



## Glossary

**Adjusted share price:** share price taking into account transactions that changed the number of shares outstanding comprising a company's share capital (capital increase, vesting of performance shares, stock split, etc.). The adjustment clarifies changes in the share price over time for comparative purposes.

**Administered registered shares:** shares registered in Teleperformance's registers at Uptevia and held in a securities account at the shareholder's financial intermediary.

**AFEP-MEDEF code:** corporate governance code for listed companies to which Teleperformance SE refers.

**Autorité des marchés financiers (AMF):** the French Financial Markets Authority, an independent public authority responsible for ensuring the protection of savings invested in financial products, providing investors with adequate information and supervising the orderly operation of markets.

**Bearer share:** share registered in a securities account held by the shareholder's financial intermediary.

**Bond:** negotiable debt security issued by a public or private company, local authority or State, paying a fixed interest (*coupon*) for a specific period and including a promise of redemption at maturity.

**CAC 40:** Euronext Paris stock market index comprising the 40 largest French market capitalizations, which Teleperformance joined on June 19, 2020. "CAC" stands for "*cotation assistée en continu*" or "continuous assisted quotation" from opening to close of trading.

**Credit Rating Standard & Poors:** Standard & Poor's assigns, according to its own methodology, a rating reflecting its opinion of a company's ability to repay its debt. Teleperformance's rating is "BBB" – Investment grade – with a stable outlook.

**Dividend:** portion of a company's profit distributed to shareholders. The dividend represents the share's income, and its amount, generally paid in cash, varies each year according to the company's profits. It is voted each year at the Annual General Meeting.

**Euronext Paris:** a listed market company that ensures the operation, security, transparency and development of its markets.

**Financial communication:** in support of the executive management and alongside the Group's expert teams, the duties of the team in charge of the Group's investor relations and financial communication are to facilitate access to information regarding the Group's earnings, outlook and strategic developments.

**Free float:** part of the capital of a listed company that is not held by stable shareholders and is therefore likely to be sold on the stock market in the short term.

**Identifiable bearer securities:** system enabling companies to find out the identity of shareholders and the number of securities held in bearer form by intermediaries, by asking the central depository about the securities' holders.

**Liquidity:** ratio between the volume of shares traded and the total number of shares comprising the share capital.

**Liquidity agreement:** agreement entered between a listed company and an investment services provider (ISP) enabling the latter to make purchases and sales of the company's shares independently of the issuer to improve their liquidity and the regularity of daily listings.

**Market capitalization:** the market price value of all securities representing a company, equal to the share price multiplied by the total number of shares outstanding.



**Par value:** initial value of a share as defined in the Company's articles of association. A company's share capital equals the par value multiplied by the total number of shares.

**Performance shares:** shares that the Company's Board of Directors grants free of charge to certain employees and/or corporate officers of the Company and/or its subsidiaries, or to certain categories of them, subject to the conditions of presence and achievement of pre-defined, measurable and quantifiable financial and non-financial performance objectives.

**Preferential subscription right:** a right that grants the shareholder priority to participate in a capital increase or any other issue of securities giving access to the share capital, in proportion to the number of shares held. During an extraordinary shareholders' meeting, the Company may ask the shareholders to waive this right on an exceptional basis.

**Pure registered shares:** shares registered in Teleperformance's registers and held in a Teleperformance securities account at Uptevia, which manages them.

**Registered share:** share registered in the Teleperformance SE account held by Uptevia.

**Regulated information:** when securities are traded on a regulated market, regulated information includes the documents and disclosures listed in Article 221-1 of the AMF General Regulation.

**Roadshow:** period during which a company's management is mobilized to meet with investors to present the characteristics of a current financial operation (capital increase, takeover bid, etc.) or the results for the year.

**Sell-side analyst:** a financial market player working for a brokerage firm, who prepares fundamental analyses of listed companies and issues investment recommendations.

**Share:** a title representing a portion of the capital of the company that issued it.

**Share repurchase:** transaction whereby a company buys back its own shares on the stock market, up to a limit of 10% of its share capital and subject to authorization granted by the shareholders' meeting. The repurchased shares (treasury shares) do not carry voting rights or right to dividends.

**Shareholder:** a natural or legal person who holds one or more shares in a company.

**SRD (deferred settlement service):** paid service covering the most liquid securities and allowing order payment or delivery to be deferred to the last trading day of the month.