



Diversity, Equity, and Inclusion Policy

Last Updated: July 2025



Statement

TP is dedicated to fostering a workplace environment that champions diversity, equity, and inclusion (DEI) at every level. We recognize the invaluable contributions that individuals from diverse backgrounds bring to our organization and are committed to cultivating a culture where every employee feels valued, respected, and empowered to achieve their full potential. As a global leader, we actively seek out and welcome applicants and employees who reflect the rich diversity of the communities we serve worldwide. Embracing our differences is not just a philosophy—it is a cornerstone of our success. We celebrate the unique perspectives, experiences, and talents of our global workforce, fostering a sense of belonging and mutual respect akin to the care and dedication we extend to our clients.

DEI Mission

At TP, we champion diversity, equity, and inclusion in every interaction. We honor the unique perspectives and identities of our customers and colleagues, fostering an inclusive culture where all voices are heard, valued, and respected. Our commitment to diversity strengthens our connections, driving meaningful impact and shaping a more equitable world.



1. Purpose

The purpose of this Diversity & Inclusion Policy (the “Policy”) is to affirm the TP Group’s (the “Companies” or, individually, “Company”) dedication to cultivating a workplace environment that prioritizes diversity, equity, and inclusion (DEI) for all employees. Through this Policy, Teleperformance aims to provide clear guidelines and frameworks to uphold principles of equal employment opportunities, non-discrimination, and the integration and appreciation of individuals from diverse backgrounds. We are committed to creating a workplace culture where every employee feels valued, respected, and has equal opportunities for advancement, regardless of their background, including but not limited to ethnicity, religion, gender, LGBTQIA+ identity, national origin, age, disability, and veteran status. TP is committed to our policy of adherence to all applicable laws prohibiting discrimination and strives to foster an environment where diversity is celebrated, and inclusion is embraced.

2. Scope of Application

This Policy applies to all employees, contractors, and certain third-party service providers associated with TP, covering recruitment, selection, compensation, training, development, performance evaluations, promotions, transfers, benefits, disciplinary actions, and Company programs. It ensures a culture of diversity, equity, and inclusion across all aspects of TP’s operations.

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3. Definitions

Diversity refers to the range of differences and unique characteristics present among individuals within a group or organization. It encompasses recognizing, respecting, and valuing the multitude of individual and social differences that contribute to the identity of our global employees, including demographics, backgrounds, perspectives, and experiences.

Equity involves ensuring impartiality and fair treatment, providing equal access to opportunities for all team members according to their needs. It requires promoting fairness within procedures, processes, and resource distribution by institutions or systems.

Inclusion is intentionally cultivating a culture where every individual feels valued, respected, and empowered to contribute. It involves actively creating an environment where all individuals, regardless of their background or characteristics, have access to resources and opportunities.

4. Discrimination, Harassment, and Bullying

Diversity, Equity & Inclusion are fundamental principles at TP. Discrimination, whether direct or indirect, is strictly prohibited and encompasses any distinction between individuals based on protected characteristics, such as ethnicity, religion, gender, sexual orientation, age, disability, or other factors, which results in unfair treatment, limitation, segregation, or deprivation of employment opportunities.

TP provides equal opportunities for employment, basing decisions on merit, qualifications, skills, performance, and achievements. We do not tolerate discrimination against any employee or applicant for employment based on non-work-related personal characteristics, such as race, ethnicity, religious beliefs, pregnancy (including childbirth or related medical conditions, as well as breastfeeding needs), gender, sexual orientation, gender identity or expression, transgender status, national origin, ethnic origin or background, social origin, family or marital status, age, disability (physical or mental), medical condition, genetic information, veteran's status or military service, or union membership or union activity.

We also provide reasonable accommodation to qualified individuals with disabilities, as well as individuals with needs related to their religious observance or practice. At TP, we uphold a zero-tolerance policy towards harassment, bullying, or any conduct that could lead to harassment in the workplace. This includes conduct by managers, supervisors, co-workers, and nonemployees with whom our employees have a business, service, or professional relationship. Our commitment extends beyond the workplace, encompassing conduct that takes place off Company premises (including on social media) if it could reasonably impact employees or others within our workplace.

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5. Procedures

TP’s commitment to diversity, equity, inclusion, and equal employment opportunities applies across all aspects of the employment relationship, including:

Recruitment & Hiring

Objective: Ensure recruitment methods and candidate selection processes align with this Policy, and where applicable, affirmative action programs.

Measures:

- Diversify recruitment sources to encourage candidates from diverse backgrounds.
- Establish objective qualification standards for positions and apply them consistently.
- Ensure selection criteria do not disproportionately exclude protected groups unless valid predictors of job performance and meet the employer’s business needs, consistent with applicable law.

Training, Promotions & Career Advancement

Objective: Incorporate measures for equitable employment opportunities in promotions and career advancement.

Measures:

- Prioritize developing employees, supervisors, and managers to ensure equitable opportunities and empowerment of individuals from diverse backgrounds. This includes providing training and mentoring programs to equip all employees with necessary skills for advancement.
- Make sure promotion criteria are widely known and communicated to all eligible employees.
- Ensure promotion and career advancement decisions are based on job-related criteria, free from favoritism and bias and based on equal employment principles. This requires fairness and objectivity in performance evaluations, internal transfers, and development opportunities.
- Comply with affirmative action obligations as required by law.

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Anti-Harassment

Objective: Ensure a workplace free from unlawful harassment based on protected characteristics, such as ethnicity, religion, gender, sexual orientation, age, disability, and other legally protected factors.

Measures:

- Implement, disseminate, and enforce a policy prohibiting harassment and retaliation.
- Provide clear definitions of prohibited conduct and complaint procedures.
- Conduct prompt, thorough, and impartial investigations of harassment complaints.
- Take immediate and appropriate corrective action when violations occur.
- Conduct periodic training on harassment prevention and policy enforcement.

Remuneration

Objective: Promote equal pay and prevent unlawful discrimination in compensation.

Measures:

- Monitor remuneration practices annually to identify and rectify potential disparities.
- Ensure leaves of absence related to caregiving responsibilities do not result in unequal treatment.
- Comply with applicable laws regarding accommodations for caregiving responsibilities, including fostering/adoption.

Work Conditions

Objective: Ensure every employee is treated with respect and courtesy. Promote policies and work arrangements that benefit both the Company and employees in terms of their family, personal, and work time. Encourage efficiency in the use of work time by providing effective measures and tools.

Measures:

- Ensure equitable job assignments, accommodations, and work schedules.
- Promote clear communication about managing work-life balance.
- Comply with applicable laws requiring reasonable accommodations for disabled employees.
- Monitor practices for equal employment opportunity compliance and conduct self-analyses to address disparities.

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6. Responsibilities

Diversity, Equity, and Inclusion is a collective responsibility at the Company, requiring commitment and purposeful action from every individual every day.

All Employees, Contractors, and Third-Party Service Providers

Every individual within the Company has a responsibility to promote diversity, equity, and inclusion in the workplace. This includes:

- Management:** Managers at all levels are tasked with fostering a culture of DEI within their teams, ensuring that all employees feel included and valued. They must actively promote diversity and inclusivity, address incidents of discrimination or bias, and provide opportunities for employees’ development and growth. Managers must conduct themselves in line with this Policy and establish a work environment free of unlawful discrimination and harassment. They are obliged to respond to any form of discrimination or harassment reported to them, taking swift action, and reporting to Human Resources.
- Employees:** All employees are expected to respect and value the diversity of their colleagues, contributing to creating an inclusive work environment. This involves treating all colleagues with dignity and respect, being open to new perspectives and experiences, and speaking up if they witness any incidents of discrimination or bias.
- Human Resources (HR):** The HR team is responsible for implementing and monitoring this Policy, and supporting the Company's DEI efforts through training and initiatives. They ensure compliance with this Policy, conduct thorough investigations of complaints, and provide coaching and support for all parties involved in discrimination or harassment situations.

Reporting and Prohibition of Retaliation

If an employee believes they or another individual has experienced conduct prohibited by this Policy, they are urged to report promptly to any member of Company management, HR, or via the Global Ethics Hotline. Retaliation against individuals who report violations or provide information in good faith is strictly prohibited.

Consequences

Employees found to have engaged in discrimination, harassment, or bullying will be subject to appropriate investigation and disciplinary action, up to and including termination of employment. The Company is committed to taking allegations seriously and ensuring they are thoroughly investigated and appropriately addressed, while maintaining confidentiality where possible.

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7. Policy Management and Compliance

Review and update: This Policy will be reviewed and updated on a regular basis to ensure that it reflects the latest best practices for promoting diversity, equity, and inclusion in the workplace.

Compliance with laws and regulations: The Company will comply with all applicable laws and regulations related to diversity, equity, and inclusion, including anti-discrimination and antiharassment laws. If local law conflicts with this Policy, local law must be followed.

8. Right to Terminate or Amend Policy

The Company reserves the right to modify, suspend, change, or terminate this Policy at any time. This Policy does not create any contractual rights or obligations, whether expressed or implied.

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