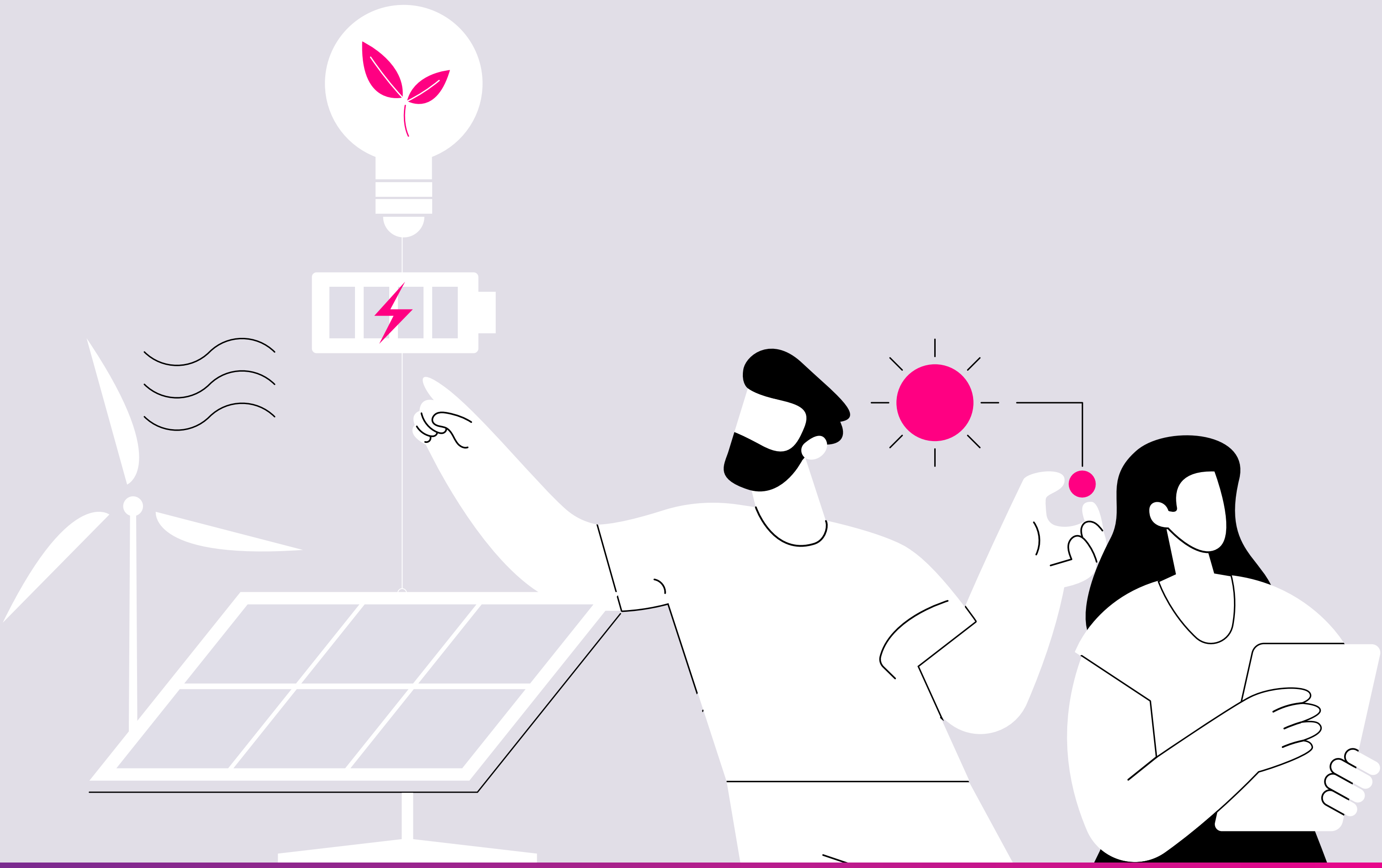
Teleperformance Limited.

Carbon Reduction Plan

April 2026



Commitment to achieving Net Zero

Teleperformance Limited, as the UK entity of our ultimate parent group Teleperformance SE have made a commitment to achieving carbon neutrality throughout our global business operations by 2040.

As an outsourced provider of business services our carbon emissions mainly originate from utilities usage within the operation of our contract centres and data centres (all third party leased), business travel and purchased products, goods and services from within our supply chain.

This Carbon Reduction Plan covers the baseline and current emissions produced by Teleperformance Limited (the bidding entity), and represents the actions taken to reduce emissions, increase renewable energy usage and achieve Net Zero goals within our UK managed operations, which are delivered and reported as part of our wider company commitment to achieving Net Zero commitments as a global business entity.

Baseline Emissions Footprint – 1st January to 31st December 2019

Baseline emissions are a record of the greenhouse gases that have been produced by our business prior to the introduction of any strategies to reduce emissions, and the reference point against which our future emissions / effectiveness of our Net Zero initiatives will be measured.

Baseline year: 1st January – 31st December 2019	
EMISSIONS	**TOTAL (tCO_2e)**
Scope 1 Direct emissions from company owned assets or controlled sources • Gas Boilers for heating and or hot water • Stationary Fuel – Diesel for Generators • Fugitive Emissions – From HVAC / Fire Suppression units	**560.11** 560.11 0 0
Scope 2 Indirect emissions from the generation of the electricity purchased and used • Electricity	**934.01** 934.01
Scope 3 Indirect emissions resulting from our supply chain (see breakdown below) • Upstream transportation and distribution • Waste generated in operations • Business travel • Employee commuting • Downstream transportation and distribution • Air travel • E-Waste – Total WEEE waste generated on site • Waste – Total waste generated on site split down for landfill, Incinerated, recycling & organic • Paper – Total paper consumed on site	**857** Not tracked / reported at this time Not tracked / reported at this time 846 Not tracked / reported at this time Not tracked / reported at this time Not tracked / reported at this time Not tracked / reported at this time Not tracked / reported at this time 11
Total Emissions	**2351.12 tCO_2e**

Notes:

In 2018 Teleperformance conducted an environmental risk mapping exercise to analyse and identify the core contributing factors for greenhouse gas (GHG) emissions within our business operations, as an initial starting point to understand the potential impacts and implications of transitioning to a net-zero future.

We then implemented key environmental strategies against each of these core contributing factors, as a starting point for monitoring, controlling and reducing the impact of our carbon footprint, providing the basis for reporting on our continued performance.

Initial factors measured/reported:

Scope 1 – on site fuel consumption (natural gas for heating, diesel for generators, refrigerants for aircon.
Scope 2 – electricity consumption (by renewable and non-renewable sources)
Scope 3 – business travel (air travel only)

All other Scope 3 emissions reported as 'not tracked / reported at this time' whilst relevant, were not measured as part of this initial baseline and will be incorporated to our reporting as part of future carbon reduction initiatives.

Current Emissions Reporting – 1st January to 31st December 2025

Current emissions are a record of greenhouse gases that have been produced by our business following the implementation of strategies to improve our performance / reduce emissions, as a measurement of our ongoing progress towards achieving carbon net zero.

Current emissions reporting: 1st January - 31st December 2025	
EMISSIONS	**TOTAL (tC)2e)**
Scope 1 Direct emissions from company owned assets or controlled sources • Gas Boilers for heating and or hot water • Stationary Fuel - Diesel for Generators • Fugitive Emissions - From HVAC / Fire Suppression units	**174.24** 165.67 5.49 3.08
Scope 2 Indirect emissions from the generation of the electricity purchased and used • Electricity - Only renewable generated used	**5.33** 5.33
Scope 3 Indirect emissions resulting from our supply chain (see breakdown below) • Upstream transportation and distribution • Waste generated in operations • Business travel • Employee commuting • Downstream transportation and distribution • Air travel • E-Waste - Total WEEE waste generated on site • Waste - Total waste generated on site split down for landfill, Incinerated, recycling & organic • Paper - Total paper consumed on site	**701.08** Not tracked / reported at this time Not tracked / reported at this time Not tracked / reported at this time Not tracked / reported at this time Not tracked / reported at this time 699.46 1.00 0.48 0.14
Total Emissions	**880.65**

Notes:
The above data represents our latest performance against our carbon reduction initiatives and covers a wider scope of reporting over and above our initial baseline with the inclusion of reporting against waste generated in operations.

1 **Scope 1**
On site fuel consumption (natural gas for heating, diesel for generators, refrigerants for aircon.

2 **Scope 2**
Electricity consumption (by renewable and non-renewable sources)

3 **Scope 3**
Waste generated (recycling and disposal) and business travel (air travel only)

All other Scope 3 emissions reported as 'Not tracked / reported at this time' while relevant to our business operations, are not currently monitored and measured.

As part of a wider strategy to increase our sphere of control around carbon emissions reporting, we are actively progressing a project to enhance the granularity of Scope 3 emissions reporting.

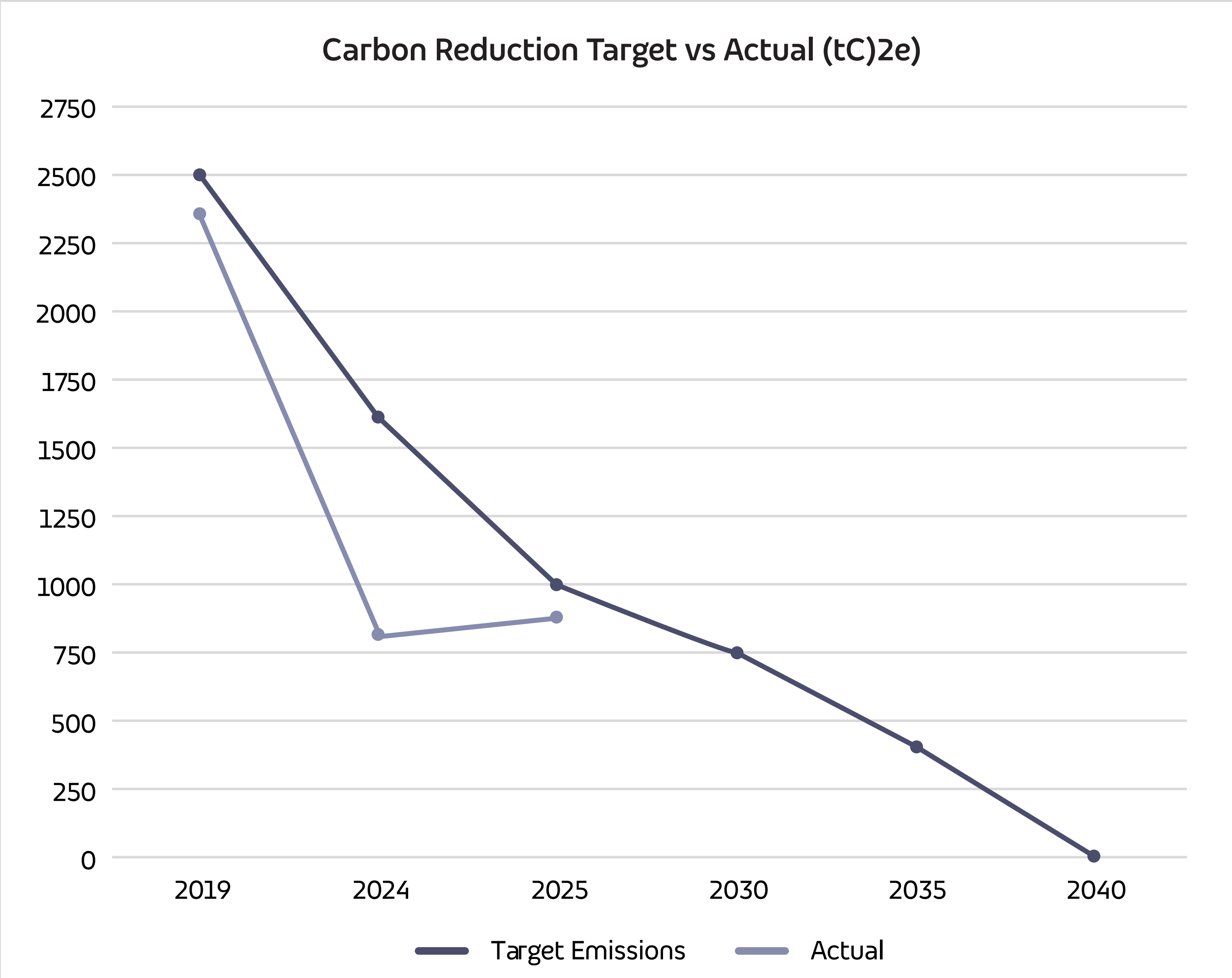
This includes identifying and aligning data sources that will enable us to:

- Include 'Upstream and Downstream transportation and distribution' into future reporting
- Broaden the scope of 'Business travel' to include mileage claims and rail travel
- Work in partnership with CESG ((The Centre for ESG and Sustainability) to quantify the reduction in GHG emissions associated with home working (compared to a traditional on-site operating model) to support reporting against 'Employee Commuting'.

Emissions reduction targets

To continue our progress to achieving Net Zero, we have adopted the following carbon emissions reduction targets. We project that the planned actions we have in place will see our carbon emissions decrease over the next five years to 750 tCO_2e by 2030. That will represent a real-term reduction of **28.31%.**

Progress against these targets can be seen in the graph below:



Since 2024 our company has adopted revised medium-term carbon emission targets validated and approved by the Science-Based Targets Initiative (SBTi) across all 3 emissions scopes, aligned with limiting the rise in global temperatures to a 1.5°C trajectory above pre-industrial levels (prior targets had been aligned with the less aggressive 2°C trajectory).

Carbon Reduction Projects

Completed Carbon Reduction Initiatives

To support our carbon-emissions reduction objectives, Teleperformance has implemented a broad programme of initiatives across our UK operations. These measures have contributed to a 62.54% reduction in tCO_2e in 2025 compared with our 2019 baseline. Key initiatives are summarised below.

» **Energy Efficiency** – We have strengthened energy management, raised building performance standards, and introduced green procurement criteria that consider lifecycle carbon impact. Major actions include:

- **Premises optimisation** We completed a review of site standards and implemented a strategy to exit landlord arrangements where premises performed poorly on sustainability criteria. By 2025 we exited all but one site identified under this strategy, resulting in a more sustainable property portfolio and are working towards a resolution for the last site.
- **Green procurement standards** We introduced procurement requirements for IT equipment and building management systems — including lighting, water systems, HVAC, and other mechanical equipment — prioritising energy efficiency, environmental impact, and lifecycle performance when purchasing or replacing assets.

» **Renewable Energy – 100% renewable electricity** We transitioned our remaining energy tariffs to suppliers offering renewable generation (wind, solar, hydro). As of the end of 2025, **100% of our electricity consumption** across the estate is supplied from renewable sources.

Reduced natural gas dependence Using 2019 as the baseline year, we have reduced natural gas consumption by **69.10%** by 2025.

On-site solar feasibility In 2025 we initiated a project to assess photovoltaic (PV) installations. Measham and Tyne River House were identified as viable sites; cost estimates have been obtained and viability is under review.

» **Digital Transformation** – We continue to deploy digital solutions that reduce emissions and support more efficient working practices:

- **Remote working network** The TP Cloud Campus remote-working solution reduces the need for daily commuting for the majority of employees.
- **Digital meetings as default** Video conferencing is the default format for business meetings, reducing business travel and associated emissions.
- **Paper-free operations** Multiple digital platforms have been rolled out to replace paper-based administrative processes and encourage paper-free office environments.
- **Cloud infrastructure consolidation** Migration to a centrally provisioned cloud environment has reduced our on-site IT footprint, consolidated resources, and eliminated the need for physical infrastructure at multiple locations.

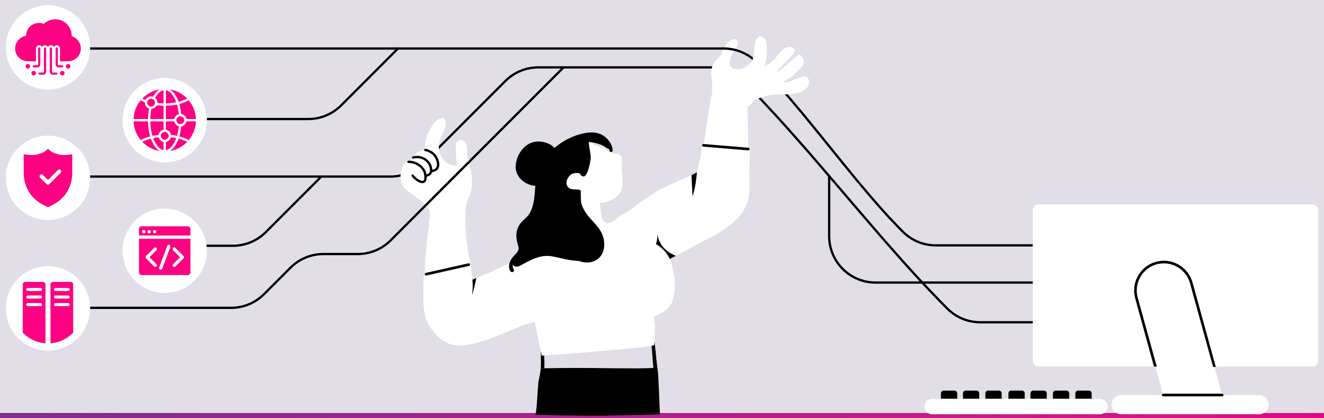
» **Waste Management –** We have implemented robust processes for the ethical and compliant management of resources and waste, and we promote circularity across our operations through a **Waste Management Hierarchy Framework** designed to increase sustainable consumption and improve resource efficiency. Key measures include:

- **Zero direct-to-landfill 100% of waste generated is segregated, separated, and sorted** and is not sent directly to landfill. Waste handling is managed by specialist partners in compliance with UK law and environmental best practice.
- **Supplier engagement and take-back programmes** Suppliers participate in take-back schemes for used batteries, ink cartridges, and packaging (plastic and cardboard). In 2025 we removed 5-litre cleaning product bottles and switched to soluble tablets, reducing packaging, storage, and transport requirements.
- **Single-use plastic prohibition** The use of wholly or partly single-use plastics is prohibited across our operations.
- **Improved recycling infrastructure** Waste disposal points are provided in all communal areas with clearly marked bins for different waste streams to make sorting easier for employees.
- **Organic waste separation** Organic and food waste is separated at source and processed separately from other waste streams.

» **Promoting Green Transport –** We actively promote green transport options across our workforce and supply chain to reduce commuting and delivery emissions:

- Employee support schemes Companywide programmes provide financial support and access for purchasing bicycles and electric vehicles (EVs). Local initiatives include subsidies for hiring electric scooters.
- Low-emission courier partnerships Where possible, we engage courier and delivery services that operate electric vehicles to support low-emission last-mile logistics.

» **Summary –** These combined measures across energy efficiency, renewable energy, digital transformation and waste management have delivered substantial emissions reductions and positioned our UK estate on a more sustainable trajectory.



Future carbon reduction initiatives

We continue to explore and implement new initiatives that will enable us to further reduce our future carbon emissions and / or improve our environmental performance, and are currently in the process of exploring a range of further measures which include:

- » Reviewing options for the possible implementation of photovoltaic (PV) systems across our site network to offset our carbon footprint further through the generation of renewable energy.
- » Installing electric vehicle (EV) charging ports at our sites to support and encourage the use of EV's by staff.

Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 006 and associated guidance and reporting standards for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard and uses the appropriate Government emission conversion factors for greenhouse gas company reporting.

Scope 1 and Scope 2 emissions have been reported in accordance with UK Government Streamlined Energy and Carbon Reporting (SECR) regulations, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard.

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

Signed on behalf of the Supplier:

Karl Wise

(Chief Executive Officer, Teleperformance)

Date: 22nd April 2026

1. https://ghgprotocol.org/corporate-standard
2. https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting
3. https://ghgprotocol.org/standards/scope-3-standard

tp.com