

# TP Open Doors

a successful and impactful event dedicated to strengthening the proximity with the financial community

## EDITO

*Daniel Julien, Chairman and Chief Executive Officer of Teleperformance*



Dear Shareholders,

We have decided to devote a special issue of the Shareholders Newsletter to our TP Open Doors campaign, which has just been successfully completed. These open days allowed investors to form their own convictions by having “seen and touched” the reality on the ground. This “transparency” initiative was launched by the Group to restore the conditions of trust and serenity with the financial community that had been damaged by unfounded attacks in the media on the working conditions of our employees. Today we believe that, thanks to all our action plans to address the “November’s noise,” the restoration of our stock market position is well underway.

I would like to thank all the operational teams for mobilizing this campaign and, more generally, all our stakeholders for their support during this difficult period, including our employees, our clients as well as many shareholders who are familiar with our business. I also welcome the interest of new investors for the Group’s sustainable and solid growth model, which remains unchanged.

## Teleperformance fosters dialogue and transparency with its shareholders

This operation was an opportunity to highlight Teleperformance's **Human Capital approach**, which is a key factor for long-term sustainable creation. On January 17 and 24, Teleperformance opened its doors to more than 60 analysts and investors who toured the Group’s sites across six countries spanning four continents where more than 40% of its global workforce works. Site location tours included Tirana, Albania; Athens, Greece; Lisbon, Portugal; Fort Lauderdale, Florida, United States; Bogota, Colombia; and Mumbai, India.



*The Teleperformance site in Lisbon, Portugal. Opened in 1994, over 14,000 employees now work there, serving more than 88 clients.*

## A restored perception of Teleperformance

*“Reality is so different what has come out in the media lately,”* said an analyst from a leading French stockbroker.



*Investors meeting local teams at Fort Lauderdale (Florida, United States) on January 24<sup>th</sup>.*

*“The investor day was very helpful and informative. Not many companies would be confident enough to open up multiple locations to investors,”* commented a leading North American investment manager.

*“Providing very open access to local management and employees was extremely useful. Particularly for an industry like BPO, where I, and I expect most investors, don’t have a lot of understanding,”* observed another leading North American investment manager.

# Special Shareholders Newsletter

## A priority given to wellbeing and employee engagement

*"It was great to have the opportunity to speak to employees and get more clarity on the culture and quality of operations as well as more detail on the Trust and Safety department. It helped me get a lot more comfort in knowing the human capital-intensive business. Teleperformance has the best processes in place to take care of their employees and clients and constantly look for more innovation,"* commented a large North American mutual fund provider.

A leading Scandinavian fund manager stated *"Overall, I find that management's response has been solid and open. Positively surprised by the extra benefits offered to employees coming from abroad. Very impressed with the local leadership team."*

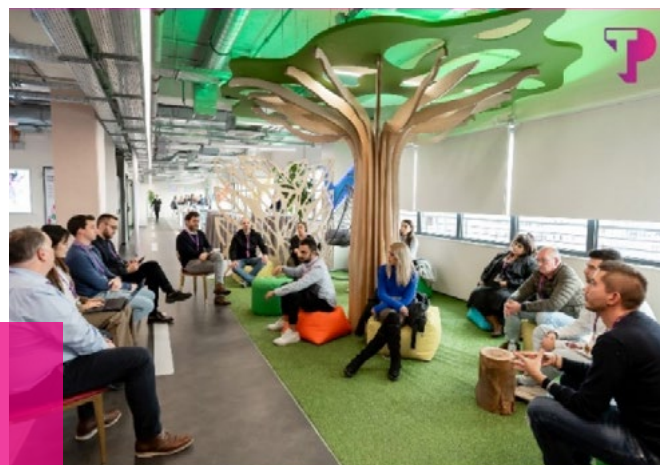


*João Santos Tavares, Chief Human Resources Officer at Teleperformance in Portugal, presenting recruitment and training management in Lisbon on January 17<sup>th</sup>.*

## The voice of employees in the spotlight during focus groups

Site visits took place over a full day, featuring presentations by local management and experts, free and unscripted focus group discussions with agents and moderators, and visits to client programs.

*Focus group between Teleperformance's investors and employees during Athens' site visit, on January 17<sup>th</sup>. Agents and moderators put forward their qualities and skills that their jobs require and were also happy to share how the Group takes care of them at every level (accommodations, benefits, work, etc.).*



# TP Open Doors

## A better understanding of Trust & Safety activities

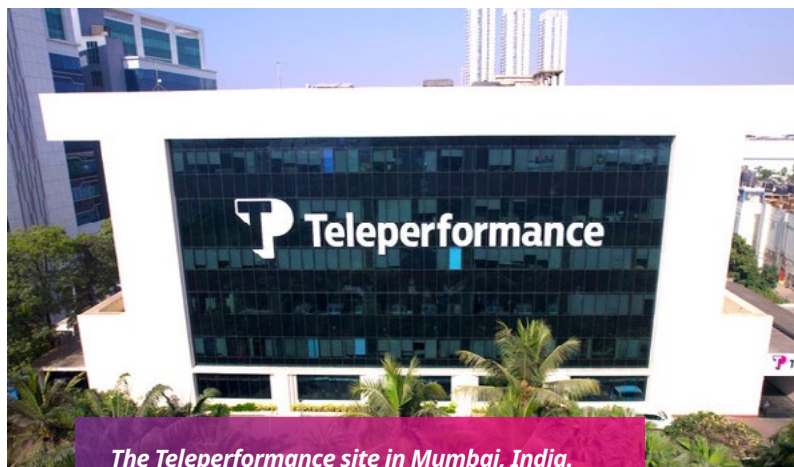
Commenting on his visit to Teleperformance's Mumbai operations on January 17, a leading European brokerage analyst stated, ***"TEP appears to run a well-managed operation that has a focus on employee wellbeing and compliance with local laws (...) Similar to TEP's prior communications, we discovered attrition in Content Moderation is well below the Group average."***

After attending a focus group with moderators at a Fort Lauderdale visit, another analyst observed: ***"Some members of the Group had worked for competitors in the past, and pointed to the more personal approach at Teleperformance, the strong internal support, the greater importance of wellness as well as a stronger push for internal promotion."***

The focus group in India was also positively viewed: ***"After attending focus groups on content moderation, we were left with the impression that there is a focus on employee wellbeing and support (...) TEP India's current ESAT score (measuring employee satisfaction) is 52, which TEP management considers to be good; at a global level, TEP's ESAT score was 50 in 2022."***

## At the forefront of digital transformation

Commenting on the transition from Technology, Analytics & Process to TP Digital, a leading European brokerage analyst declared: ***"TP Digital's objectives include delivering a tangible impact to TEP Group, evangelizing TEP's transformation value proposition and acting as the innovation hub for the Group."***



**The Teleperformance site in Mumbai, India.**  
Opened in 2000, more than 6,500 employees are now working there, serving more than 70 clients.



**The Teleperformance site in Tirana, Albania.**  
Opened in 2017, around 2,000 employees are working now there, serving more than 22 clients.



**The Teleperformance site in Bogota, Colombia on January 24<sup>th</sup>.**



The Teleperformance site in Bogota, Colombia.



Cosmos  
Integrity



Earth  
Respect



Metal  
Professionalism



Air  
Innovation



Fire  
Commitment

# Simpler. Faster. Safer.



Founded in 1978 by Daniel Julien, Teleperformance is the global leader in outsourced customer and citizen experience management and related digital services. It is the preferred high-touch, high-tech partner of market-leading global companies undergoing rapid expansion, as well as government agencies. The Group implements digital strategies to optimize and transform their customer and citizen experience and other business processes to make interactions "Simpler, Faster, Safer".

Investor Relations and Financial  
Communication department  
21-25, rue Balzac – 75008 Paris

investor@teleperformance.com

FOLLOW US:

 /teleperformanceglobal

 @teleperformance

 /teleperformance

 <https://teleperformance.com/en-us/insights/blog>

 /company/teleperformance

 @teleperformance\_group

[www.teleperformance.com](http://www.teleperformance.com)