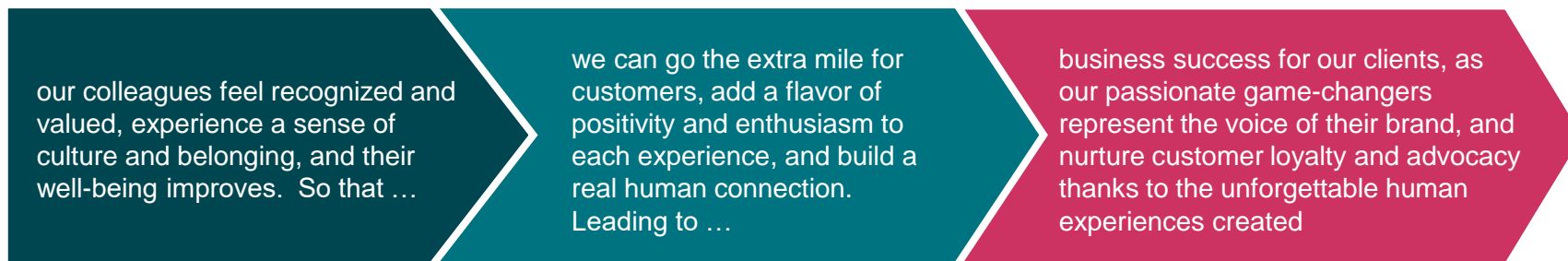


- Dedicated to all employees (e.g. ESG trainings)
- Include different modules delivered according to the job and employee's needs (e.g. Travel Academy, Retail Skill Accelerator, Lightbulb Academy (B2B))
- Client and soft skills training / sales or client customer
- Topical trainings (e.g. Sustainable Procurement, Know How sessions open to all Management functions)

People engagement & internal communication

Our team focuses on something we like to call “the HC3 formula”!
For us, Happy Colleagues create Happy Customers which will lead to Happy Clients.

We believe investing in our people engagement ensures ...



We are proud of our significant emphasis on being a people-first company. This is felt by our people and they share their appreciation for this annually in Your Call, our engagement survey.

How likely is it you would recommend Webhelp as a place to work?
11 May • Score: 10 • Engagement •

People first, great culture and great people

How likely is it you would recommend Webhelp as a place to work?
11 May • Score: 9 • Engagement •

I feel we genuinely put our people first

I can count on my coworkers to help out when needed.
11 May • Score: 10 • Peer Relationships •

Our people first approach is refreshing.

Overall, how satisfied are you working at Webhelp?
11 May • Score: 10 • Satisfaction •

Great people, think people first attitude, growing company, awesome working environment

“ As a Think Human company, it should come as no surprise that we are passionate about ... people!

I'm so grateful to work with creative, driven and thoughtful colleagues who are continuously thinking of new and better ways to improve our peoples' working experiences. It is our responsibility as an employer to challenge our methods and adapt with the ever-changing themes and priorities in the world we live in.

Tiphaine Liechti-Moxon
Group Engagement & Internal Comms Director

”



Recognition @ Webhelp – Advisor’s Day & Star Awards

Advisor’s Day

Each year, on the first Thursday of October, we run our **Advisor’s Day** across all countries and sites with a different theme each time. This is the perfect opportunity to reward and celebrate our people’s contribution both within Webhelp, but also recognize their work outside of the company by helping communities, charities and others. Advisor’s Day is a day that is eagerly awaited by our people, this is a day when our teams are put at the forefront of our celebrations. Our teams in the field do their utmost to make this day a memorable event for our colleagues.



Key Recognition metrics

50 Countries celebrating Advisor’s Day in 2021

2,812 BRAVOs sent on Advisor’s Day in 2021

STAR AWARDS

Star Awards

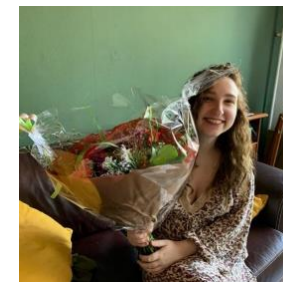
Star Awards is a recognition program that takes place throughout the year which gives our teams the opportunity to nominate all our colleagues at all levels who have shown outstanding performance in different categories. With all the winners, Star Awards is an opportunity to hold an annual gala to give them the recognition they deserve and the chance to win prizes. This program is a real driving force for our colleagues who’ve shown real teamwork going above and beyond.



Recognition @ Webhelp – BRAVO & Webhelp’s Greatest Talent

BRAVO

Bravo is our online tool that allows colleagues to send instant recognition to one another. Recipients can choose to post the BRAVO they receive on the global feed afterward for extra recognition. There are 12 different BRAVOs that a Webhelper can send: Thank you, Team player, Innovative, Expert, Great to Work With, Client Oriented, Break Silos, Celebrate, Congrats, Extra mile, Inspiring, Problem Solver.



Karlijn R.,
3rd place (Singing)
The Netherlands

Webhelp’s Greatest Talent is our global art competition open to all colleagues every year. This competition allows our people to express their talent in 6 different categories: Dance & Movement, Art, Singing, Instrumental Music, Photography and Kids (open to our colleagues’ children). Every year, we receive hundreds of applications from our colleagues from all our Webhelp countries. This is an opportunity for them to be recognized for their talent and creativity while winning prizes and performing at local events.

At the end of the annual competition, a festival showcasing all our 15 winners (1st, 2nd, 3rd) from all categories takes place. This project is both for internal and external use for all Webhelp and others (their families, friends and clients). On this occasion, we discover and learn more from our current winners with new and exciting talents to see.

Key Recognition metrics

17,231 Bravos sent in 2021
(+ 45% vs. 2020)

1,256 WGT Submissions received in 2021
from 40 countries

15 winners recognized from 12 countries



Jeanifer Y.,
1st place (Art)
Malaysia @yongonyong



Shashank J.,
1st place (Photography)
India



Focus on WebHEALTH



People Engagement

Global standard checklist

<p>WebHEALTH</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Branding on all sites (E.g. WebHEALTH nudges) <input type="checkbox"/> One post per month on local intranet page and social media <input type="checkbox"/> Internal and external colleague wellness support service <input type="checkbox"/> Fresh fruit and water available on sites <input type="checkbox"/> Sharing local WebHEALTH initiatives (E.g. yoga, soccer) <input type="checkbox"/> Gym rooms made available on site where possible
<p>Wellness Matters</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Promoted to all colleagues <input type="checkbox"/> Providing survey to colleagues to report mental health issues <input type="checkbox"/> Responding to all survey responses <input type="checkbox"/> Internal and/or external colleague wellness support service <input type="checkbox"/> Actions taken by local CEO for any topics raised
	<ul style="list-style-type: none"> <input type="checkbox"/> Promoted to all colleagues <input type="checkbox"/> Teaching colleagues how to track kilometers <input type="checkbox"/> Country contribution towards global total kilometers <input type="checkbox"/> Local and global updates shared during challenge <input type="checkbox"/> Increase in participation and kilometers each year

WebHEALTH is our global health and well-being program designed to offer support and care for our colleagues' mental and physical well-being in and out of the workplace. Through this program, we encourage healthier lifestyle choices through focusing on mental well-being, physical well-being and nutrition. We continuously launch initiatives for our colleagues, as well as on-site promotion through our **WebHEALTH** nudges to encourage this healthy lifestyle.

We want to continue to put a big emphasis on supporting people's mental well-being too. We will launch new initiatives designed to help our colleagues, no matter their mental well-being needs. Due to our sedentary types of jobs, physical fitness plays a significant role within **WebHEALTH**. We encourage all of our colleagues to embrace an active lifestyle. This is inspired through global and local initiatives such

as Yoga classes and the **WebHEALTH** Kilometre Challenge. A healthy diet and keeping hydrated help our people to achieve success. We showcase healthy cuisines from the countries across our **Webhelp** world through our **WebHEALTH** Cookbook, providing opportunities to try new foods and learn more about what constitutes a healthy diet. Additionally, **WebHEALTH** actively raises awareness, celebrates and supports internationally recognized days related to health and well-being.

We also encourage our countries to embed WebHEALTH using our People Engagement checklist (see illustration on the left).

Key WebHEALTH Metrics

7.7 / 10

"Employee health and well-being is a priority at Webhelp" (Your Call 2022)



WebHEALTH – mental & physical well-being

Wellness Matters

In March 2021 we launched Wellness Matters, our mental health initiative. Reviewing our peoples' feedback, we saw a high demand for more emphasis and support around mental health. We would not be the company we are today if we did not then act on this.

Wellness Matters is a series of initiatives designed to support mental health as well as educate on the seriousness of the topic.

In 2022, Wellness Matters returned with great success and feedback from our colleagues. The theme of the project in 2022 was to break the stigma surrounding mental health through encouraging our colleagues to talk more about this issue. You can see more in our launch video [here](#).

Because of the sensitivity of this topic, MS Forms are provided for anyone to complete who is struggling with any mental health related issue. The extract of these forms are then provided to the relevant local contact where appropriate. Following this, actions are carried out. These vary depending on the nature of the response from the form.



WebHEALTH Kilometer Challenge

This is our most significant WebHEALTH initiative to promote physical well-being. We started this project in 2020 when our passionate game-changers attempted to 'travel through exercise' the circumference of the earth in 30 days. The challenge is available to all Webhelpers and encourages exercises via a variety of sports.

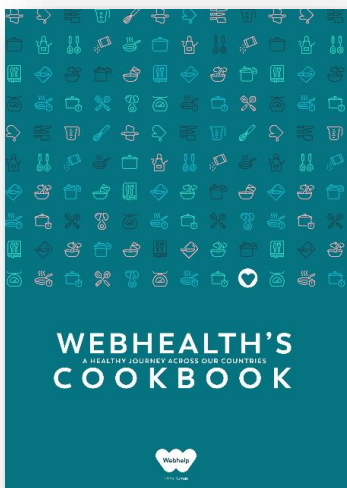
Kilometer progress updates are tracked and shared on a global level every 2 days during the challenge. These are shared internally and externally on our main communication channels. Participation levels are monitored weekly during the course of the challenge and shared globally once the challenge concludes.

In 2021 we reached an incredible 127,870km through the collective efforts of over 2,000 colleagues! You can see our launch video for our 2021 campaign [here](#).

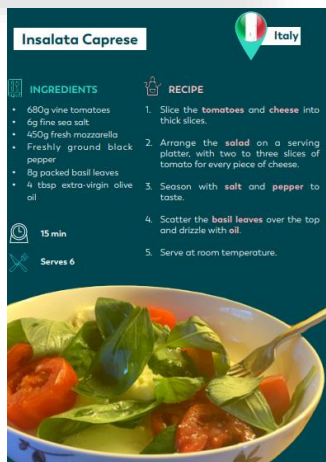


WebHEALTH – nutrition & communities

Nutrition – WebHEALTH’s Cookbook



We showcase more than 60 healthy cuisines from the countries across our Webhelp world through our WebHEALTH Cookbook. We are providing opportunities to try new foods and learn more about what constitutes a healthy diet. It is also a great opportunity to show our readers all the amazing countries Webhelp is present in. When we launched the Cookbook our goal was to showcase a recipe from each of our Webhelp countries. In just over one year we reached this goal. With new countries joining our Webhelp community often, this cookbook will forever be growing!



Communities – The WebHEALTH Running Community

Being a people-first company is based on our strong belief that when you put people at the heart, everything comes alive. Being such a large population, we believe it is vital to connect our people, regardless of their location.

This derives from one of the key values; unity. Therefore, virtual and physical communities have been made available to build and strengthen relationships through common or new interests, continually seeking to delight, amaze and go the extra mile for each other. Our communities are a place where our people feel, and think, human. Whether our colleagues enjoy exercising through yoga, are interested in video gaming or are running enthusiasts, we'll make sure there is a community set up for them.



Key Metrics Celebrations - Communities

150 members of the WebHEALTH Running Community



Health & Well-being – Looking after our Webhelpers dealing with user-generated content

“ Well-being has never been more important!

Today social media are taking on more and more roles - shopping platform, personalized experience provider... - and content is coming from many different channels.

As a result, protecting the community and the moderators has become a priority. By ensuring a safe space to scroll, buy, and work for users, social media companies trigger real user engagement and strengthen their positive brand image.

By safeguarding the mental health of their moderators, social media companies directly support the users from swarms of harmful content that could come their way.



Chloé de Mont-Serrat

Co-CEO
Digital Content Services



Webhelp commits to continuously enhancing the well-being of its moderators by creating a Well-being label with SGS in 2021.

Certifying that Webhelp remains at the top of the well-being standards and upgrades its best practices to protect and empower moderators.

Webhelp is making the well-being of its moderators a priority. Its partnership with SGS will implement equal guidelines across all moderation sites to foster well-being and ensure customized support. The label aims at being continuously enhanced throughout the years, guaranteeing the well-being of moderators through mindful and always up-to-date processes, workplaces and communication.

Webhelp further commits to trust and safety by partnering with the Trust & Safety Professional Association.

Entering a worldwide network of professionals to stay on top of trends and develop Trust and Safety best practices to protect and empower moderators

Webhelp is a committed actor of Trust and Safety. Its partnership with TSPA will provide additional support and training and working groups, debates and case studies to improve how the services are delivered. The partnership aims at emphasizing the commitment of Webhelp in raising awareness of well-being of moderators, elevating T&S standards across all industries and collectively enhancing T&S processes.



Key Metrics – Focus Content Moderation in India

74 Net Promoter Score from employees

1.4% attrition rate

Discover more about our content moderation services [here](#)



86 new initiatives to protect our internet guardians in 2021

On-site nap rooms

Foster physical exercise

Cultural awareness

Wellness Hotline

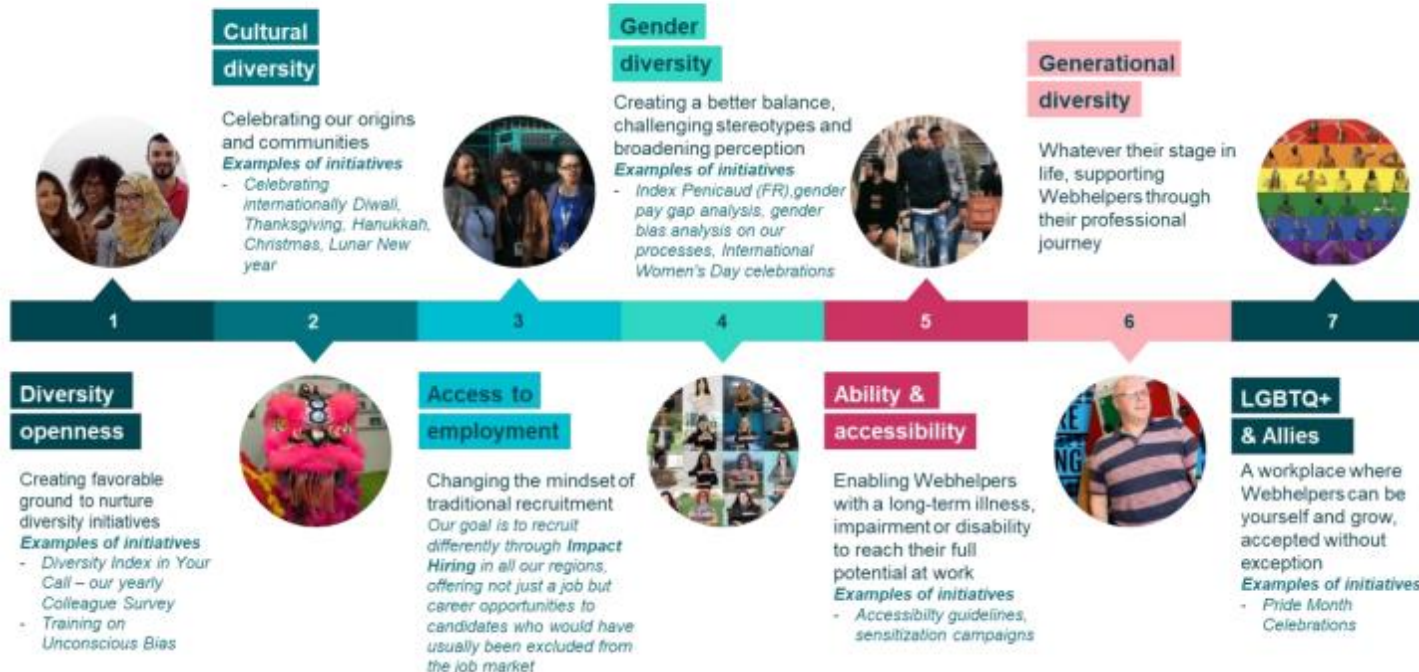
Wellbot

And so much more ...

Diversity, Equity & Inclusion

As an employer, we take concrete actions to foster more inclusion in the workforce. This approach is inseparable from creating and delivering the most inclusive Customer Journeys for our clients. With 160 nationalities across 50+ countries, impact hiring initiatives across our footprint recognized internationally, we truly multiply the opportunities for more diversity, equity and inclusion.

Our DEI Roadmap



DEI Key Performance Indicator

8.4 / 10

I'm satisfied with Webhelp's efforts to support diversity, equity and inclusion
(Your Call 2022 – vs. 8.06/10 in 2021)

Feedback from Your Call 2022



The only criterium that Webhelp has in order to hire someone is just the mastery of the requested skills. It's a great company that would never fire or don't hire someone cause of race, gender etc.

One of our Webhelpers



Celebrating our Cultural Diversity

Acknowledging and celebrating the richness of our origins supports a better understanding of our game-changers as well as the variety of our clients' customers.

During COVID, cultural institutions have been closed, cultural events canceled, community cultural practices within the group stopped, travel and exploration of different cultures suspended. Still, while we have had recurring lockdowns, thanks to our communities, we explored more cultures online or through books and online gatherings. These exits have been an incredible source of temporary escape from the present.

With the increase in video conference calls, more time has been spent experiencing and adjusting to other cultures with colleagues from different countries. Did you know that at Webhelp our 55 countries equates to 160 nationalities!

But nationalities are only one part of the cultural equation. Multilingual centers or not, each of our sites is packed with incredible cultural diversity from Webhelpers. Indeed, as the defining culture of UNESCO encompasses the distinctive spiritual, material, intellectual and emotional characteristics of society or social group, art and literature, but not lifestyles, art and literature, but lifestyles,

Cultural Diversity is a driving force for growth and fulfillment. It is a true opening and value for an individual and a company. That is why we globally celebrate as many as we can, such as Lunar New Year, Holi, Easter, Ramadan & Eid, Passover ...




“ Focus on Webhelp Spain and its partnership with DIVEM ”

DIVEM is a program promoted by Accem, supported by the Spanish government and co-financed by the European Social Fund and the Secretary of State for Migration. It aims at raising awareness among organizations of the benefits of diversity and inclusion. When you have more than 100 nationalities, sitting side by side, the challenge is to foster inclusion, instead of re-creating silos of cultures.

This is what DIVEM supported us with, through training on cultural diversity as well as brainstorming sessions with volunteers, to build action plans on equal opportunity, communication & awareness as well as nurturing a favorable environment respecting differences. A real game-changer experience!

Inés Alegre
HR Quality and Training Coordinator & Spain ESG Ambassador




Happy Holi!

May your life always be filled with the colors of joy and happiness.



Key Metrics

160 nationalities at Webhelp (+14% vs. 2020)

12 nationalities represented @ COMEX

10 Cultural Days Celebrated globally in addition to National Days



Access to employment – Impact Hiring

“ Why Impact Hiring? To become everyone’s opportunity on the local job market.

We partner with our clients to design, deliver, and optimize amazing customer journeys, by humans for humans.

Our jobs often do not require the highest diploma, or even any diploma at all. They do not require you to have all four limbs, nor that you live in the hippest city area, nor that you form a biparental family.

Working at Webhelp requires having a caring heart and the will to always do the best, for the customers of our clients.

In short, working at Webhelp requires thinking and acting human.

On the job market, biases and stereotypes, artificial barriers and one life’s challenges unfairly prevent individuals from aspiring to career opportunities.

At Webhelp, we are everyone’s opportunity. Because we know that inclusion in the broader society starts by inclusion in the job market.

Ability is nothing without opportunity. Potential is nothing without a possibility.

Through Impact Hiring, we aim to reach out to the broadest talent pool to work for Webhelp and on behalf of our clients. We intentionally unlock unfair obstacles on the job market for those who otherwise would have limited prospects for formal employment and create the conditions of a thriving career development for them.

Hanae Chino

Group ESG Strategy Director



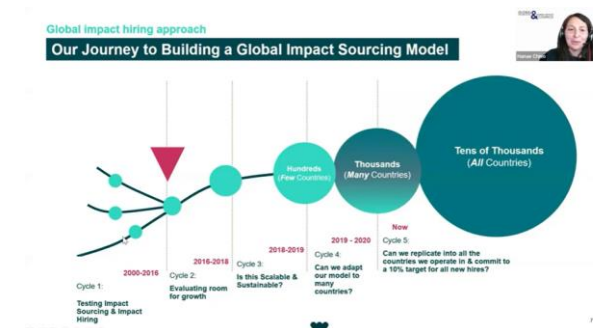
Presents the next in the Global Event Series...

Addressing the Global Talent Crisis
29th March 2022, 12:00 – 15:00 BST
CONFIRMED SPEAKER!

HANAE CHINO
Group ESG Strategy Director at Webhelp
Speaking on Impact Sourcing as a Solution to the Talent Crisis



Watch our [webinar](#) to the **Global Technology & Business Services Council**



Key Metrics

10+ %

of new recruits in 2021 through Impact Hiring

60+

local partners on Impact Hiring globally (NGOs, local authorities etc..)



Access to employment – Our partnership model



At Webhelp, we are determined to embed **Impact Hiring** into our recruitment practices with more than

60

associations & local organizations

across the world.

#MoreForPeople
Join the #MoreMovement



Focus on Webhelp Latam Impact Hiring Partnerships

In 2021, we joined Tent’s Impact Sourcing initiative to advance the integration of Venezuelan refugees in Colombia. Through this partnership, we seek to offer tools and support to migrants so that they can access formal jobs and carry out career plans within the organization. We work with a network of partners to facilitate the required documentation and the mitigation of barriers to accessing food and transportation subsidies during the training period until they receive their first salary.

We also have alliances with USAID and Cuso International, which allow us to access and provide work to link the youth population and the population below the poverty line. In this way, we generate new opportunities to break the cycle of poverty and create environments for job and professional growth for 226 new game-changers.

Finally, we understand that to achieve better results with a broader scope. We must work hand in hand with other organizations, which is why we are constantly seeking to expand our network of allies to provide better and more excellent opportunities to populations that we consider to have a higher degree of vulnerability. When they obtain a formal job at Webhelp, we ensure a stable income and professional and personal growth plans through all our benefits and cultural practices. And that is why our ultimate goal in any part of the world will always be to Make Business More Human.



David Cardona Serrano
ESG Head Webhelp Latam



Access to employment – Focus on Webhelp South Africa

6 years of successful Impact Hiring in Webhelp South Africa

2017: Permanent model -
247 Harambee learners

2019: Peak model pilot - full peak
compliment for retail client with
390+ Harambee learners

2021: Launch Retail Skills
Accelerator (RSA) - Placed 142
students on a 12-month
Learnership Model and placed
additional 390 impact workers



2016: First partnership with
Harambee, Youth Employment
Accelerator – Pilot of 20



2018: Permanent
model - 44 Harambee learners
placed on 12-month learnership



2020/2021: Disability Learnership
incl. NQF L3 qualification in Call
Centers - 42 students placed



2021 Expansion of the Impact
Hiring model to India and UK



Youth unemployment is, in essence, a national crisis in South Africa. This is why we chose youth – and more recently youth with disabilities – as our primary focus for Impact Hiring. For our business, it's an imperative, not a nice-to-have. Being part of the Global Impact Sourcing Coalition when it started back in 2016 really helped us structure our program and journey. To date, we have hired more than 1.800 unemployed youth into our business, through various staffing models: permanent, fixed-term and learnerships offering an accredited contact center qualification. And we are very proud to now extend the model to other countries such as UK and India, with in-depth market analysis to define the excluded target markets in the communities we are based in.

When we started, it was imperative to partner with a specialist who really understood youth unemployment as well as our industry. Harambee was just that partner for us. They had conducted in-depth analysis on the unemployed youth market and profile and started various work readiness programs to service multiple industries and be a pathway to employment for young job seekers. Together with Harambee, we tailor-made an International BPO Call center work readiness program. One of the golden nuggets of the program was the self-mastery module, which taught our new recruits about themselves and not to be a victim of their circumstances and to always see the glass half-full. Our goals were: hire for attitude, develop the skills of unemployed youth, remove barriers to entry and advancement, create sustainable employment and create a model that added value to our operations and ultimately incorporate the impact hiring program as part of our business operating model. This model was embraced by both our Chief Operating Officer and our Chief Finance Officer as we could showcase the output of the model being more cost effective, increase in performance metrics, retention and engagement which effectively made this model a 'no brainer' for us over and above the positive impact on the youth and their families.

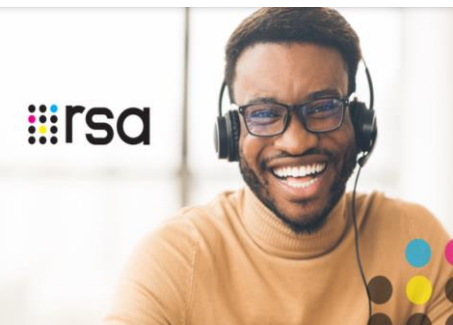
With Harambee, we also created a change management and engagement program for managers and recruiters, ensuring that our impact hiring model had all chances to succeed. Together with Harambee, I strongly believe we took the word partnership to a whole different level.

In 2021, thanks to government funding and the support of Harambee, we redesigned the model and internalized the roll-out of the work readiness program and we have been able to evolve the model to include sector specific modules. We are fortunate that this model has the support of our Industry bodies, and we are grateful to have clients who have wholeheartedly embraced this model as part of doing business in South Africa. The South Africa government is also very responsive to the BPO sector and view it as a strong growth and a catalyst to supporting unemployed youth.

Feedback from our Webhelpers and clients has been spectacular. I am so proud that Webhelp SA has been a pioneer of the impact hiring model in the international BPO space and it has been critical and fulfilling for us to playing our part to positively contribute to reducing the youth unemployment crisis of our country, one job at a time.

Cathy Kalamaras

People Director: South Africa and Projects and ESG Ambassador



Women at Webhelp – Our approach

Balance drives a better world, with more inclusivity, more representativity and more creativity just to name a few of its benefits.

As a people-first company, gender diversity, equity and inclusion is a fundamental pillar of our DEI roadmap. Advancing gender balance within Webhelp is our latest major global DEI program on the ESG “More For People” agenda.

In 2021, we set out, locally as well as globally, a series of initiatives and objectives to help advance this program and strengthen our inclusive culture. Among these:

- Setting measurable indicators to follow and demonstrate visible commitment, through adapted tools and policies (cf. our 2021 new Diversity, Equity and Inclusion policy)
- Fostering an inclusive workplace through training, such as in unconscious bias and through challenging internal processes.
- Supporting the increase in the representation of women in managerial positions through mentorship and career development programs.

The overall global program is set to expand in 2022 with globalized initiatives.

Key Metrics

56% Webhelpers identified as women in 2021

- **59%** among Advisors
- **46** among Non-Advisors
- **42%** in Management Network (Top 1500)
- **39%** in Top 500
- **29%** in Top 150

8.5 / 10

(score women gave vs. 8.4 for men)
I'm satisfied with Webhelp's efforts to support diversity, equity and inclusion
(Your Call 2022)



Watch our latest International Women's Day **I AM** video [here](#).

Women at Webhelp – Focus on local initiatives

“ Focus on Webhelp Morocco

Since the inception of Webhelp in Morocco, twenty years ago, the integration of women in the labor market has always been a top priority for Webhelp. While women's activity rate has been between 20% and 30%, we have developed a proactive approach to attract and retain female colleagues.

They represent 68% of our workforce and half of the management positions are held by women.

Being proactive to achieve such results requires a variety of means: from monitoring our HR data closely on things as gender pay gap, to providing transportation for early and late shifts, to also ensuring that parenthood does not stop their career by having day-care services on site. We started these facilities for young kids back in 2006 and 70% of the beneficiaries are women, which is again, totally aligned with the structure of our workforce.

All these efforts reflect back into our Webhelpers' satisfaction and performance. And we couldn't be prouder that in 2021, Webhelp Morocco received the Trophée de l'Égalité Professionnelle (Professional Equality Trophée) held by the Moroccan Ministry of Labor and Professional Insertion.

Redouane Mabchour
CEO Webhelp Maroc



“ Focus on Webhelp UK Region

In 2021, we decided to set up a Women's Forum – Supporting Women in Leadership - as the demand from our countries (UK, India, South Africa) was becoming evident. We wanted to create a community and forum that made our women feel more heard and supported while setting up a framework to respond more accurately to local requirements. In South Africa, more focus is required to evidence actions on employment equity, while in the UK Gender Pay Gap reporting is mandatory. In India, there is an under-representation of female colleagues at all levels in business.

To drive momentum and consistency, we took the decision to officially appoint one of our People Directors to be responsible for leading the coordination of the ESG program. We created regional DE&I committees with leads per focus area pillar, as well as sub-committees and we also appointed a board member to sponsor each DEI pillar.

On the Gender Diversity program, our first action has been to deepen our assessment of the situation through data analytics. We set up our forum with a target population of about 220 participants (~150 women & ~70 allies). This group meets formally quarterly, with informal Coffee Chat sessions regularly happening in between the quarterly meetings, working to build this community and support network.

We also continue to review and develop our local policies to maximize support and inclusivity, for example the recent introduction of our Menopause Policy. The response overall has been phenomenal, with a clear increased engagement, both from our colleagues but also their allies.

Gillian Campbell
Chief People Officer, Webhelp UK Region



Ability & Accessibility @ Webhelp



Awareness campaign in Webhelp South Africa

Webhelp is committed to driving awareness around different abilities and making sure that our environment can meet all requirements for our colleagues to thrive and develop their careers with us. Actions from our regions to continuously make our environment even more suitable range from site audits, policies, communications, training and awareness campaign.

For instance, Webhelp Spain launched an **awareness campaign**, also known as Campaña de Afloramiento. Colleagues could anonymously contact our partner Eurofirms to enquire for them or their relatives about the process to get a certification of disability.

In Webhelp South Africa, supporting candidates with a disability has also been embedded into the **impact hiring journey**. Between 2020 and 2021, Webhelp SA funded and place 42 learners with a disability on a 12-month NQF Level 3 qualification in Contact Centers. In parallel, a full digital awareness campaign has been launched in the country to foster even more inclusion.



Webhelp South Africa Learnership for candidates with a disability

People with a disability or long-term impairment do not need to be fixed. They need to be accepted for who they are and recognized for their abilities. Our role is to provide a safe & supportive environment where they can grow and thrive. Our learnership program offers colleagues with a disability the opportunity to build their confidence, develop their skills and obtain a qualification in contact centers.

Moeneera Adams

BBBEE Specialist, ESG Ambassador and Disability Lead Webhelp UK region



Feedback from Your Call 2022



It says everything that I got the chance for a job interview to my current position, when I had stated in my application that I have an "invisible" disability! And to this day, I have always felt included and supported. I love that there is a lot of room for diversity at Webhelp, which also makes a great and happy work environment socially.

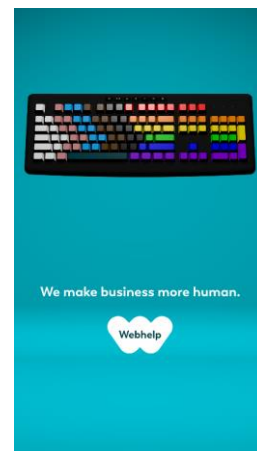
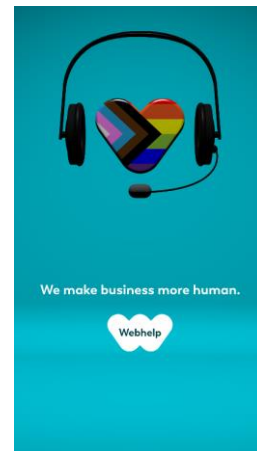


One of our Webhelpers



LGBTQIA + and allies @ Webhelp

At Webhelp, we are **committed to inclusion, respect, and zero-tolerance for discrimination** in our workplace. For Webhelp, supporting everyone who identifies as LGBTQIA+ means ensuring that our work environment is a place where all our game-changers can fully express their identity all year long. It also means making everything we do for our colleagues is inclusive and bias-free. It means partnering with our clients to develop accessible and empowering digital customer journeys for all. These require listening to the community, taking actions, giving a voice and a platform to build and promote a culture of acceptance and standing against discrimination.

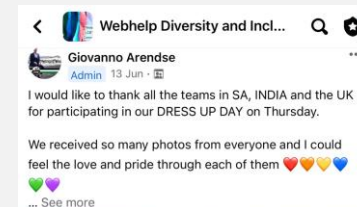


Building our community

In October last year, we started an online community to share all our LGBTQIA+ comms and interact with a very small group of Webhelp’s LGBTQIA+ members and allies. One of our most impactful stories were shared on this platform which promoted openness in a way we haven’t done before by allowing three participants to share their coming-out stories. It’s not an easy topic to dive into and not everyone is keen on sharing. Those who did, gave us their truth and it was so powerful to witness this. Our goal this year is to grow our online presence using our Pride Month initiatives and quarterly Seminar Sessions to promote our online community page.



Giovanno Arendse
ESG LGBTQIA+ Lead
– Webhelp UK Region



Partnering with our clients for making our industry even more inclusive

I’m very proud that in 2021, we piloted with a key retail partner to develop new support mechanisms within our team focused on LGBTQIA + inclusive material and formats. We have launched initiatives such as Gender Identity Awareness to Virtual Inclusive Coffee Chats through to piloting the Webhelp Unconscious Bias Training, with hundreds of Webhelpers – which included topics related to gender, sexual orientation. This allows us to tailor situations to specific retail questions from consumers such as sizing for gender-neutral clothing. This approach truly makes a difference! While we cannot create a safe space for all across the world, we really can make that safe space in the Webhelp world! Differences of opinions and respectful debate enable us to face external challenges extremely well, having set the right culture internally to approach these topics with an open mind and with respect!

Jay Fell
Global Account Director



More for Planet – At a glance

Doing #MoreForPlanet is focused on taking care of the world we live in, and having mutual respect between our planet and all that enjoy living on it every day. Indeed, climate change is no longer a distant threat: it is here and is already impacting millions of citizens worldwide through climate disasters that include droughts, floods or wildfires.

Webhelp and its 55+ countries are therefore committed to play their part in minimizing our carbon footprint and supporting our colleagues and communities to do the same. In 2019, we initiated a roadmap aligned with the Paris Agreement (COP21) to support the goal of limiting global warming to 1.5°C, with a goal of reducing our Carbon Emissions by 4,3% per year vs. that initial baseline year.

Our core pillars of climate mitigation include maximizing our energy efficiency, empowering our colleagues to travel more sustainably or work from home, developing low carbon supply chain partnerships and engaging and supporting our 100,000+ game-changers to make a difference every day. We believe that economic growth and environmental sustainability can go together – as our business grows our ambition is to decouple growth from carbon emissions. Only by working individually and collectively, can we together do #MoreForPlanet.



UN Global Compact Report Principles: 7,8,9



In this chapter, we will cover...

Highlights

3rd annual global Carbon Assessment

Appointment of Group Environment Director

Greenhelp Community Grown to 250+ ambassadors

Assessment of over 8,800 data points

Methodology refined to include Remote Working



Our Carbon Footprint



Our Roadmap to 2030



More Sustainable Buildings



Sustainable Commuting & Working From Home



Green IT



Protecting our biodiversity



Internal & external engagement



Accreditation & Recognition

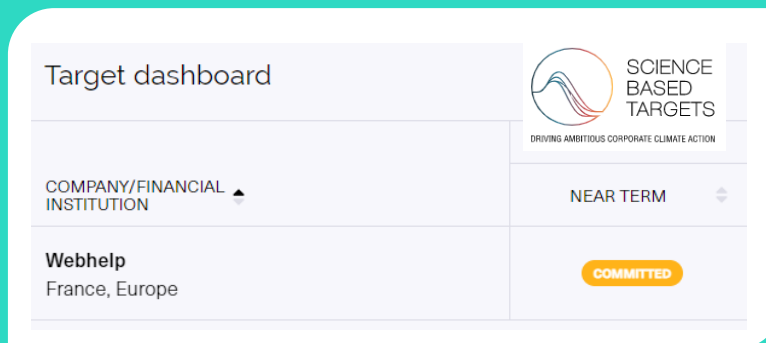
It is important that, as a global organization, our environmental progress is aligned to and recognized by international standards and accreditations.

Webhelp has committed to the SBTi and will be submitting short and long term targets in the near future.

In 2021, at a Group level, we submitted our first report to the CDP. Our initial assessment was rated as a D for our Climate Change submission and a C for Supplier Engagement Rating.

Planet is one pillar of our wider ESG strategy. Our submission to the universal sustainability rating provider, Ecovadis, we scored 60/100 on our 2022 Ecovadis environment rating and achieved a bronze score overall.

Several of our regions (UK & Turkey) also have ISO 14001 accreditation and the UK has ISO 50001 in addition.



Webhelp Group
Country: France

CDP
DISCLOSURE INSIGHT ACTION

Year	Program	Status
2022	Climate Change 2022	No Response
2021	Climate Change 2021	Submitted



Our 2021 Carbon Assessment Methodology

Since 2019, partnering with Carbone 4, a leading climate-change specialist, we were able to design a carbon assessment that was aligned to the Greenhouse Gas Protocol and had the ability to be adapted to fit the bespoke requirements of our business.

As a global organization, it is important to include detailed, local emission factors where possible for all of the required data points. This included emission factors from IEA, ADEME, DEFRA and Ecolnvent.

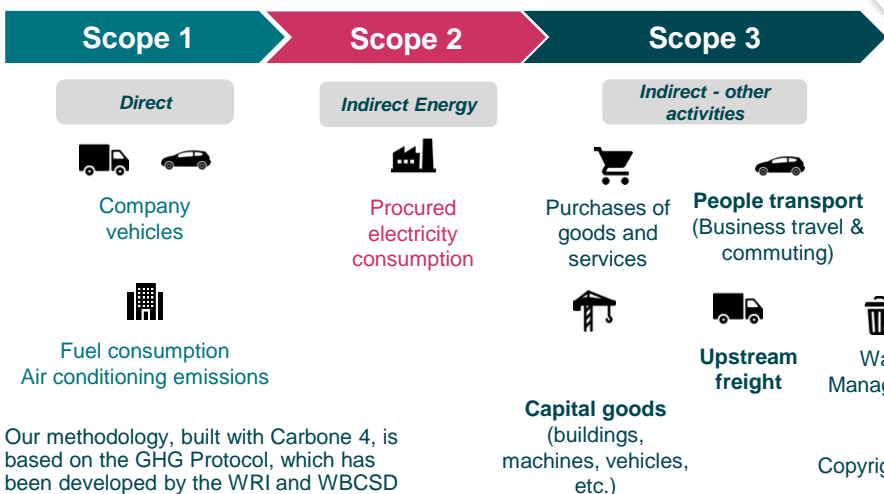
In 2021, we also made refinements to the assessment methodology. The Environmental Expanded Input Output (EEIO) model for supply chain was improved to include additional emission factors for specific spend categories.

As a result of our improved methodology and confidence in our assessment, we have subsequently committed to submitting SBTI targets and will complete this in 2022.

Our climate strategy is formed of 4 key actions



- **Measuring carbon footprint**
- Measuring the actions already implemented to reduce GHG emissions
- Raising awareness among its stakeholders
- **Adopting emission reduction targets**
- Defining the level of ambition, the time horizon for commitment and the scope
- **Defining an action plan** with an evaluation of CO2e gains and an analysis of the gap with the objectives
- **Creating monitoring bodies** and steering indicators
- **Offsetting residual emissions** through compensation projects with suppliers or other partners
- **Writing a climate report** or other report to meet the increasing demands of stakeholders (investors, customers, NGOs, etc.)
- **External reporting** (CDP, EcoVadis etc)



Our methodology, built with Carbone 4, is based on the GHG Protocol, which has been developed by the WRI and WBCSD



Our 2021 Carbon Footprint

We are committed to providing relevant, consistent, complete, transparent and accurate carbon data on an annual basis. Our assessment included a detailed review of all Webhelp locations in 2021 and covered all Scopes 1, 2 and 3. This can be further broken down into individual categories which are: Energy, Business Travel and Commuting, Capital Goods, Supply Chain, Remote Working and Waste.

In reference to Remote Working emissions, although the GHG Protocol has these emissions listed as optional (GHG Chapter 7), we have adopted a transparent, comprehensive and future-proof approach, by estimating these as a “rebound effect” of work-from-home, being now part of Webhelp’s typical operations.

Throughout 2022, we are tackling every category to reduce as much CO2e as possible. This includes the launch of our Global Energy Sprint and ZeroWasteWebhelp programme in addition to the expansion of our Sustainable Supplier Programme.

2021 Carbon

Footprint

Key Metrics

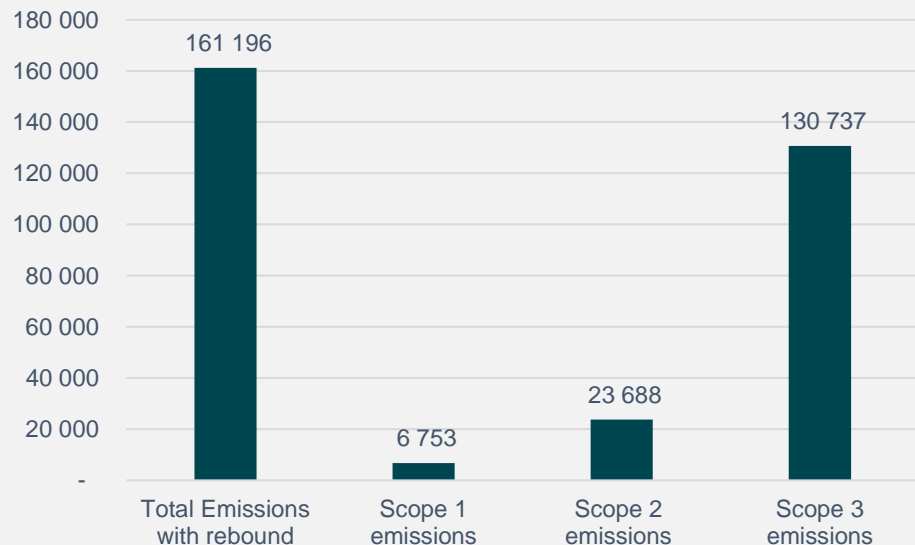
1.9 tons of CO2e per employee

1.5 tons of CO2e per employee excl. working from home emissions

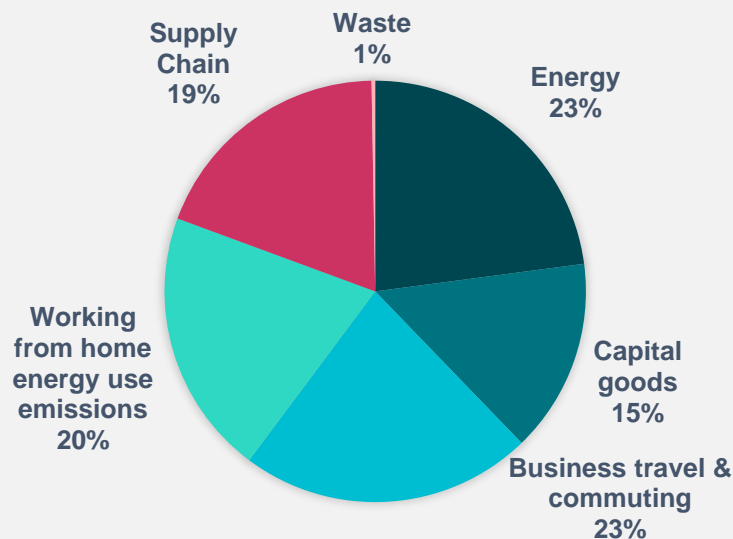
0.3 tCO2e /m2 for the Global estate

Webhelp 2021 CO₂e estimated emissions

Tons of CO₂e



Webhelp 2021 estimated CO₂ emission sources



The 2021 estimation takes into account 74 new offices (vs. 2019)



Methodology established with Carbone 4

Our commitments & roadmap to 2030

“

Recent years have shown us that the effects of climate change are not an abstract concept. They are having a disastrous impact on people, communities and wildlife right now. Countries and companies have a significant role to play in minimizing and, where possible, reversing the effects of climate.

At Webhelp, our ethos is Think Human, but it's also Think Planet. I am incredibly proud to work for a business that is determined to do #MoreForPlanet. We are committed to being transparent with our progress and recognize that all progress will not be linear. As our business grows, we need to continue to develop and implement our climate objectives so we can decouple business growth from our emissions.

Part of my role is globalize our approach to environmental management and to continue and build upon the fantastic work by our global colleagues – ultimately to increase environmental protection and reduce our impacts to climate change.

Through our ESG and Planet actions, we are contributing to the global goal of maintaining global temperature rises below 1.5°C. Only by executing our signature low-carbon projects, can we play our part in this global challenge.

Richard Carr
Group Environment Director



”



Together we can do

#MoreForPlanet



Our commitments & roadmap to 2030 – Key Streams

Top 3 Priorities

Minimize Operational Carbon Emissions incl. Onsite Energy Generation

Decarbonise Our Supply Chain Inc. Energy Supply

Provide Mechanisms For Sustainable Commuting

Ambition: Reduction In Carbon Emissions Aligned To 1.5 Degrees Target

CATEGORY

DELIVERABLES

OUTCOME

Energy Management

Transition to LEDs

Culture change of heating & cooling use

PC power management roll - out

Highly Efficient Buildings

Energy Supply & Generation

Onsite renewable generation

Transition from fossil fuel to electric heating

Procurement of certified renewable energy certificates

Certified Green Energy

Buildings/ Capital Assets

Retrofit buildings to bioclimatic standards incl. Insulation

Sustainability key in property location strategy

Extending life cycle and using refurbished appliances

Sustainable Buildings Embedded In Culture

Business Travel & Commuting

Fossil fuel car journeys to be replaced by EV cars and bikes

Reduced air travel (vs. 2019) & 100% company cars as electric vehicles

Colleagues use low carbon method for commuting

Low Carbon Option For Colleagues

Procurement

Tel-co providers to be less carbon intensive

IT equipment's life cycle to be significantly extended

Suppliers onboarded to sustainable supplier programme

Sustainable Partners



More sustainable buildings – Certifications

Through our Webhelp Unique Standards (WUS) programme, we have designed ESG and Planet standards that will accelerate our climate ambitions.

The standards are applicable to all Webhelp buildings and include minimum criteria on: Lighting, Heating, Ventilation and Air Conditioning (HVAC), sustainable transport, energy, renewables and waste management.

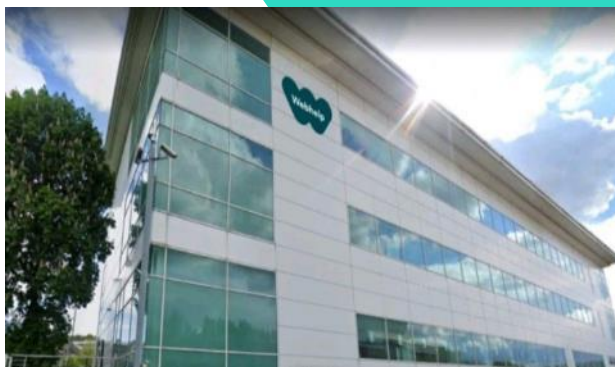
LEED Certification in Athens, Greece

- Our office in Athens, open in 2021, is certified to the Leadership in Energy and Environmental Design (LEED).
- Microclimate enhanced by vegetation, water or light colors.
- 100% of sealants and adhesives meet the VOC content evaluation.
- Strict controls on the heating and cooling set points.
- FSC wood and Cradle to Cradle certification.

Sustainable Refurbishment in UK

In the UK, we undertook in 2021 our most sustainable refurbishment to date.

- 100% LED lighting
- Natural ventilation as opposed to mechanical
- Re-used 76 tons of assets, saving an estimated 84 tons of embedded carbon in virgin stock assets (BEIS, 2021)
- Beehives
- Solar PV and EV Charging planned for 2022

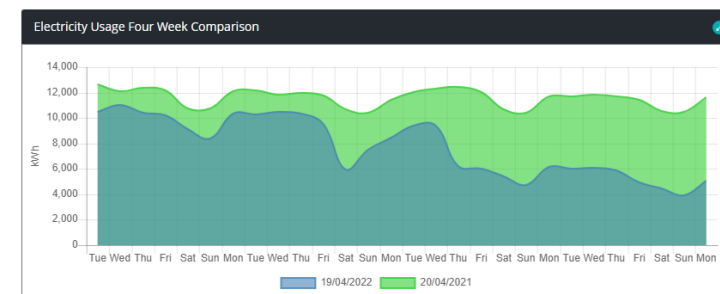


ISO Accreditations



Our global estate is already on that journey and we currently have buildings already certified to Environmental Management 14001 (UK and Turkey) and Energy Management 50001 (UK)

Energy Analytics – “You cannot manage what you don’t measure”



Sustainable Commuting & Working from home impact



As society and commuting habits change throughout this decade, we recognize we need to provide offices and services that will meet the needs of our current and future generation of Webhelpers. We are increasing the number of electric vehicle chargers we have at our offices, expanding our bicycle parking stations and improving the facilities to include changing areas and storage options.

We are expanding our low-carbon infrastructure to empower and enable our game-changers to make sustainable choices. These include an increase in electric vehicle charges and our own 'Web-Bike' scheme where colleagues can have free access to a bicycle to use for commuting or recreation.

4 UNPLUG YOUR DEVICES.



TURN OFF THE MONITOR WHEN YOU WILL BE GONE. You can save as much as two-thirds of a computer's energy use just by turning off the monitor. This does not affect your operations, just switch it back on when you return. We suggest you do this before lunch, before long meetings and any time you expect to be away from your desk for more than a half-hour.



USE A CHARGER ONLY WHEN CHARGING. When we charge our laptops, it's easy to just leave them there and forget about them. While they're likely to be in use throughout the day, you should also avoid charging laptops and mobile phones unnecessarily.

Empowering and motivating our colleagues to save energy (and associated emissions) while working from home is important for us. In 2021, we created a Working From Home toolkit and throughout 2022 we will be rolling this out to all remote working colleagues which gives them the knowledge and tools to reduce energy, save money and reduce emissions

2021 Planet Key Metrics

Our office-based colleagues commute on average 13km (one way)
~63% of our Game Changers worked remotely in 2021
Public transport (40%), thermic Car 33% and walking/bicycle (9%) make up the majority our commuting habits



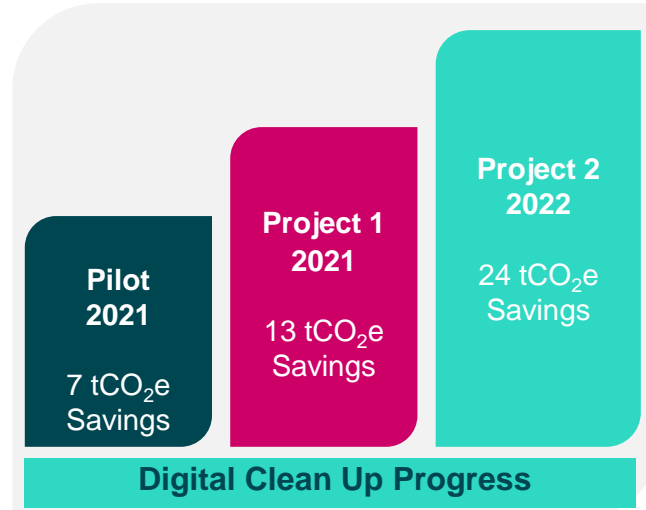
Green IT & reducing our digital pollution

“ At Webhelp, we are constantly looking for the latest technological innovation to support our game-changers and our clients. We recognize that technology doesn't come without impact to the environment and climate change. That is why we are making commitments to reduce the carbon emissions associated with our technology evolution in areas such as:

- Desktop Virtualization
- PC Power Management to control the energy consumption of equipment.
- Data center consolidation
- Highly energy efficient equipment
- Extending the life-cycle of non-critical IT assets.



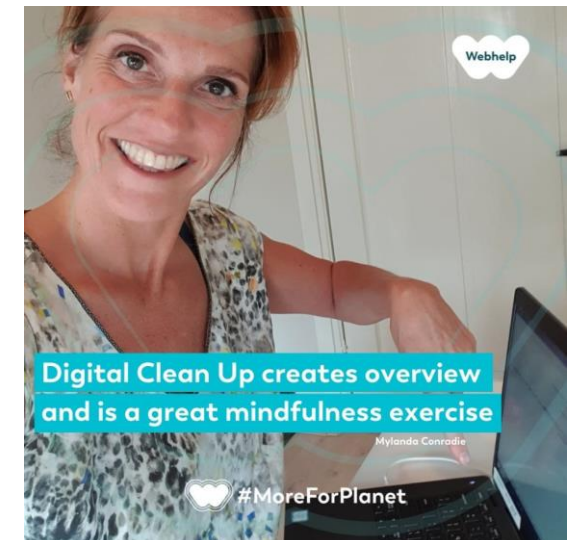
Yan Noblot, Webhelp Group CTO



“ Nowadays, most communications are done online. This is progress and we love it! But we should remain aware that these new technologies, when overused, do have a negative impact on the planet. With the digital cleanup challenge, we want to raise awareness on digital pollution by learning to use our mailbox and online drives in a more sustainable way. Every quarter, a new digital cleanup challenge is on to welcome more digital cleaners. We have now saved nearly 50 tons of CO₂e and through 2022 we will be expanding the project to all Webhelpers.”

Aurore Le Perff

Greenhelp Global Project Manager



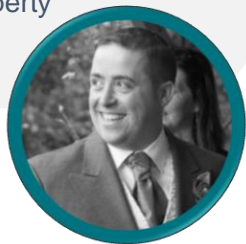
Biodiversity & giving back to the Planet



In the UK, we are incredibly proud of our biodiversity projects. We have installed beehives at several of our strategic locations. These hives offer significant benefits to the local ecosystem but also provide engagement opportunities for our colleagues – and of course to try some delicious honey.

Furthermore, our passionate game-changers in Scotland have created a large wild garden and biodiversity haven that is accessible to all nature and colleagues.

Anthony Sinclair
Director of Resilience and Property



Each year, our network of Planet Changers in Latin America makes it their mission to give back to nature. 'Sembratón' involves our team working with families, local charities, and communities to create new forests and bring back native ecosystems.

Watch our Webhelp | Sembratón Medellín (Colombia) | 2021 video [here](#)

19,759 native trees planted

9,210 volunteer hours

1,872 eco-volunteers

Latam America in 2021



Each hive contains around 60,000 honey bees giving our global Webhelp population the grand total 300,000 across the UK and France.



For every sale, based on the value of the sale, Webhelp makes a donation whereby a certain number of trees will be planted in Columbia in honour the team's success in closing deals. As of 2022, **5,050** trees have been planted thanks to this initiative.



Biodiversity & giving back to the Planet – Focus on Webhelp Prague



I'm very proud of this green initiative involving our team in **Prague**. On the occasion of **Sustainability Day** on June 4th, 2021, a team of **30 Webhelpers** took action for our **planet**. We left the offices and walked to the Retirement Home which is about 5 km far. On the way, we brought our gloves and bags and we cleaned up the streets in Prague 4.

At the end of our “trip”, we threw away all the garbage on a dedicated point and we entered the Retirement Home.

We planted some **fruit trees** so the seniors who live nearby there can enjoy the fruit. They were so enthusiastic!

This was a **great adventure**, the team had a lot of fun and felt like we did something concrete for our community.

Lenka Ticha

Czech Republic Site Director



More sustainable buildings – Resource management

As the effects of climate change continue to impact people around the world, including the communities that Webhelp operates, we have a responsibility to manage our natural resources efficiently. We must demonstrate the ability to operate sustainably without impacting future generations.

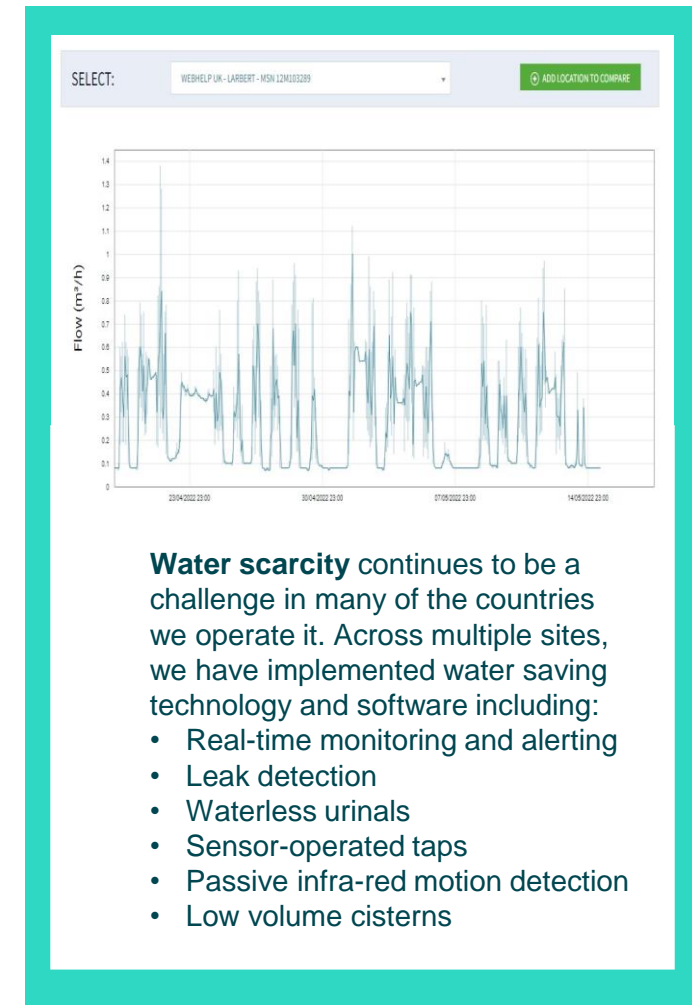
Waste management is an important aspect for us and we have several projects and initiatives in place:

- Partnering with strategic suppliers & charities to donate and re-use ICT equipment
- Increasing recycling rates across our global operations
- Phasing out of all-single use plastic and single use products
- Raising awareness with our colleagues via campaigns such as Plastic Free July
- Collaborating with local suppliers to increase recycling rates. For example, in Algeria we partner Revadex to improve awareness, decrease volumes of waste and increase recycling rates.



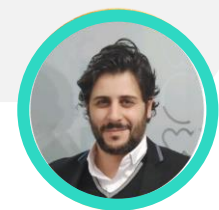
2021 Waste Metrics

- 450 tons of CO2e from waste
- Globally, 25% of waste recycled
- 240,000 single use plastic cups avoided each year in UK



“ We’re incredibly excited about our partnership with Revadex. Not only have we increased our recycling rate but we can also engage our colleagues and bring them on our our journey to ZeroWaste. ”

Sid Ali Brahami
Continuous Improvement Project Manager & Algeria ESG Ambassador



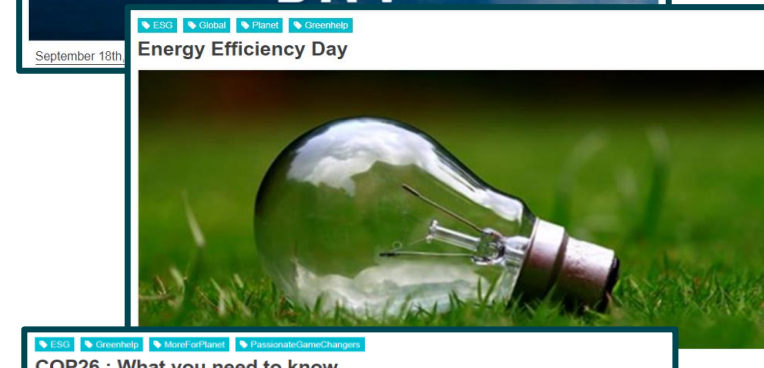
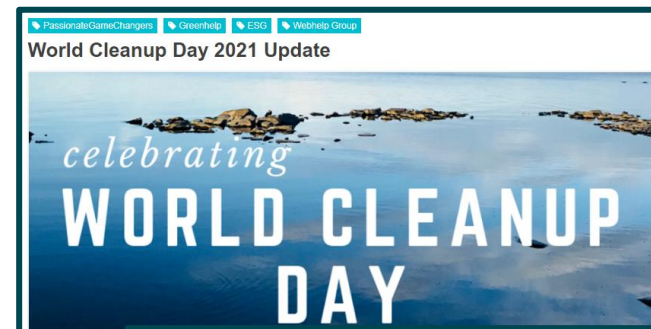
Empowering Webhelpers

Frequent and meaningful environmental engagement with our colleagues is vital for us. Communication takes various methods to improve awareness, increasing education and promoting sustainable ways of living and working.

We successfully created and participated in a series of webinars to demonstrate our commitment to improving climate change awareness and engagement.

In our ambition to empower and motivate our colleagues, it's vital to highlight and share critical global topics. Some of the more prominent communications include COP26, World Environment Day and Energy Efficiency Days.

Furthermore, our internal engagement programmes contribute to the ongoing upskilling of colleagues and these include Warm Sweater Day, Digital Clean Up and Plastic Free July.



2021
Engagement
Key Metrics

18 Engagement Days dedicated to Planet
3 global internal webinars focused solely on Climate Change



More for Progress – At a glance

Making business more human also translates into respect and our belief in human integrity by committing to high ethical standards vis-à-vis ourselves and others, through our [Code of Conduct](#), respect of data protection rules, anti-corruption processes & tools as well as in the expectations we have towards our clients and suppliers consistently. Integrity has been at the heart of our values since the beginning of Webhelp.

Webhelp is committed to winning business and selecting suppliers through fair, honest and open competition in the marketplace and is intolerant of bribery or any other form of corruption. Webhelp maintains strict compliance with anti-bribery and anti-corruption laws applicable to its businesses and operations around the world.

UN Global Compact Report Principles

- **Human Rights – Principles 1 and 2**
- **Labor – Principles 3, 4, 5 and 6**
- **Anti-Corruption – Principle 10**

SUSTAINABLE DEVELOPMENT GOALS



In this chapter, we will cover...



Webhelp Duty of Care



Ethics and Compliance



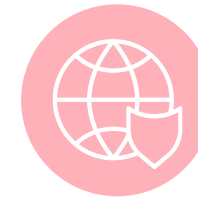
Data Privacy



Sustainable Procurement



Information Security



Ecovadis Ratings

Highlights

First global
Ecovadis Rating
(Bronze Level)

Launch of our
Sustainable
Supplier Program

16 WH countries
certified ISO 27001

Appointment of
Chief Audit &
Risks Officer
(effective early 2022)



Webhelp Duty of Care – Vigilance Plan

Since Webhelp is subject to the provisions of the Law on the Duty of care, we have set up various measures to meet the needs of the 5 pillars of the Law.

New internal policies have been released to prevent ESG risks in 2021 (Labour law and Human Rights; Diversity, Equity and Inclusion; Environment Health and Safety). Corresponding ad hoc trainings/e-learnings will be designed in 2022.

A risk mapping was conducted end of 2021, considering both the risks Webhelp is causing to the Community and the risks faced by Webhelp with respect to Webhelp internal operations and of Webhelp supply chain. The following risks relevant to Webhelp's operations have been evaluated as part of the Duty of Care risk mapping:

- Forced Working
- Discrimination and Harassment
- Absence of Dialogue
- Decent Working Conditions
- Occupational Health and Safety

- Waste
- Environmental Protection
- Local Communities Abuses

Our whistleblowing platform system, Phonethics, is implemented since 2020 open to all employees and external stakeholders. Reports can be made on the following items: discrimination, harassment, bullying, violations of labour standards or human rights and environment, health and safety.

We are currently deploying ESG-related controls within our procurement process to have our main suppliers embedded and evaluated.



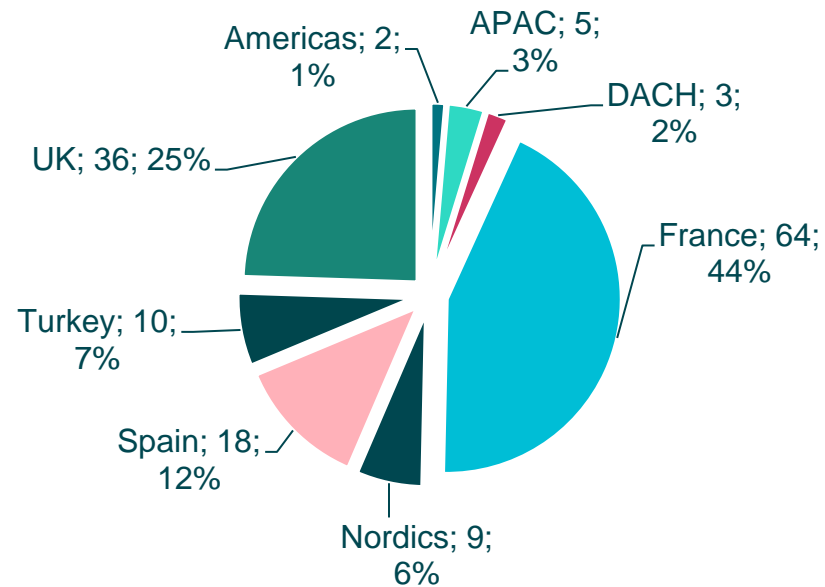
Ethics and Compliance

Policies updates in 2021

- [Antibribery & Ethics policy](#)
- Gifts & Hospitality policy
- Sponsorships & Donations policy
- Conflict of interest policy
- Compliance allegation investigation policy
- Labor law and Human Rights policy
- Diversity, Equity and Inclusion policy
- Environment, Health and Safety policy

An update of the antibribery risk mapping was conducted across all the regions of the Group in 2021 and a risk mitigation plan has been deployed based on the results of the risk mapping.

Compliance reports by Region - 2021



Sustainable Procurement

The buying decisions that Webhelp buyers and decision-makers make on a day-to-day basis offer tremendous opportunity to support the sustainability of supply chains and communities in which we do business. Across the past five years the procurement organization has established a global team and global governance, the team has grown with the company and the scope of the team has equally expanded. Procurement is not only embedded in business planning and the budget process. It is also responsible for one of the 5 KPI's of the More Movement. Procurement serves on the ESG steering and is an integral part of our carbon reduction efforts, impacting several key reduction levers.

In collaborating with our most important suppliers, we can accelerate our carbon emission reduction efforts, we can amplify the impact of the More Movement and support capability development, not just for Webhelp but also for our suppliers.

After earning several country-level Ecovadis certifications of our sustainability capability in the past years in 2021 Webhelp completed its first global certification, at the group level. Webhelp also adopted Ecovadis as part of its sustainable supplier program. The platform helps Webhelp buyers and decision-makers achieve visibility into sustainability capability of (prospective)

suppliers. This informs supplier selection and supplier collaboration. Through the dynamic risk watch that the platform provides, risk management efforts are better informed and are more dynamic and real-time.

In order to support Webhelp buyers and decision-makers, training on the sustainable supplier program was developed. This training is available for buyers and stakeholders in the business also.

In short, our ESG ambitions and objectives and Webhelp's sustainable supplier program impact every major buying decision and represent an area of continuous improvement for Webhelp buyers and suppliers.



Case: UK Cleaning Services

The UK region contracted a new cleaning supplier in 2021 and included in its selection criteria the supplier's focus on people and working conditions, community involvement and waste practices.

The selected supplier not only has a track record in philanthropy, they also extensively focus on inclusive hiring and will participate in Webhelp's sustainable supplier program, including an Ecovadis certification. On top of that the supplier will include innovative components to its service that will reduce waste and chemicals consumption. Motion sensors will for example be used to inform cleaning frequency and degradable packaging will be used to reduce plastic consumption.

Sustainable Supplier Program by the facts....

ecovadis

	2018 - 2020	2021	2022 – 2023
Procurement team	CPO appointed (2018)	Development of global sourcing strategies	Growth of team with new regions
Tooling	Supplier code of conduct (2019)	Ecovadis adoption	Ecovadis roll out with suppliers
Certification by Ecovadis	Country-level certifications	+ Global group certification	Recertifications
Training		Training for all buyers and available for stakeholders	Additional buyer and stakeholder trainings
Process development	ESG template development	ESG embedded in sourcing process and policy	ESG embedded in risk management



Information Security

In 2022, Webhelp continued to pursue our global ISO 27001 alignment and compliance.

Webhelp is committed to embedding security and supporting business growth and efficiency through a service-orientated model, providing a pragmatic, risk-based approach to managing information security risks.

The data security is a key priority of our business, whether it concerns our own, or the data of our clients, employees, our suppliers and partners in general.

Therefore, we are continuing to roll out our information security management system requirements and objectives, and the best practice risk management. This helps us to determine what we should be doing to manage information security, and the flexibility and agility to when it comes deciding how.

The information security function can be proactive in developing, deploying, managing, and maintaining the information security program. Hence, we are no longer forced into a constant "fire-fighting" mode and the usual lack of efficiencies is avoided.

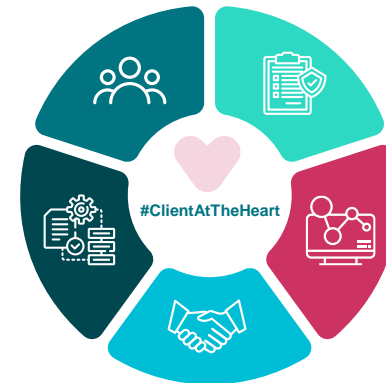
Webhelp's secure EcoSystem

People

- Vetting prior to hiring
- Continuous education:
 - security awareness,
 - GDPR training,
 - regular update comms

Processes

- Risk Management
- Incident Management
- Patch Management
- Vulnerability Management
- Active monitoring and auditing measures



Policy

- The comprehensive InfoSec policy framework, covering the Group and regional requirements, and with the tailored remote working policy.

Products (Technology)

Data, Asset and Network security:

Partner (Suppliers)

- Only selected and vetted 3rd parties, stable with a proven track record

- State of the art Anti-Malware and Endpoint Detection and Response
- Network segregation mechanisms.
- Data at rest protected using Full Disk Encryption solution.
- Data in transit protected using VPN with strong encryption protocols.
- Multi-Factor authentication for all remote system and data access.



UK
South Africa
India
Turkey
Greece
Romania
Portugal
Spain



As of June 2022

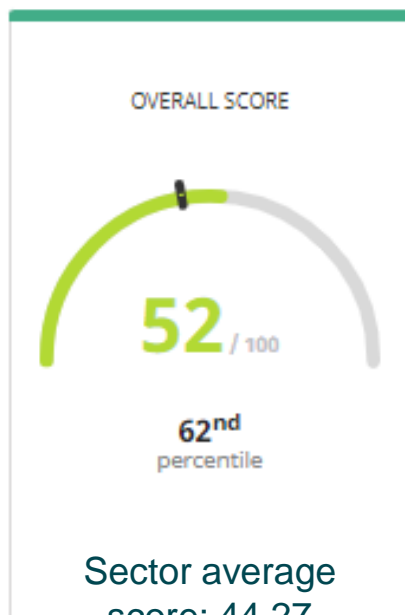
Malaysia
Austria
Kosovo
Switzerland
Mexico
Colombia
El Salvador
Peru





Our ESG Ecovadis Certifications

Webhelp Group *



ecovadis

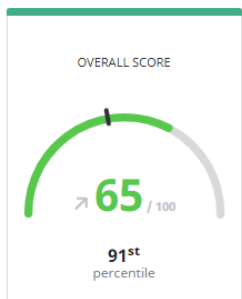


* Covering our 55+ countries

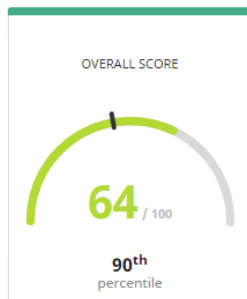
Sector average score: 44.27

Regional / Local Ecovadis

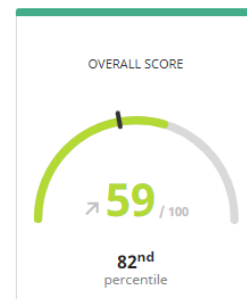
FR Region



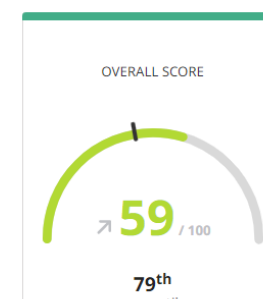
France



Switzerland



Netherlands



More For Philanthropy – At a glance

Supporting our local communities

Here are a few of the many NGOs and charities supported by our countries across the globe.

Marginalized Communities



Women & mothers



Education



Think Human Foundation



Think Human Foundation and its little sister « Share, Think Human » were created to support education to empower people ages 3 to 25 years-old through training to develop social, emotional, and digital skills.

Key Performance Indicators

12 associations supported by Think Human Foundation or Share in 2021 including 5 new countries

1,494 beneficiaries who received grants, equipment, coaching and trainings

31 ambassadors worldwide, offering time & skills to support NGOs and coordinate local actions (vs 15 in 2021)

Youth



Health



Animals



Diversabilities

Hearing Aid

UN Global Compact Report Principles: 1

SUSTAINABLE DEVELOPMENT GOALS



Supporting our local communities



Supporting Madagascar with Skills Philanthropy

Julien Marchand,
CEO Webhelp Madagascar



There are numerous ways a specialist in customer journeys and experience like us can support local communities in which we are based in. In Webhelp Madagascar, we support with voice experience through phone, but also digital skills such as digitization. Here are some examples of voluntary work that we perform:

- 213 is the toll-free number for abused women, set up at the initiative of the First Lady, and for which we are the first relay before putting in touch with doctors/psychologists in severe cases.
- 914 is the number of the Malagasy Anti-Covid platform, which allows to answer the main questions of the public on Covid or to put in touch the serious cases with the specialized antennas for the care.
- Loharano refers to the digitizing of the Fokontany registers (small neighborhood town halls). In Madagascar, many of the information is still on paper registers, and we have worked with the Tana Town Hall to digitize part of its registers in order to have more reliable lists to provide social aid to the right people.
- Fighting the Kéré (which means “famine”): we were partners in the census of families in the south of Madagascar, to bring food aid in a targeted way. Soldiers were on the ground with registers for the physical census, then they were scanned, and we transcribed them on digital files.



Webhelp joins forces with Blossom to support female empowerment in South Africa

The financial inability to afford sanitary products, coupled with a lack of knowledge about menstruation, is called period poverty. The problem affects millions of young girls and women in South Africa every day – and yet there are ways to combat this social issue, while also assisting with job creation at the same time.

In Sandton, Johannesburg, Webhelp and its client Co-op, one of the world’s largest consumer co-operatives, have joined forces with **Blossom Care Solutions** to fight this national problem in a practical, holistic way.

The partnership supports the set-up of a Blossom factory in Sandton, employing six previously unemployed young women and producing enough pads to eliminate period poverty for thousands of schoolgirls each year. The approach enables the empowerment of girls and women from both an individual as well as an economic perspective.

Shamiela Sarlie, Managing Director at Blossom Care Solutions, a social enterprise that exists to combat the issues brought about by period poverty in South Africa, while also investing in sustainable job creation, explains, “The overall impact of period poverty is to present even more obstacles to the learning and development of those young girls and women who are affected by it, when compared to their male counterparts.

“This, together with the social stigma that is still associated with menstruation in township and rural markets, causes additional social and economic disadvantages to those affected. This is why Blossom Care Solutions was established in 2019 as a mission-centric social enterprise: for women, by women.”

Claire Carroll, Head of Sales and Service at the Co-op, says: “We’re so pleased to offer support to Blossom Care Solutions, who are making strides in eliminating period poverty. At the Co-op, we believe in co-operating for a Fairer World. We’re proud to play a small part in helping to eliminate period poverty for thousands of women, while creating job opportunities at the Blossom factory.”

Cathy Kalamaras, Webhelp’s People Director of South Africa, adds: “Unemployment remains a pivotal issue in South Africa and we continue to support initiatives which bring about meaningful change and build sustainable futures, it was a natural choice to become involved with Blossom.

“When we see the numbers of young girls and women in our more disadvantaged communities, who do not use sanitary pads or are occasional users, and look at new ways to alleviate the unemployment situation, the work of Blossom Care Solutions becomes even more vital. Acting responsibly and strengthening our communities to make a positive difference is key not just to Webhelp, but the partners we work with, which is why we’re proud to be supporting this initiative alongside the Co-Op.



Think Human Foundation – At a glance

“600 million children and adolescents do not have access to basic skill training.”

UNESCO

“2/3 of youth in developing economies are without work, not studying, or engaged in irregular/informal employment.”

Life Project for youth

“70% of jobs today need knowledge in basic digital skills.”

European Commission

By supporting Social and Emotional learning and digital literacy, Think Human Foundation considers self-awareness, self-management, social awareness, relationships, responsible decision-making as the core elements to transform society.

When giving young people from disadvantaged backgrounds, the opportunity to access the appropriate tools, they can learn how to manage their emotions, express themselves clearly, choose their own path, break the poverty lines, establish healthy relationships and help their community.

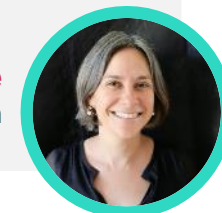
“

As I joined in 2021, I am thrilled to be part of the More Movement and take the lead of Think Human Foundation which is one of the ESG pillars at Webhelp. Education has the power to change lives and is supporting all Sustainable Development Goals. In just a few months, we have increased our network and our amazing ambassadors are doing a tremendous job together with the associations to empower the youth and open opportunities to all.

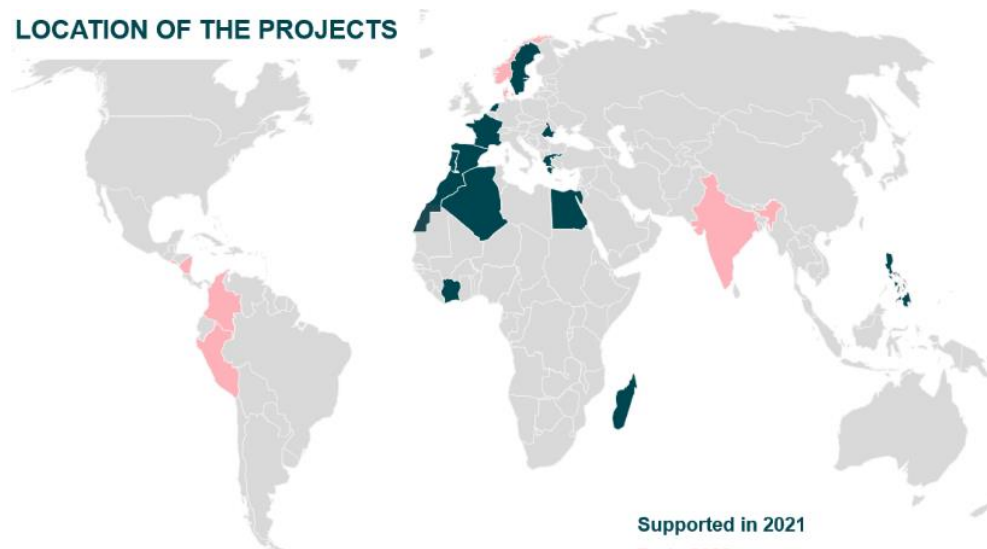
”

Mary Bonneaud Lagarde

General Manager – Think Human Foundation



LOCATION OF THE PROJECTS



Supported in 2021
Early 2022




Read more on <https://thinkhumanfoundation.org>



Examples of organizations supported by Think Human Foundation (1/2)



Reading stories to facilitate integration

Stichting Mano aims to empower the people of Rotterdam to actively participate in the communicate. They create the conditions for people to discover, develop and use their skills. Participants are empowered to find their place, take control of their lives and grow into active citizens. By reading stories to 450 children inside families from disadvantaged backgrounds, the volunteers help close language gaps for both Dutch and migrant families, facilitate societal integration, and play educational games while strengthening the links with the local services and facilities.  **MANO**

Professional integration and long studies

ARTICLE 1 supports young adults with limited opportunities or from difficult backgrounds, to increase their chances to pursue long post-bac studies and enter the labor market with confidence. 9 of our colleagues in France participated as mentors to individual coaching or workshops in 2021.

Article1
PRENDRE LE POUVOIR SUR L'AVENIR

Social and emotional learning through a health program

175 foreign-born young women have benefited from the support of “**Hej främling!** » in 7 cities across Sweden.

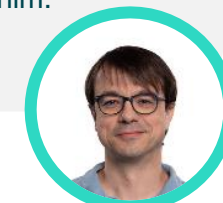
The program focuses on life skills, developing self-awareness, self-control, and interpersonal skills to teach these young women, mostly born outside of the EU, how to maintain one’s good psychological and physical health.



I am a student’s mentor with Article 1. My mentee is following a Master 2 in Entrepreneurship and Innovation at Dauphine University. We have worked for more than a year preparing for his exams, the choice on his subjects of dissertations and internships. It is a mentorship program that opens our eyes to the fact that some students do not have access to the codes or the functioning of the labour market. I share my experience with him to help him navigate the meanders of this world and we discuss about the possible consequences of the opportunities that open up to him.



Yan Noblot,
Group CTO



Examples of organizations supported by Think Human Foundation (2/2)



Education for Employment is a leading youth education and employment network across the Middle East and North Africa. It empowers young women and men with skills in demand that lead to employment, dignity and hope.

Through training in soft & technical skills, employability, digital skills and entrepreneurship, it aims to improve the socio-economic situation of 600 youth in the north of Algeria (180) and in Fes/Meknes/Marrakech Morocco (420).

It will also directly impact their families as it will enable these youth to become autonomous and break isolation or exclusion.



Life Project for Youth focuses on creating opportunities for young adults who have faced extreme poverty and exclusion in the Philippines. Without any reference point, the youth fail out of school systems, lack specific qualifications and struggle to find jobs.

Life Project for Youth is building a solid community system to help develop digital skills in a committed ecosystem and favor their inclusion in their future career. 890 Youth will be accompanied every year with this organization in the Philippines and Egypt.

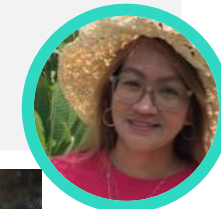


"As APAC's Regional Ambassador, I gathered 32 colleagues from 3 countries which contributed 147 volunteer hours to give the youths of LP4Y in the Philippines the opportunity to reach their dreams through professional exposure.

We conducted 30 mock interviews, facilitated 12 training sessions, trained 188 youths, had an impact on 5 LP4Y Centers and were awarded the "Best Partner Multipillars".



Jacqueline Liwanag Cuadro
Global Initiatives assistant manager



In Spain, **Foto Colectania** promotes social, digital and labor inclusion of young people using photography as a guiding arrow. Over the course of 3 years, 15 students per year will learn about teamwork, responsibility, and how to become a professional photographer.



A group of five diverse young adults (three men and two women) are smiling and posing together outdoors. The man on the far left has long curly hair and a beard, wearing a grey t-shirt with a graphic. The woman next to him has long brown hair and is wearing a black top. The woman in the center has curly hair and glasses, wearing a white top. The woman in the foreground is wearing a yellow patterned hijab, glasses, and a denim jacket over a patterned top. The man behind her has a beard and is wearing a red polo shirt. The man on the far right has glasses and is wearing a grey t-shirt with a large graphic. The background is a bright, slightly blurred outdoor setting.

 #MoreMovement

Thank you!