

## A socially responsible company that cares

With 420,000 employees representing all regions of the world, we are committed to acting as a global force of good to help improve our communities and preserve our planet.



FROST & SULLIVAN INSTITUTE  
**E**NLIGHTENED GROWTH LEADERSHIP  
AWARD

That's why Teleperformance was chosen to receive the first-ever **Frost & Sullivan Institute Enlightened Growth Leadership Award** among more than 55K organizations evaluated

**"** We respect each individual at Teleperformance, and value what our people bring to our business.

**Daniel Julien, Teleperformance Founder and CEO**

### We demonstrate this through our core values:



**Cosmos | Integrity**



**Earth | Respect**



**Metal | Professionalism**



**Air | Innovation**



**Fire | Commitment**

### We are part of something bigger than just a company.

#### Citizen of the World

Established in 2006 to help the world's most vulnerable and disadvantaged populations.

**\$6m**

three-year, global partnership with UNICEF

**60K**

volunteer hours around the world in 2021

**\$7.4m USD**

given in charitable donations in 2021 (€6.3M)

**\$60m USD**

In total charitable donations since 2006 (€51.5M)

**"** The difference that we can make for the community and those in need is a very powerful thing.

**Gordon, Customer Service Advisor at Teleperformance United Kingdom**

#### Citizen of the Planet

Launched in 2008 to ensure sustainable business practices.

**-15%**

reduction in carbon emissions per full-time employee from 2020 to 2021

**-21.4%**

reduction in electricity consumption per full-time employee from 2020 to 2021

**-7%**

decrease in our carbon footprint in absolute terms in 2021

**21%**

energy consumption came from renewable sources in 2021



Teleperformance is committed to reaching **net-zero carbon emissions by 2040**, a full ten years ahead of the Paris Agreement.

**THE Paris... CLIMATE 10 years PLEDGE Early**

**SCIENCE BASED TARGETS**  
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

### Inclusive hiring through Impact Sourcing initiatives

**15%**

of our workforce represents minorities and vulnerable groups

**52k**

young people lacking a formal degree

**6k**

long-term unemployed or impoverished

**2.3k**

refugees around the world

**7k**

people with disabilities hired in 2021 alone

At Teleperformance, we are passionate about **making the world a better, cleaner, and more equitable place for all.**