

Teleperformance Overview

- Intro & Evolution
- Service Offerings
- Key Financials
- Client Portfolio
- Shoring Strategy & Cloud Campus
- Analyst Awards & Accolades
- TP India Overview

Investor Meet
January 2023



Agenda

Time	Agenda
9:00 AM to 9:30 AM	TP Global and TP India overview
9:30 AM to 11:00 AM	TP's Operational excellence and TAP Framework (Session 1): Operational Excellence (Recruitment, Training, Engagement and Ops Management) and Innovation through TAP
11:00 AM to 11:15 AM	Tea / Coffee Break
11:15 AM to 12:00 PM	Site Tour
12:00 PM to 12:30 PM	Employee Focus Group 1: CX Staff (Agents, Supervisors, Managers)
12:30 PM to 1:15 PM	Lunch
1:15 PM to 2:00 PM	TP's Practices (Session 2) - Client Management and Responsible Citizens
2:00 PM to 2:45 PM	Trust & Safety Overview
2:15 PM to 2:45 PM	Employee Focus Group 2: T&S Staff (Agents, Supervisors, Managers)
2:45 PM to 3:30 PM	Back Office CoE Overview
3:30 PM to 4:15 PM	Interaction with the local leadership team (Top 25-30 leaders)
4:15 PM to 4:45 PM	Wrap Up, Feedback and Summary
5:00 PM onwards	Departures for Airport/ Hotel for those staying back
7:00 PM onwards	Dinner (for all staying another evening with us)

Teleperformance ("TP") is a global leader in Digital Integrated Business Services

inspired to be *the best* |  Teleperformance

We are a team of

420K
people

We provide
services in

265+
languages and
dialects

We are present in

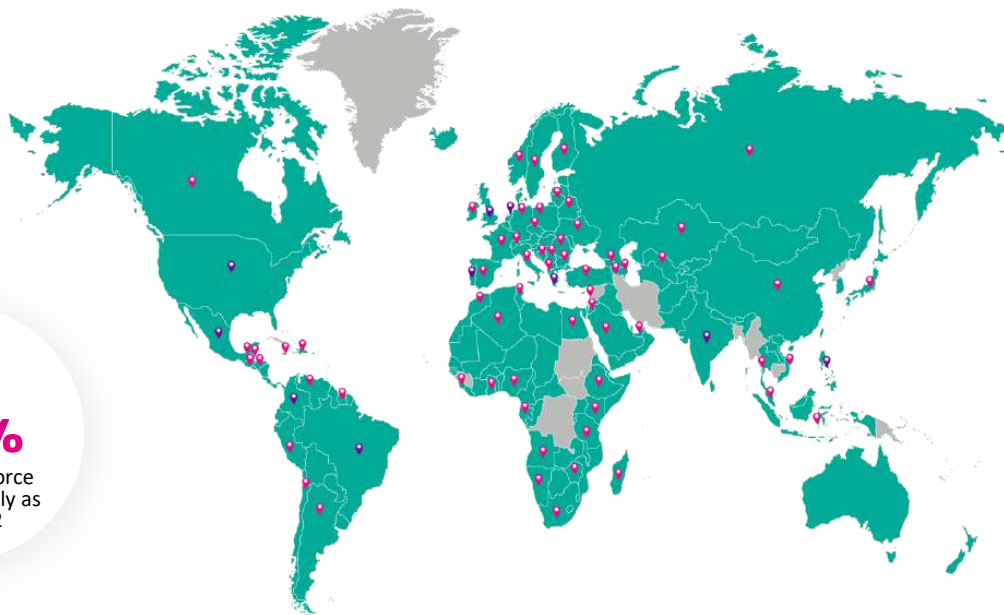
88
countries

We serve

170+
markets

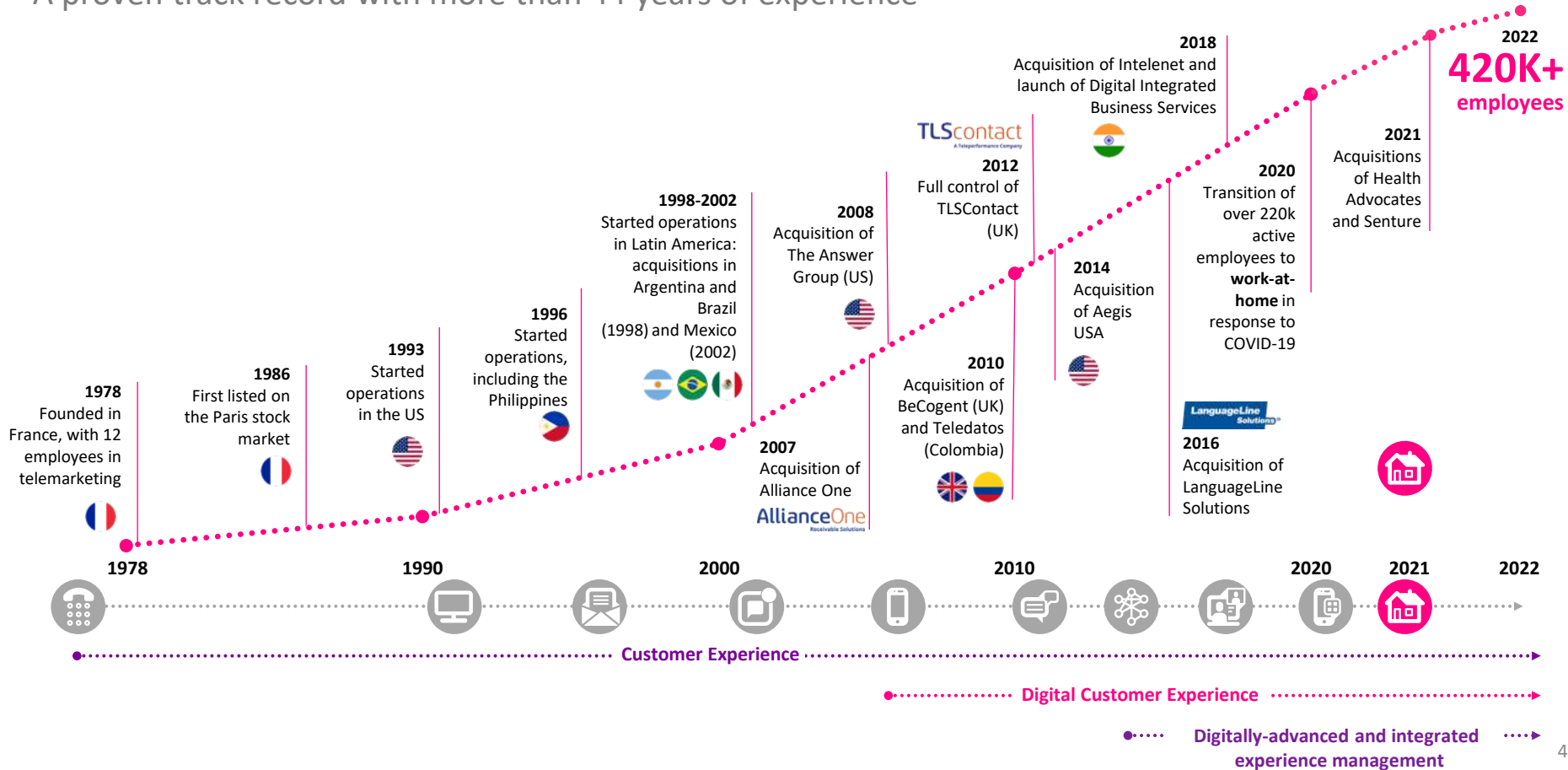
Around

50%
of our workforce
works remotely as
on Sep-22



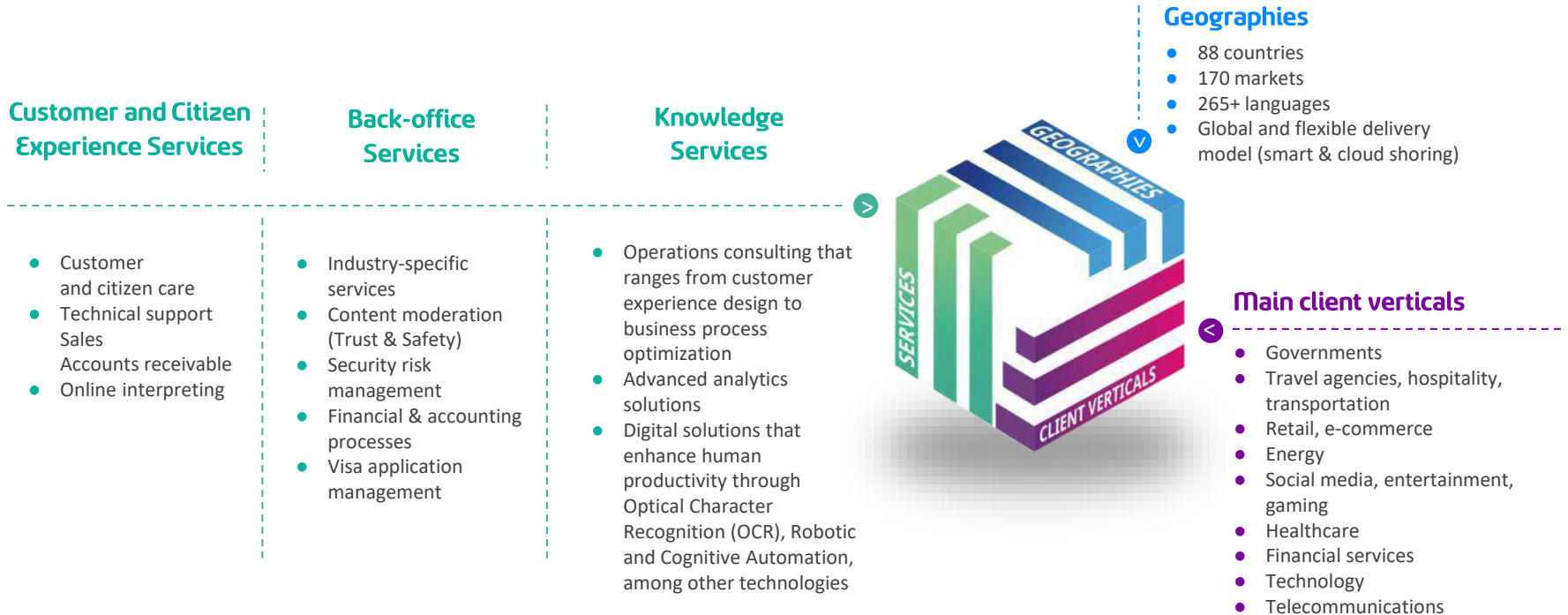
Our History

A proven track record with more than 44 years of experience



Our Strategy: TP Cube

Now a leader in innovative customer and citizen experience management services



Intelligent, integrated, industry-specific operations

Leveraging the power of TP's end to end services

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CX JOURNEY



CHANNELS



CX & BUSINESS SERVICES



CUSTOMER EXPERIENCE

- Customer Care
- Technical Support Level 1, 2 & 3
- Gamers Help Desk
- Accounts Receivable
- Loyalty Management



BUSINESS SERVICES

- Digital Customer Onboarding
- Digital Content Management
- Risk, Compliance & Fraud Ops.
- Global Business Services
- Localization & Interpretation
- F&A, HRO



SALES OPERATIONS

- B2B Sales
- B2C Sales
- Collections
- Churn / Retention
- Sales Training & Coaching
- Sales Recruitment (HRO)

T&S SERVICES



TRUST & SAFETY

- User-Generated Content Moderation
- Ad Moderation & Monetization
- Identity & Account Authenticity
- e-Commerce, Shopping, and Payment/Fraud Review
- Application & Developer Support
- Digital Media & Copyrights
- Social Media CX
- AI operations

DIGITAL SERVICES



T.A.P.TM

- Analytics & Data Integration
- Customer Consulting & Insights
- Innovation, Research & Development
- Customer Experience Analytics
- Digital Transformation Implementation
- Market Research & Intelligence

SHORING STRATEGY



ONSHORE



NEARSHORE



OFFSHORE



MULTILINGUAL



CLOUD CAMPUS

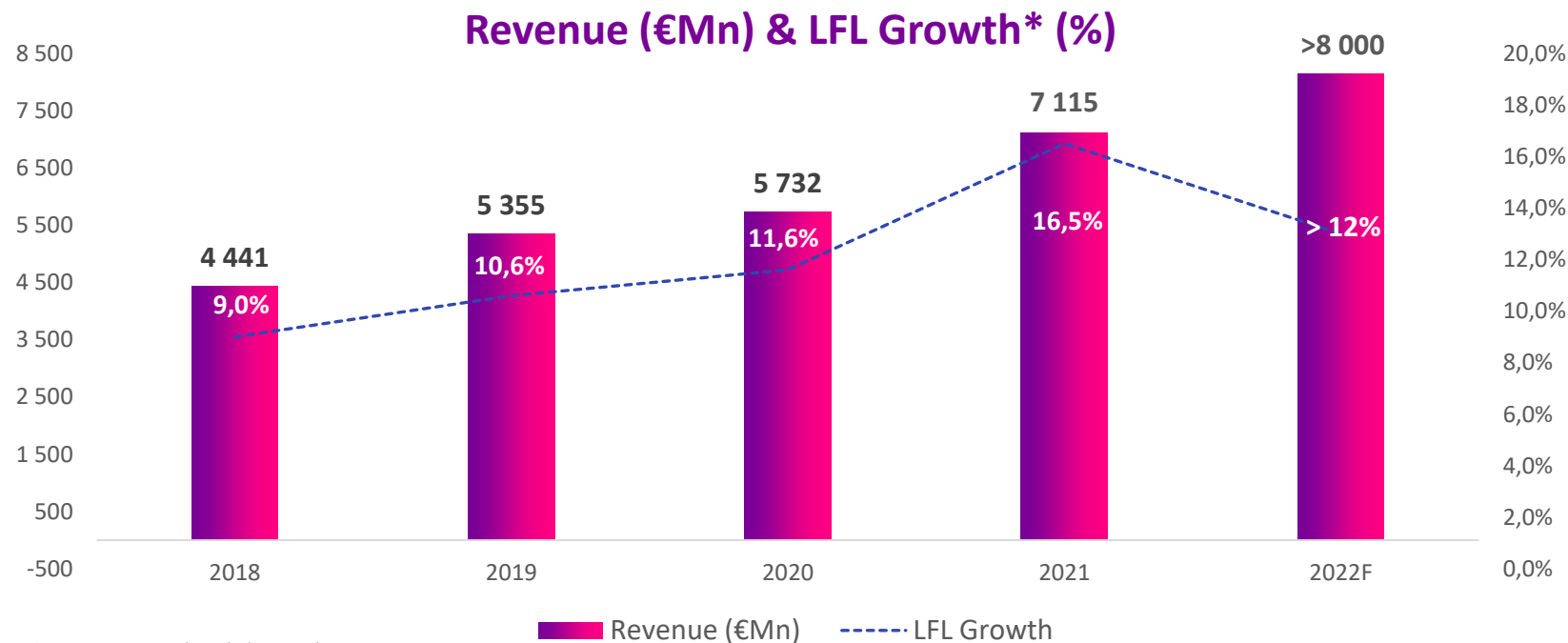


We grow steadily and are financially solid

inspired to be *the best*

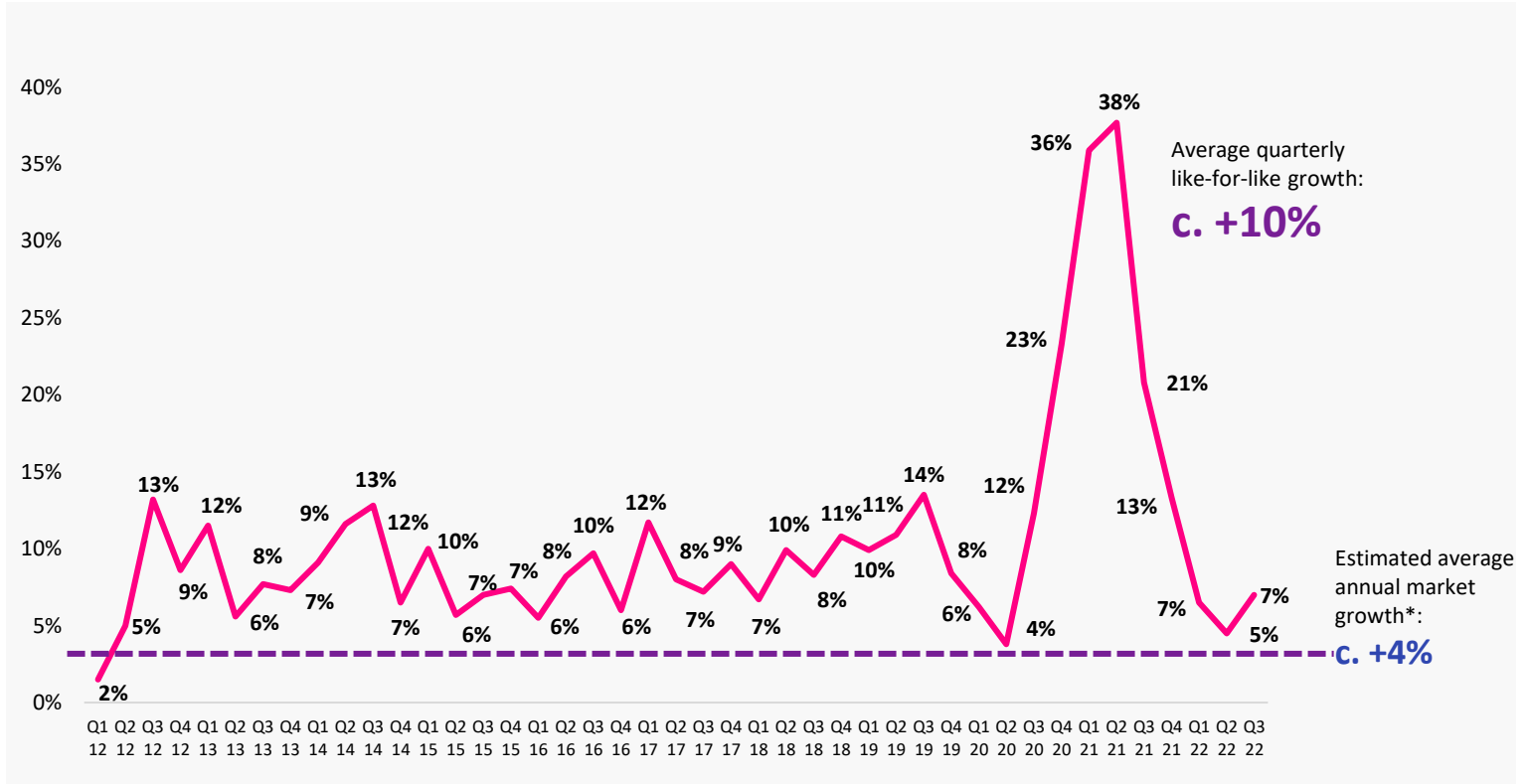


...with a revenue forecast of EUR 8Bn+ and an objective of LFL growth* > +12% in 2022



*2021 & 2022E LFL growth excludes Covid impact

In a competitive environment, TP has delivered above average market growth rates for 42 consecutive quarters



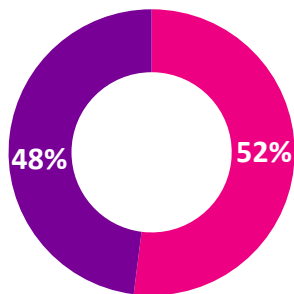
Diversified Client Portfolio

With more than 1,000 clients, 50% of which are multinationals, TP has the most diverse client base in its sector

A 95% retention rate and an average client relationship of 13 years demonstrate the strength of our partnerships and our industry-leading innovation.

We are a public company listed on Euronext Paris, a member of the CAC 40 index, and BBB investment-grade rated by Standard & Poor's.

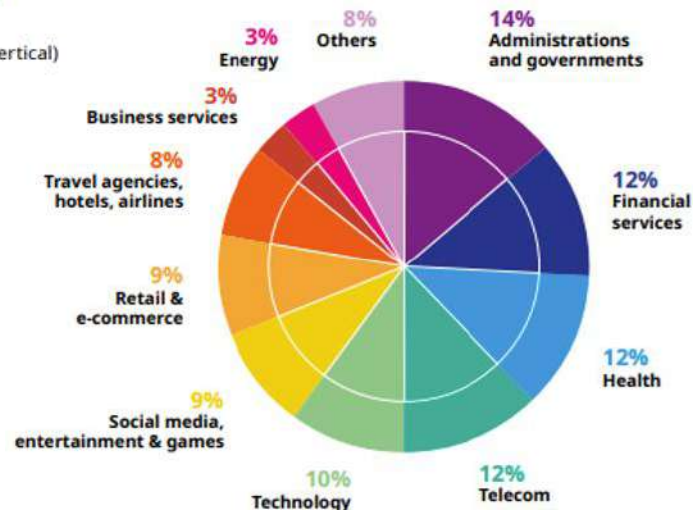
Revenue by Shoring*



■ Domestic ■ Nearshore/ Offshore/ Multilingual

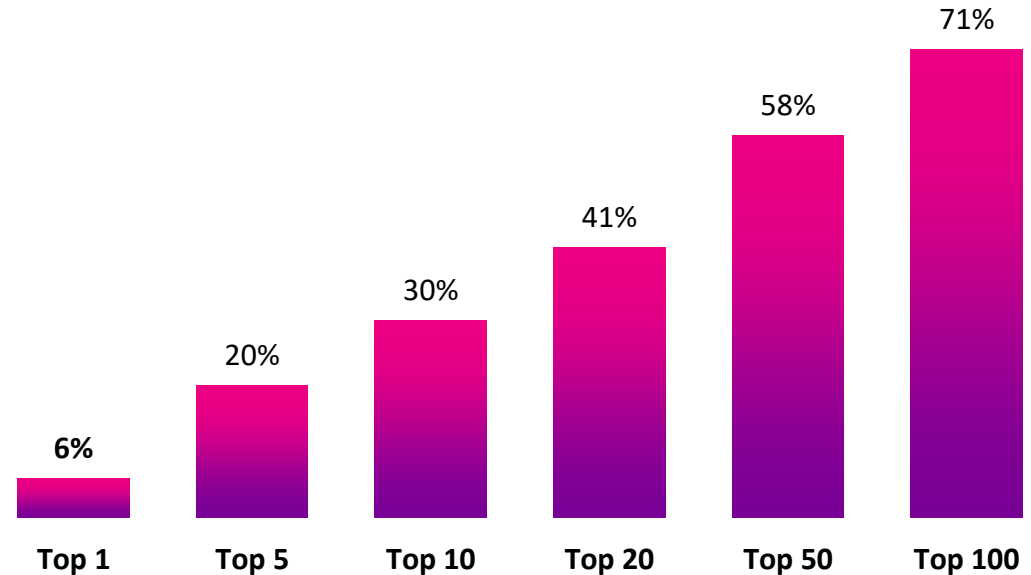
*Core Services Revenue

**Industry expertise
and strong growth
in the digital
economy**
(% revenue by vertical)



Strong and diverse client portfolio

Our top client
represents only
6% of our
revenue.

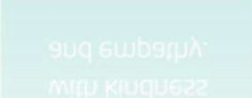


As per 2021 revenue. Excluding LLS & Health Advocate revenue, given the specificity of their business and client portfolios. These companies since 2016 and 2021 respectively were not included in the concentration rate calculation

Our Values

inspired to be *the best* |  **Teleperformance**

				
Cosmos Integrity	Earth Respect	Metal Professionalism	Air Innovation	Fire Commitment
Absolute. Harmonious. Universal.	Deep. Nurturing. Abundant.	Crafted. Solid. Reliable.	Inspiring. Renewing. Dynamic.	Steady. Strong. Radiant.
I say what I do, I do what I say.	I treat others with kindness and empathy.	I do things right the very first time.	I create & improve.	I'm passionate & engaged.

				
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We are trusted by the world's best brands

inspired to be *the best* |  **Teleperformance**



80%

of InterBrand's 10
Best Global Brands



84%

Of the 25 Most
Innovative Companies
of 2021



72%

Of the world's 25 Most
Reputable Companies
for 2022.

Forbes

68%

Of the Top 25 Public
Companies for 2021

A True Business Partner

Our clients **trust us** to navigate the waves of change and adapt quickly to the world's challenges and disruptions, while providing innovative services that provide a competitive advantage



"More than a provider that simply blends in, Teleperformance wishes to go beyond and regularly challenge us."



SAMSUNG

"Our relationship with Teleperformance is built on innovation and never standing still."



GRUBHUB™

"Cloud Campus formalizes the work-at-home model and uses innovation to take it to the next level."



wish

"Our results were great. All of this was made possible by the fact we now had access to a geographically dispersed workforce that allowed us to hire the best talent possible."

See what our clients have to say...

inspired to be *the best* | **T** Teleperformance



Teleperformance Cloud Campus

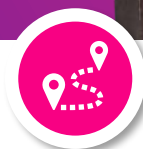


50%

of our workforce
remains remote
Q3 2022



Eliminate hiring
boundaries



Dedicated support for
dispersed teams



Effective employee
management and optimization



A highly secure remote
environment

We are widely recognized for our experience, sustainability, and technology

Environmental Social and Corporate Governance



Customer Experience



Technology



Best Service Provider



Industry-Leading Vision and Market Impact

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At Teleperformance, good is never good enough. We believe in delivering nothing but the best.

Everest Group Peak Matrix – Trust and Safety 2021

Everest Group Trust and Safety – Content Moderation Services PEAK Matrix® Assessment 2021¹



Everest Group Peak Matrix - CXM Market Standings 2021

Everest Group Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2021¹



Everest Group Peak Matrix – Work at Home Agent 2021

Everest Group Work at Home Agent (WAHA) Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2021





India Shining!

1

Teleperformance India
Overview

2

India...Growth Engine
Teleperformance

3

Immersive India
Experience

4

Client Testimonials

Teleperformance India Overview

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Founded in
2001



90K+
Employees



33K+ Employees
in WAHA (includes all
functions)



38
Delivery Centers



22
Languages &
Dialects



62K
Workstation



200+
Clients



21
Countries served

Market Leader in India



10 times certified

We are committed to employee development, inclusion, diversity, and safety — and it shows!

High Focus
on security....
Bitsight score of
810 in India

TP India Digital ESAT Scores



4.6

8,617 reviews



4.5

5,618 reviews



4.93

10,271 votes

MOHALI (2005)

GURGAON (2001)

JAIPUR (2009)

INDORE (2007)

VADODARA (2012)

MUMBAI (2001)

THANE (2001)

PUNE (2005)

BENGALURU (2009)

AGRA (2011)

GUWAHATI (2022)

KOLKATA (2014)

HYDERABAD (2010)

CHENNAI (2001)



Metro sites



Non-Metro sites

“India: an opportunity for the world and for *TP*”

Growth Engine for TP...1 B Market by 2025



Median age of India **28.7 Years**



China
38.4



US
38.5



Japan
48.6



Russia
40.3

6.5Mn Graduates Annually including **1.5 Mn** Engineers

250 Mn Students, **8.5 Mn** Teachers
(51% Women)

52.5K Colleges/ Universities & **1.5 Mn** Schools

Highest GenZ% in the world::

28% in India and combined with Millennials is 60% - largest and scalable workforce living the digital age

Multi-lingual Hub:

World's second-largest English-speaking population at more than 125 million and Multiple foreign languages...especially German

108 Unicorns

Trailing only to US (865) & China (224) in 2022

India Growth
Projection
7.4%

5th Largest Economy

after USA, China, Japan & Germany

Digital Growth – \$1 Trillion

Economic Value from Digital Economy by 2025

7.4% IT-BPM sector contribution to GDP
US\$ 227 Bn Revenue in FY 2022 - Up **15.5% YoY**

"India for TP...A Growth Strategy"

150,000 employees by 2025 as an aspirational goal with 2X Revenue

Highest KSAT (NPS 92%) and the lowest detractors

Back Office CoE (Including T&S), Global Business Shared Services CoE, and Non Voice CoE

E Sat (52%) + Best Employee Rankings...Glassdoor, Indeed & Mouthshut – Best in TP Globally and amongst the Industry

Planned Mega Campus Hubs in India and expansion in Tier 2 and 3 cities

Great Place To Work - 10 times certified, Avtar – 100 best Companies for Women – 3 Times

Powerhouse of deep domain and digital expertise...TAP CoE

Growth of 26% vs CY 2021, Highly profitable market

35.4% Growth over CY 2021 in NB, 59.2% Growth in International Biz

PAVING THE WAY...NEW AGE INDIA.... IMMERSIVE INDIA

inspired to be *the best* |  **Teleperformance**





TP Differentiators

Session 1.

1. High Touch: TP's People Practices through the Employee Lifecycle (Operating Framework)
2. High-Tech: Innovation through TAP

Investor Meet
January 2023

1. High Touch:

TP's People Practices through the Employee Lifecycle (Operating Framework)

Investor Meet
January 2023



We strongly believe that

Empowered, diverse, and highly trained teams make the difference

420K*

Passionate
people

54%

Are women

61M

Employee
training hours
in 2021

71%

Non-agent
roles filled
internally

97%

Of all employees
work in a certified
Great Place
to Work®



Service Delivery Framework

inspired to be *the best*

TP Teleperformance



Input
Framework

TOPS

BEST



Technology
Analytics
Process Excellence

T.A.P.™



Teleperformance
CCMS



copc



All
Ideas
Matter



Employee Lifecycle

Plan &
Forecast

- Plan to hire
- Forecast to hire

Talent
Acquisition

- Sourcing
- Screening
- Interviewing

Onboarding
/ Training

- Foundation Training
- Product Training
- Continuous Learning
- Nesting

Production/
Operations

- Performance Management

Engagement
/ Retention

- Engagement
- Employee Satisfaction
- L&D
- Career Progression
- Wellness

Offboarding

- Exit Interview
- Handover
- Alumni

Key Metrics Tracked Across Emp Lifecycle

- Forecasting Accuracy
- Ontime planning

- Ontime Hiring
- CPH
- Channel Efficiency
- Hiring Quality
- Hiring Funnel Ratio
- Batch Fill Rate

- Training Yield
- On-Time delivery to production
- Training quality
- TSAT

- SLA:
- Productivity
- Quality / Accuracy
- CSat / NPS
- Absenteeism
- Schedule Adherence
- Occupancy/Utilization

- Early Warning Signal
- Employee satisfaction
- CSS Attrition% (Voluntary/ Involuntary)

- Exit Interview Completion Rate
- % Retained
- Detect and Save %

TP Governance Framework

Strategic planning & Management Reporting (QBR)

Set and monitor the operation performance (MBR)

Day to day operational execution, Service delivery and Technology performance SLAs (WBR)

Talent Excellence Framework



Onboarding



Engagement
Activities



Diversity &
Inclusion | TP
Women



Associates
Care Connect



Wellness
Initiatives



COTW & COTP
Programme



Performance
Management &
Career Opportunities



Farming
opportunities
/ Revenue
Growth



Desired
Outcome



Improved
Client
Satisfaction



Efficient
Operations



Improved ESAT /
Employee
Engagement



Continuous
Improvement



Magical End
User
Experience

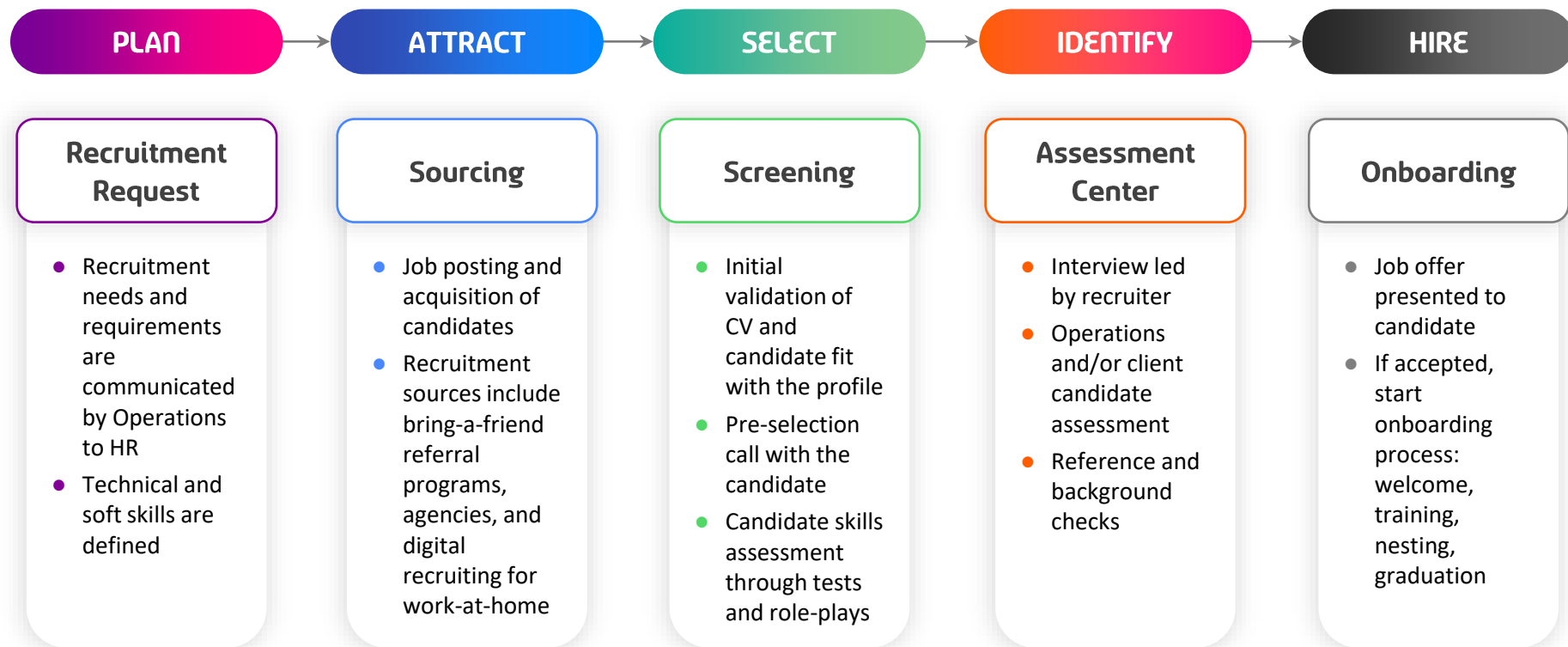


Farming
opportunities
/ Revenue
Growth

Talent Acquisition



Standard defines all the stages of the recruitment process and ensures consistency



Talent Acquisition – Defining Right Profile

All profiles are defined together with client to ensure the achievement of KPIs and business results

Skill Level Assessment

Candidate's skills are matched with client's hiring requirements and position profile.

Tests are performed to evaluate verbal and written communication skills.

Compatibility and availability are reviewed, including several standard tests and also client-specific tests.

OnTarget Recruiting

Proprietary analytic methods determine the probability of an applicant being a high performer.

Behavior-Based Assessment

Candidate's attitude, listening skills, and behaviour are evaluated through role-plays during the interview process.

Profile Calibration

Regular meetings with Operations, Training, and Quality Assurance ensure that the candidate profile is continuously improved for success.

Recruitment Channels

Referrals, Recruitment Agencies, Digital Marketing



The funnel

End to End output basis the recruitment selection process



Footfall



HR Screening



Language Proficiency



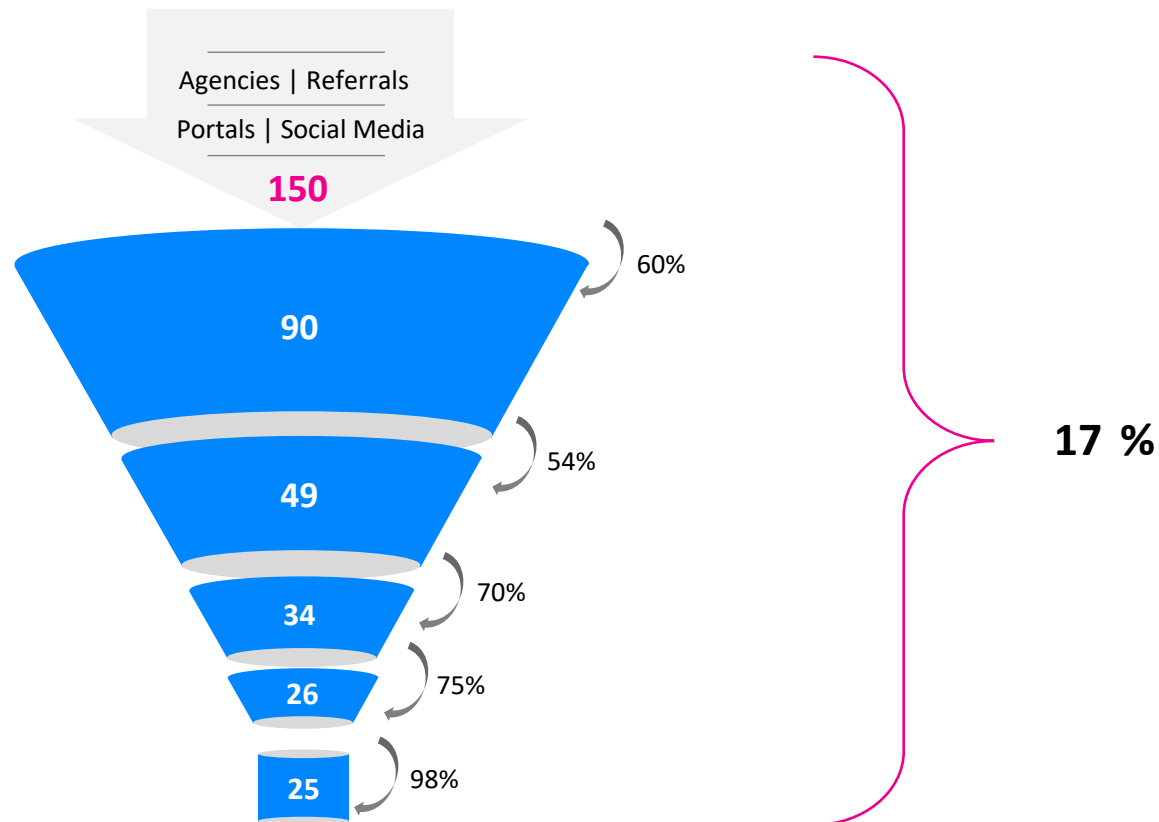
Functional Assessment



Onboarding



Background Screening



Training



Our Training Differentiators: Educate, Engage, Empower

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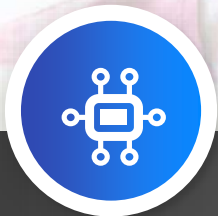


TP Simulator

A Training simulator to bring live like environment into classroom training allowing Associates to get hands on experience thus providing efficient service post go-live

NPS improved **65.3 to 78.2**

Reduction in Avg response time from **1073 secs to 374 secs**



Gamification

Adding an extra layer over traditional training activities, gamification increases user engagement, influence behavior and motivate participation

Critical error reduction - **30%**

Quality improved **by 10%**



Digital Floor Walker

A chat Bot platform created for our New Associates. The platform enables an Associate to chat with a BOT to get answers to queries to help them during Nesting

Nesting First Time Pass **78% to 100%**

Quality increased from **86.75 – 90.15**



Self Directed -Learning

Digital multimedia learning modules created with a best authoring tools imbibing all the new age learning concepts, videos, quizzes, interactivity to effectively learn key critical concepts.

Increase in quality **75% to 95%**

Reduction in Training Timeline from **20 days to 16 days**

Workforce Management



Workforce Management Framework

Objectives and Procedures

- Efficient Forecasting and Planning processes for KPI and economic model improvement
- Scheduling, which guarantees better adherence of resources
- Real-time performance management (mission control)
- Standardized and automated reporting
- Continual improvement of KPIs

Key Benefits

- Optimized resourcing
- Improved efficiency through the improvement of schedule adherence
- Improved efficiency through the optimization of interaction expert and supervisor schedule alignment
- Alignment with key requirements from the COPC Standard



Forecasting

- Analyze historical volumes, seasonality, and external events
- Forecast the volume of interactions

Capacity Planning

- Develop daily and interval plan for interaction experts, which maximizes productivity
- Guarantee optimal staffing per interval to achieve committed KPIs

Reports

- Reports and dashboards that track KPIs and business goals
- Improve control

Mission Control

- Real-time control of the capacity planning
- Guarantee the KPIs and adherence

Operating Rigor: Tracking the Metrics

Operations Dashboards provide critical reporting and metrics information that are integral in Business Performance Management. It collects all the key performance indicators (KPIs) and the company's important metrics in one easy to view report. Enables **highlighting key issues, risks and trends in the business.**



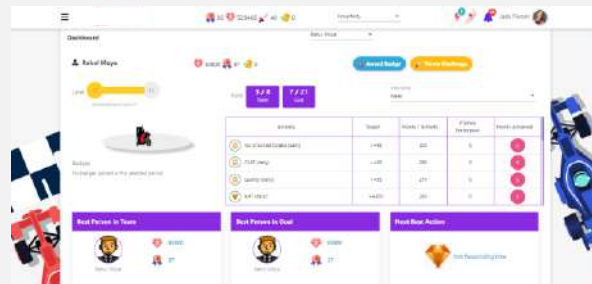
SLAs
KPI's



Adherence
Shrinkage
Attrition



Gamification

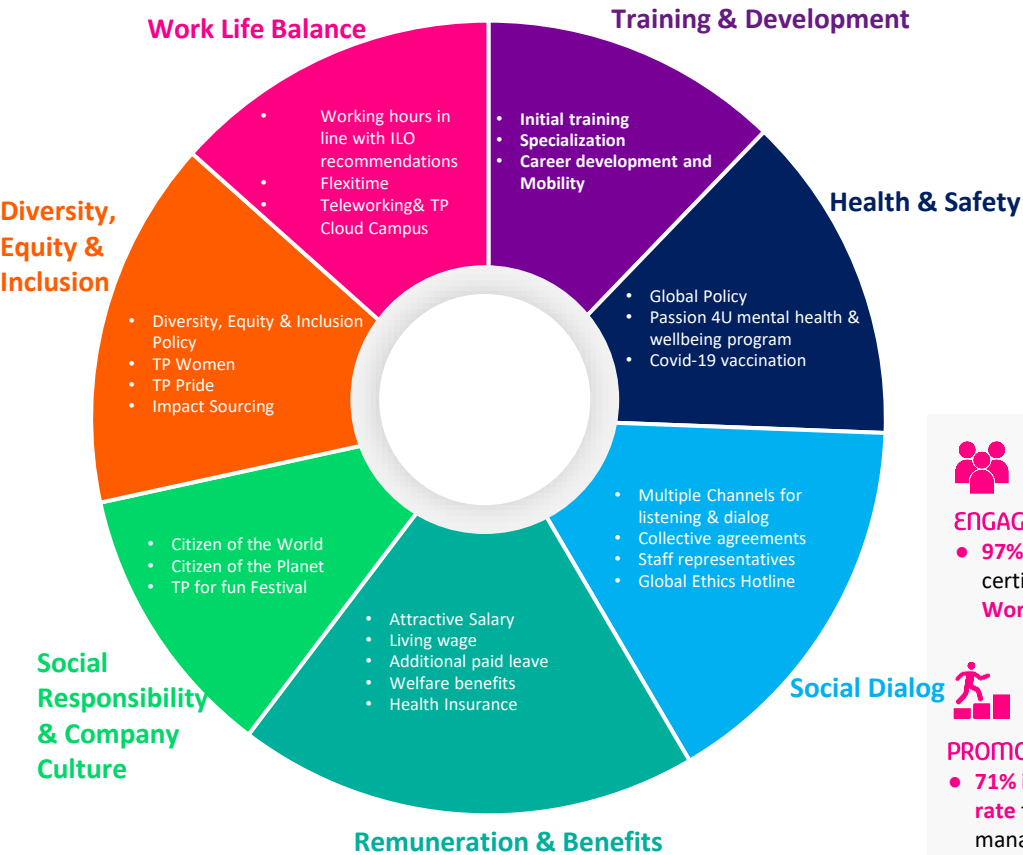


Talent Excellence: People & Culture



High Touch approach and social foundations

inspired to be *the best*



Teleperformance is committed to complying with the most stringent standards with regards to working conditions and to offer employees attractive employment conditions in each market: remuneration above the sector average and living wage, flexible work organization, additional benefits, health insurance, training programs, and more.



ENGAGEMENT

- 97%+ employees work in a certified **Great Place to Work** environment



TRUST INDEX

- 79% Trust Index score from our employees (based on more than 201K surveys)



PROMOTION

- 71% internal promotion rate for supervisor and management positions



TRAINING

- 61 Mn training hrs. provided worldwide in 2021 alone, a 39% increase from 2020



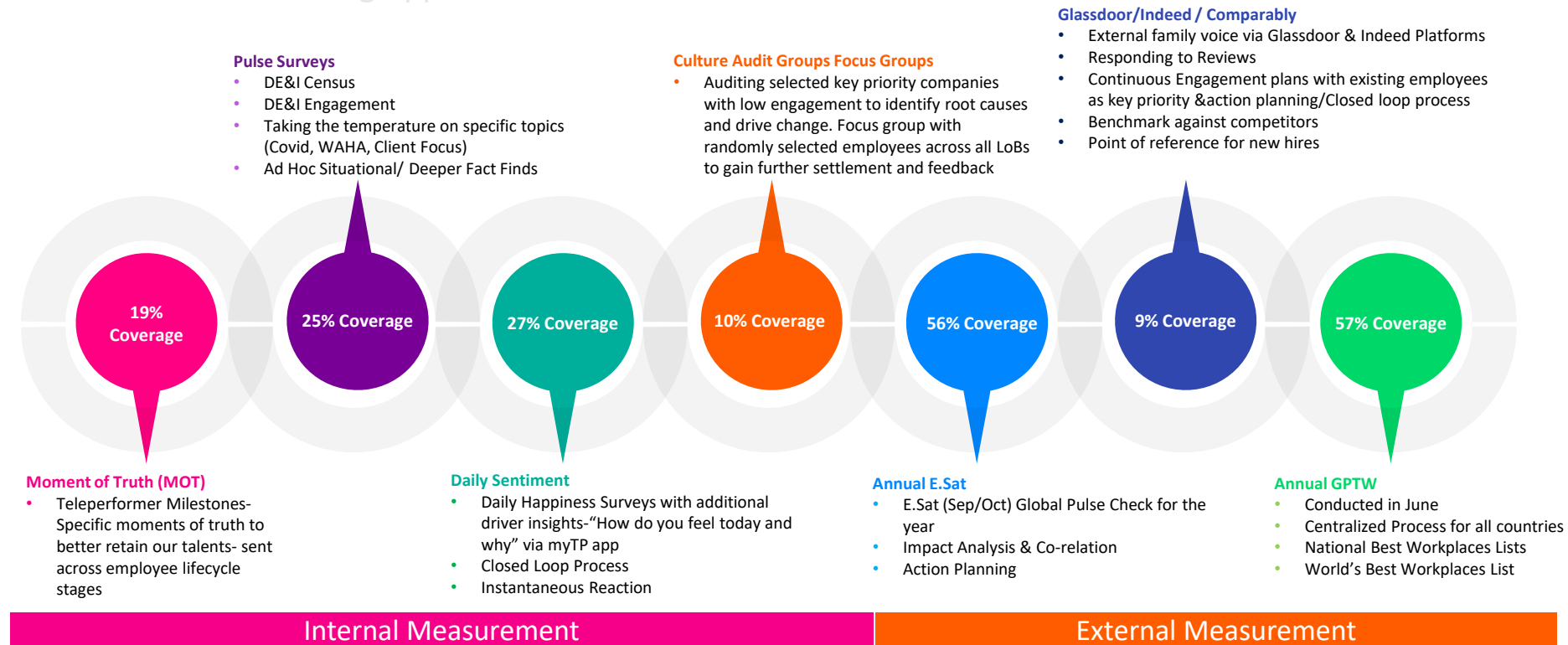
ETHICS

- Ethics hotline deployed for 100% of employees

Real Time Experience @Teleperformance

Our Continuous Listening Approach

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YTD we've had **+2.2million** interactions across these approaches for our leaders and teams to have a clear view of how our people feel & how we can proactively improve the journey and experience our people.

Performance & Outlier Management

Approach

Customer Experience



- CSAT
- Quality
- Top trending errors – Contact driver wise
- First Call resolution
- End user Accuracy

Efficiency



- KPI Analysis
- AHT – Components
 - Handling Time
 - After call Work
 - Hold Time
- Incorrect Transfer

Hygiene



- Unplanned Leave
- Schedule Adherence
- Break Defects
- Call Avoidance

Identification

Variance Management

- Quartile Management
- Repeat Defaulters

Dashboards

- SLA & KPI reports
- Histograms, Box plots
- Weekly/Daily performance trends



Methodology

- Leverage Quality & Magical Experience team to attributes and process knowledge
- Planning Activity in Game Plan
- Focus group support
- Addressing through 7 Steps of Coaching
- Loop back with the training teams to conduct curated refreshers and check for conformance
- Corrective & Preventive action plan
- Discussion with HR

Career Development Programs and Initiatives



JUMP! is a development program exclusively designed for Teleperformance to identify and prepare high-potential employees to take on leadership positions in the company. JUMP! is a dual training program offering both technical and behavioral training, as well as personal development planning.



Teleperformance University is an executive program comprised of two tracks focusing on our high-tech, high-touch strategy as well as the completion of a Six Sigma Green Belt project to apply what was learned and drive real value back into the organization.



Teleperformance Academy is a facility exclusively designed for training initiatives consisting of buildings with bright classrooms, spaces with natural lighting, equipped with individual and modern tools to support the learning process.



Teleperformance e-Institute provides e-learning training to all management staff (supervisors, platform managers, operations directors, etc.).

Acting on Early Warning Signals

Early Warning System (EWS)- a **Retention Tool** used to identify potential attrition

OBJECTIVE



Identification of early warning signals from Associates through behavioral patterns



CLASSIFICATION OF ASSOCIATES INTO RAG STATUS



GAUGING THEM ON THE EWS PARAMETERS



ONE ON ONE SESSIONS BY SUPERVISORS



HIGH ALERT CASES (100% RED & CRITICAL AMBER CASES) MET BY TALENT EXCELLENCE



ACTION PLANNING



EFFICACY OF THE PROCESS REVIEWED (DETECTION ACCURACY %) & (RETENTION %)

Methodology

(High Touch Approach)



Development & Implementation of action plans for retention

EWS PARAMETERS

- One on One assessment
- Leave / Attendance Records
- Performance trend
- Behavior/ Motivation
- Tenure in current role



Detection Accuracy % = No of Attrites who were identified Red / Total attrition for the Month

Retention % = No of Red Saved / No of Reds identified

Employee Wellbeing & Happiness

Real Time Experience

Sentiment, MOT,
Glassdoor, Indeed

Employee Wellbeing

Passion4U
Mental Health

Employee Happiness

R&R
GPTW and ESAT
Engagement and Culture

Be Wise

Be Happy

Be Fit

Connect

Grow

Prosper



TP has been consistently rated the best (or close to the best) in the industry in every external HR benchmark

inspired to be *the best* | **TP** Teleperformance



#11 ranking on Top 25
World's Best Workplaces™



Certifications For 2022!

64 Great Place To Work™

23 Countries



8 Countries



We continue to support regular government audits and inspections which have been satisfactory

We are the only business
process services company to be
named a **25 World's Best
Workplace**





Teleperformance Backoffice



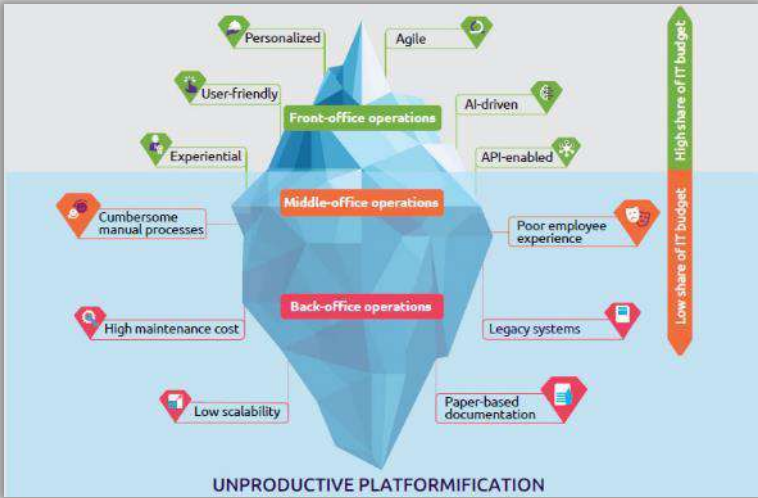
AGENDA

- Backoffice – TP Strategy
- TP India - Center of Excellence for Backoffice
- TP Backoffice – A view across verticals
- BFSI Backoffice @ TP | Topography
- TP Healthcare Service Offerings
- Best-in-class Transformation Tools
- TP One Office
- Case Studies



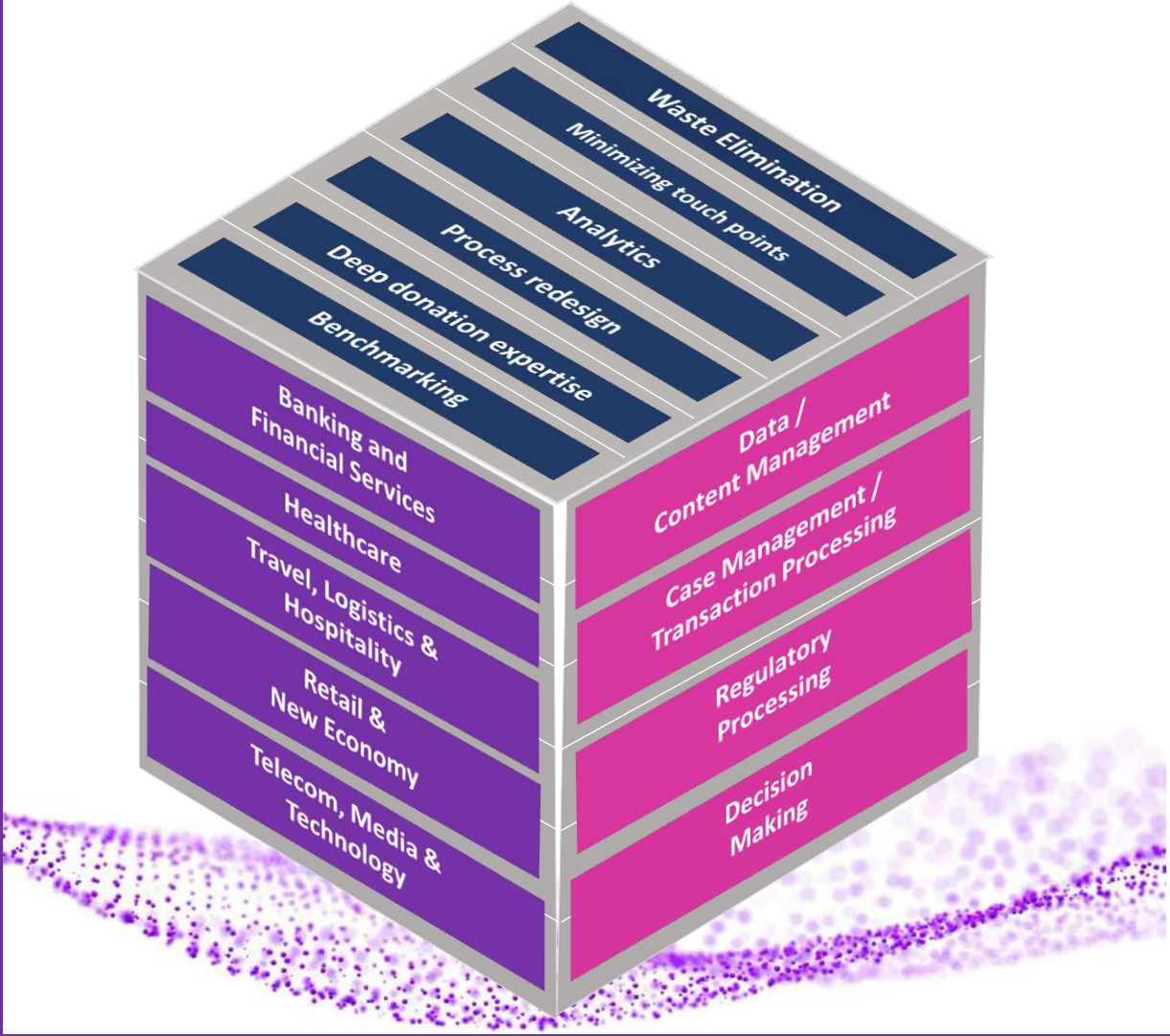
Key Observations

- India, the Global Capabilities Centres (GCC) capital with a 50% share in the global market. Expected growth USD 85 billion.
- Backoffice integration with front office remains an industry pain point
- A large percentage of transformative spent is done in the front office



- Key technologies that are principle to backoffice automation are API, Shift to cloud, AI, RPA, etc.,
- 58% customers feedback on not getting integrated experience from providers with different products
- Compliance and regulated backoffice processes continue to remain focus areas across industries

TP Cube – Combining the horizontal and vertical



TP India - Center of Excellence for Backoffice



Deep domain expertise
across verticals

KPI Performance
Benchmarking Across LOBs

29K FTEs (32% of TP India)
across verticals

Investment in automation
and process reengineering

Defined and Automated
Transaction Monitoring

Cross leverage
vertical learnings

Centres of excellence
within verticals



110

Clients



37+

Locations



4

Client Sites



18

Languages



20,302

Back Office



8,343

Chat & Email



692

Social Media
and F&A

TP Backoffice depth of expertise across verticals covering Data / Content Management, Case Management / Transaction Processing, Regulatory Processing and Decision Making

Verticals	Data / Content Management	Case Management / Transaction Processing		Regulatory Processing	Decision Making
 18% Retail & New Economy	Content Loading Data Entry Document Indexing and Filing	C-Form Collections	Order Entry and Customer Service:	Payment Investigations	Refunds & Cancellation fee Processing
 32% Technology, Media & Telecom	Document Verification ICR/OCR Content Creation, Review & Moderation, Contract Management	Refunds & Claims processing Vendor Reconciliation Expense Auditing & Purchase	Retention & Complaint Résolution Vendor Mangement	Document Approvals based on state document	Refunds & Cancellation fee Processing
 20% Travel & Hospitality	Web Content Loading & Management Contract/Promo loading & Amendments Fare Filing Social Media Support	Invoice Processing Refunds & claim processing Price Match & Revenue Recovery Ticketing Rejects, Name Correction & Exchanges	Loyalty programs, Customer retention & Complaint resolution Schedule changes and fulfillment	Fraud Detection & Prevention BSP Reconciliation	Yield management Tariff monitoring & comparison
 5% HealthCare	Document Indexing, ICR/OCR, Prescription Validation & Verification Intake Management Member loyalty program- onboarding, points accrual & redemption	Claims indexing Payment posting & application Revenue confirmation Charge entry	Claims Processing Authorisation request RX/CMN	Patient record Validation Eligibility verification	Medical Coding MIPS coding AR Follow up Denial Management Claims Adjudication SMB quote management
 24% BFSI	Legal Documents, Compliance & Regulatory Reports, Customer Collaterals and Static Data	Payment Processing, Case Management, Customer Servicing	Customer and Account Data	KYC,AML, Payment Investigations, Sanction screening & SAR Filing	Credit & Lending Underwriting, Static Data

WHAT TP OFFERS

Industry & Process Knowledge

- Fraud Detection and Prevention
- Money Laundering Acts
- Consumer Behavior Manipulation
- Fake Ads, products and services
- Identity theft and imitation
- Digital Currency

Risks Management

- Banks are already at the risk of data breaches due to siloed IT systems
- Data Privacy Protection
- Discriminatory use of KYC and AML Information
- Terrorist financing & propaganda

Policy & Regulation

- Legal restrictions and policy risks
- Non-transparent data to both regulators and consumers

OUR SOLUTIONS

1. Proactive review of frauds/scams - experienced moderators in identity review and approval process
2. Domain expertise in cryptocurrency (Blockchain) and solution experts in AI/ML
3. Knowledge management & policy insights
4. Automation, Transformation and designing the value delivery
5. KYC & AML digital solutions
6. In-house tools such as IMAT, Object detection and logo detection with AI capabilities in pre-screening and tagging, categorization and assisted moderation
7. 3rd Party Partnerships and continued discussion with transformation on identifying capabilities that best serve our clients

SERVICE OFFERINGS (Centers of Excellence)

Financial Crime (AML and Screening)

Onboarding and KYC (Know Your Customer)

Fraud Prevention, Detection, Review and Investigation

Servicing and Reconciliation

Payment & Customer Screening

Digital Currencies (Virtual & Cryptocurrencies)

Static data management

Identity and Privacy

Our Incubator solution Fincrime and Fraud



TP India Academy for Risk & Fraud

- An In-house training academy to be developed as a Centre of excellence for KYC/Fraud Detection by creating a trained pool of KYC/AML/Fraud/DO Domain professionals.
- Focus is to create an internal capability pool for these LOB's processes through a focused training curriculum along with certification to have a continuous movement of resources available for placement.

Approach

- Academy consists of 100 FTEs in different stages of training
- Branch of 50 resources available to be deployed for any new risk program
- Curriculum designed & customized by domain experts
- Top Universities / Campus for fresh graduates - for entry-level resources
- Qualified & experienced Trainers / SMEs / Ops leads to be identified and hired from the market
- 4-6 weeks of training starting from Banking basics to KYC/AML, process and accreditation. A batch of 20 trained and accredited every month
- Access to external certifications with a retention plan
- Candidate alignment to processes based on minimum selection criteria for each LOB. Evaluations created for minimum selection criteria

Benefits

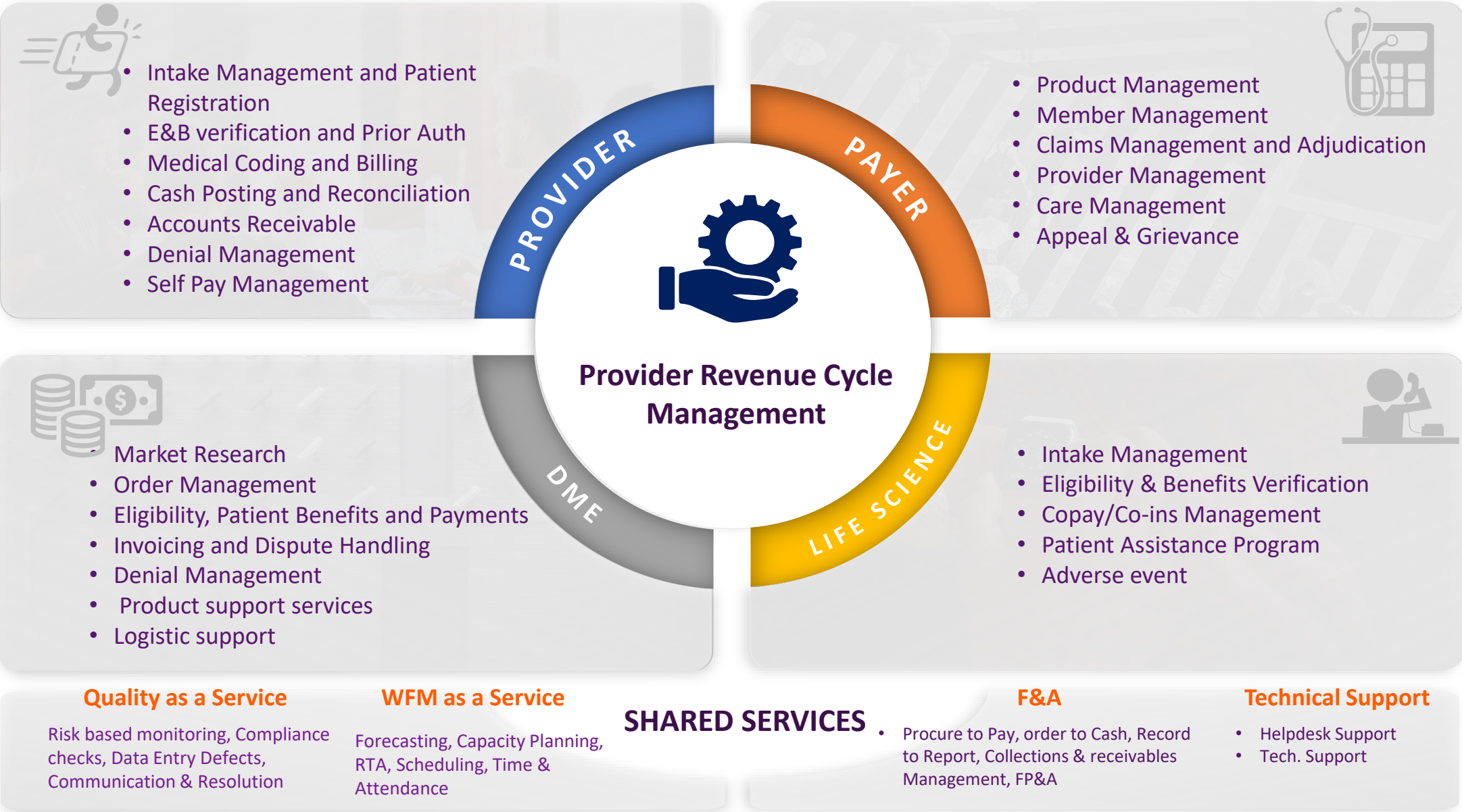
- Skilled pool of resources to be hired and placed internally
- Reduction in overall process training timeline
- Shorter Learning curve
- Higher Retention
- Confident Advisors
- Better Speed to competency

Lines of Business

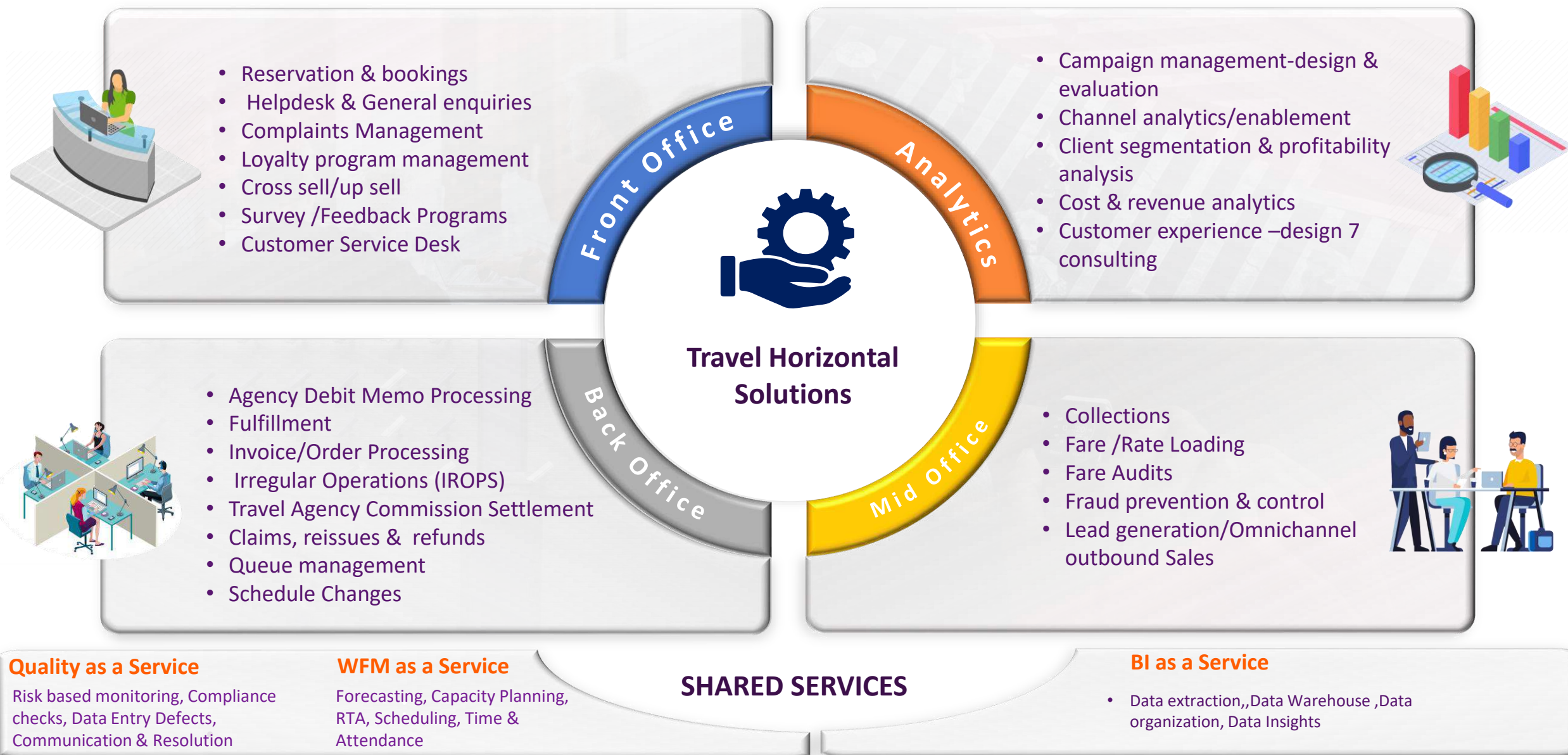
KYC TOC CDD Fraud Detection

Target Products

- Retail Banking
- Corporate Banking
- Card services
- Securities and Capital Markets
- Mortgage and commercial lending
- Wealth Management
- Payment platforms
- Credit Bureau
- Fintech
- Digital and Neo banks
- Cryptocurrencies

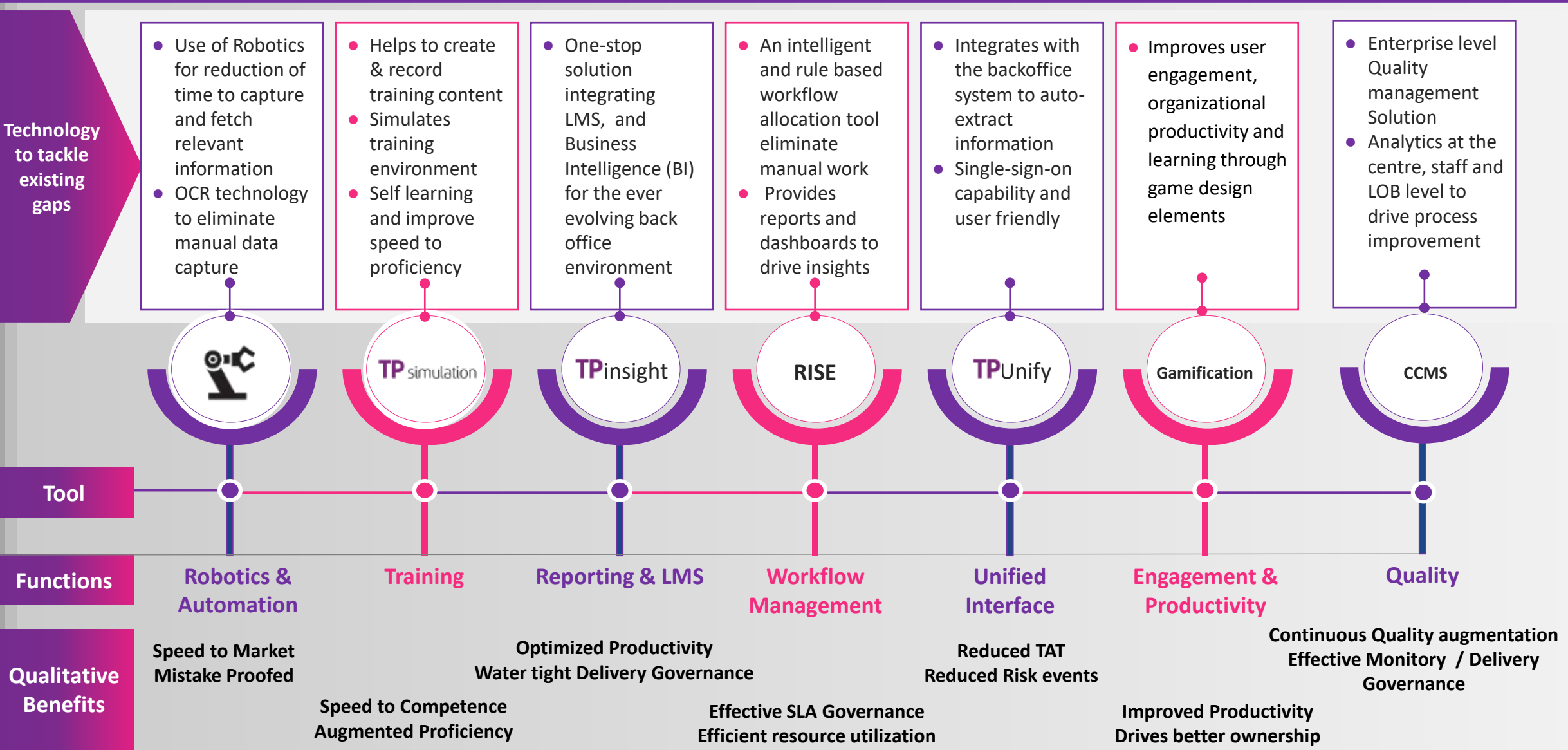


TP Travel Service Offerings



Best-in-class Transformation Tools

Strengthening Operation Excellence for Backoffice



Built on a strong foundation

- Usage of TP Simulator to enhance training leading to faster learning curve
- Deep domain training via academy combined with minimum skills testing per profile resulting in high quality resources
- Leveraging existing domain experts (Tiger Team) for every new process / account
- Leverage suite of TP tools to provide Business Insights and improve overall Consumer experience
- Effective workflow tool that maximizes backoffice productivity

Results

30% Cost Savings through Process Redesign | Process Simplification and NVA Elimination

20-40% Efficiency Increase Using digitisation, automation and Advanced Analytics | Cognitive and Virtual Agents | Digitize smart workflows

2X Faster and better customer Experience through Workforce Optimization | LEAN operations | Efficiency increase Centralization | Manage inconsistent volumes | Geo agnostic

Managing peaks and troughs

Increased straight through processing

Reduce Manual Work

Managing Incoming Demand

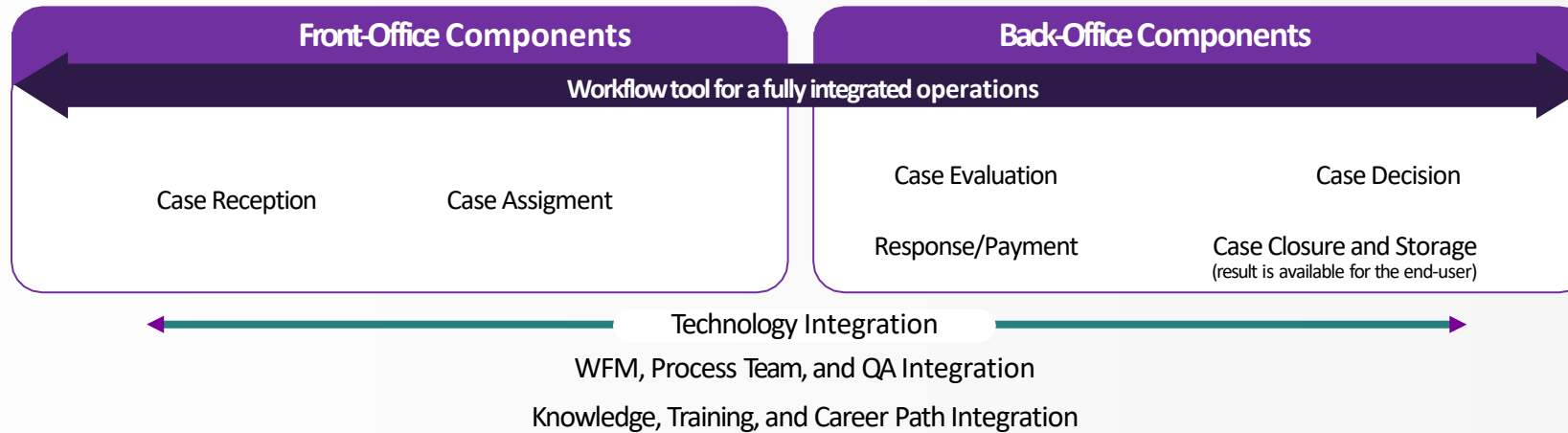
Leverage Advanced Analytics

Increase Manual Productivity

Backoffice has evolved from traditional to intelligent to One office

The Teleperformance OneOffice approach develops the back-office functions based on the digitally-driven front office to ensure alignment and support. It features:

Teleperformance One Office is key to transforming the customer experience and unlocking value



A front-office and back-office approach offers:

- Shared accountability between the front office and back office
- Optimized CX
- Reduced customer effort and total transactions
- Reduced overall cost
- Better utilization of subject matter experts, integrated quality, and continuous process improvement teams, and integrated knowledge management systems
- Efficient workforce management and ability to balance workloads across the front-office and back-office operations while providing business continuity and disaster recovery options across different geographies
- Better and more defined career path options for the workforce, which help in talent retention
- Proven world-class operational processes
- Specialized back-office tools and technology

Case study for TP One Office

Our client is leading Bank in the Middle East with more than AED 122 billion in assets.

Process: Account Opening for Individual Walk In Customers

Goal statement: Reduce onboarding time for end customers

Challenges

**Front office
Branch
operations**

- Manual handling of Customer documents
- Risk of Data loss or misuse
- Minimal integration with core banking system
- Tracking of Turn Around Time
- Low scope for automation or improving STP Rate

**Backoffice
Processing
unit**

- Manual and repetitive efforts resulting in human Errors
- High manpower utilization
- Increased turnaround time
- Increased cost/Investment
- Low STP (Straight Through Processing) Rate
- Limited System Integration



One Office Approach

- ✓ Smart UI Form designed for the Branch agents to capture information integrated with banks BPM Workflow
- ✓ Blue Prism Bots deployed
- ✓ BOT then pick up processing basis this
- ✓ “Master Bot” workflow monitor to assigning cases to idle bots
- ✓ BOT’s designed to perform activities across various banking applications, enabling STP for: RIM creation, Account Opening, Issuance of Debit Cards and Cheque book

Cost Impact

30% FTE
benefits with
\$ 130 K annual
savings for the bank

Customer Journey Impact

Overall reduction
in processing
time from 48 hrs
to 1 hour

40% reduction in
processing time
through UI form for
manual entries

Friction less - End to End Bot
processing from Account Opening,
Maintenance Cheque Book & Debit
Card issuance Increase in STP

Case Study: Improving Net Collections

About the Client



Leading provider of integrated healthcare products and services in US



Business Requirement/ Problem Statement



IMPROVE NET COLLECTIONS

- Rate within 90 days from placement date from 11.5% to 24%



Key Features of our Solution



ANALYTICS

- Propensity to Pay modelling using TP Predict for continuous improvement in collections

TECHNOLOGY

- Collection's strategy deployment through TP-Op

PROCESS EXCELLENCE (PEX)

- Revamp process steps through VSM
- Payer-ID Management team to enhance resolution through payer websites

TRAINING

- Revamped training for payer-wise specialization
- Overhaul of suspended billing process to reduce onshore hand-offs

REPORTING

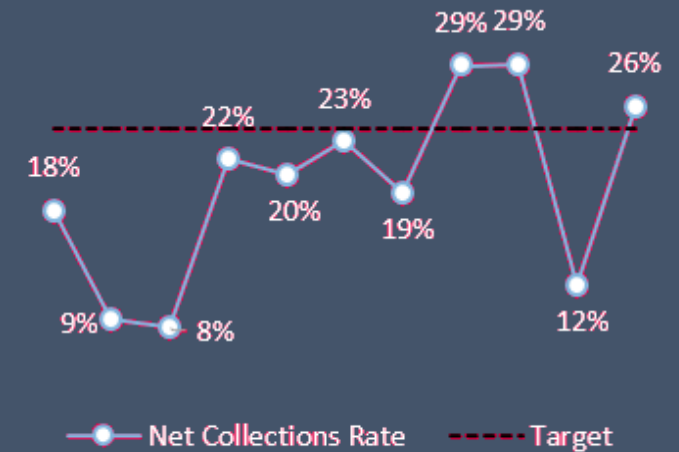
- Portfolio quality to track payer & aging classification
- Daily collections waterfall
- Portfolio rollover

Benefits Delivered



69% IMPROVEMENT

in net collections for client leading to increase in annual net cash collections by \$2.4M



Case Study: Reduction Operational Losses

About the Client



Leading US based Travel Management Company



Business Requirement/ Problem Statement



Reduce Retail Losses

- High Operational losses is one of the major challenge a Travel provider goes through on an ongoing basis ,our client (A major TMC) was losing 0.012 USD per transaction processed.



Key Features of our Solution



Actions Deployed

- **Built the Right Base** : Stringent Hiring / Training qualifiers that enable crème da la crème counsellors to hit the Production Floor
- **Strengthened the Core** : Developed a Consultative / Financial Prudent Mindset within our Front-Line Travel Counsellor to help understand the impact of an incorrect transaction processed
- **Deployed a Balanced Scorecard** : All Agent KPIs designed to target the Output Metrics – Retail Loss, CSAT, First Pass Yield, Reducing Customer Effort et al
- **Ring Fenced Strategically** : High Value Transactions Serviced by a Dedicated Team with Multiple QA Check Points across the Production Cycle
- **Believe in Continuous Improvement** : In quality of resources selected and curriculum covered within our TP Flight School Certification Process

Benefits Delivered



33% Reduction in operational losses from USD 0.012 to 0.008 USD per transaction.

TP leverages Analytics, Ops transformation, Tactical tools to improve Efficiency and Increase customer experience (BFSI)

*Reduction in
processing time*
40%

Savings for the Bank
11%



**Onboarding Process
Re-engineering of
customer journey**

- RPA - Bot processing for Account Opening, Maintenance Cheque Book & Debit Card issuance
- FMEA on frequently delayed steps
- Smart UI Form designed

*Average chargeback won
remained above 98%
for last 2 years*

Chargeback conversion increased
52%



**Reduced the chargeback
timeframe from 31 days to
11 days**

- Unified CRM solution
- Dispute claim form automation
- Workflow Tool with tracker for ageing and pending items
- Automated reports & tracking

Improved customer journey
**43% referral
reduction**

*Loan closure TAT reduced
from 10 days
to 24 hours*



**Lending TAT reduced
from 14 days to 2 days
through deployment
of Lending Suite**

- RPA – at every step of lending lifecycle
- Customer data Analytics
- Digital experience enrichment

Overall Efficiency Increased
16%

Savings for the Bank
6%

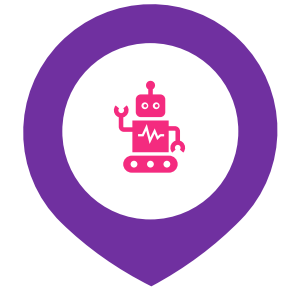


**BPM workflow solution
for a financial
institution with
flexibility to support
future integrations**

- Integration with client enterprise systems
- Streamlined end to end work allocation
- Audit Trails

Ontime and Payment Accuracy
**Improved from
92 to 97%**

*Improved Customer Onboarding
by 7%*



**Error reduction
through mistake
proofing BOTs**

- 96 BOTs deployed
- Complex decision making through BOTs
- Reduction of errors and rework

	About the Client	 Solution Deployed	 Benefits Delivered
	Challenge - Manual Process -Agents manually initiates dispute for 450+ images monthly - TAT criticality due to federal regulations and accuracy - Documents running over multiple pages containing multiple disputes	Deployed TP Dispute – one stop automated solution to initiate dispute against the misreporting on the customer’s credit file OCR Enabled engine - Automated letter reading and logically structure data Read and structure data - Locate customer in the system and identify dispute type Identify dispute type and validity - Assess the dispute category and confirm if valid or invalid Identify dispute type and validity - Assess the dispute category and confirm if valid or invalid	9% First Pass Percentage enhancement 3% Training Retention enhancement Enhanced Performance during nesting Enhanced CX by providing accurate information in 1st Contact Enhanced Staff Engagement, thereby reducing absenteeism Easier, Interactive Platform



Thanks

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 [c/teleperformanceindiaofficial](https://www.youtube.com/c/teleperformanceindiaofficial)

 in.teleperformanceblog.com

teleperformance.com

TP Differentiators

Session 2.

1. Client / Account Management
2. Responsible Practices & ESG

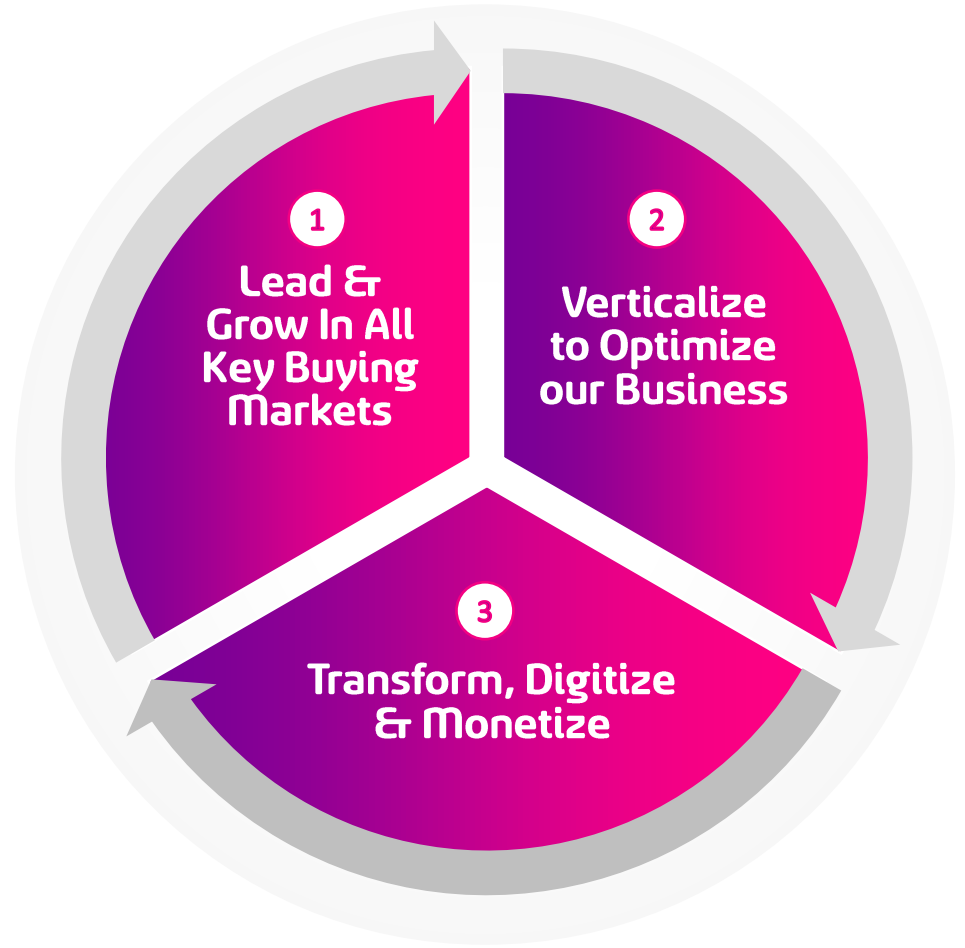
Investor Meet
January 2023

1. Client / Account Management



A Simplified New Business Strategy for Increased Growth & Profitability

With TP committed to delivering >2 to 3x market growth over the long term.

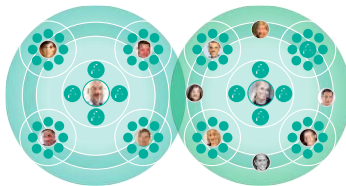


Go-to-Market Strategy Drivers

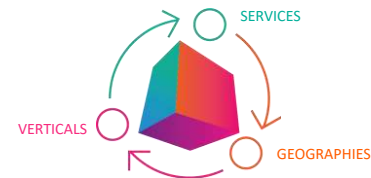
CLIENT OBSESSION WITH FIERCE FOCUS ON GAMMA & GLOBAL ENTERPRISE BRANDS



VERTICAL EXPERTISE AND CLIENT PROXIMITY



BEST-IN-CLASS SERVICE & PRODUCT PORTFOLIO TAILORED TO VERTICALS



TP Cube: a three-dimensional strategic approach.

DOMINATE THE MARKET IN ALL LARGEST BUYING MARKETS



US Market, UK, DACH, France, China, Brazil, Turkey,...

INDUSTRY LEADING WITH HIGHEST PROFIT MARGIN

15%

2021 EBITA before non-recurring items:
€1,071million, or 15.1% of revenue, up +45.7%

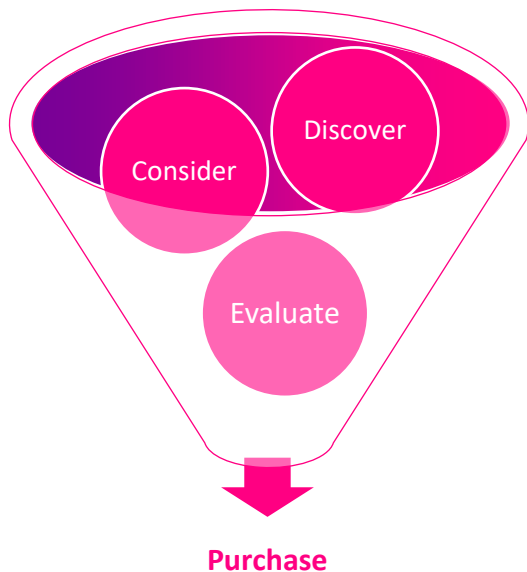
CULTURE OF OWNERSHIP, & STREET SMART MINDSET



Teleperformance Integrated and Dynamic Go-To-Market and Client Experience Model

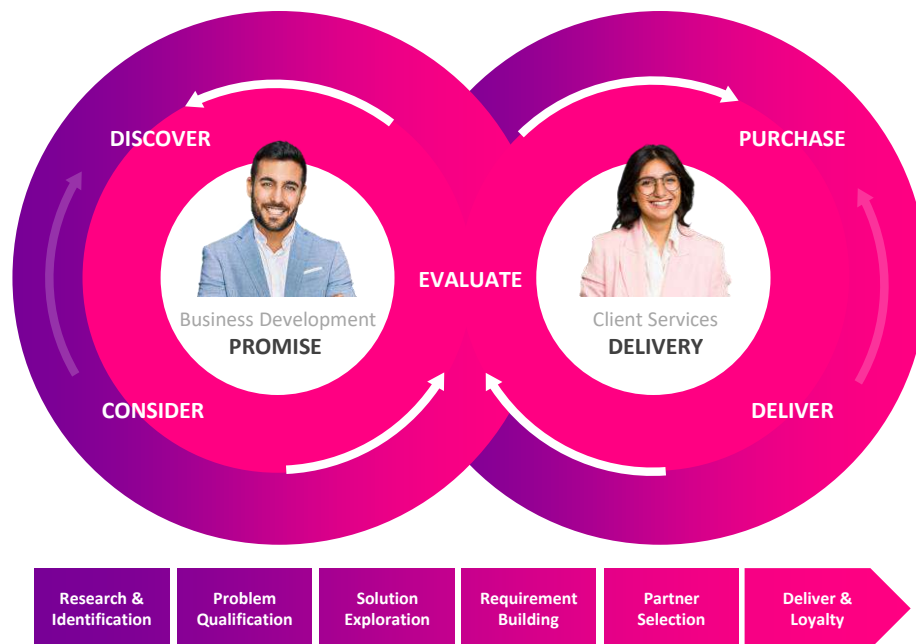
inspired to be *the best* | **TP** Teleperformance

FROM THE TRADITIONAL SALES FUNNEL

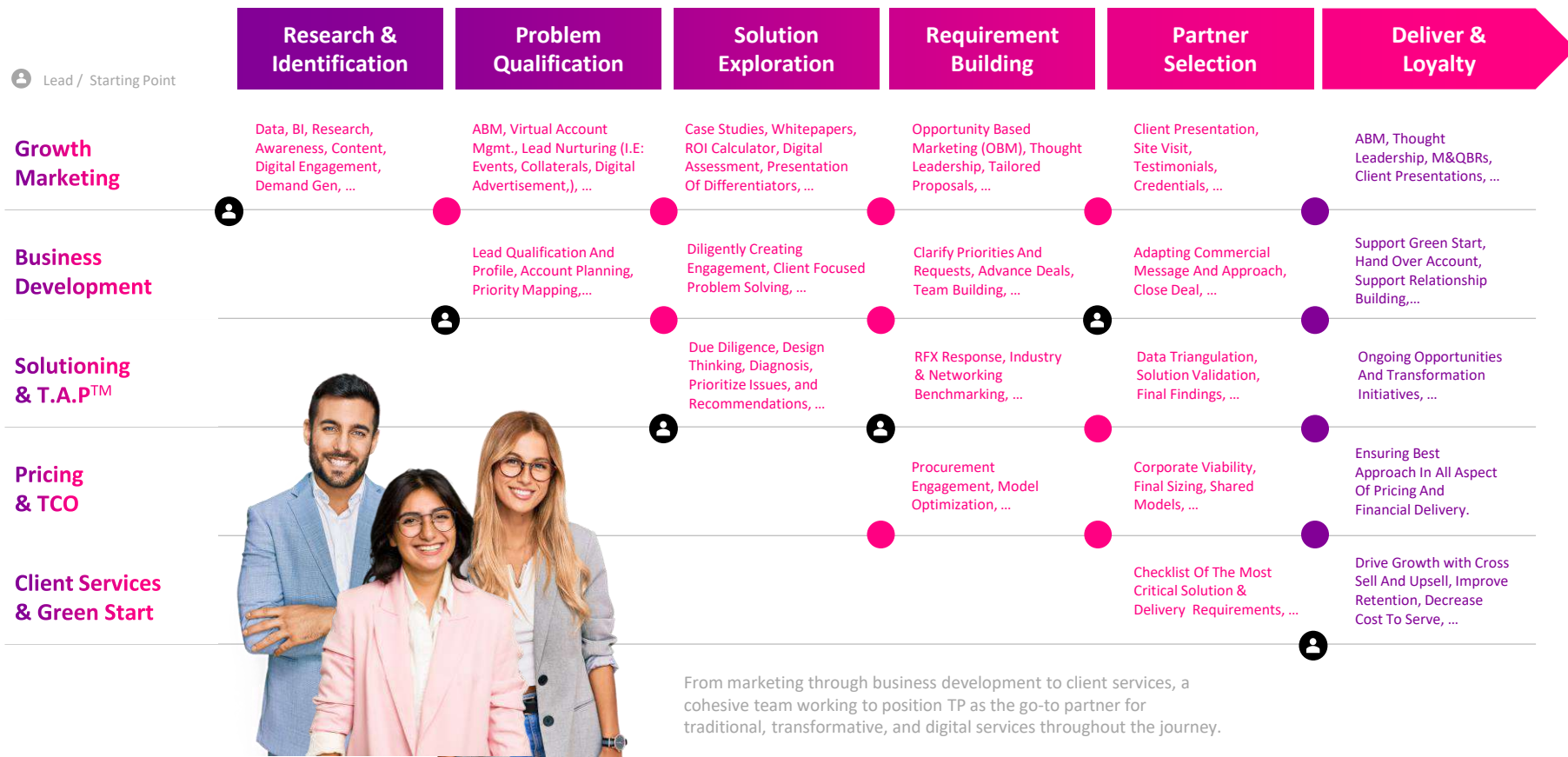


TO TP'S INTEGRATED & DYNAMIC GTM MODEL

Company's promise are constantly qualified and supported by the reality of what the we deliver with BD and CS working together.



Fully integrated teams and GTM approach for engaging B2B customers throughout the journey



Deliver & Loyalty: Client Solutions Governance & Relationship Building

Research &
Identification

Problem
Qualification

Solution
Exploration

Requirement
Building

Partner
Selection

Deliver &
Loyalty

BEST PRACTICE SHARING

Utilizing the best of what we have to offer, to ensure that every account operating across different regions is operating as 'ONE-TP' for the client.

HYPERMATRIX

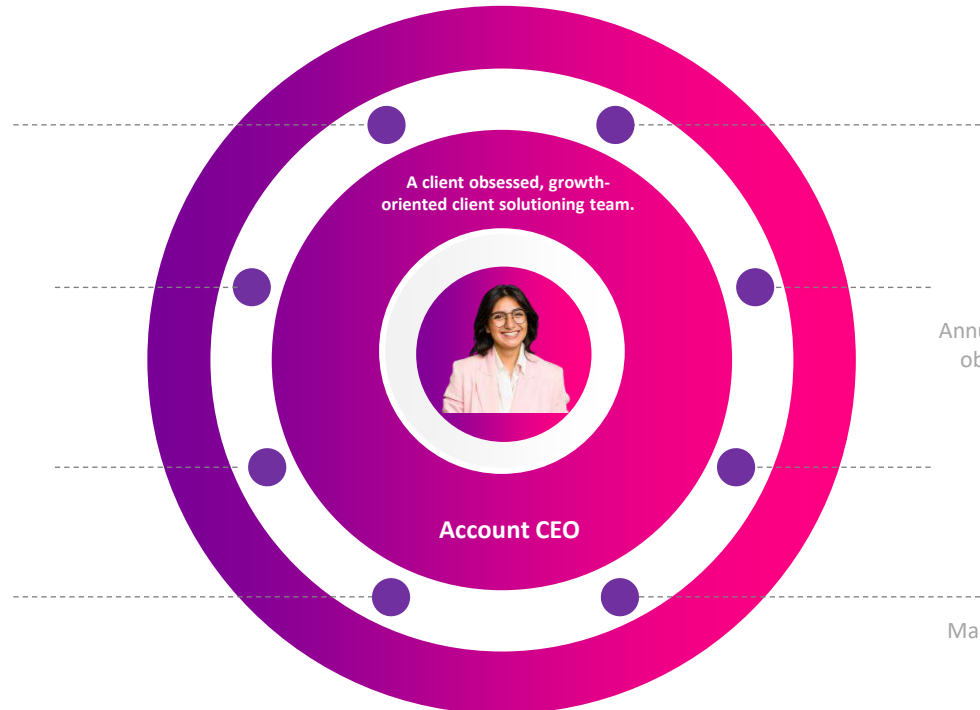
Share of Wallet mapping ensures that we aim to be the #1 provider to all clients.

T.A.P.™

Technology, Analytics, Process Diagnosis, Prioritize Issues, and Recommendations.

PROXIMITY

Close proximity allows for customer retention, collaboration, and growth.



TP CUBE STRATEGY

Expertise on both the vertical and horizontal axes, ensuring subject-matter knowledge in all areas of problem-solving and delivery

CLIENT SOLUTIONS PLANNING (CSP)

Annual Account Plan, detailing their corporate objectives, decision-making process, market dynamics, and selection standards.

K-SAT

Annual Client Satisfaction Survey with Action Plans for Follow-Up.

RELATIONSHIP MAPPING

Make sure that strong client relationships are matched to the appropriate level of engagement.

The Cube in Action

Banking & Financial Industry Expertise & Strategy

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Consumer Trends - BFS

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What scenarios are the **consumers** expecting in today's market?



of US consumers mortgage rates have crossed 7%+ for the first time since 2002, doubling in last 9 months with reverberating impacts yet to be seen



of US consumers have switched providers in the last year because of poor customer service



of US consumers would share their personal data for better service and perks



of consumers view their relationship with financial services providers as purely transactional



of consumers would be more loyal to their bank if it provided more personalized service

1. High-quality customer service

Modern-day customer service requires a well-trained staff, but now, it also hinges on the right technology platforms. In addition to having these two elements in place, you need to create seamless transitions between them.

2. Low fees

Customers want low fees on checking accounts and other services, but they're willing to accept fees when they perceive that they're receiving value in return. Retail customers are twice as likely to switch banks if they've been charged any type of fee over the last three months.

3. Security and fraud protection

Trust issues have always plagued the banking industry, and a lack of consumer confidence can undermine your appeal. To attract and keep customers, your bank needs a strong commitment to cybersecurity and anti-fraud measures.

4. Accessibility

Customers want easy access to mobile and online banking tools. They want to be able to manage their accounts, discover new products, and access banking services conveniently from anywhere. But they also still need convenient access to ATMs and branches.

5. Competitive interest rates

As banks streamline their onboarding processes, customers can easily go anywhere when they want to open a savings account or take out a loan. They will go toward the best rates. To keep your customers and attract new ones, you need to offer competitive interest rates.

6. Positive brand reputation

Banks receive a lot of negative press over their reputations, and they spend a significant portion of their revenue on marketing to protect their images. Customers want to work with banks that have a positive reputation. Keep in mind your reputation can't just come from clever marketing — It also has to be built on real experiences and interactions.

7. Different types of accounts & products

Your customers need accounts, loans, and financial services tailored to their needs. They expect personalized recommendations and guidance. If you don't provide that, your customers will find another option. To be successful, your financial institution needs to understand what your customers want and make a plan to meet their desires.

70% of financial activities happen outside of banking environments — mostly on merchant points of sales and direct P2P payments/transactions. Adding more players to this environment, in the US only, **Meta is already the number 1 marketplace for social commerce** — followed by **TikTok in second place. There is a race to become a one-stop shop across the ecosystem**

Source: Accenture

- Domain Expertise
- Continuous Evaluation of Consumer Trends
- Segmentation
- Targeted suite of Solutions
- Case Studies/White Papers
- 45K BFSI professionals delivering exceptional results

**High double-digit Growth
in 2022**

The Cube in Action

Travel & Hospitality Industry Expertise & Strategy

Macroeconomic View - T&H

Macro-Economic factors may impact T&H space, however, overall outlook seems positive for the Travel industry

Macroeconomic Impact



Travel & Hospitality (T&H)



Source: MF, Morgan Stanley, WITC, Industry Articles

HEADWINDS

- Russia-Ukraine geopolitical tension to impact tourism
- China under Isolation
- Rising interest rates, energy prices, potential global recession could have an impact to T&H
- Operational challenges & staff shortages to persist in the industry
- Continued travel disruptions due to delayed & cancelled flights
- High Inflation resulting in increased travel fares
- Business travel could shrink as tech/tech-led companies deploy cost optimization measures including layoffs

TAILWINDS

- Demand for domestic travel soars and international picks up gradually
- Digital technology adoption & innovation to act as a catalyst
- Easing travel restrictions reviving tourism in Europe & America
- Increasing demand for 'bleisure' travel due to hybrid work
- Consumers prioritizing vacations for emotional wellbeing

- Domain Expertise
- Macroeconomic View & Impacts
- Market Evaluation
- TP Travel Lounge
- TP Flight School
- Case Studies/White Papers
- Growth across diverse channels and lines of business
- 26K T&H Professionals delivering exceptional results

**High double-digit Growth
in 2022**

Success seen best with customer's lens

Client 1 :-

I can't be prouder of this team and want to thank every single team/family member. Jaipur has not shown just improvements on certain metrics, but across the board and even leading on AHT for sales chat. The way the team treats, motivates and develop their members is second to none. You can see it on every session and for that team, THANK YOU. This has been an amazing year and it is not over yet, so let continue kicking every other team out there and show why Jaipur is #1 - **CS Vendor Manager**

Client 2 :-

Carol, Micky, Ebony & I are very proud of the team and truly consider the team in Mumbai as part of the RDG team!! Please pass on a huge thank you from me to the people called out - **Head of Customer Information**

Client 3 :-

I would want to acknowledge and thank the Mumbai team for all the effort put into achieving the great results for Q2 2022. This was your best Quarter so far and I am really grateful and happy to work with a team like YOU! Thank you all for the amazing dedication and effort! - **Global Seller Risk Partner Leader**

Client 4 :-

I just wanted to thank you for the flexibility and support that you've shown with the below. It's a great gesture and highlights why we're privileged to be in a partnership with TP. - **Head of Supplier**

Client 5 :-

That's outstanding! Great progress TP team, we appreciate your focus on increasing productivity here. - **VP**

2. Responsible Practices & ESG



We have a comprehensive ESG and CSR program with quantified and ambitious targets

Commitments

Objectives

How?



Be a preferred employer in the market

Maintaining >90% of total employees working in a TP subsidiary certified GPTW®

Uphold the best HR and social practices in every country: living wage, benefits, work-life balance, values and culture...



Promote diversity, equity & inclusion (DEI)

Increase in % of women on Executive Committee by 2023, while maintaining gender balance at all levels

A truly diverse, multicultural and inclusive workplace
DE&I governance, policies, targets and trainings



Reduce carbon footprint

SBTi targets
Climate pledge
(net zero by 2040)

Adopting renewable energy
Energy efficiency measures
Awareness & campaigns



A Force of Good

Develop local economy
Give back to communities

125K employees hired in their first job
Impact Sourcing, COTW, UNICEF partnership

Since 2011, Teleperformance is a signatory of the UN Global Compact and is committed to promote its 10 principles and to contribute to the Sustainable Development Goals.



We have a comprehensive ESG and CSR program with tangible achievements

We are committed to building a sustainable business for our employees, clients, shareholders and communities.

- **97%+ employees work in a certified Great Place to Work® environment**
- **79% Trust Index score** from our employees (based on more than 201K surveys)
- **61 Mn training** hrs. were provided worldwide in 2021 alone, a 39% increase from 2020
- **71% internal promotion rate** for supervisor and management positions
- **15% reduction** in per-employee **carbon emissions** from 2020 to 2021
- **21.4% reduction in electricity** consumption per-employee from 2020 to 2021; **21% renewable energy**
- **\$70M+ in donations** to help underprivileged people or victims of natural disasters since 2006
- Our employees dedicated more than **60,000 volunteer hours** in 2021 alone

TP started its ESG journey well before it became a frontline corporate and investor topic

We have a comprehensive ESG and CSR program that has been validated by external agencies

inspired to be *the best* |  **Teleperformance**



Since 2020, approved at “GC Advanced” level for the quality of its CSR documentation which corresponds to the highest distinction from the United Nations Global Compact.



TP recognized by Fortune and Great Place to Work® as one of the 25 World's Best Workplaces (ranked 11th in 2022)



2022 and 2021 Frost & Sullivan Institute Enlightened Growth Leadership Award



Verego Social Responsibility Standard Enterprise-Wide Social Responsibility Standard (SRS) Certification for the 9th time in a row. Teleperformance achieved certification in all five defined areas at a Group-wide scope.



Ranked in first quartile of its sector

Sustainability Award
Industry Mover 2022

S&P Global

Distinguished as an Industry Mover in the S&P Corporate Sustainability ranking. Ranked in the top 14% of its sector.



Received the ISS **Prime Label** which is awarded to companies with an ESG performance above the sector-specific Prime threshold



Reconfirmed in the Ethibel Sustainability Index with effect from March 2019



FTSE4Good

Included in the FTSE4Good Index since June 2018



Included in the Euronext Vigeo Eurozone 120 Index since 2015 and ESG CAC 40 since September 2022

With our ongoing commitment to social responsibility through our growing list of initiatives that strive to make a positive global impact, Teleperformance is grateful, and beyond honored, to be the recipient of a full, enterprise-wide Social Responsibility Standard (SRS) certification from Verego! **This is the ninth consecutive year that Teleperformance has received this recognition.**



- Leadership
- Community
- Environment
- Ethics
- People



We put our employees at the heart of everything we do

We are committed to be a best employer in every market, and provide working conditions aligned on the highest standards



A preferred employer

Great Place to Work®, international reference in employee engagement and wellbeing

In 2022, Teleperformance has been recognized as one of the

25 World's Best Workplaces™

by Fortune Magazine in partnership with Great Place to Work® (ranked 11th)

Out of 10,000 other companies for the second consecutive year.

As of 2022, Teleperformance is Great Place to Work® certified in **64 countries**, covering **more than 97%** of global workforce.



About Great Place To Work®

Thousands of companies in the world trust GPTW® to **measure their employees' trust index** towards their employers, their pride and happiness at work.

Anonymous survey sent to all employees, containing one question on overall satisfaction and around 60 questions covering five values: Credibility, Respect, Fairness, Pride and Camaraderie.

What our employees say

Trust Index® score of 79%

according to more than **201,000 employees**, well above the required minimum score of 65% to be certified.

- **93%** Say TP is a safe working environment
- **90%** Say they are treated fairly, no matter gender or origin
- **87%** Feel welcome in the company
- **84%** Say TP makes them feel they belong, no matter their role

An employer committed to well-being and diversity

For Teleperformance our Diversity makes us stronger

We celebrate diversity and have opportunities for all



**Diversity
+ Equity
Inclusion** *gender*

Improve representation of women or men in leadership roles, across business units and geographies

**Diversity
+ Equity
Inclusion** *disability*

Ensuring reasonable accommodation, increased representation, support and awareness in the workforce

**Diversity
+ Equity
Inclusion** *LGBTQ+*

Respectful workplaces through equal rights, benefits, opportunities for advancement

**Diversity
+ Equity
Inclusion** *ethnicity*

Improve race, ethnic and cultural diversity in the leadership roles and in the workforce

**Diversity
+ Equity
Inclusion** *local priorities*

Flexibility for companies to prioritize diversity strand relevant to their needs and local realities

An employer committed to well-being and diversity



Created in 2019, the **TP Women** initiative seeks to address the challenges faced by women in the workplace and drive positive change:

- a mentoring scheme to help high-potential female employees reach senior positions in the Company;
- a review of recruitment and training procedures for management positions;
- dashboards to track changes per region and per department;
- networks to raise awareness and promote equality.

54% of women in the workforce

46% in management positions

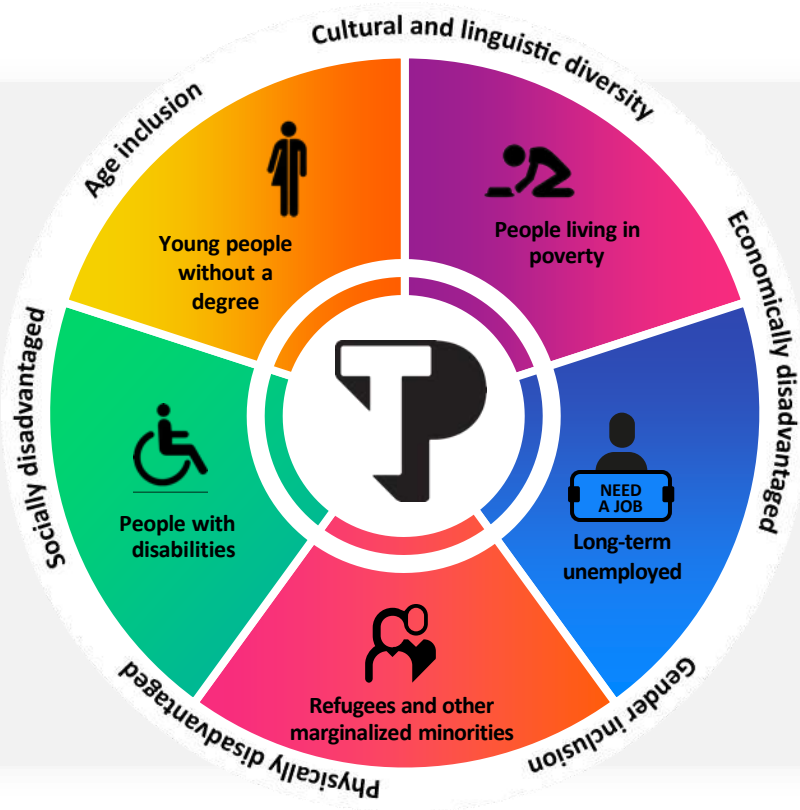
25% in the executive committee

50% in Board committee

Public commitment:
reach at least
30% of women
in Executive Committee
by 2023.



An inclusive model - Impact Sourcing



- Committed to Impact Sourcing for over a decade
- Our Impact Sourcing framework focuses on **hiring people from disadvantaged groups** and develop a truly **inclusive workplace**, for people from all backgrounds. 15% of global workforce are Impact workers
- In 2021, 125,000 young people started at TP in their first job opportunity.
- Recognized as an Impact Sourcing champion by the IAOP.
- **2,000+ Venezuelan refugees hired by TP Colombia:** TP received the **award for Outstanding Leadership in Integrating Refugees** into the Workforce in Colombia, from TENT Partnership for Refugees



**We care about
the environment**

Citizen of the Planet

Citizen of the Planet

An ambitious environmental roadmap, started in 2008



- Carbon reduction targets approved by the **Science Based Targets initiative**
- **Objective to reduce scope 1 and 2 GHG emissions 49% per FTE by 2026 from a 2019 base year**, and to reduce scope 3 GHG emissions from purchased goods and services, and employee commuting 38.3% per FTE.
- Net zero by 2040 (Climate Pledge)



Joined the Climate Pledge, a coalition of 200+ companies aiming at being carbon neutral by 2040



Constant carbon footprint decrease for 4 years in a row. 21% renewable energy.



Employee engagement and awareness campaigns:

- World Cleanup Day, tree planting, and COTP campaigns all year long
- Being Green Essentials booklet
- CSR trainings

Citizen of the Planet

Engaged in favor of reforestation and biodiversity conservation

inspired to be *the best* |  Teleperformance



Teleperformance joined One Tree Planted to fund the planting of 500,000 trees in India, Philippines, the Andes region, Portugal and the Southeastern United States.

Additionally, Teleperformance has launched a fundraising program to engage employees and other stakeholders to match its commitment and fund the plantation of an additional 500,000 trees.

**We are committed to giving
back to local communities
where we live and work**



Force of Good

COTW charity initiative, helping local communities

- **Established in 2006**, Citizen of the World (COTW) is TP charitable initiative that seeks to generate a positive impact on local communities, focusing primarily on education and disaster relief.
- Global and local partnerships with NGOs across the world.
 - **60,000+ children beneficated from COTW support to education programs in 2022**, of which more than 10,000 in India
 - In 2022, TP raised \$1.6m in support to Ukraine.

- **\$7m** donations and **+60K** volunteer hours in 2021 alone
- **\$70m+** donations since inception
- New partnership with UNICEF launched in 2022

Force of Good

Global partnership with UNICEF

Teleperformance engaged into a
3-year US\$ 6m global partnership
with **UNICEF**.



Education

- India : long-term full education program around early childhood, digital learning, quality teaching, adolescent education & out of school children
- Philippines : education fund to face significant school disruption due to Covid

Emergency response and disaster relief

TP positioned as one of UNICEF's global partners for emergencies, which include in immediate disaster relief but also in mid-term & long-term recovery programs around Nutrition, Water, Sanitation, Hygiene, and Education.

Support to the emergency response in Ukraine.

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Trust & Safety Overview

Investor Meet
January 2023

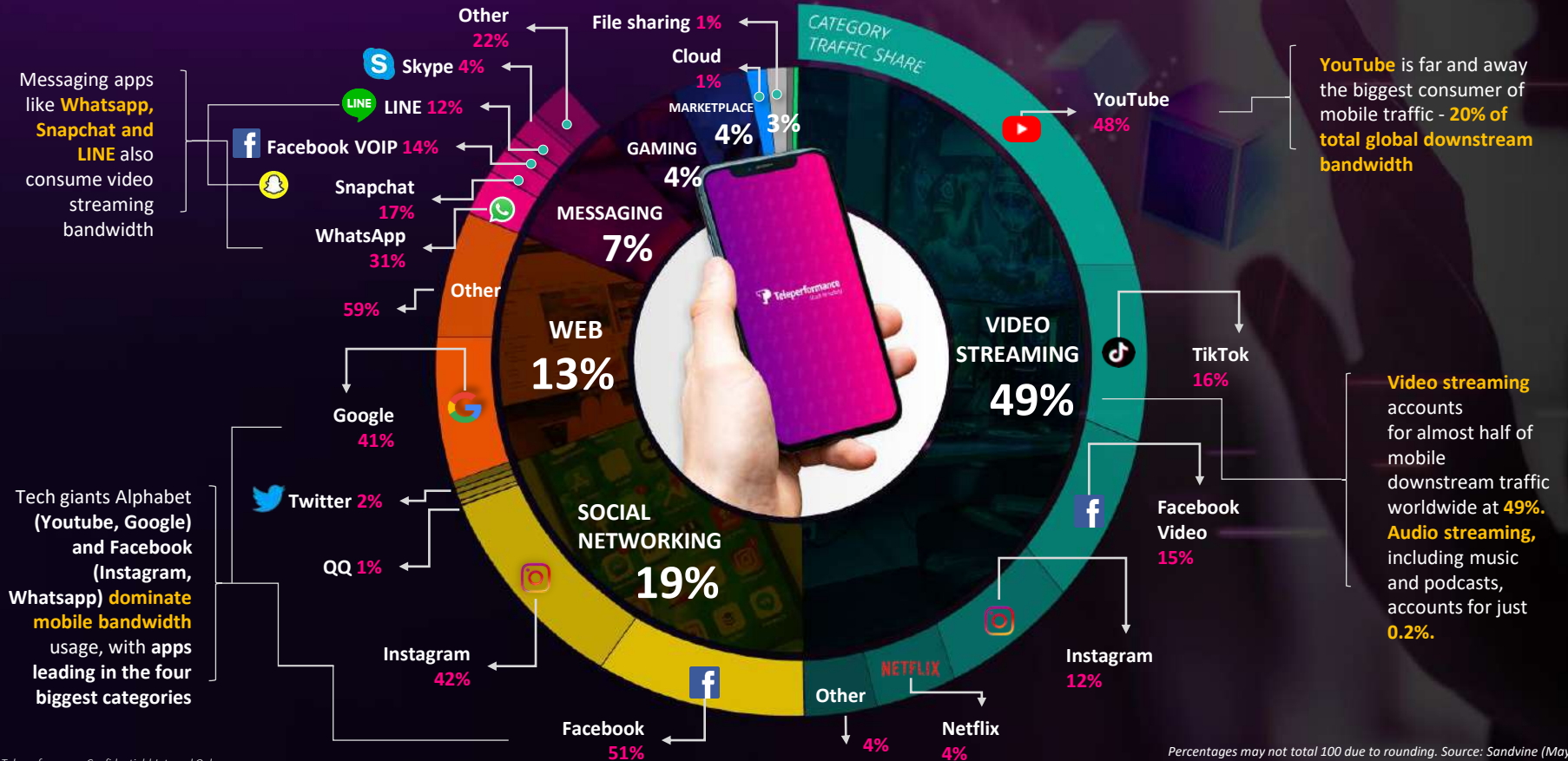


2022 Mobile Traffic Worldwide

inspired to be *the best*

Teleperformance
each interaction matters

As global smartphone proliferation surges, a handful of categories and apps are dominating internet bandwidth



A Minute Of Internet 2022

inspired to be *the best*



TP T&S Product Offerings

Policy insights

User generated content moderation

Review user generate contents including image, video, audio, texts and live streaming

- Sexual content
- Hate speech | Fake News
- Violence & Illegal activities
- Impersonation
- Live chat review & moderation
- Child abuse & Molestation
- Animal Cruelty

Use of analytics

Ads moderation & monetization

Reviewers disapprove or takedown Ads that target or harm users

- Inappropriate Ads
- Content & data labelling
- Spam link
- Unacceptable advertiser
- False or misleading ads

Language processing

AI Operations

Review and labelling of images, text, video and audio for training ML/AI

- Data labeling
- Data annotation
- Data protection
- Categorizations
- Comment & live stream moderation
- Copyright infringement

Gamification

Digital solutions

E-commerce shopping & payment/fraud

Screening of shopping website to check the authenticity of the merchant

- Fake goods, news or products
- Fraud review & resolution
- Dispute intake & resolution
- Unauthorized purchase
- Dangerous or illegal products
- Anti-Money Laundering (AML)

Application & developer support

Support applications at the script level and developers as per policies

- Identity mitigation
- Identity theft
- KYC (Know your customer)
- Legal restrictions
- Illegal apps/activities

Digital Media & copyrights

Unauthorized usage of any original content

- Unauthorized use of a copyright image
- Unauthorized use of a logo
- Unauthorized reselling of artwork
- Re-upload of an original video

Identity & account authenticity

Protect individual user identity and authenticity from unauthorized access and activities

- Risk management
- Unauthorized account access
- Account violations
- Fake accounts
- Bot accounts
- Illegal activities
- Impersonation

Social Media community management

Promotes safer digital ecosystem, prioritizing safer brands and online communities

- Social media monitoring
- Terrorist propaganda
- Bullying & Harassment
- Comment & Content relevance
- Self harm & threats
- Sentiment Analysis
- Search relevance

Wellness

Employee retention

High Performance

Quality monitoring

Everest Group Peak Matrix For Teleperformance Trust & Safety 2022

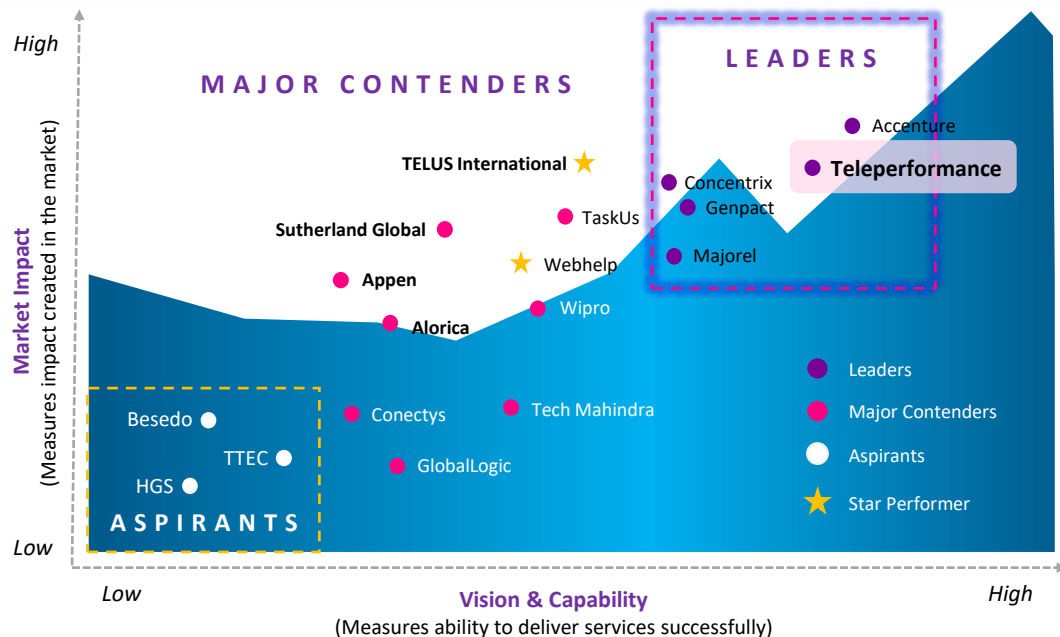
inspired to be *the best* |  **Teleperformance**



Ranked 4th in Leader's Group in 2021

Ranked 2nd in Leader's Group in

2022



Continuously invest in strengthening all around T&S capabilities and endeavoring towards creating differentiated capabilities by exploring newer avenues of value creation for our T&S clientele



Deep industry and domain expertise, superior technology capabilities and robust frameworks for moderator's well-being monitoring and management



Global operations and delivery presence across onshore, nearshore, and offshore locations with strong capabilities in a variety of languages



Superior analytics capabilities, dedicated practice to monitor the evolution of T&S policies and policy insights



Research in moderators' well-being and consulting /transformation capabilities

Global T&S Market Share

2022 Service Provider Share Distribution

By Everest Group 2022. Active ACV in US\$ billion



More than 35% of market share

The acquisition of Lionbridge AI and Playment has enhanced Telus market adoption

Webhelp expanded delivery presence

LATAM, EMEA and APAC

TP'S TOP COMPETITORS



EMERGING THREATS



Providers	Market Impact				Vision & Capability				
	Market adoption	Portfolio mix	Value Delivered	Overall	Vision and Strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Teleperformance	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●
Accenture	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●
Concentrix	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●
Genpact	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●
Majorel	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●

TP T&S Business: Key Markets & Clientele

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TP TRUST & SAFETY



SOCIAL MEDIA

Content Moderation, Monetization, Creator, Risk, Actor, Policy & Quality, Authenticity



HI-TECH, AI & METaverse

Data labeling, annotation, automation, categorization and training data for AI/ML algorithm



E-COMMERCE

Content moderation (Paid, Commerce), Monetization (Integrity/Ads, Sales), Risk (Fraud, IP, Legal, Compliance & escalations)



GAMING & COMMUNITY

Content (community) moderation, Chat, Ads, Transactions & Payments, Authentication



DATING & MATRIMONY

Content moderation, Risk (Legal, Escalations), Actor Review, Quality, Authenticity



TRANSPORTATION & FOOD DELIVERY SERVICES

Identity, Authenticity, Monetization (Integrity/Ads, Sales), Content Moderation



SOCIAL MEDIA MONITORING & ANALYTICS

Real-time knowledge & analytics on social media



FRAUD PREVENTION & MONITORING

Fraud & Privacy, Risk, Whitelisting, Categorization, Quality and Financial



OTHER AREAS

NFT, Crypto, Proctoring & Fleet Management

T&S Landscape India

Operating Sites/Clients

6/8

Market Segments

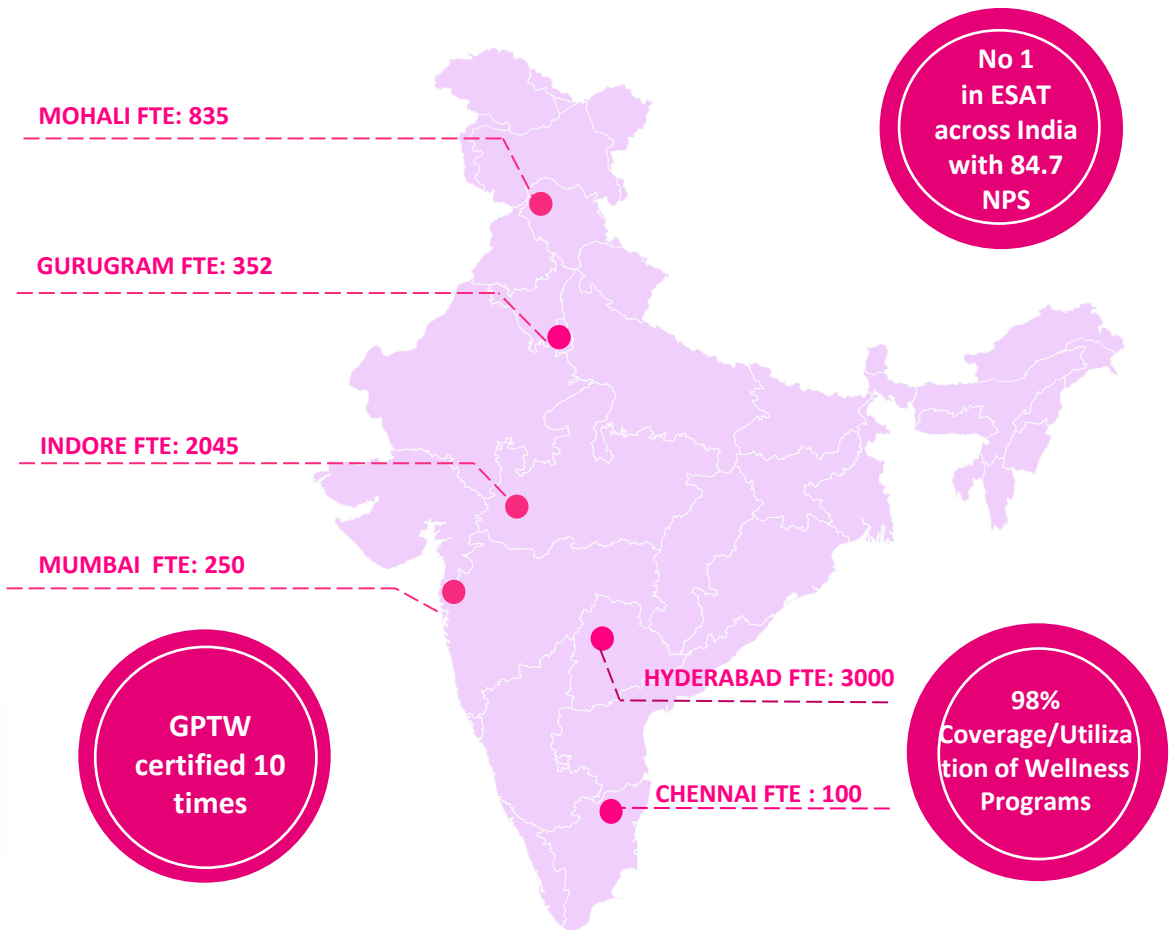
8

Total Employees

6500+

Specialized Queues

60+



Policy Insights accepted by Clients/Shared

188/251

Lean Six Sigma Projects completed/Ongoing

10/12

Automation Projects Completed/Ongoing

14/16

Employee Wellness Specialization Projects

7/8



MISSION

To create a Positive Wellness culture and tailor impactful, custom-made, accessible & proactive Holistic Wellness & Resiliency solutions for the Global Trust & Safety community that we serve.



VISION

To re-define Wellness by optimizing a framework of whole person care, deep collaboration, continual research & innovation.

T&S is wholly committed to the Health & Wellness of our content moderators both during your employment and beyond.

We view Wellness as the Golden Thread that spans across employment lifecycle, an end to end offering, which firmly places our people above all else.

Take Greater
Responsibility

Be the Source
of Truth

Hold Ourselves
Accountable

Positive
Wellness Culture

Passion &
Enthusiasm

We Succeed
Together

OUR 6 PILLAR WELLNESS PROGRAM

Continuity
&
Cohesion

Risk Assessment
&
Tailored
Wellness

Purpose
&
Pride

Proactive
Holistic
Wellness

Resiliency
Skills

Research &
Innovation

Wellness across all functions & throughout employee life like customized plans for NH & Production

Customized Wellness Solutions with potential Stressor assessed through regular screening. For example Mood O Meter & Psychometric tool (Wellnessapp)

Cultivate a culture of healthy work life balance, continuous engagement like R&R, cultural fests, annual days etc.

Focus on 8 domain of Wellness for the holistic development of mind and body like Physical, Mental, Emotional, Spiritual, Environmental, Social, Financial & Occupational Wellbeing..

Teaching & Coaching employees on Core Resilience Skills (Stress Mgmt) through our Wellness Academy ResilienceBuilding Modules

Dedicated Research team for conducting multiple research project (technology oriented) to share insight on our existing framework like Project SHL for hiring & fitment

2022 Wellness Trends Comparison

Global Wellness Summary

64 experienced and
licenced Psychologists

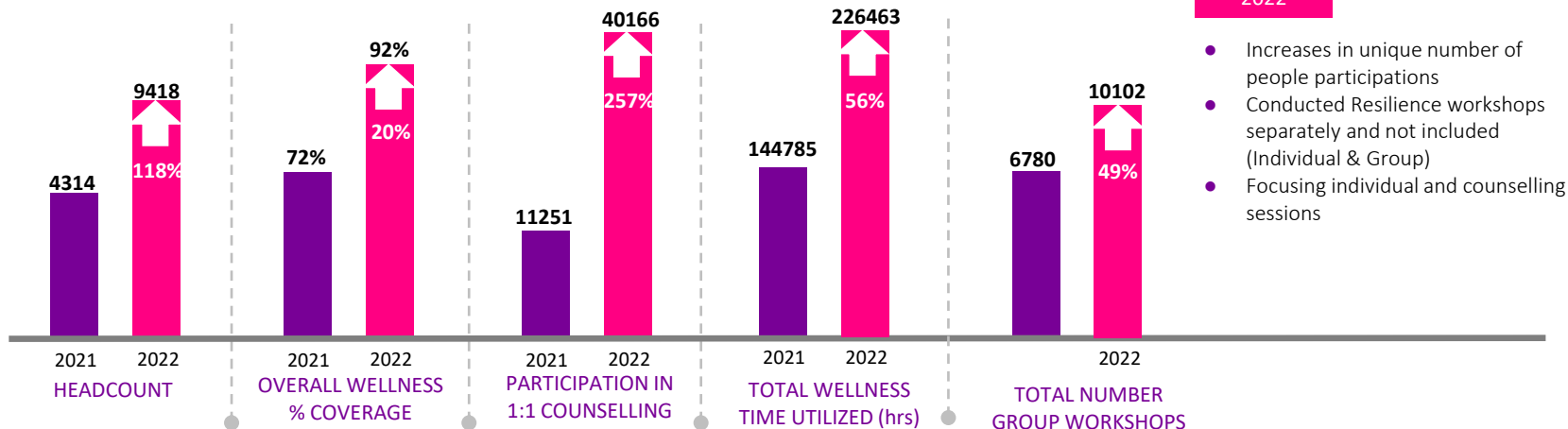
46,703+
1:1 Counselling sessions
completed

100% of Leaders
trained in SPOT

100% New Hires have
completed Welcome to
Wellness

2022 Wellness Trends Comparison – Top TP Account

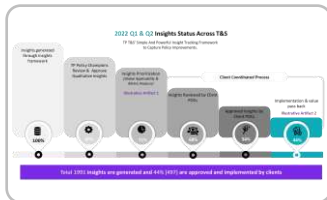
47% of Overall T&S HC



Framework for Policy Advisory Services

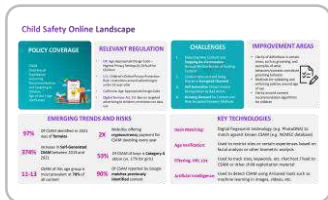
CURRENT

1. GROUND LEVEL INSIGHTS



- Enables capture of **floor level observations** related to policies/guidelines
- Identifies **policy gaps** and missing policy elements in a structured manner
- Provides **real-time examples** in order to assist client policy teams in developing robust policies

2. MARKET INSIGHTS & INTELLIGENCE



- Bring in the latest insights surrounding emerging risks from **geopolitical events** and **bad actor trends** globally
- Analyze **emerging narratives** in various policy areas through market research and intelligence to showcase strong market understanding and proactiveness

3. CONTENT DEVELOPMENT



- Develop thought leadership and content expertise by working with **leading institutions** in civil society and academia
- Develop best practices** for moderation, reporting, and moderator success by collaborating with experts in child safety, hate, etc.

4. T&S POLICY REPOSITORY

	Security	Privacy	Social Media	E-commerce	Video	Audio	Streaming	Cloud Storage
Performance								
High Speed	1	2	3	4	5	6	7	8
Responsive	1	2	3	4	5	6	7	8
Reliable	1	2	3	4	5	6	7	8
Scalable	1	2	3	4	5	6	7	8
Integration								
Seamless	1	2	3	4	5	6	7	8
Interoperable	1	2	3	4	5	6	7	8
Compatible	1	2	3	4	5	6	7	8
Adaptable	1	2	3	4	5	6	7	8
Flexible	1	2	3	4	5	6	7	8
Customization								
Personalized	1	2	3	4	5	6	7	8
Configurable	1	2	3	4	5	6	7	8
Modifiable	1	2	3	4	5	6	7	8
Adjustable	1	2	3	4	5	6	7	8
Configurable	1	2	3	4	5	6	7	8

Dynamic Regulatory Landscape

Regulatory landscape is dynamic across the globe, with markets such as the UK, India, and EU tightening accountability clauses for online platforms, while others such as the US and Brazil are focusing more on the right to freedom of speech.

US
Section 230, Communication Decency Act
Rules pivot toward free speech; liability of platforms remains low.

BRAZIL
The Internet Legal Framework
There must be a fair reason for suspension of features of accounts or profiles or for content to be taken down. There are provisions for warnings/fines of revenue in case of noncompliance.

NIGERIA
Code To Regulate Interactive Computer Service Platforms
Removal of unlawful content, submission of the requested information, local incorporation, and dedicated request channel. Enterprises will be held liable for UGC on their platform.

UK
Online Safety Bill, 2021
Regulatory body to get extensive powers to issue hefty fines and warning notices for failure to take down certain illegal content.

EU
Digital Safety Act
Digital giants should take down hate speeches and child sexual abuse incidents or face fines up to 6% of global annual revenue.

SOUTH KOREA
MSIT Announces Ethical Principles for Metaverse
Unethical activities like harassment, abuse, and bullying can be reduced which will ultimately ease participation in the metaverse

MYANMAR
Cybersecurity bill
Military-run State Administration Council has extensive powers to access individual's data, and restrict or suspend access to internet.

INDIA
Intermediary Guidelines and Digital Media Ethics Code
Non-judicial authorities can request quick takedowns; companies and staff face expanded liability risks.

Governments in at least 48 countries pursued new rules for tech companies in 2021 to protect user's rights.

TRUST & SAFETY SERVICES

THE guardians OF THE INTERNET

