



Building the next standard for social dialogue at TP

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TP invites its employees, clients, investors and social partners to join us in elevating the industry standard for social dialogue and responsible employment in our sector. Good work depends on people who are heard, supported and given the chance to grow — and we intend to keep raising that bar, in every market where we operate.

Over the past several years, our Global Agreement on Social Responsibility with UNI Global Union served as a deliberate first step — one that helped initiate a broader movement across our Group. That agreement, which reached its term on 31 May 2026, achieved what we set out to do together: it established a common set of global principles and, over the past three years, we rolled it out across nine countries. We are proud of that work and grateful to UNI for the constructive partnership we have had. We hope that UNI will continue to work with us as we advance our shared commitment to continue to set new industry standards for responsible employment.

Having built that foundation, TP is now accelerating into a new phase. As our practices mature, we are ready for the next stage of progress—one that calls for enhanced approaches that go beyond the Global Agreement. We are ready to embed these principles where they are most sustainable: in the governance of the Company and in direct engagement with our employees.

We reaffirm, without reservation, our commitment to honor our existing agreements with local unions and to enter into new agreements as appropriate. Nothing about this next phase reduces the rights or protections our people have today. We expect it to enhance them.

A NEW GLOBAL EMPLOYEE FORUM COMMITMENT, WITH BOARD OVERSIGHT

This initiative expands the scope of the employee-led social audits we have conducted for several years and introduces more direct Board oversight of their results, so that we can set clear social-dialogue objectives and transparently measure our progress.

To make this commitment permanent and accountable at the highest level, TP will establish Employee Forums within the coming months, and no later than the end of 2026. These Forums will:

- bring together TP employee representatives in our key markets worldwide;
- hold a consultative mandate to monitor our employee practices and recommend continuous improvements;
- operate under the ultimate oversight of the Sustainability Committee of the Teleperformance SE Board; and
- identify priority markets and topics and craft work plans based on the consolidated findings of our ongoing employee-led global social audits, as well as the baselines and objectives approved by the Sustainability Committee.

A dedicated charter will govern the Forums' purpose, composition and independence, and will carry forward the core principles that guided our work with UNI — including the fundamental conventions of the International Labour Organization, freedom of association and the right to collective bargaining, the OECD Guidelines for Multinational Enterprises, and our own Code of Ethics and Human Rights policy.

A TRACK RECORD THAT ALREADY LEADS OUR SECTOR

This next phase builds on the following practices that are already in place and, we believe, ahead of our peers in supporting constructive employee engagement globally:

- Employee-led social audits conducted across our global operations for three years.
- Neutrality agreements signed and our social-responsibility principles formally rolled out across nine countries over the past three years.

- A European Committee for consultation and dialogue with employee representatives across our European operations.
- Local health and safety committees in over 80% of our entities—these committees include diverse employee representatives.
- Recognition among the 25 World's Best Workplaces by Great Place to Work® and Fortune for five consecutive years — ranked in the global top 10 in each of the last five years, with a Trust Index score of 77% and more than 97% of our global workforce in certified Great Place to Work locations as of 2026.
- Sustained investment in our people: an average of 134 training hours per employee and a 68% global internal promotion rate in 2025.

A FORWARD-LOOKING COMMITMENT

We are pairing this new structure with concrete, measurable commitments:

AI upskilling for everyone. We are continuing to invest in an AI upskilling program for all employees, so our people grow alongside the technology and share in the opportunities of the Intelligent Age. Over 16,000 of our people participated in our AI introductory course during 2025 and we have continued to roll out more targeted educational opportunities in 2026. One such program, JUMP!, is a TP talent development program designed to prepare our employees for their future desired roles within the organization. The foundational JUMP! program is available to all TP employees through our eLearning portal, with more targeted in-person and remote learning opportunities available for our most frequently hired roles. We plan to continue to expand the JUMP! program in the future.

The JUMP! Certification supports employees in their development and enables a faster learning curve when they are promoted into a compatible new role. We are committed to the advancement of our people and are proud of our 71% year-to-date internal promotion rate, 54% of which came up through the JUMP! program.

Measurable social dialogue objectives. Within two years, we will ensure that employee representatives participate in health and safety committees in at least 90% of our operations. We will report progress against this and further objectives through the Global Employee Forums.

This is an invitation, not a conclusion. We know this is an important evolution, and we want to set a swift pace forward. **We invite our employees, their representatives, our clients, our investors and the wider social partners to work with us in building the industry standard for social dialogue at TP.**

