



2024 Annual Results

Paris, February 28, 2025

All forward-looking statements reflect TP management's present expectations of future events and are subject to a number of factors and uncertainties that could cause actual results to differ materially from those described in the forward-looking statements. For a detailed description of these factors and uncertainties, please refer to the "Risk Factors" section of our Universal Registration Document, available at www.tp.com. TP undertakes no obligation to publicly update or revise any of these forward-looking statements.

01.

**Key
Highlights**

02.

Q4 and
FY 2024
financial
results

03.

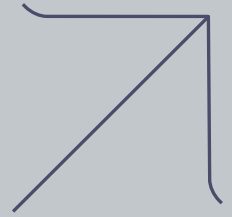
2025
outlook

04.

Strategy
update

05.






Q&A



Thomas Mackenbrock

Deputy CEO

2024: growth acceleration in Q4, full-year targets achieved

	All 2024 financial objectives achieved	<ul style="list-style-type: none">/ +2.6% growth in pro forma revenue with acceleration in Q4 at +4.0%/ Recurring EBITA margin up to 15.0% vs. 14.9% pro forma in 2023/ Record net free cash flow at €1bn+
	Growth acceleration	<ul style="list-style-type: none">/ Growth acceleration in H2 in Core Services/ Specialized Services: continued double digit growth at +10.1 % in 2024
	Successful Majorel integration	<ul style="list-style-type: none">/ Cost synergy plan of €150 million¹ well on track, with €94 million recorded in 2024
	Capital allocation creating value	<ul style="list-style-type: none">/ Value-enhancing acquisition of ZP, further strengthening Specialized Services/ Execution of €500 million share buy back program, with €184m in 2024/ Increase in dividends from €3.85 to €4.20 per share², pay-out ratio up from 38% to 48%/ Deleveraging with Net Debt / recurring EBITDA = 1.9x
	Strengthened governance	<ul style="list-style-type: none">/ Separation of the role of CEO and chairman: Mr Moulay Hafid Elalamy becomes chairman/ Daniel Julien, CEO, working closely with Thomas Mackenbrock, Deputy CEO/ Harmonious running of succession planning/ Strengthening the Board with two new members³ bringing expertise in AI and international experience

¹ On a run rate basis ² Subject to shareholder approval at the Annual Meeting on May 22, 2025 ³ Nominations proposed by the Board of Directors held on February 27, 2025 and subject to the shareholders' approval at the Annual Meeting to be held on May 22, 2025

A sector backdrop aligned with TP's strengths



Growing addressable markets

- / Mid-single digit medium-term growth
- / High potential for new addressable markets with double digit growth



EI & AI

- / Increasing recognition of the importance of human empathy in the age of AI
- / Expanding breadth and depth of AI solutions and capabilities



Evolving client needs

- / Opportunities to expand business scope beyond customer experience
- / Scale capabilities to invest in innovation



Best shoring

- / Broad options to meet client objectives and deliver competitive pricing
- / Today nearly 90,000 people¹ in India (x6 since 2018) and 50,000+ people¹ in Africa (x3 since 2018)



Consolidation

- / Strong global presence with extensive capabilities is key
- / Quality, resilience and financial strength

Source: TP estimates, Everest, Frost & Sullivan, IDC, Nelson Hall 1 Headcount as of December 31, 2024

A step change in mobilizing TP capabilities

Based on the four dimensions of the TP AI/EI hybrid approach



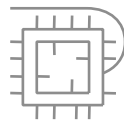
PEOPLE

- / Launched global firmwide upskilling program in EI & AI¹. 60,000+ training programs completed in 2024
- / Enhanced business development teams, in the US, EMEA, APAC



PROCESSES

- / Enhanced update of TOPS & BEST process excellence programs including new AI and EI¹ elements
- / Global roll-out in progress, expected in 20% of operations by end of Q1 2025



TECHNOLOGY

- / Launched 200+ new AI projects in 2024
- / TP's AI applications based on Microservices deployment
- / New partnerships in AI



DOMAIN EXPERTISE

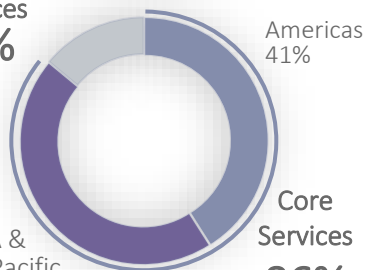
- / Double-digit growth in back office/BPO solutions
- / New wins in data labeling & annotation
- / Further investments in, e.g. BFSI² & healthcare back office, tech services, analytics, and F&A³

¹ Emotional Intelligence (EI) and Artificial Intelligence (AI) ² Banking, Financial Services and Insurance ³ Finance & Accounting

Performance by activity and region

FY 2024 revenue split by activity, region and shoring

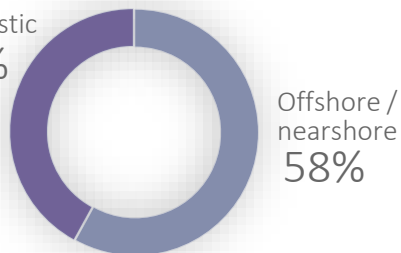
Specialized Services
14%



EMEA & Asia-Pacific
45%

Americas
41%

Domestic
42%



Offshore / nearshore
58%

Core Services

/ Acceleration in EMEA & APAC along the year:
+7.3%¹ in Q4 and +3.5%¹ in FY

/ Flat in the Americas:
+0.1%¹ in Q4 and -0.8%¹ in FY

/ Strong momentum in India, APAC, multilingual Hubs in EMEA, UK, Sub-Saharan Africa, and more recently in Latin America

Specialized Services

/ Sustained growth with +10.1%¹ in FY and +5.2%¹ in Q4

/ Restated for the nonrenewal of a significant TLScontact's contract, growth in Specialized Services is above +10% in Q4 and +10.7% in FY

Shoring

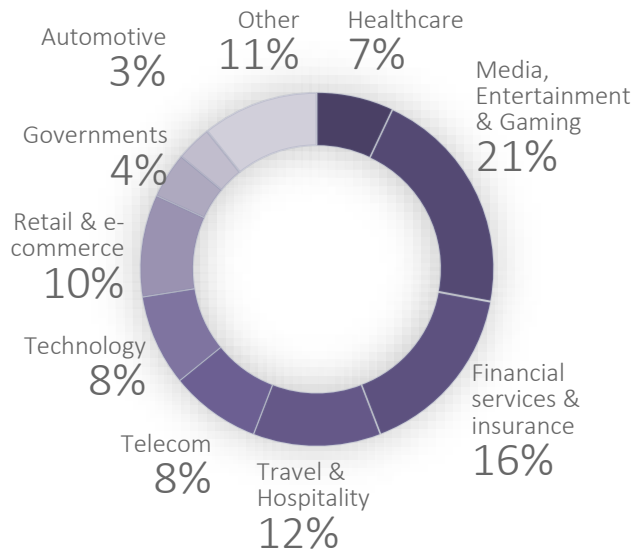
/ Ongoing increase in offshore/nearshore contribution in total revenue to 58% vs 52% in 2022

/ India is a main growth driver over the last 2 years

¹ 2023 pro forma at constant exchange rates including Majorel

Performance by vertical

FY 2024 revenue split by vertical¹



/ Broad diversified client portfolio across all major verticals

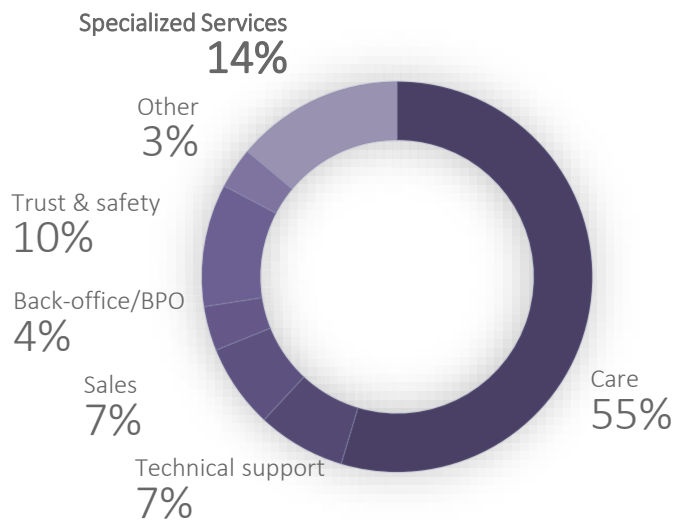
/ In 2024, strong development in Financial services & insurance, Travel & Hospitality, Healthcare, Technology, Retail & e-commerce, and Automotive

/ In Q4 2024, acceleration in Governments, Media, Entertainment & Gaming verticals

¹ Core services

Performance by business line

FY 2024 revenue split by business line



/ Well diversified portfolio of business lines

/ Strong growth in Back office/BPO activities across the regions

/ Double-digit growth momentum in Specialized Services activities

/ Care in line with overall growth

ZP acquisition successfully completed¹



/ ZP is the #2 player in providing language solutions and technology platforms to the deaf and hard-of-hearing community across the United States

/ Now part of TP's Specialized Services, ZP joins LanguageLine Solutions expanding its offerings with critical new services

/ Annual revenue: US\$230m+ (2024E) and double-digit growth rate over the last 7 years (2018-2024E)

/ Consolidation into the TP Group effective February 1st, 2025

- Integration process underway
- Synergies program launched
- Dedicated integration process teams focused on IT, reporting, treasury and more

¹Finalization announced on February 5, 2025 – press release available on [tp.com](https://www.tp.com)

Strategic partnership with Sanas¹

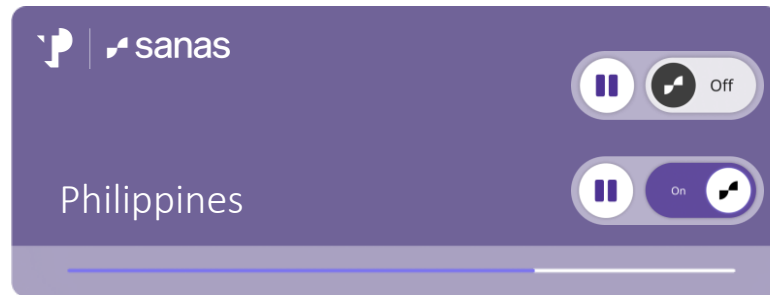


- / TP forms strategic partnership with real-time speech understanding provider Sanas as part of its growth strategy for AI solutions that transform customer experiences
- / Sanas is a leader in providing real-time speech understanding powered by its patented AI technologies, including noise cancellation & accent translation
- / TP makes equity investment of approximately US\$13 million in Sanas
- / TP becomes exclusive reseller of Sanas' speech understanding technology for many of the world's biggest organizations and most valued brands
- / Close working partnership established to help enhance Sanas' speech understanding model

¹ Announced on February 19, 2025 – press release available on tp.com

Voice examples

Enhancing customer experience through real-time speech understanding technology, including noise cancellation & accent translation



Enhancing our governance



Mehdi Ghissassi is a prominent figure in AI product management, serving as Director and Head of Product Management at Google DeepMind from 2016 to 2024. He has extensive experience in developing AI products and strategies, working closely with engineering teams to implement cutting-edge AI research into products used globally. Currently Mehdi is Chief Product Officer at AI71, the Abu Dhabi based artificial intelligence company.

Education

Ecole Polytechnique Paris: Master Computer Sciences & Applied Mathematics
Columbia University: MBA business administration.
Sciences-Po Paris: Masters of Science in International Relations



Vera Songwe is a renowned economist and banking executive who has held senior roles at the World Bank and International Finance Corporation, serving as Regional Director for West and Central Africa. She was appointed as the first female Executive Secretary of the United Nations Economic Commission for Africa (ECA), serving from 2017 to 2022. She is the founder and chair of the Liquidity and Sustainability Facility and co-chairs the High-Level Expert Panel on Climate Finance.

Education

University of Michigan: Bachelor, Economics, Political Science
Université Catholique de Louvain: PhD, Mathematical Economics

Nominations proposed by the Board of Directors held on February 27, 2025
and subject to the shareholders' approval at the Annual Meeting to be held on May 22, 2025

New brand: Teleperformance becomes TP



2018



2025



Today, we officially adopt “TP”¹ as our commercial brand, driven by the strong recognition from our clients. It embodies:

- Tech/Touch and partnership
- Transformation and performance
- Thought and passion

Brand design consistent with our four key attributes:

People | Processes | Technology | Domain expertise

¹ Legally, the entity remains Teleperformance

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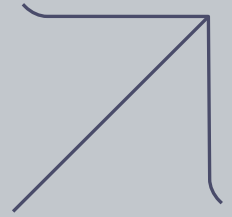
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Q&A



Olivier Rigaudy

Deputy CEO and Group CFO, TP

2024 Annual Results

P&L summary

€m	FY 2024	FY 2023	
		Pro forma ³	As reported ⁴
€/€ exchange rate (12-month average)	€1 = US\$1.08	€1 = US\$1.08	
Revenue	10,280	10,133	8,345
<i>Reported growth</i>	+23.2%		
<i>Pro forma growth¹</i>	+2.6%		
EBITDA before non-recurring items ²	2,096	2,087	1,775
% of revenue	20.4%	20.6%	21.3%
EBITA before non-recurring items²	1 537	1,513	1,290
% of revenue	15.0%	14.9%	15.5%
Operating profit	1,082		998
Net profit - Group share	523		592
Diluted earnings per share (€)	8.71		10.01
Net profit before non-recurring items - Group share²	807		732
Diluted earnings before non-recurring items per share (€)²	13.44		12.39

¹ Pro forma growth, at constant exchange rates including 12 months of Majorel in 2023

² Refer to the Alternative Performance Measures in the Appendix for the definition

³ Pro forma including 12 months of Majorel in 2023

⁴ Restated following the finalization of the measurement of the fair value of the identifiable assets and liabilities acquired of Majorel – cf Appendixes

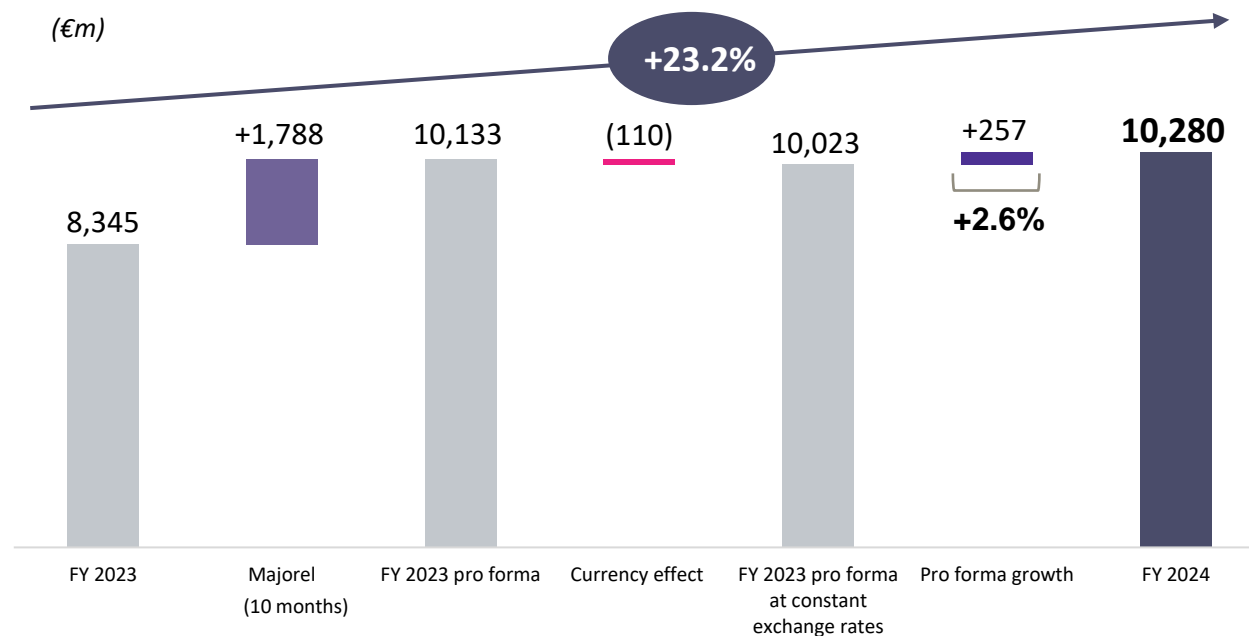
/ Full year 2024 revenue and recurring EBITA margin in line with objectives

/ Significant impact of non-recurring items and accounting tax charge on net result

/ Adjusted net result is up +10.2% vs. the prior year

2024 Annual Results

2024 revenue growth analysis



/ Strong scope effect from consolidation of 10 months Majorel activities

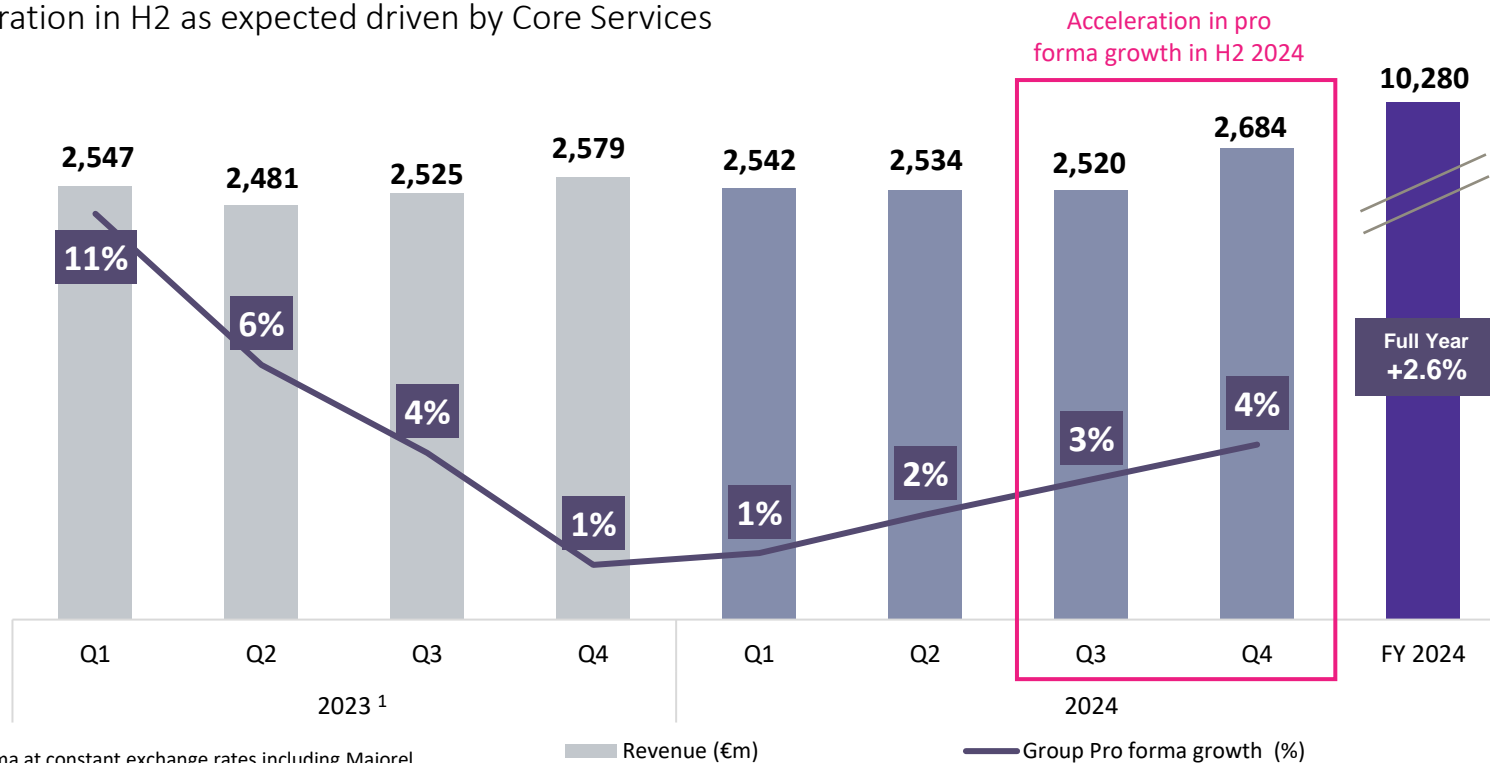
/ Negative currency effect (-€110m)¹

¹ TP currency exposure – cf Appendix

2024 Annual Results

Pro forma growth quarterly phasing

- Acceleration in H2 as expected driven by Core Services



¹ 2023 pro forma at constant exchange rates including Majorel

2024 Annual Results

Revenue by activity

Revenue (€m)	FY 2024	FY 2023	% change	
			Reported	Pro forma ¹
Core Services	8,791	6,982	+25.9%	+1.4%
- Americas	4,182	3,933	+6.3%	-0.8%
- Europe, MEA & APAC	4,609	3,049	+51.1%	+3.5%
Specialized Services	1,489	1,363	+9.3%	+10.1%
Total	10,280	8,345	+23.2%	+2.6%

Revenue (€m)	Q4 2024	Q4 2023	% change	
			Reported	Pro forma ¹
Core Services	2,311	2,042	+13.2%	+3.8%
- Americas	1,089	1,046	+4.1%	+0.1%
- Europe, MEA & APAC	1,222	996	+22.7%	+7.3%
Specialized Services	373	354	+5.5%	+5.2%²
Total	2,684	2,396	+12.0%	+4.0%

¹ 2023 pro forma at constant exchange rates including Majorel

² Above +10 % restated from the nonrenewal of a significant TLScontact's contract

/ FY 2024 pro forma growth:

- Americas: -0.8%
- EMEA: +3.5%
- Specialized Services: +10.1% and +10.7% restated for the nonrenewal of a significant TLScontact's contract

/ Q4 2024 pro forma growth:

- Americas: +0.1%
- EMEA: +7.3%
- Specialized Services: +5.2% and above +10 % restated for the nonrenewal of a significant TLScontact's contract

2024 Annual Results

EBITA by activity

Recurring EBITA (€m)	FY 2024		FY 2023 Pro forma ²	
	€ m	Margin	€ m	Margin
- Americas	518	12.4%	565	13.4%
- Europe, MEA & Asia-Pacific	515	11.2%	440	9.7%
- Holdings ¹	58	N/A	99	N/A
Core Services	1 091	12.4%	1 104	12.6%
Specialized Services	446	30.0%	409	30.0%
Total	1,537	15.0%	1,513	14.9%

¹ Group holding companies relating primarily to Core Services businesses

² 2023 pro forma including Majorel

EBITA margin restated for FX translation effect would have been 14.7% in 2023, or **EBITA margin up +30bps at constant FX in 2024**

/ Evolution of recurring EBITA margin (%)

/ Americas: -100 bps

/ EMEA: +150 bps

/ Specialized Services: flat at 30%

/ Drivers of recurring EBITA margin

- + Cost synergies
- + Mix effect
- (-) FX translation effect
- (-) FX transaction effect
- (-) Investment in business development resources

2024 Annual Results

Majorel integration update

Cost synergies

/ Initial target: ~€150m (run rate):
/ Recorded in 2024: €94m

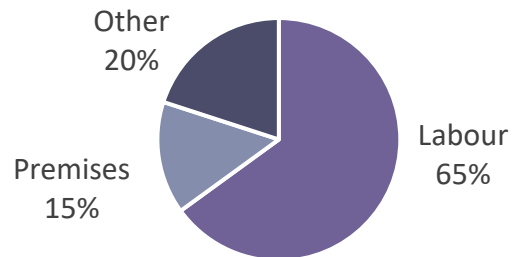
Implementation costs

/ Recorded in 2024: €58m
/ Expected in 2025: €20m to €30m

Additional cost synergies and implementation costs:
TP's French activities reorganization

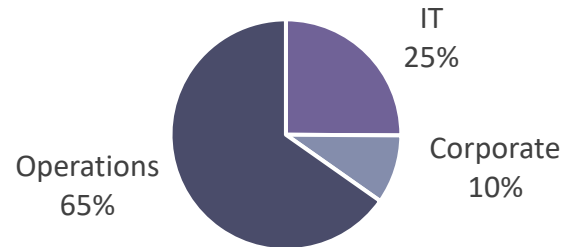
- Breakdown of targeted synergies by type

% of total targeted synergies



- Breakdown of targeted synergies by stream

% of total targeted synergies



2024 Annual Results

Operating profitability

€m	FY 2024	Pro forma ¹	FY 2023 As reported ³	Change
Revenue	10,280	10,133	8,345	+23.2%
EBITA before non-recurring items	1,537	1,513	1,290	+19.2%
% of revenue	15.0%	14.9%	15.5%	
Amortization of intangible assets	(220)		(154)	
Non-recurring items	(235)		(138)	
- Performance share plan	(91)		(105)	
- Others	(144) ²		(33)	
Operating profit	1,082		998	

¹ 2023 pro forma including Majorel on 12 months

² Of which €112m of 1) synergy generation costs linked to the acquisition of Majorel for €58m and 2) reorganization cost of TP's French activities for €54m

³ Restated following the finalization of the measurement of the fair value of the identifiable assets and liabilities acquired of Majorel – cf Appendixes

2024 Annual Results

Temporary increase in P&L accounting tax charge

€m	FY 2024	FY 2023 ²	Change
Operating profit	1,082	998	
Financial result	(213)	(178)	
Income tax	(346)	(228)	
Effective tax rate	39.8%	27.8%	
<i>vs. Cash tax</i>	<i>(366)</i>	<i>(349)</i> ³	
Net profit - Group share	523	592	-11.6%
Diluted earnings per share (€)	8.71	10.01	-13.0%
Net profit before non-recurring items - Group share	807	732	+10.2%
Diluted earnings before non-recurring items per share (€)	13.44	12.39	+8.6%
Weighted average number of shares¹ (m)	60.0	59.1	

¹ Used to calculate diluted earnings per share

² Restated following the finalization of the measurement of the fair value of the identifiable assets and liabilities acquired of Majorel – cf Appendixes

³ €402m for 2023 pro forma including Majorel over 12 months

⁴ Rule set since December 31, 2023 aiming to establish a global minimum corporate tax rate of 15% in each jurisdiction where a company operates

/ Temporary increase in P&L accounting tax rate but reduction in cash tax pro forma

/ Accounting impact related to Majorel integration: tax non-deductibility of cost of the French activities' reorganization plan and impairment of goodwill

/ Pillar 2 tax rule application⁴

/ Effective tax rate of approx. 35% expected in 2025 and approx. 25 to 30% in 2026. Continued reduction in cash tax

2024 Annual Results

Record cash flow generation

€m	FY 2024	FY 2023
Cash flow¹	1,195	1,000
Change in working capital	103	24
Net capital expenditure	(214)	(212)
% of revenue	2.1%	2.5%
Net free cash flow¹	1,084	812
Cash conversion rate²	52%	46%

¹ After lease payments, interest paid and tax (income tax paid for €366 million in 2024 vs. €349 million in 2023)

² Net free cash flow/recurring EBITDA

/ Record high free cash flow:
€1,084 million, up +33.5%

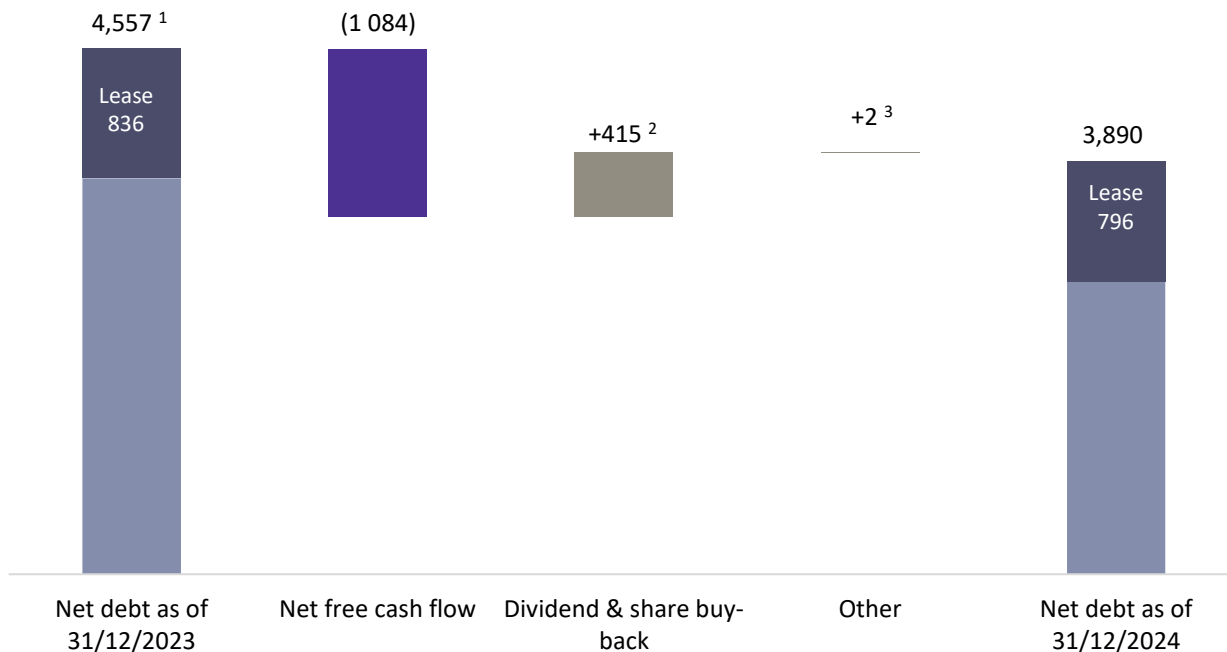
/ Positive impact from Majorel DSO
alignment with TP standards

/ Control over capex:

- Site optimization
- Increased cloudification/Virtual Desktop Infrastructure (“VDI”) in the Group’s IT network

2024 Annual Results

Significant decrease in net debt



/ Decrease in net debt resulting from strong net free cash flow generation

/ Net debt-to-recurring EBITDA ratio: 1.9x

¹ Restated following the finalization of the measurement of the fair value of the identifiable assets and liabilities acquired of Majorel – cf Appendixes

² Share buy-back for €184m and dividends for €231m

³ Including acquisition of minorities in Saudi Arabia for €8m and in Portugal for €26m, €(30)m for reevaluation of lease

2024 Annual Results

Balance sheet summary

€m	12/31/2024 €1 = US\$1.04	12/31/2023 ² €1 = US\$1.11
Non-current assets	8,315	8,461
<i>o/w intangible assets</i>	6,729	6,750
Working capital ¹	870	1,073
Total net assets	9,185	9,534
Equity	4,556	4,224
Provisions and deferred tax liabilities	739	753
Net debt	3,890	4,557
<i>o/w lease liabilities (IFRS 16)</i>	796	836
Total equity and net liabilities	9,185	9,534

¹ Defined as: trade receivables + current income tax receivable + other current and financial assets – trade payables – current income tax – other current liabilities

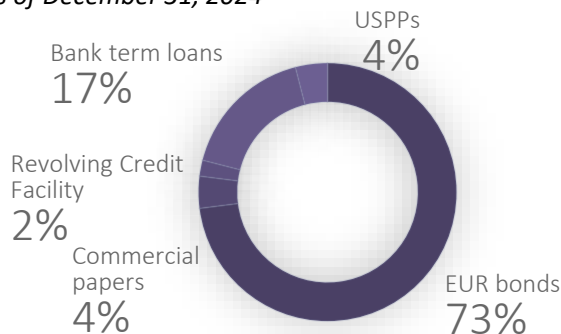
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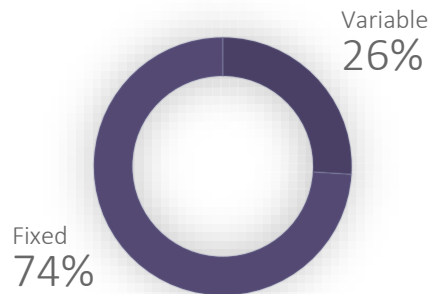
Large and secured access to liquidity

- Strong Investment Grade S&P credit rating: BBB
- Successful €500 million 5-year bond issuance in January 2025 with an annual coupon of 4.25%, 6x oversubscribed

Debt by financing source
as of December 31, 2024



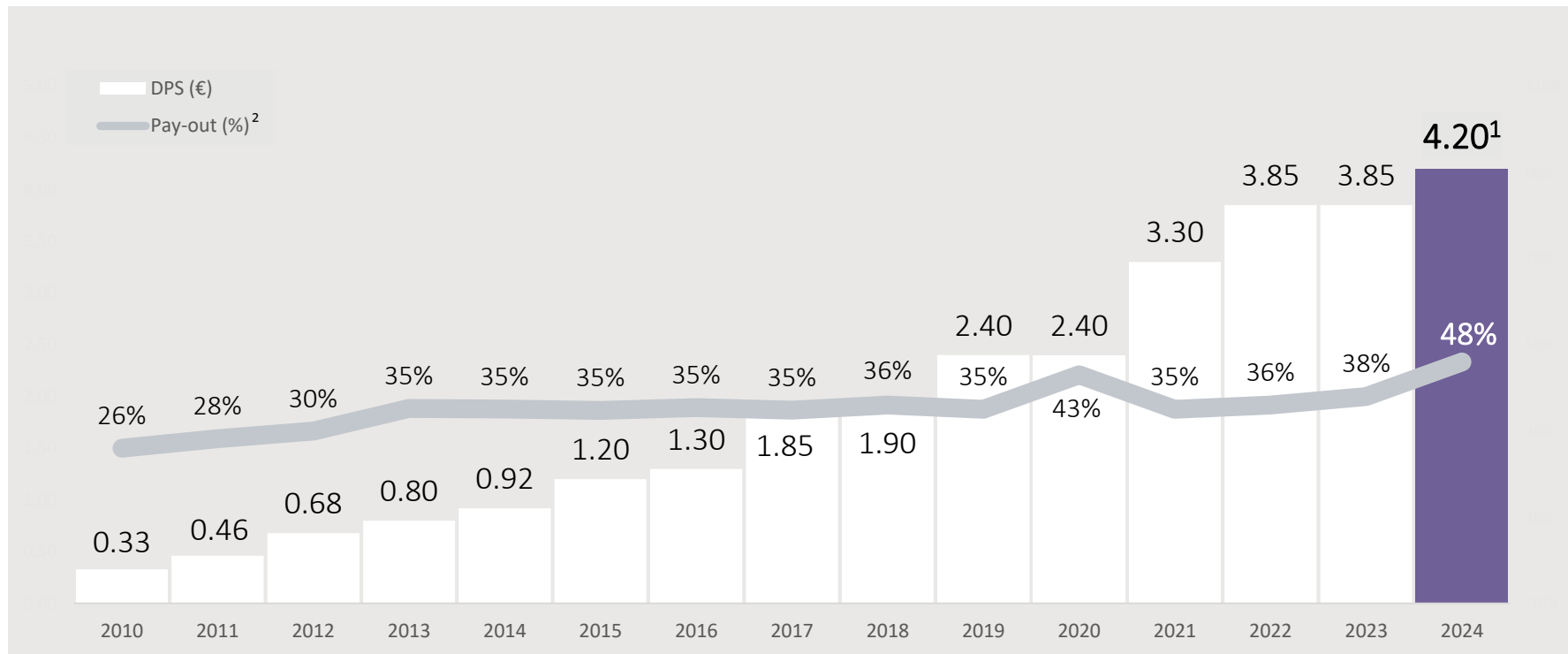
Fixed Debt vs. Variable Debt (post hedging)
as of December 31, 2024



- / Net debt excluding lease: €3,094m
- / Average cost of gross debt: 3.85%
- / Average maturity of gross debt: 3.2 years
- / % fixed rate (post hedging): 74%

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Dividends



¹ Subject to shareholder approval at the Annual Meeting on May 22, 2025

² DPS / diluted earning per share



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2025 Outlook: well-positioned for sustained positive momentum



Environment

- / Political, economic and social uncertainties
- / Positive market dynamics supported by ongoing offshore and automation trend
- / Continued vendor consolidation



Accelerated growth

- / Acceleration to +3 to +5% like-for-like growth, excluding the impact from the nonrenewal of a significant TLScontact's contract; +2 to +4% like-for-like growth, unadjusted for this contract
- / Core Services: acceleration of growth expected in H2 supported by new contracts
- / Specialized Services: high-single digit like-for-like growth excluding the contract for TLScontact
- / Consolidation of ZP from February 1st, 2025



High EBITA margin

- / Increase in recurring EBITA margin between 0 and +10 bps¹
- / Positive impact from synergies related to Majorel integration and full consolidation of ZP, offsetting the impact from the contract nonrenewal of TLScontact



Continued strong cash generation

- / Sustainable net free cash flow of €1bn before non-recurring items
- / Continued deleveraging
- / Growth in dividend per share
- / Targeting investments in value-enhancing partnerships in AI up to €100m

¹ subject to translation FX effects - main FX exposures in Appendix

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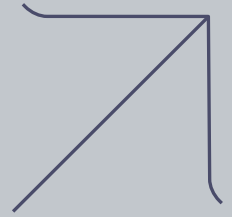
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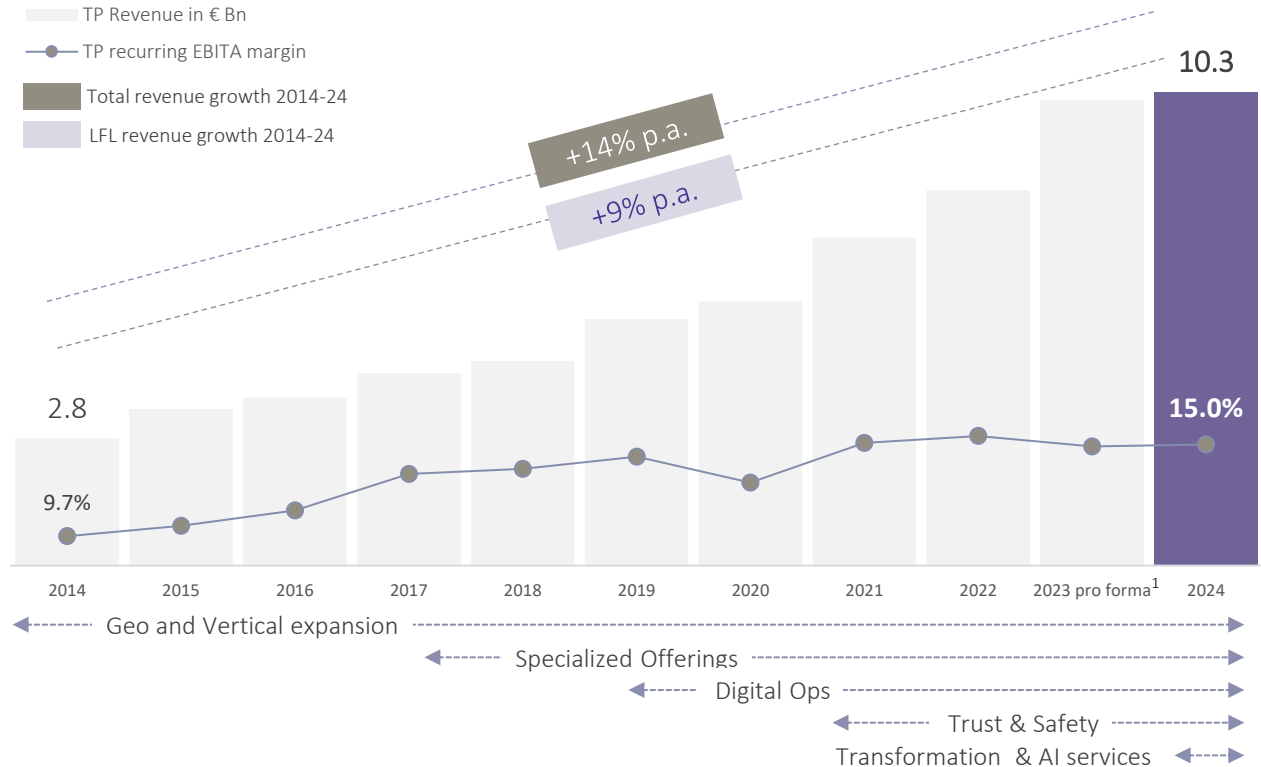


Thomas Mackenbrock

Deputy CEO

Our strong foundation to write the next chapter

- / A global leader in digital business services
- / Continuous growth and margin expansion over the last 10 years
- / Successful transition and expansion of business portfolio



¹ 2023 pro forma including Majorel

TP is uniquely positioned to drive favorable outcomes in the age of AI

People

Leading global delivery platform powered by TP experts support multiple capabilities, languages, industries & enabling services



Technology

AI-enabled suite of TP Applications to assist, augment, and automate operations, with expanding tech partnership ecosystem for growth

Excellence

Highest operational standards ensured by TP's capabilities & methodologies



BEST TOPS



Expertise

Deep vertical and horizontal domain expertise servicing global & local clients



TP – EI & AI empowered digital business services

'Centaur' Strategy

We are a **global digital business services company** helping organizations modernize, optimize and transform their operations.

Our approach seamlessly blends **human empathy (EI)**, **cutting-edge AI**, **process and transformation excellence**, and deep **domain expertise** to deliver unparalleled personalized services.

We relentlessly **drive outcomes** through innovative service models for our clients enhancing their competitive advantage.

Expert
(Human)



Co-Pilot
(Assist & augment)

Auto Pilot
(Agentic AI)

In a world of AI, EI is a key differentiator to serve humans

“**Understanding is at the heart of empathy.** It's the ability to put oneself in another person's shoes, to **comprehend another person's ideas and feelings.** But empathy isn't only about feelings. It all comes down to action”

Demee Koch, Forbes, March 22, 2024

“We just had an epiphany: **in a world of AI nothing will be as valuable as humans!**”

Sebastian Siemiatkowski, Klarna CEO, Feb 14, 2025

“First and foremost, invest in **building an emotional relationship** with your customers, not just a functional relationship, but really **forming that bond to build brand love and product love,** because that, ultimately, is what leads to customer retention and happiness.”

Robert Chatwani, Qualtrics, Aug 20, 2024

“As amazing as AI is, it will **never replace human capacity for great compassion.** AI is designed and programmed to mimic human beings, but **real beings win the day.**”

Harvard Business Review, Feb 18, 2025

...

Besides TP's EI & AI training program, an enterprise-wide EI upskilling program started in 2024, with more than 130K employees trained already

Further enhancing TP's businesses

El & AI first

Data & Experience driven

Seamless Orchestration & Implementation

Vertical & Horizontal Expertise

Process Excellence & Innovation

Secure & Reliable Operations



Business Process Services

Global domain-led business process services delivering vertical as well as horizontal solutions



Specialized Services

Target specific market segments, enabling creation of more **integrated solutions** with high level of expertise



TP.ai

Harness El & AI as a **foundation** and an **accelerator** for creating new hybrid services and agentic solutions



Business Process Services: evolution of offerings

Enhance



Vertical Capabilities

- Comprehensive, end-to-end domain-led solutions driving customer experience (CX): Banking, Insurance, Healthcare, Tech...
- Reimagine front- and back-office processes with digital capabilities

Scale



Horizontal Expertise

- Enterprise class industry-agnostic solutions (e.g. F&A)
- **Scale horizontals** to capture larger share of wallet such as B2B sales, collections, and tech support

Deploy



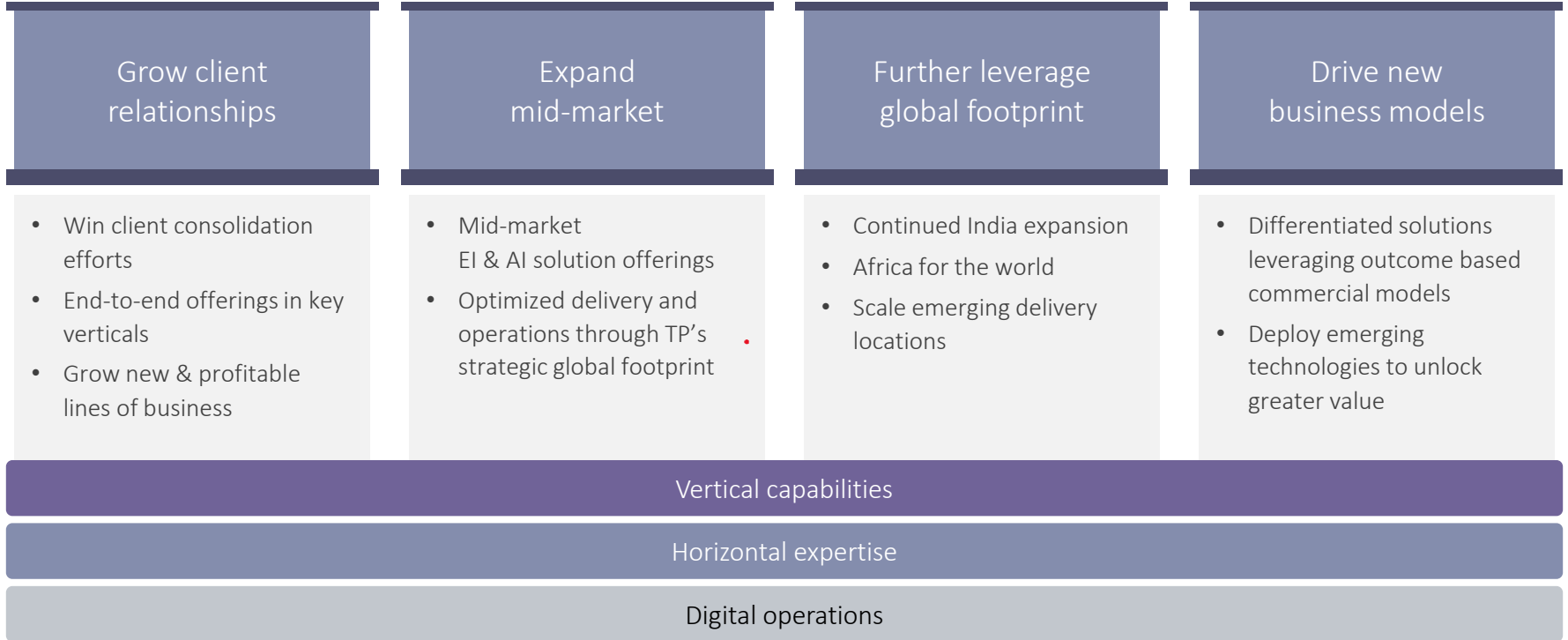
Digital Operations

- Reimagine CX by embedding **AI-powered Microservices** in core processes to improve efficiency, quality and employee well-being



Business Process Services: four pillar growth strategy

Hyper verticalized & horizontalized offerings





Specialized Solutions: bringing together specialized expertise, driving comprehensive, value driven services



Global leader for mission critical interpreting and translation services in 250 languages.



Language solutions for deaf and hard of hearing



North American end-to-end consumer accounts receivable management



Healthcare navigation and support for employees



Global specialized digital & human recruitment solutions



Global visa processing & consular services for governments

Redefine accessibility, ensuring that every individual and business can communicate, connect, and engage without barriers

OUR GROWTH PILLARS

Focused market segments & geographic expansion



Value added services



EI & AI integrated solutions



TP.ai: TP is embracing AI and tech enablement for its operations...



Assist, Augment and Automate

- **Assist:** AI-fueled digital ‘copilots’ to support experts in front- and back-office operations, e.g. delivering key information, scripts or arguments
- **Augment:** Integrating tech and AI solutions to deliver more accurate, more secured and more rapidly synthesized data, e.g. knowledge base, analytics
- **Automate:** Automated process, solutions or agentic AI to manage interactions and support customers without human interaction



1,500+

TP Solutions (*instances*)
deployed with...

700+

clients

3,000+

solution architects, consultants, software engineers,
infrastructure engineers, data engineers,...

60

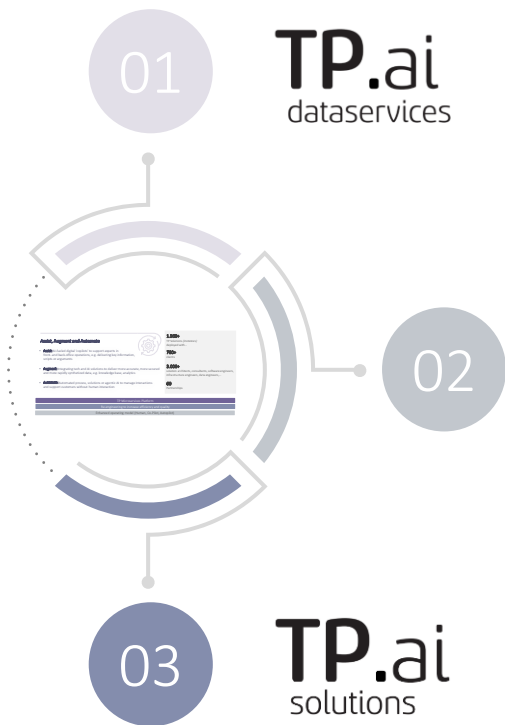
Partnerships

TP Microservices platform

Re-engineering to increase efficiency and quality

Enhanced operating model (Human, Co-Pilot, Autopilot)

TP.ai: ...and leverages its strong capabilities for new opportunities



Providing operational support and know-how in training and enhancing AI (data annotation, labelling, collection and curation)

TPinfinity

Offering TP's unique expertise in transformation in technology, analytics, consulting, design, TP-as-a-Service (TPaaS)

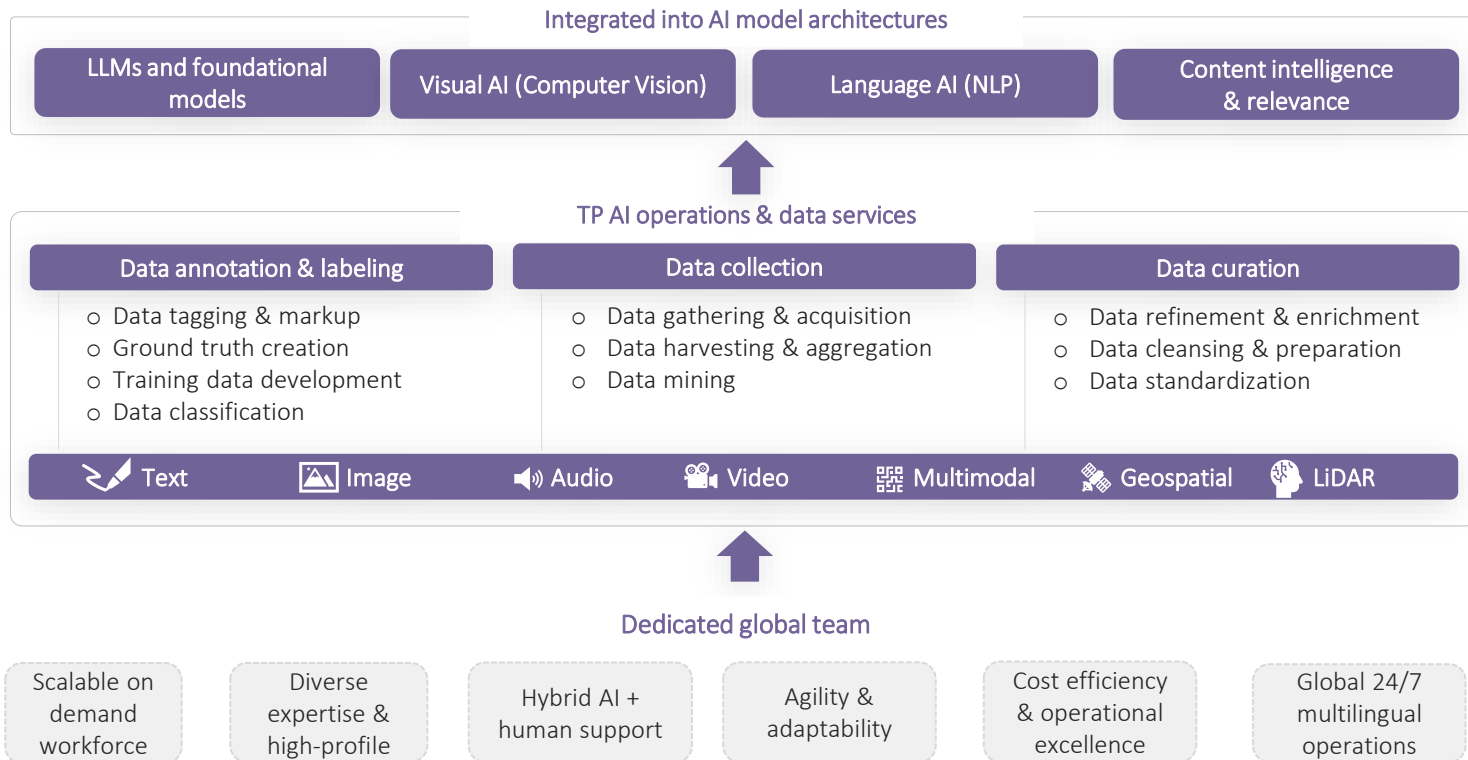
Building and working with partners to develop and implement AI solutions to drive better outcomes in the human, co-pilot, autopilot triad



TP.ai
dataservices

End-to-End Solution based on Human Expertise + AI Workflow

TP's deep domain expertise, which powers AI training and insight refinement across industries, academic domains, languages, and dialects. Our human + AI workflow ensures agility and speed in delivering high-quality, scalable AI solutions



02 TP's comprehensive transformation expertise



TPinfinity



Consulting

CX Strategy Development

Customer Journey / TOM Design

Platform Assessment & Design

Transformation Roadmap

Business Process Re-engineering



Technology

Contact Center & CCaaS

Conversational AI

App Dev / System Integration

Managed Services

Intelligent Automation



Design & Creative

Consumer Intelligence

Experience Design

Digital Touchpoint Development

Digital Marketing

Social Media CX Services



Analytics

Market Research

Customer Feedback Management

Employee Engagement

Interaction Analytics

Advanced Analytics & AI



TP-aaS

QA-aaS

WFM-aaS

Cloud-aaS

Infosec-aaS

IT-aaS

700+ consultants and experts operating in 15 countries



TP.ai

solutions

- A global leader in digital business services
- Deep hands-on operational expertise in vertical and horizontal specific tasks
- Truly global client portfolio with long-standing relationships



TP Microservices with a broad portfolio of cloud-based AI and tech solutions & digital implementation and transformation capabilities

TP power steering TP interact
 //StoryAI TP client
 TP recommender TP protect
 ...



TP with a broad growing partner ecosystem



Up to **€100m**
 new investments in
 AI partnerships in 2025

sanas ...

Feb 2025

Strategic fit

Ability to scale

Tech & Talent

Efficiency & Effectiv.

Return

Speed

Path forward

EI & AI-driven solutions delivered through global digital business services



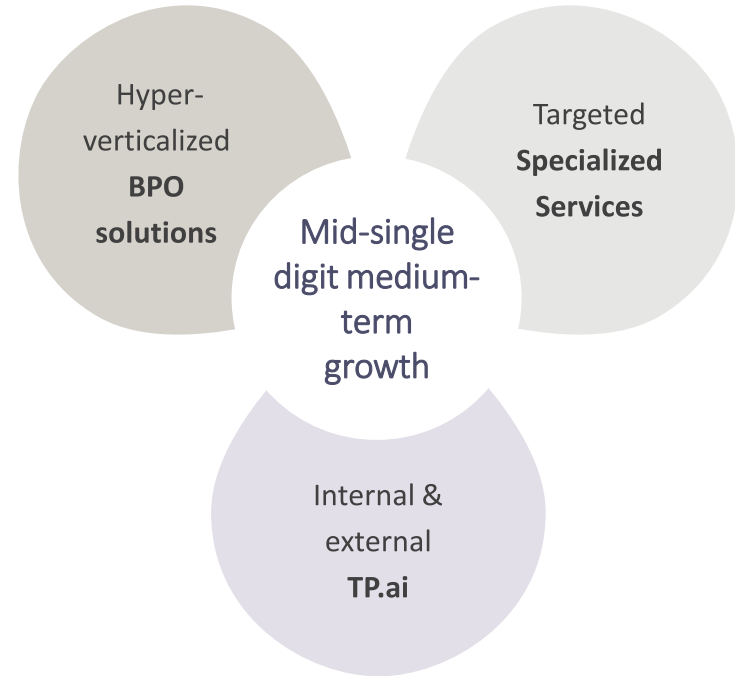
Orchestrate EI & AI successfully to drive better outcomes ('Centaur' strategy)



Transform customer experiences (CX) end-to-end with empathy, augmentation and automation



Generate new value streams through AI data services, Advisory/Integration, Service-as-Software/AI Solutions



TP Capital Markets Day

Save the date

We are delighted to invite you to the

TP Capital Markets Day

To be held
on Wednesday, June 18, 2025

01.

Key
Highlights

02.

Q4 and
FY 2024
financial
results

03.

2025
outlook

04.

Strategy
update

05.

Q&A



APPENDIX

Alternative Performance Measures

Change in like-for-like revenue: Change in revenue at constant exchange rates and scope of consolidation = (current-year revenue - last-year revenue at current-year rates - revenue from acquisitions at current-year rates) / last-year revenue at current-year rates.

Pro forma revenue: The pro forma revenue reflects the impact from the acquisition of 100% control of Majorel by Teleperformance on the revenue of Teleperformance for the year ended December 31, 2023, as if the transaction took place on January 1, 2023.

Change in pro forma revenue (or pro forma growth): Change in revenue at constant exchange rates and scope of consolidation, as if the acquisition of 100% control of Majorel by Teleperformance took place on January 1, 2023 = [2024 revenue – 2023 pro forma revenue at 2024 exchange rates] / 2023 pro forma revenue at 2024 exchange rates.

EBITDA before non-recurring items (Earnings before Interest, Taxes, Depreciation and Amortization): Operating profit before depreciation and amortization, amortization of intangible assets acquired as part of a business combination, goodwill impairment charges and non-recurring items.

EBITA before non-recurring items (Earnings before Interest, Taxes and Amortization): Operating profit before amortization of intangible assets acquired as part of a business combination, goodwill impairment charges and non-recurring items.

Non-recurring items: Principally comprises restructuring costs, incentive share award plan expense, costs of closure of subsidiary companies, transaction costs for the acquisition of companies, and all other expenses that are unusual by reason of their nature or amount.

Diluted earnings per share (net profit – Group share divided by the number of diluted shares and adjusted): Diluted earnings per share is determined by adjusting the net profit attributable to ordinary shareholders and the weighted average number of ordinary shares outstanding by the effects of all potentially diluting ordinary shares. These include convertible bonds, stock options and incentive share awards granted to employees when the required performance conditions have been met at the end of the financial year.

Adjusted net profit – Group share: net profit - Group share + amortization of intangible assets acquired as part of a business combination + goodwill impairment + other operating income and expenses + Synergy generation costs linked to the acquisition of Majorel and reorganization cost of French activities + Tax linked to the adjusted deductible expenses.

Net free cash flow: Cash flow generated by the business - acquisitions of intangible assets and property, plant and equipment net of disposals - loans granted net of repayments - lease payments - financial income/expenses.

Net debt: Current and non-current financial liabilities - cash and cash equivalents.

Adjustments on 2023 P&L

Following the finalization of the measurement of the fair value of the identifiable assets and liabilities acquired of Majorel

Extracts of the 2023 consolidated income statement (in €m)

	Published	Adjustment	Adjusted
Amortization of intangible assets acquired as part of a business combination	-141	-13	-154
Operating profit	1,011	-13	998
Profit before taxes	833	-13	820
Income taxes	-231	3	-228
Net profit	602	-10	592
Net profit - Group share	602	-10	592
Earnings per shares (in euros)	10.27	-0.17	10.09
Diluted earnings per shares (in euros)	10.18	-0.17	10.01

TP currency exposure

Translation effect

	2023		2024	
	Revenue	% of total	Revenue	% of total
Euro	2,029	24%	3,338	33%
US dollar	3,201	38%	3,137	31%
Indian rupee	564	7%	638	6%
Colombian peso	516	6%	580	6%
Pound sterling	491	6%	565	6%
Brazilian real	239	3%	236	2%
Egyptian pound	148	2%	207	2%
Yuan	119	2%	207	2%
Turkish Lira	92	1%	146	1%
Canadian dollar	75	1%	133	1%
Mexican peso	117	1%	130	1%
Other	757	9%	963	9%
Total	8,345	100%	10,280	100%



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