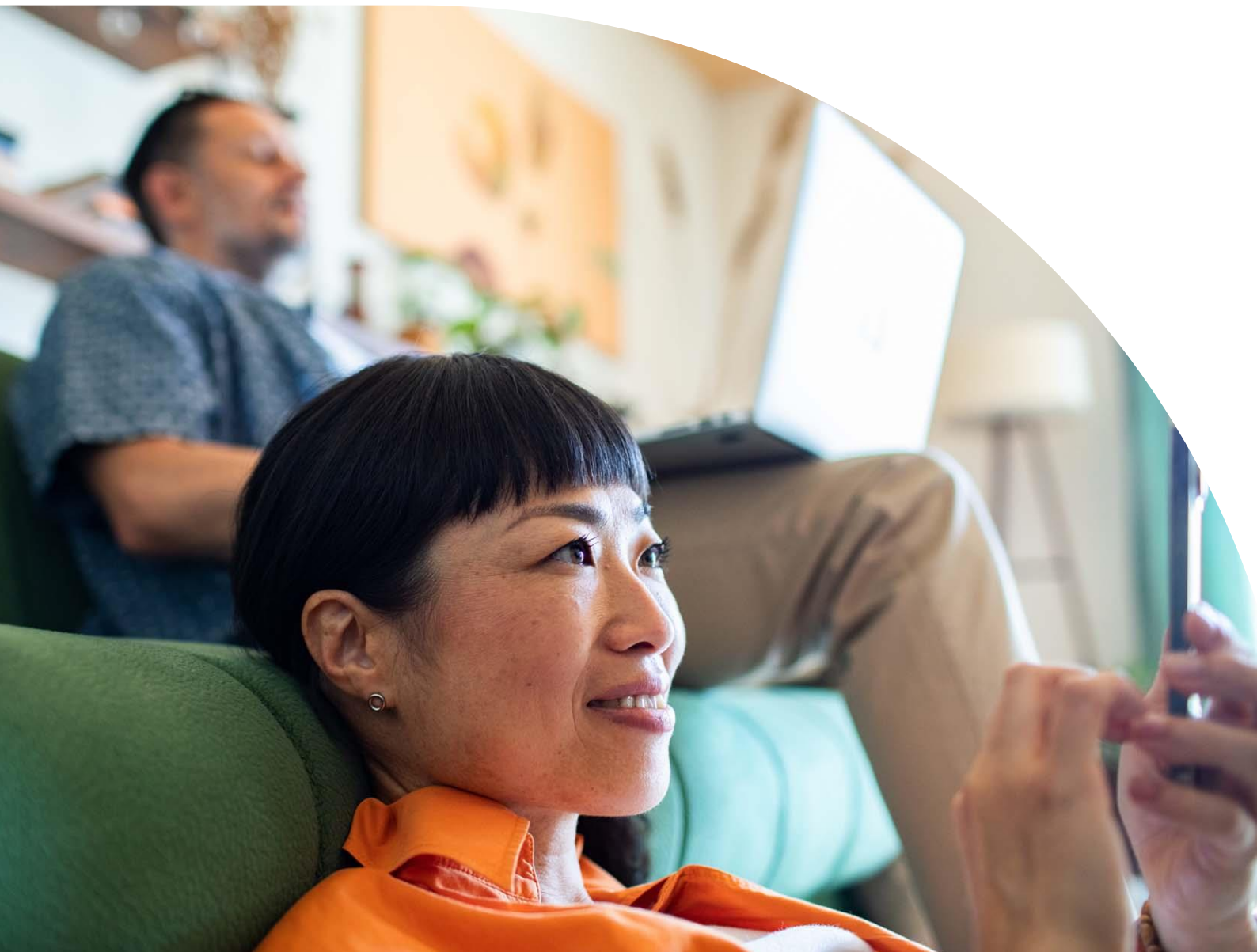




# Global Inclusion and Belonging Policy

v.3.0. Public



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## **Statement**

At TP, we recognize the invaluable contributions that individuals from diverse backgrounds bring to our organization and are committed to cultivating a culture where every Workforce Member feels valued, respected, and empowered to achieve their full potential. As a global leader, we welcome applicants and Workforce Members who reflect the rich diversity of the communities we serve worldwide. Embracing our differences is not just a philosophy, it is a cornerstone of our success. We celebrate the unique perspectives, experiences, and talents of our global workforce, fostering a sense of belonging and mutual respect akin to the care and dedication we extend to our clients.

## **Mission**

At TP, we uphold fairness and belonging in every interaction. We honor the unique perspectives and identities of our clients and Workforce Members, fostering an inclusive culture where all voices are heard, valued, and respected. Our diversity strengthens our connections, driving meaningful impact and shaping a more equitable world.

## **1. Purpose**

The purpose of this Global Inclusion and Belonging Policy (the “**Policy**”) is to affirm the TP’s dedication to cultivating a workplace environment that welcomes and supports all Workforce Members regardless of background. Through this Policy, TP aims to provide guidelines and frameworks to uphold principles of equal employment opportunities, non-discrimination, and support a culture that values different perspectives and experiences. We are committed to creating a workplace culture where every Workforce Member feels valued, respected, and has equal opportunities for advancement, regardless of their background or personal characteristics, in alignment with applicable non-discrimination laws.

## **2. Scope of Application**

This Policy applies to the Group and their Workforce Members, and Third-Party Vendors associated with TP, covering recruitment, selection, compensation, training, development, performance evaluations, promotions, transfers, benefits, disciplinary actions, and TP programs. It supports a workplace culture grounded in fairness, respect, and inclusion across all aspects of TP’s operations.

## **3. Definitions**

**Belonging** refers to the experience of being accepted, included, and valued by a group. It reflects a workplace culture where individuals feel seen, respected, and connected to others, enabling them to contribute authentically without fear of exclusion or bias. Fostering belonging is essential to sustaining inclusion and supporting well-being and performance across diverse teams.

**Diversity** refers to the range of differences and unique characteristics present among individuals within a group or organization. It encompasses recognizing, respecting, and valuing the multitude of individual and social differences that contribute to the identity of our Workforce Members, including demographics, backgrounds, perspectives, and experiences.



**Group** means, collectively, Teleperformance SE and any subsidiary that is wholly or partially owned, whether directly or indirectly, by Teleperformance SE.

**Inclusion** is intentionally cultivating a culture where every individual feels valued, respected, and empowered to contribute. It involves actively creating an environment where all individuals, regardless of their background or characteristics, have access to resources and opportunities.

**Policy** means this 'Global Inclusion and Belonging Policy'.

**Third-Party** refers to an entity, including an affiliate, that has a business relationship with TP or its clients, and is not itself a TP client. Third-party relationships include both Vendors and Non-Vendors.

- **Vendors:** Third-Parties that are service providers/vendors that provide a product or service to TP. These relationships are sourced through Global Procurement or the local sourcing/procurement process. Payment is typically rendered by accounts payable.
- **Non-Vendors:** Third-Party relationships that are typically acquired by a business line/segment directly, not through the Procurement function. Financial remuneration, if applicable, is typically rendered outside of accounts payable processes. These third-party relationships may be managed solely by a business line/segment, or in conjunction with a corporate third-party risk management function. Examples of **Non-Vendors** include charities, joint ventures, agents, affinity members and trade associations.

**TP or TP Company/ies** means any/all subsidiary/ies of the Group.

**Workforce Members** are individuals that perform work for or otherwise provide services for any TP Company, including, but not limited to, employees, contractors, directors, employees of staffing agencies, and vendors.

## 4. Discrimination and Harassment

TP provides equal opportunities for employment, basing decisions on merit, qualifications, skills, performance, and achievements. Discrimination, whether direct or indirect, is strictly prohibited and encompasses any distinction between individuals based on protected characteristics as defined by applicable laws and regulations, such as ethnicity, religion, gender, sexual orientation, age, disability, or other factors, which results in unfair treatment, limitation, segregation, or deprivation of employment opportunities.

We also provide reasonable accommodation to qualified individuals with disabilities, as well as individuals with needs related to their religious observance or practice. At TP, we uphold a zero-tolerance policy towards harassment, bullying, or any conduct that could lead to harassment in the workplace. This includes conduct by managers, supervisors, co-workers, and non-employees with whom our Workforce Members have a business, service, or professional relationship. Our commitment extends beyond the workplace, encompassing conduct that takes place off TP premises (including on social media) if it could reasonably impact Workforce Members or others within our workplace.

## 5. Practices

TP's commitment to cultivating a culture where every Workforce Member feels valued, respected, and empowered to achieve their full potential and providing equal employment opportunities applies across all aspects of the employment relationship, including:

### 5.1. Recruitment & Hiring

**Objective:** Ensure recruitment methods and candidate selection processes align with this Policy and applicable laws.

**Measures:**

- Use a variety of recruitment sources to reach a broad and qualified applicant pool.
- Establish objective qualification standards for positions and apply them consistently.
- Ensure selection criteria are based on legitimate business needs.

### 5.2. Training, Promotions & Career Advancement

**Objective:** Incorporate measures for equitable employment opportunities in promotions and career advancement.

**Measures:**

- Promote the development of Workforce Members, supervisors, and managers to ensure equitable access to opportunities for all individuals. This includes providing training and mentoring programs to equip all Workforce Members with necessary skills for advancement.
- Make sure promotion criteria are widely known and communicated to all eligible Workforce Members.
- Ensure promotion and career advancement decisions are based on job-related criteria, free from favoritism and bias and based on equal employment principles. This requires fairness and objectivity in performance evaluations, internal transfers, and development opportunities.
- Comply with applicable employment and non-discrimination laws.

### 5.3. Anti-Harassment

**Objective:** Ensure a workplace free from unlawful harassment based on legally protected characteristics, as defined by applicable laws and regulations.

**Measures:**

- Implement, disseminate, and enforce a policy prohibiting harassment and retaliation.
- Provide clear definitions of prohibited conduct and complaint procedures.
- Conduct prompt, thorough, and impartial investigations of harassment complaints.
- Take immediate and appropriate corrective action when violations occur.
- Conduct periodic training on harassment prevention and policy enforcement.

### 5.4. Remuneration

**Objective:** Promote equal pay and prevent unlawful discrimination in compensation.

**Measures:**

- Monitor remuneration practices annually to identify and rectify potential disparities.
- Ensure leaves of absence related to caregiving responsibilities do not result in unequal treatment.
- Comply with applicable laws regarding accommodations for caregiving responsibilities, including fostering/adoption.

#### 5.5. Work Conditions

**Objective:** Ensure every Workforce Member is treated with respect and courtesy. Promote policies and work arrangements that benefit both TP and the Workforce Members in terms of their family, personal, and work time. Encourage efficiency in the use of work time by providing effective measures and tools.

**Measures:**

- Ensure equitable job assignments, accommodations, and work schedules.
- Promote clear communication about managing work-life balance.
- Comply with applicable laws requiring reasonable accommodations for disabled Workforce Members.
- Monitor practices for equal employment opportunity compliance and conduct self-analyses to address disparities.

## 6. Responsibilities

Creating a respectful and inclusive workplace is a collective responsibility at TP, requiring commitment and purposeful action from every individual.

#### 6.1. All Workforce Members and Third-Parties

Every individual within TP has a role in supporting a respectful, fair, and inclusive workplace culture. This includes:

- **Management:** Managers at all levels are tasked with fostering a culture of belonging within their teams, ensuring that all Workforce Members feel included and valued. They must actively promote inclusion and belonging, report potential instances of discrimination or bias, and provide equal opportunities for Workforce Members' development and growth.

Managers must conduct themselves in line with this Policy and establish a work environment free of unlawful discrimination and harassment. They are obliged to respond to any form of discrimination or harassment reported to them, taking swift action, and reporting to Human Resources.

- **Workforce Members:** All Workforce Members are expected to respect and value their colleagues, contributing to creating an inclusive work environment. This involves treating all colleagues with dignity and respect, being open to new perspectives and experiences, and speaking up if they witness any incidents of discrimination or bias. All Workforce Members are responsible for reading, understanding and adhering to the requirements of this Policy.

- **Human Resources (HR):** The HR team is responsible for implementing and monitoring this Policy, coordinating related training and initiatives and ensuring it is clearly communicated.

#### 6.2. Reporting and Prohibition of Retaliation

If a Workforce Member believes they or another individual has experienced conduct prohibited by this Policy, they are urged to report promptly to their immediate manager or supervisor, their local HR team, or via the [Global Ethics Hotline](#). Retaliation against individuals who report violations or provide information in good faith is strictly prohibited.

#### 6.3. Consequences

Workforce Members found to have engaged in discrimination, harassment, or bullying will be subject to appropriate investigation and corrective action, up to and including termination of employment, in accordance with applicable local laws. TP is committed to taking allegations seriously and ensuring they are thoroughly investigated and appropriately addressed, while maintaining confidentiality where possible.

## 7. Policy Management and Compliance

**Review and update:** This Policy will be reviewed and updated at least annually to ensure that it reflects the latest best practices regarding inclusion and belonging in the workplace.

**Compliance with laws and regulations:** TP will comply with all applicable laws and regulations, including anti-discrimination and anti-harassment laws. If local law conflicts with this Policy, local law must be followed.

## 8. Related Policies

This Policy should be read in conjunction with TP's underlying policies and standards available on the Group's [corporate policies intranet page](#) and/or on the [TP website](#). They include:

- Code of Conduct and Ethics
- Global Ethics Hotline Policy
- Human Rights Policy

## 9. Right to Terminate or Amend Policy

TP reserves the right to modify, suspend, change, or terminate this Policy at any time. This Policy does not create any contractual rights or obligations, whether expressed or implied.