Environmental Policy

TP Group

V4.0
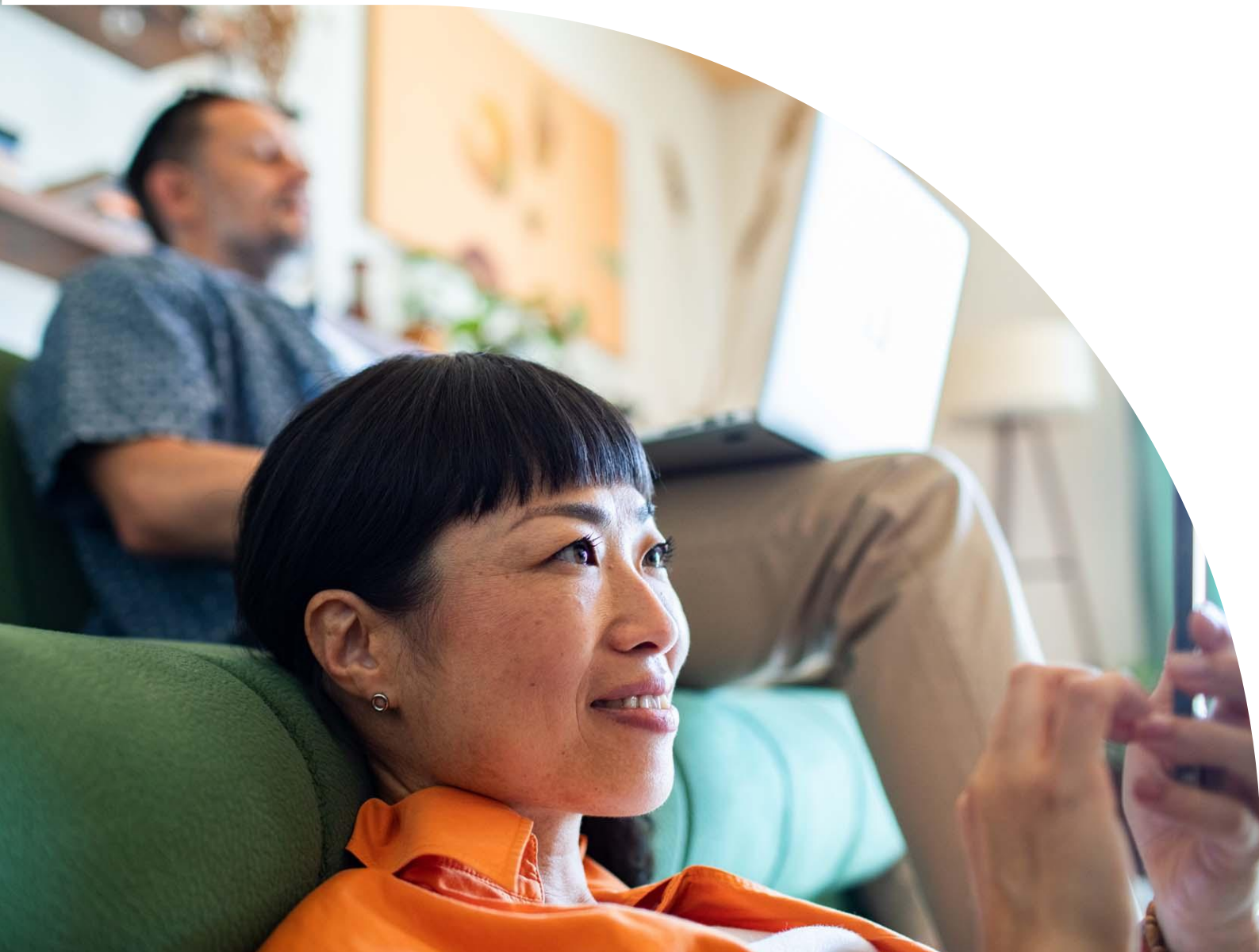
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Message from the Chief Executive Officer

As a proud signatory of the United Nations Global Compact, TP (Teleperformance) is committed to support the Sustainable Development Goals and to respect and protect the environment across all our operations and business activities.

Climate change is one of the most pressing challenges of our time, affecting all aspects of life on Earth, from natural ecosystems to human societies. Rising global temperatures, melting glaciers and the increasing frequency of extreme weather phenomena such as forest fires, droughts and storms underscore the urgency of acting decisively to mitigate its effects.

TP recognizes the importance of combating climate change and continues to make a positive contribution to environmental protection. As such, the Group has implemented a series of initiatives and policies to support its greenhouse gas reduction targets and the Sustainable Development Goals it has chosen to pursue. Commitment to the environment goes beyond internal actions. The Group works with its partners, Clients and employees to raise awareness and encourage environmentally friendly practices.

TP is assessing the impact of climate change scenarios on its business plans and potential decarbonization pathways. The adoption of Science-Based Targets involves the implementation and ramp-up of decarbonization initiatives in the Company's operations worldwide. Thanks to this commitment, TP is moving towards measures that aim to make it more resilient and better prepared for a carbon-constrained world.

Daniel Julien
Chief Executive Officer

1. Purpose

The purpose of the Environmental Policy (the 'Policy') is to outline the measures that TP has taken to support its environmental targets and goals. The Group implements and enforces leading environmental practices and procedures, including reducing its environmental impact and raising employee and business partner awareness, while making efforts to support the circular economy and responsible procurement.

TP's presence in around 100 countries increases its exposure to geopolitical risks and health crises, including epidemics and natural disasters, which may be aggravated by climate change. The Group began its approach to sustainable development and the fight against climate change in 2008 with the launch of the Citizen of the Planet (COTP) program, which aims to promote responsible and environmentally friendly operations. COTP is fully sponsored and supported by the TP Board CSR Committee.

2. Scope

This Policy applies to Teleperformance SE and all of its subsidiaries, sites, and business areas, including the TP SE Board of Directors (the "**Board**"), the local Board of Directors of each TP Company and all their officers and Workforce Members, and to all Workforce Member, as well as third-parties affected by their relationship with the companies.

3. Definitions

Client: A third party to whom TP provides services, in most cases as described in a contract signed between TP and such Client.

Group or TP Group: Teleperformance SE and any subsidiary that is wholly or partially owned, whether directly or indirectly, by Teleperformance SE.

Line Manager: Any Workforce Member who has responsibility for directly managing individual Workforce Members or teams.

Policy: means this 'Environmental Policy'.

Policy Working Group: The TP executives who are tasked with managing activities related to the creation and updates of In-Scope Corporate Policies. This group acts under the supervision of the Global Compliance and Security Council.

Third-Party: An entity, including an affiliate, that has a business relationship with a TP Company or its Clients, and is not itself a TP Company Client. Third-party relationships include both vendors and non-vendors.

- Vendor third parties are service providers/ vendors that provide a product or service to a TP Company. These relationships are sourced through Global Procurement or the local sourcing/procurement process. Payment is typically rendered by accounts payable.

- Non-vendor third-party relationships 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: Any/all subsidiary/ies of the Group.

TP Cloud Campus: Teleperformance work at home solution.

WAH: Work at Home.

Workforce Members: 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. Our Commitments

TP commits to fulfill all relevant compliance obligations to which the organization subscribes, while also seeking to continually improve our environmental systems to minimize the environmental impacts of our operations and value chain.

The Group's commitments are in line with the UN Global Compact (UNGC), which TP joined in 2011. The Group ensures that all TP Companies apply and comply with the UNGC's fundamental principles. The Group has also committed to contributing towards the achievement of the United Nations Sustainable Development Goals (SDGs).

4.1. SBTi

In 2021, TP ramped up its own climate ambitions by committing to the Science-Based Targets initiative (SBTi). The SBTi is a partnership between the Carbon Disclosure Project (CDP), the United Nations Global Compact, the World Resources Institute (WRI) and the World Wildlife Fund (WWF). It is an international body that validates companies' carbon trajectories using a proven and globally recognized scientific method, ensuring that the company's decarbonization trajectory is in line with the objectives of the Paris agreement, namely to limit the average global temperature increase over pre-industrial levels to well below 2°C, and to continue medium-term efforts to limit global warming to 1.5°C.

In 2024, TP submitted new medium-term 2030 Greenhouse Gas (GHG) emission reduction targets to the SBTi aligned with the scenario of limiting global warming to 1.5°C. These targets were validated by the SBTi in August 2024, thereby confirming their compliance with the strictest scientific criteria. Accordingly, TP is committed to reducing its Scope 1 and 2 emissions by 56.7% in absolute terms by 2030 compared to the 2019 baseline. The Group is also committed to reducing its Scope 3 emissions related to procurement, employee commuting and business travel by 27.5% over the same period.

4.2. Renewable Energy

A large proportion of TP's direct GHG emissions come from the use of electricity in our operations. In order to reduce this impact, TP has committed to procuring 50% of its electricity from renewable sources by the end of 2026. All subsidiaries, locations and businesses are expected to contribute to this goal, either by sourcing local direct renewable energy from suppliers, generating their own electricity through the use of solar panels on site, or through Energy Attribute Certificates (i.e. I-RECs, Guarantees of Origin).

4.3. Climate Pledge

TP was one of the first 100 signatories to join the Climate Pledge — a drive to reach net-zero carbon emissions by 2040 — a decade ahead of the Paris Agreement's 2050 goal. As part of this pledge, we commit to: report greenhouse gas emissions regularly; implement decarbonization strategies; and neutralize remaining carbon emissions with quantifiable, socially beneficial offsets.

4.4. Water, Waste, and Biodiversity

Due to the nature of our business operations, TP has no material impact on biodiversity or water conservation. TP monitors its water consumption at our sites to ensure best practices, including appropriate action plans regarding water efficiency and equipment maintenance to reduce water waste. TP also regularly reassesses its impact on biodiversity at a local and global level.

The waste TP generates is limited, consisting mainly of E-waste from end-of-life electronics. The Group has developed guidelines for IT Procurement, Lifecyle, and E-waste management and circularity practices, to reduce our impact on the environment from E-waste. There are several schemes in place locally for the recycling, reuse, takeback, or donation of end-of-life IT equipment.

5. Principles

TP is dedicated to setting the best standards and adhering to sustainable practices in order to make a positive impact on the planet and to fulfil its environmental commitments as a responsible global corporate citizen.

In order to meet its environment and sustainability goals TP has set the following core principles.

5.1. Engaging Key Stakeholders

- TP seeks to engage stakeholders at all levels of the business in order to carry out its commitments and reach its goals; as such this Policy is communicated to all Workforce Members and business partners, as well as being available publicly on the Group's website.

- Through various engagement programs, training, and awareness campaigns, TP seeks to create awareness among all Workforce Members of the impacts of Climate Change, the effect our business has on the environment, and the efforts TP is making to reduce this impact.

- Emphasizing the impact of the individual by promoting international volunteer days such as Earth Day (22nd April) and World Clean Up Day (20th September), and by encouraging sites and Workforce Members to "Reduce, Reuse, Recycle" both in TP offices and at home.

- Appointing COTP (Citizen of the Planet) Ambassadors who work at a local level, acting as liaison with Global CSR, promoting and designing initiatives, and tracking and reporting environmental KPIs.

5.2. Facilities and Operations

- Conserve natural resources by improving energy efficiency through the implementation of measures to reduce energy consumption, such as the use of low-energy light bulbs, the installation of motion detectors, light sensors and timers, the optimization of air conditioning systems, and the deployment of Energy Management Systems.

- Identify energy saving initiatives within our operations to reduce TP's energy consumption and related GHG emissions.

- Increase the adoption of renewable energy in line with our stated target of 50% by 2026.

- Integrate environmental considerations as a criterion while selecting new office infrastructure, with a preference for high-energy performance buildings.

- The use of TP Cloud Campus for remote working and increased use of virtual options for meetings, workshops, and collaboration with other teams and Clients.

- Reduce the impact linked to commuting, by promoting public transportation, cycle to work schemes and carpooling.

- Limit air travel as much as possible across all Group operations by encouraging virtual meeting platforms.

5.3. Supply Chain

- Strive towards Green Procurement of all the products we purchase for our business operations. Green procurement, also known as sustainable procurement, refers to the purchase of goods and services that cause minimal adverse environmental impact. It involves considering the entire lifecycle of a product, from raw materials to production, packaging, transport, use and disposal.

- Engage vendors and contractors on environmental sustainability through training and awareness campaigns; develop pre-qualification criteria and integrate the environmental considerations in the contractual conditions to collaboratively achieve our objectives of developing a more sustainable supply chain.

- Reduce energy consumption and environmental impact by giving preference to STAR and EPEAT certified electrical and computer equipment during the procurement process. EPEAT (Electronic Product Environmental Assessment Tool) is a global environmental rating system for electronic products. It was developed by the Green Electronics Council to help purchasers identify and compare environmentally friendly electronic devices. Energy STAR is a voluntary certification program developed by the United States Environmental Protection Agency (EPA) to promote energy efficiency in various products and buildings.

5.4. Carbon Footprint

- Reduce our Carbon Footprint in both absolute and relative terms across all locations and operations in accordance with our stated commitments, with regular reporting, target setting, and management reviews.

- Reduce the environmental footprint of our IT infrastructure and operations, including data centers, through Green IT Initiatives and renewable energy procurement.

- Adopt the principles of circularity for sustainable waste management in our business operations through waste minimization and reduction at source, sorting, recycling, and responsible disposal as per regulatory requirements and industry best practices.

- Strive to reduce electronic waste by encouraging first the refurbishing of equipment, and then the recycling or donation of equipment at the end of their useful life.

5.5. Reporting

- TP reports its Carbon Footprint and progress towards its goals annually through the Universal Registration Document and the Integrated Report, published on its website.

- Environmental data and KPIs are collected at site level across all businesses and subsidiaries. Data is collected monthly and reported three (3) times per year through the Magnitude platform.

- Each region, country and TP Company has customized targets based on the Group SBTi targets; progress against these targets is monitored throughout the year and reported on annually.

- TP also reports its Carbon Footprint through external ratings agencies, such as CDP (Carbon Disclosure Project), as well as directly to Clients.

6. Responsibilities

The Board oversees TP's strategy, approach and performance in terms of climate change. Since 2021, the Board has also featured a CSR Committee whose duties include a specific review of climate-related issues, monitoring of progress towards our goals, and ensuring sufficient resources are available to achieve Policy objectives and targets.

The Group CSR Department is responsible for measuring, monitoring and reporting Greenhouse Gas (GHG) emissions, developing concrete action plans to reduce TP's carbon footprint, and periodically reviewing the environmental policy and ensuring its consistent application throughout the Group.

Country Managing Directors, through local Environmental Committees, are responsible for the practical implementation of the Policy and control of their Environmental System.

COTP Ambassadors are responsible at a local level for ensuring that the Policy is understood and implemented, promoting global initiatives, tracking and reporting environmental data and KPIs three (3) times per year.

All Workforce Members are responsible for meeting the aims and objectives within their respective areas.

Progress against these objectives is monitored through regular reviews and annual benchmarking reports at both country and Group level. This progress is audited and made public on an annual basis through the Group's reporting.

7. Remediation

Should any Workforce Member or stakeholder believe that potential breaches to this Policy have taken place, are taking place or are about to take place, they should use the established procedures and channels to make a report.

Such reports can be made through various channels, including the Global Ethics Hotline, their manager, and the Compliance department, where the Workforce Member or stakeholder is acting personally, in good faith, reasonably and selflessly.

Reports will be investigated in accordance with the procedures set forth in the Global Ethics Hotline Policy and where breaches are found to have occurred, or have the potential to occur, actions will be put in place to remediate and mitigate any adverse environmental impacts.

The Global Ethics Hotline Policy and information about the Global Ethics Hotline are available on the Group intranet and corporate website.

In case TP has caused or contributed to adverse environmental impacts, we commit to provide for or cooperate in remediation to victims and engaging in a continuous improvement process to prevent similar adverse impacts in the future.

8. TP Underlying Policies and Statements

This Policy should be read in conjunction with TP's underlying policies and standards found on the Group's corporate policies intranet page and/or TP's website:

- Code of Conduct and Ethics
- Supplier Code of Conduct
- Global Ethics Hotline Policy
- Global Procurement Policy

9. Policy Review

To ensure that this Policy remains fit for purpose, the Group Corporate Social Responsibility (CSR) Department will review this Policy at least annually.

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