



## The Great Place To Work® *certification*



Employee engagement is a Group priority. As such, Teleperformance has built a corporate culture based on trust and an exceptional employee experience. For several years, the Group was recognized as a “Great Place To Work®” and received positive feedback from its employees.

### 1. What is Great Place To Work®?

Great Place To Work® is an authoritative international institute on workplace culture, employee experience, and leadership behaviors.

Since 1992, the Great Place To Work® Institute has surveyed more than 100 million employees globally about their workplace experiences. It has developed a set of themes and metrics that not only predict whether employees feel their workplace is a great place to work, but predict retention, agility, and overall business success.

Based on these surveys, the Institute delivers certifications to companies and establishes rankings of the best workplaces. The term “label” can refer to both certification and rankings.

### 2. What are Teleperformance results?

Great Place To Work® certification of Teleperformance since 2021:

	2021	2022	2023
	79%	79%	79%
Countries certified	60	64	72
% employees working in a Great Place To Work® company	98%	Over 97%	Over 99%



Among the 2023 key results, awarded by over 220,000 employees worldwide:

92%

of employees believe that Teleperformance is a physically safe place to work;

89%

consider they are treated fairly regardless their gender, sexual orientation or background;

87%

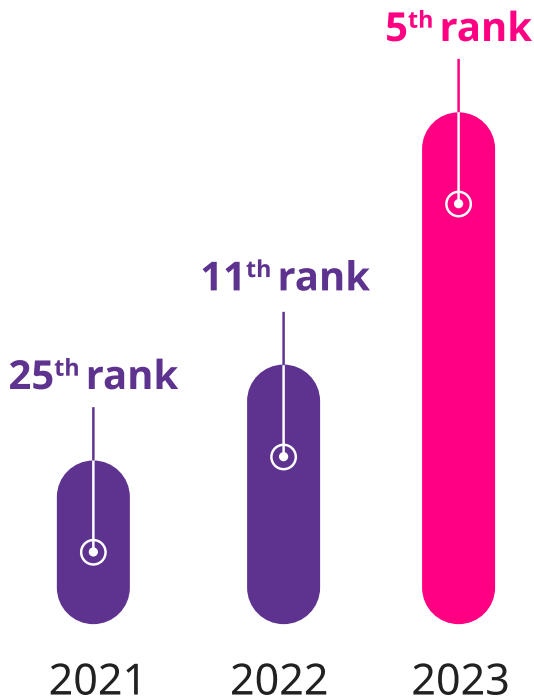
feel they receive a warm welcome when they join the company;

83%

say they are treated as fully-fledged member of the Group, regardless of their status.

In 2023, Teleperformance ranked 5<sup>th</sup> in the 25 World's Best Workplaces™ List<sup>1</sup> among 10,000+ companies:

Teleperformance Great Place To Work® Lists in 2023:



Teleperformance 5<sup>th</sup>  
Accenture 10<sup>th</sup>





### 3. How are the Great Place To Work® rankings established?

Great Place to Work® rankings are based on two tools developed by the Institute: Trust Index® and Culture Audit®.

3.1 Trust Index®: a questionnaire measuring employees' perception.

Using the proprietary Trust Index® survey, Great Place To Work® measures the core of what creates great workplaces — key behaviors that drive trust in management, connection with colleagues and attachment to the company. **The survey is anonymous and confidential.**

It is sent to all employees of all profiles, functions and geographical areas, regardless of their length of service. **It contains one question on overall satisfaction and around 60 questions covering five values:**



#### Employees tell whether:

- Leaders are accessible, communicate honestly and clearly, and if their actions match their words;
- They feel respected as individuals, if they receive training benefits, appreciation, support for their well-being and opportunities to contribute;
- They believe their company is fair related to pay, profits, promotions, recognition, favoritism and opportunities;
- They are proud of their work, their team, and their company and if they feel they make a difference and their work is meaningful; and
- They enjoy the people they work with, feel cared for and can be themselves.

All lists are based on employee feedback, which is analyzed to determine the extent to which this experience is shared by the full workforce. The best companies create great work experiences not just for management, but also for part-time employees, for those who've just joined, for those who've spent their whole career there, for every race and ethnicity, gender, neurotype, or other demographic in the organization. **Companies with the broadest set of employees who report positive workplace experiences receive the highest rankings on lists.**

3.2 Culture Audit®: a human resources assessment completed by the company.

Through a few targeted questions, the Culture Audit® questionnaire identifies how the company has developed the best possible working environment, the measures in place to help everyone achieve their potential, the company's values, communication of strategy to employees and, more generally, the company's impact on its employees and the community.

Every year, Great Place To Work® sends a new survey to all employees. **The survey and certification process are therefore reset every year.**



#### 4. What are the criteria to meet to be certified by Great Place To Work®?

A minimum participation rate of employees ensures the surveys accurately represent honest feedback from the company's full population. The followings requirements must be met:

- Companies wishing to apply for certification must submit to the Trust Index® questions and obtain a minimum score of 65%.
- Companies wishing to apply for the rankings must also submit to the Culture Audit®.

**The 79% average trust index awarded by Teleperformance employees in the Trust Index® surveys is therefore well above the minimum requirement.** The high scores reflect well on fairness, inclusion, equality, trust and teamwork in a highly diverse Group comprising over 100 different nationalities.

**The company only has access to aggregated data and anonymized results.**

#### 5. What is the coverage of Great Place To Work® certification and ranking?

Every year, **more than 10,000 organizations across 60 countries** apply to get Great Place to Work® certification.

In 2023, Great Place To Work® analyzed more than 6.2 million survey responses representing the experiences of 18 million workers around the world to establish the 2023 World's 25 Best Workplaces List. Participation to the competition raised by 28% from 2022, and the number of surveys received increased by 40%<sup>2</sup>.

To be considered in the World's 25 Best Workplaces List, companies must be included in at least five Best Workplaces lists in Asia, Europe, Africa, Latin America, North America, or Australia during 2022 or early 2023. Companies must also have at least 5,000 employees worldwide with at least 40% (or 5,000) of those employees located outside the headquarters country.

**The Top 25 represent industries ranging from manufacturing to IT to biotech.**



## 6. How is the independence of the label guaranteed?

During the Trust Index® survey, the role of Great Place To Work® is to manage and ensure that it runs smoothly and then to transmit the results to the company with complete objectivity. **The process is anonymous and confidential.**

The Culture Audit® file is evaluated based on an international rating grid.

The Great Place To Work Certification program fee covers the cost of the survey and the data analysis needed to produce a Great Place To Work Certification profile, employer branding assets, and reports. Thus, the company pays for the audit and consulting services, not to obtain the certification.

## 7. What are the benefits to give priority to employee' satisfaction and engagement?

Earning Great Place To Work Certification has many benefits, including<sup>3</sup>:

- Better recruitment metrics such as offer acceptance rate;
- Higher business profitability;
- Automatic Best Workplaces™ award eligibility;
- Greater employer brand awareness;
- Improved employee trust;
- Higher retention: 51% higher than a typical U.S. workplace;
- Greater employee pride in the company;
- Recognition for having great people managers and leaders.

Teleperformance is convinced that **being an employer of choice is an essential prerequisite in creating value for all stakeholders**: a happy employee is the first step towards ensuring end-user satisfaction and therefore satisfying Teleperformance's clients.



## 8. What is the relationship between Great Place to Work® Institute and Fortune and People Magazines?

Great Place to Work® collects data and research to establish rankings of best workplaces that are published in Fortune Magazine, its partner. These rankings have been very popular with organizations. Today, there are several rankings, including 100 Best Companies to Work For, World's 25 Best Workplaces, Best Workplaces for Women, Best Workplaces for Millennials, etc.

Great Place to Work® has also partnered with People magazine to establish the List of 100 Companies That Care, the only company culture award in America that selects winners based on the level of care and concern for their employees, their communities, and the environment.

### APPENDICE n°1: World's 25 Best Workplaces 2023

Rank	Company Name	Industry
1	Hilton	Hospitality
2	DHL Express	Transportation
3	Cisco	Information Technology
4	AbbVie	Biotechnology & Pharmaceuticals
5	Teleperformance	Professional Services
6	Deloitte	Professional Services
7	Salesforce	Information Technology
8	Stryker	Manufacturing & Production
9	Cadence	Electronics
10	Accenture	Professional Services
11	SC Johnson	Manufacturing & Production
12	Hilti	Construction & Infrastructure
13	Admiral Group	Financial Services & Insurance
14	ThoughtWorks	Information Technology
15	SAP SE	Information Technology
16	Atlassian	Information Technology
17	Dow	Manufacturing & Production
18	Bacardi	Manufacturing & Production
19	NVIDIA	Information Technology
20	Insight Enterprises, Inc.	Information Technology
21	ServiceNow	Information Technology
22	EY	Professional Services
23	KIABI	Retail
24	AI-Dabbagh Group	Other
25	Coats	Manufacturing & Production

<sup>1</sup> World's Best Workplaces 2023

<sup>2</sup> World's Best Workplaces Make Strong Case for Building Trust With Workers

<sup>3</sup> Great Place To Work Certification FAQs

