

Teleperformance: A socially responsible company that cares



With more than **410,000 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
ENLIGHTENED GROWTH LEADERSHIP
AWARD

That's why Teleperformance received its second consecutive **Frost & Sullivan Institute Enlightened Growth Leadership Award**

"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 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

Citizen
of the
World

\$6m

three-year, global partnership with UNICEF

99K

volunteer hours around the world in 2022

€11m

in donations to help underprivileged people or victims of natural disasters in 2022

"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

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

49%

reduction in tCO2 per FTE* (scope 1&2) from 2019 to 2022
*FTE - Full Time Equivalent

500,000

trees planted in partnership with One Tree Planted to support global reforestation

27.8%

of energy used in 2022 was from renewable sources

Citizen
of the
Planet

THE Paris...
CLIMATE 10 years
PLEDGE Early



SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Inclusive hiring through **Impact Sourcing** initiatives

20%

of our workforce represents minorities and vulnerable groups

125,000

first-time workers

2,300 +

refugees are working at Teleperformance

7,200 +

people with disabilities hired

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

