

# Teleperformance UK

## Tax Strategy Statement

December 31, 2025



# Teleperformance UK

## Tax Strategy Statement (1)

### Company Background

Teleperformance UK (TPUK) is part of the Teleperformance Group, which has recently been re-branded at TP.

TP is a global digital business services company. Our global scale and local presence allow us to be a force of good in supporting our communities, our clients, their customers, and the environment. We deliver the most advanced, digitally-powered business services to help the world's best brands streamline their business in meaningful and sustainable ways. The group has had 47 years of continuous improvement and innovation, with a presence in over 100 countries, serving 170 countries, with 56% of clients being in the Forbes top 100.

At the heart of Teleperformance UK's values is a commitment to delivering outstanding customer experience through industry-leading contact center solutions for both private and public sector clients. Our nationwide network of regulated centers of excellence leverages advanced, digitally-powered technologies and omnichannel platforms to provide secure, efficient, and tailored services in over 12 languages to more than 70 clients.

Teleperformance UK is dedicated to creating positive social impact and fostering opportunity across the communities it serves. As part of its comprehensive corporate social responsibility (CSR) programme, Teleperformance UK actively engages employees in a wide range of charity initiatives, community outreach, and social mobility projects, including partnerships with The Purpose Coalition and local organisations. The company's Social Impact Report highlights its commitment to breaking down barriers to opportunity, supporting vulnerable groups, and driving meaningful change throughout the UK.

Teleperformance UK has been recognised as a Great Place to Work for four consecutive years, and features among the UK's Best Workplaces, Best Workplaces for Women, and Best Workplaces for Wellbeing. The company's inclusive culture, focus on employee wellbeing, and investment in professional development have earned it multiple industry awards and external certifications.

# Teleperformance UK

## Tax Strategy Statement (2)

### Introduction and Scope

- This document sets out the UK tax strategy for Teleperformance UK and subsidiaries for FY ending 31 Dec 2025.
- The Tax strategy statement is Published in compliance with Schedule 19, Finance Act 2016.
- Applies to all UK entities within the Group.
- Reviewed and approved annually by the Board; available on the Teleperformance website.

### Compliance

- Compliance underpins all statements in the UK Tax Strategy.
- Teleperformance UK endeavors to be compliant with all tax laws and regulations.
- Compliance means:-
  - Paying the right amount of tax in the right place at the right time.
  - Claiming reliefs and incentives in line with the provisions of tax law, where available.
- The approach to compliance is considered best practice and is set out at the outset in the tax strategy.

### Governance and Risk Management

- Board of Directors has ultimate responsibility for tax strategy and governance.
- The UK & Ireland CEO oversees tax matters, supported by tax team and external advisors.
- Tax risks managed through internal controls and regular reviews.
- Tax risk register maintained and reviewed annually; significant risks escalated to the Board.
- External tax advisors consulted as appropriate.

# Teleperformance UK

## Tax Strategy Statement (3)

### Attitude to Tax Planning

- Tax planning aligned with commercial and economic activities.
- There are no artificial or aggressive tax arrangements.
- Reliefs and incentives claimed only as intended by legislation.
- Decisions reflect Group's Code of Ethics and responsible corporate citizenship.

### Level of Tax Risk Accepted

- Tax risk is treated the same way, as any other risk faced by the business.
- Seek advice from reputable external advisors and HMRC where appropriate.
- Material tax risks escalated to the Board for review and approval.
- The business does not tolerate tax evasion, or the facilitation thereof.

### Approach to Dealings with HMRC

- Commitment to open, honest, and constructive relationship with HMRC.
- Resolve issues in real time and collaboratively.
- Disclose relevant facts and circumstances as required.
- Differences resolved through transparent dialogue or formal processes.

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## Tax Strategy Statement (4)

### **Review, Approval, and Publication**

- Statement approved by a member of the Board (CEO) on 31st December 2025.
- Reviewed annually and updated, as necessary.
- Freely available on Teleperformance website for at least one year from publication.



Thank you.



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