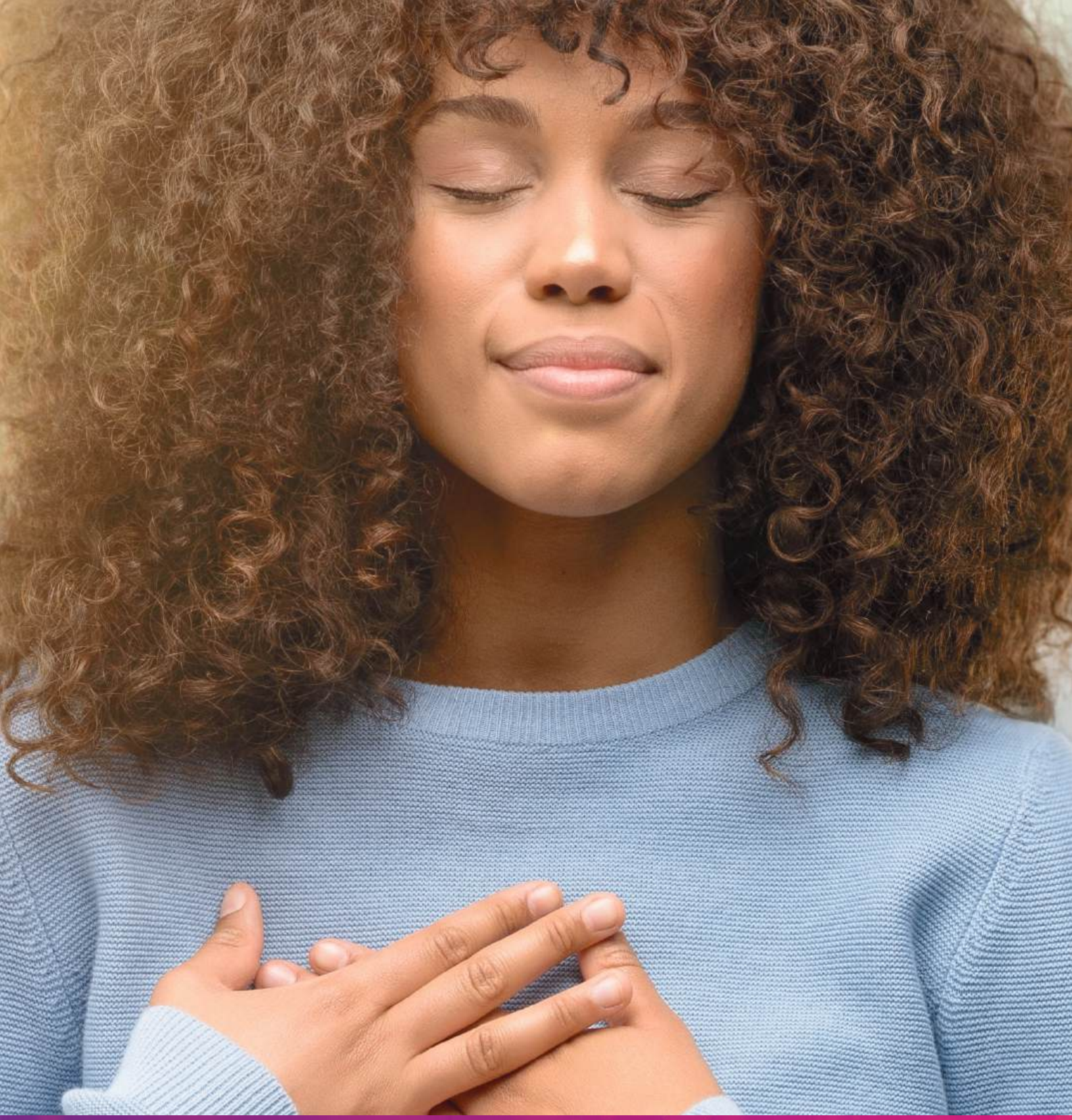

Sustainability Report 2023

Teleperformance Italia

Teleperformance

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LETTER TO STAKEHOLDERS

(GRI 2-22)

> Our Company is "a Company of people" and we have a responsibility towards the community where we operate and the surrounding environment.

Diego pisa
Chief Executive Officer

Dear Stakeholders,

My personal message to stakeholders is that sustainability is both a responsibility and also a great opportunity! Being a sustainable Company gives a competitive advantage, attracts new talents, meets our customers' expectations and increases the trust and loyalty of our stakeholders. Every step towards sustainability counts!! Whether it is to reduce waste, adopt renewable energy, promote the sustainable development of the communities in which we operate or adhere to recognized certification standards. Every action contributes to our common goal of creating a better future! This is my personal dream... this renewed approach can be pioneer for a new mindset in our business sector which too often sees the proliferation of price dumping affecting personnel and employees management. Teleperformance Italia has embraced the sustainability since a long time.

It is our main driver for the global development of the Company. Our Company is "a Company of people" and we have a responsibility towards the community where we operate and the surrounding environment. We are a Company investing in sustainability in the sense that every decision is made taking into consideration the impact it can have on our employees and their families.

This has an impact on the entire value chain, starting from the contractual negotiation with our customers - which must guarantee the economic sustainability of all the investments made for personnel, for innovation, and for the respect of suppliers - up to relationship with the interfacing social partners and institutions, to the promotion of diversity and inclusion.

An important point is the creation of conditions to favor women's careers, conciliating their being mothers, wives and workers who often have to give up their professional investment to ensure family balance. In the medium and short term, the goal is to make this corporate DNA increasingly tangible. This is a historical moment in which the acceleration of AI scares the markets. We must embrace innovation and creativity to develop sustainable solutions in which digital transformation is in favor of human contribution, and not the other way round!

Technology, as an instrument to make human interaction more performing and valuable, it is what can make us grow harmoniously without impacting work! Investments in training to raise awareness and ensure that every member of our teams understands and adopts sustainable processes in their daily work.

METHODOLOGICAL NOTE

(GRI 2-1, 2-2, 2-3, 2-4, 2-5, 2-14)

The third Sustainability Report of Teleperformance Italia (hereinafter also referred to as the "Company" or "TPI") has been prepared with the aim of transparently communicating its 2023 sustainability strategies. The Report presents TPI's achievements in environmental, social and governance sustainability areas according to the financial year 2023. Both financial and sustainability statements of the Company are referred to the same reporting period from 1st of January to 31st of December 2023. The Sustainability Report, that is drawn up on annual basis, has been realized following the "Global Reporting Initiative Sustainability Reporting Standards" indicators defined in 2016 by the Global Reporting Initiatives ("GRI"), according to a GRI approach "in accordance". The complete list of standards used, including clarification of the topic, is provided in the Appendix, in the GRI Content Index, additionally the new GRI reported are also indicated in the related paragraphs.

The reporting boundary of the data relates to Teleperformance Italia and, to allow the comparability of the data over time and the evaluation of the trend of Teleperformance Italia activities, a year of comparison has been included, where available. More specifically, the entities included in the Sustainability Reporting are the same of the Financial Reporting: the headquarter located in Fiumicino, 29, Viale Bramante, is both legal and operational and has a second, only operational, site located in Taranto, 2, Via del Tratturello Tarantino. Furthermore, on 17th of March 2023, a new legal entity has been set up. 100% owned from In & Out Spa and called Finandout S.r.l., the headquarter, both legal and operational, is located in Taranto, inside the parent Company building. The new entity has its own Financial Reporting, although it follows the same deadlines and calendar of the parent Company, but at the Group level, financial statements are consolidated into Teleperformance Italy Group. It is hereby communicated that, for the year 2023, the Company Finandout S.r.l. is not included within the reporting scope of this Sustainability Report. This exclusion is due to the absence of recorded data related to environmental, social, or governance (ESG) indicators.

To provide a correct representation of the performance of Teleperformance Italia, directly measurable quantities have been included in the data, the use of estimates has been limited as far as possible and where data for the previous year has been restated, this is clearly indicated in the document.

The reporting indicators were defined based, on an initial activity carried out by Teleperformance Italia during 2023 for the third consecutive year, which enabled the identification of material issues, as described in the section " Materiality Analysis" of this document. The document contains a description of the Teleperformance Italia material topics referred to each pillar identified through a process of materiality assessment carried out by the Company and its Stakeholders.

The drafting process was coordinated and directed by the Sustainability Manager, with contributions of the Sustainability Committee, and Internal Communication Team, including the involvement and collaboration of all the Company departments and interviewed Stakeholders. The collecting data process, for preparing this document, was managed accordingly to the following principles:

- inclusiveness, sustainability, materiality and completeness of information content;
- balance, comparability, accuracy, timeliness, clarity (reliability) for defining the reporting parameters, as stipulated in the GRI guidelines.

With the purpose of enforcing transparency and trust amongst Stakeholders, this document will be appropriately advertised and posted on the websites: https://www.teleperformance.com/en-us/locations/italy-site/italy-codici-e-policy/ , available to all.

For any information relating to the Sustainability Report, please contact us using the following email address: tpinternalcommunication@teleperformance.it. The Report is also available on the Internal Intranet.

Furthermore, this Statement was submitted to the Board of Directors of In & Out S.p.A. examination, evaluation and final approval on the 26 of March 2024. The Sustainability Report is also subject to limited assurance ("Limited assurance engagement", according to the criteria indicated by the ISAE 3000 Revised principle) by Deloitte & Touch S.p.A. according to the procedures indicated in the "Report of the Independent Auditors", included in this document.

HIGHLIGHTS

6,764 GJ OF ENERGY CONSUMED

566 tCO_2 OF SCOPE 1 & 2 (LB) EMISSIONS

125 tons OF TOTAL WASTE GENERATED

GEOLOCALIZATION TOOL

TPCO$_2$ unter

EMPLOYED WOMEN 70%

MORE THAN 19,000 TOTAL TRAINING HOURS

0 CASES OF DISCRIMINATION

33% EXPENDITURE ON LOCAL SUPPLIERS

Dasa-Rägister
UNI ISO 45001:2018
IS-1013-02

Dasa-Rägister
UNI/PdR 125:2022
IPDR-1023-08

0 CASES OF NON-COMPLIANCE WITH LAWS AND REGULATIONS

0 CASES OF CORRUPTION

0 CASES OF DATA BREACH

The context

THE TELEPERFORMANCE BUSINESS WORLDWIDE

TP MISSION

Teleperformance reduces friction and **strengthen relations between companies and their customers** on the one hand, **and between administrations and citizens** on the other hand, through effective management of their daily interactions.

Activities

Teleperformance is a global leader in digital business services. The Group implements digital strategies to optimize and transform the customers experience and other business processes for companies and government agencies to make their interactions simpler, faster, safer and more cost-effective.

Backed by over 45 years of experience, the Group offers its clients omnichannel, high value-added custom solutions, applying a three-dimensional approach aimed at developing the Group's client sector and country expertise across a broad range of services. This distinctive approach enables the Group to tackle the growing complexity of client demand worldwide:

Client verticals

- Governments
- Consumer goods
- Travel, hospitality and transportation
- Retail and E-commerce
- Energy
- Social media, entertainment and gaming
- Healthcare
- Banking, financial services and insurance
- Technology
- Telecommunications

Integrated services offering

- Customer Care and Technical Support;
- Content Moderation and related services (Trust & Safety);
- Customer Acquisition and Retention;
- Digital Marketing, Integrated Complex back/middle/front-office Services, Knowledge Services for Business Processes, Digital Expertise and Cloud Integration;
- High-value-added specialized services (collections, interpretation and localization, visa and consular services, recruitment process outsourcing services, and healthcare support).

Geographies

- Teleperformance operates in nearly 100 countries and manages programs in about 300 languages and dialects in 170 markets based on a flexible global operating model.

Key fatures

Services offering based on strategic high-touch, high-tech levers combining state-of-the-art technologies and emotional intelligence:

- High Touch
- Putting people and empathy at the heart of the customers experience
- Hire, train and retain the best talents
- Develop a Great Place to Work® ecosystem
- High Tech
- Rely on best-in-class technology, artificial intelligence, automation, predictive models and the highest privacy and cybersecurity standards to increase employee efficiency and personal fulfillment

Global leadership

The acquisition of Majorel, a major European business services provider, has strengthened Teleperformance's position as a global leader in digital business services and consolidated its status as leader or major player in the key developed economies.

Teleperformance is pursuing its value creation strategy through integrated, sustainable and profitable growth for the benefit of all its partners, clients, shareholders and employees, by combining organic growth with targeted acquisitions. This development plan is based on a long-term vision. The Group's objective over the next three to five years is to accelerate its transformation into a solid, undisputed global leader in business services, specializing in digital business services, with sales of over €15 billion.

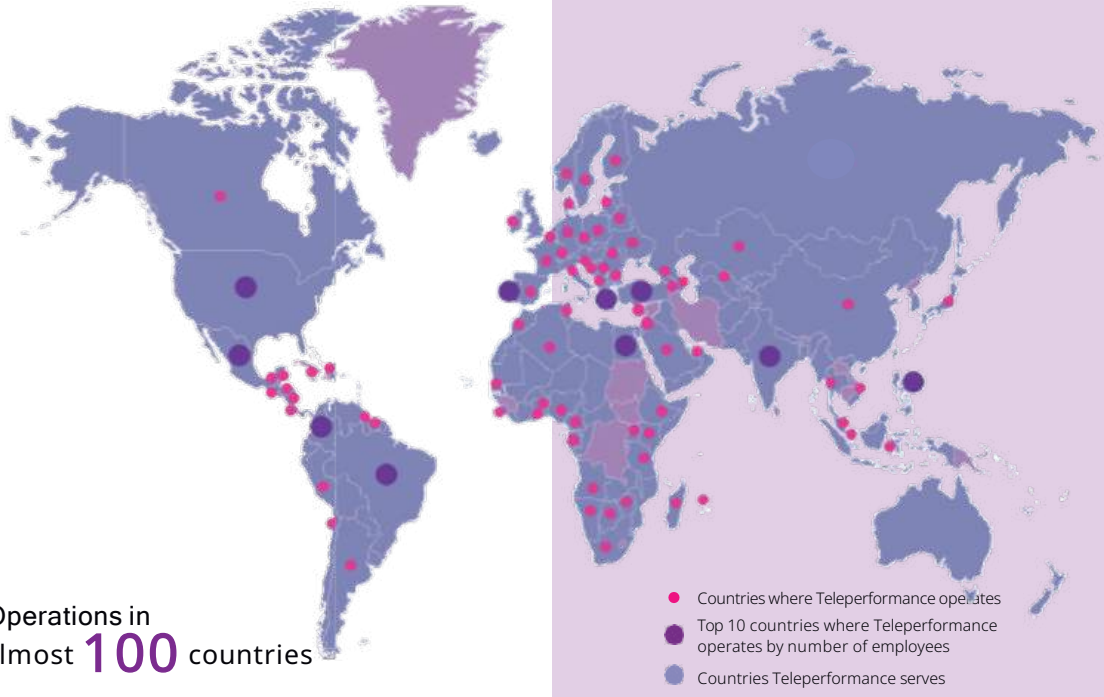
Teleperformance is a multicultural group with the largest geographical footprint in its core business market. The Group has nearly 1,200 clients with whom it generates a revenue of 10 billion. Operating in 100 countries. During 2023, Teleperformance shore up its global footprint by expanding its activities in three new countries (Belgium, Belize and Mauritius) as well as deploying a hybrid service model combining work-from-home and on-site solutions all over the world.

Nearly 500,000 employees

~40% work-from-home employees

72 countries certified by Great Place to Work® covering more than **99%** of employees*

*Excluding Majorel.



Operations in almost **100** countries

Teleperformance's leadership

In 9 of the world's top 10 countries* by GDP in 2023

- United States
- China
- Germany
- India
- United Kingdom
- France
- Italy
- Brazil
- Canada

*Except Japan.

TELEPERFORMANCE ITALIA

GRI 2-1, 2-6

Teleperformance Italia (also in this document "Company" or "TPI") is the commercial name of In & Out Spa a socio unico. The headquarter is located in Fiumicino, 29, Viale Bramante, and it is both legal and operational. The Company has a second, only operational, site located in Taranto, 2, Via del Tratturello Tarantino. Established in 2003, the Company is 100% owned from Teleperformance Se and offers the full range of Teleperformance Group services. In particular, the Company provides marketing services for:

- customers care, aimed at enhancing the loyalty of existing customers
- customers acquisition
- customers value growth and value management
- marketing consultancy, with a special focus on the management of contact centers and training
- innovative services production, with a special focus on statistical, econometric and IT applications.

Services are both inbound (customers care) and outbound (telemarketing), primarily in the Media & Entertainment, fixed/mobile telephone, financial and insurance and public utility services markets. With several years of sound industry-specific expertise and service innovation, Teleperformance *Italia* offers the most comprehensive service portfolio on the market, supporting the growth and evolution of its clients. Through an agile client-based approach, the Company is founded on the systematic understanding of transformation requirements in order to provide customized solutions and a unique user experience for every interaction.

TPI SUSTAINABILITY JOURNEY

Teleperformance Italia in 2023 has been recognized as a Leader of Sustainability.
An award given by Sole 24 Ore and Statista (a market research leader specialized in ranking and analysis of Company data) through a study that specifically analyzed many Italian companies based on the sustainability report and financial statements published.
The analysis was based on the responsibility of companies or Corporate Social Responsibility (CSR). This considers several indicators related to the three dimensions of sustainability: environmental, social and economic. For further information, please check the link below:

Teleperformance Leader della Sostenibilità 2023 - https://stream24.ilsole24ore.com/video/italia/teleperformance-italia-i-leader-sostenibilita-2023/AEBFG6UD?refresh_ce=1

Teleperformance *Italia* is among the winning companies of the XIII edition of the Enterprise for Innovation 'ixi' award of *Confindustria*, created in collaboration with the Giuseppina Mai Foundation and Audi, w*ith the support of Il Sole 24 Ore and* Fondimpresa, with the contribution of *Prima Sole* Components and with the technical support of the *Associazione Premio Qualità Italia* (APQI).

Teleperformance *Italia* confirms the deep path of innovation of the Company organization and the investments in new technologies that are characterizing the last years of its history.

For further information, please check the link: Teleperformance Italia vince il... - Teleperformance Italia | Facebook.

•Sustainability Plan

In 2023 TPI has adopted a sustainability workplan based on materiality pillars:

•Ethics & corporate Governance;

•Human resources;

•Human rights;

•Health & safety;

•Value chain;

•Environment, energy efficiency a& waste management;

•Community engagement.

For each pillar Teleperformance *Italia* has identified targets and related activities to achieve its goals.

MATERIALITY ANALYSIS

GRI 2-14, 3-1, 3-2

In line with the requirements of the new edition of the "GRI Standards 2021", the Company has updated its Materiality Analysis for the 2023 Sustainability Reporting, identifying the material topics that reflect significant economic, environmental, and social impacts for Teleperformance *Italia* and that may influence the assessments and decisions of its stakeholders. The materiality concept is, in fact, closely connected to the concept of impact: material issues are those that represent the most significant impacts of the organization on the economy, the environment and people, including impacts on human rights.

The update of the materiality analysis was carried out starting from a context and megatrends analysis of the Digital Integrated Business Services sector, aimed at identifying positive, negative, current and potential impacts that the Company has or could have on the economy, the environment and people, including human rights.

Subsequently, a mapping of significant impacts has been outlined, and it has been submitted to an assessment considering Scale, Scope and Probability, performed by the Top Management during a materiality online workshop and to a relevance evaluation carried out by the most representative external stakeholders of the organization (clients, end users, consultatnts/suppliers, employment agencies, mass media, community, government/authority, labour union, OdV 231), involved through an online survey.

The identification of positive and negative, prior and relevant Teleperformance *Italia's* impacts allowed the definition of the list of material topics according to the perspective of impact materiality, as required by the Reporting Standard. Teleperformance *Italia's* material topics, prioritized from the most to the least relevant and their positive and negative associated impacts, are presented in the table below. The relevance to each material topic has been calculated as the medium between the relevance attributed to the positive and to the negative impacts by all the stakeholders involved in the Materiality Analysis process.

The materiality, combined with the Company's business model, was shared by the Chief Executive Officer with Top Management, and then approved by the Board of Directors.

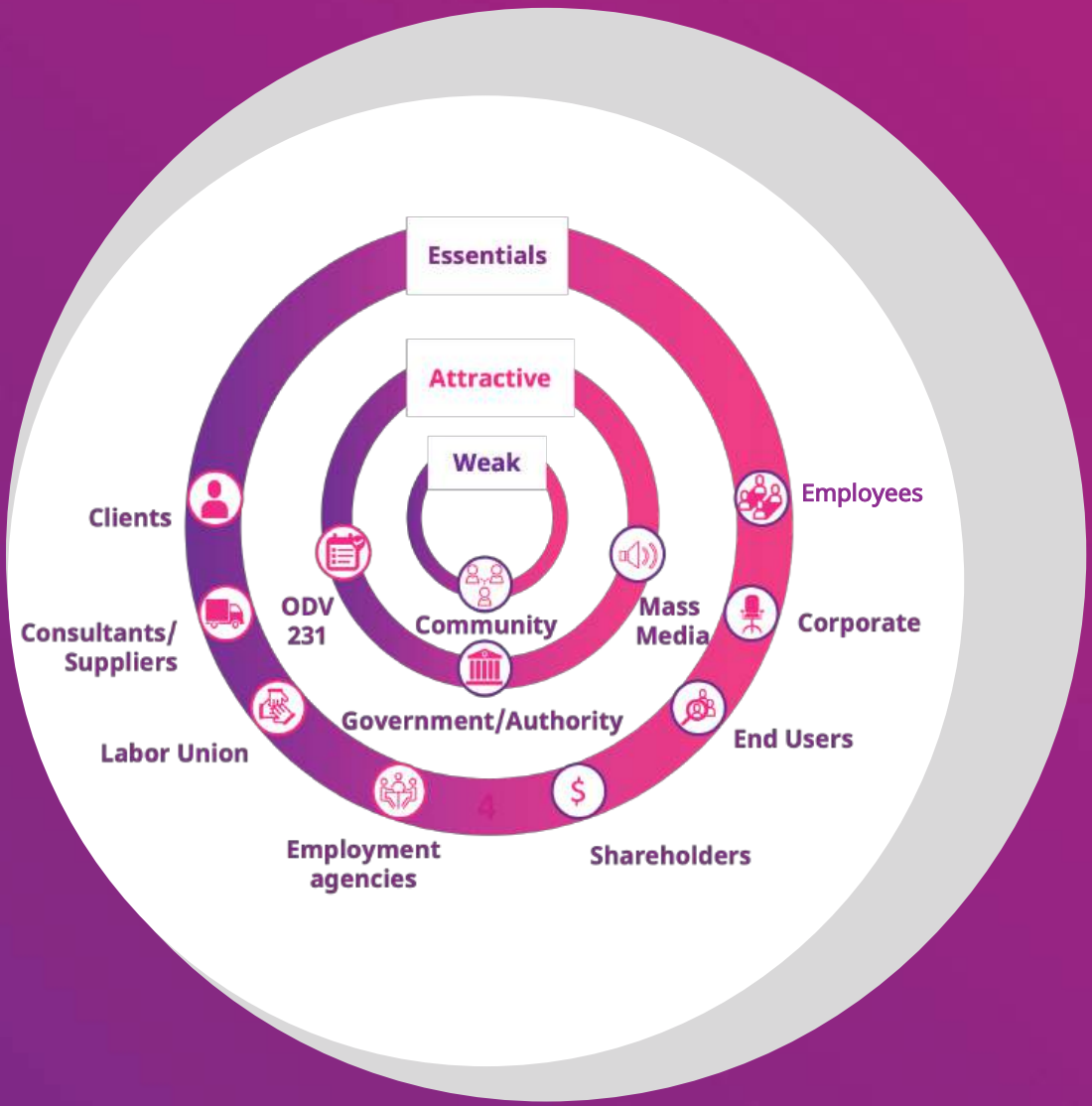
Material topic		Impacts
Client satisfaction	+	Client retention
	-	Brand reputation loss
Cybersecurity & Data Protection	+	Reputation enhancement and consequent customers attraction
	+	Strong client & employee data protection
	-	Data breach
Well-being at work	+	Positive impact on business due to the well-being of employees
	+	Personal and professional life balance
	+	Talent attraction
	-	Employees' loss of interest & productivity
	-	High level of absenteeism
Ethics & Compliance	+	Managers, employees & stakeholders awareness on ethical values
	-	Sanctions for transgressing laws and business regulations
Employee engagement & development	+	High performance and proactivity
	+	Enforcing skills and abilities of employees
	+	Enhancement of the sense of belonging
	-	Talent drain
Occupational Health & Safety	+	Safe workplace and conditions
	-	Sanctions or criminal proceedings related to non-compliance with regulations regarding occupational health and safety (Legislative Decree 81/2008)
	-	Injuries and occupational diseases of employees and third parties
Labor practices	-	Sanctions and reputational damage for worker rights violation
Diversity & inclusion	+	Inclusive workplace
	+	Women empowerment
	-	Discrimination episodes
	-	Gender gap
Corporate Governance	+	Transparency of corporate communications, strong decision-making structure, empowered leadership, integration of CSR into TPI strategy
	+	Pursuit of sustainable organizational model
	-	Reputational damage and sanctions for non-ethic management
	-	Business management not in line with the Company's sustainability principles
Innovation & digitalization	+	Greater efficiency due to the use of new technologies
	-	Economic and technical inefficiencies due to failure of adaptation to new technologies
Energy efficiency & GHG emissions	+	Carbon footprint reduction
	+	Energy consumption efficiency
	-	Use of non-renewable resources
	-	Increase in energy consumption
Climate change risks & management	+	Resilience to natural disasters
	-	Business discontinuity
Circular economy	+	Transition to circular economy
	-	Depletion of natural resources
Supply Chain	+	Local economic growth due to the selection of local suppliers
	-	Sustainable and ethical criteria violation by the supplier
Community engagement & support	+	Development and investment on the local economy
	-	Not being the first choice for the local client
	-	Lack of dialog with local communities

STAKEHOLDERS ENGAGEMENT

GRI 2-29

Teleperformance *Italia* is committed to being an efficient and sustainable model of value creation for all its stakeholders. With the purpose of enforcing transparency and trust amongst stakeholders, Teleperformance *Italia* conducts an ongoing dialog with them to understand and meet their expectations.
The stakeholders map, which outlines the key stakeholders for the organization, has been completed by the Company as part of the ISO (27001:2013 - 27701:2017 - 18295-1:2017 - 37001:2017 - 14001:2015 - 9001:2015 – 45001:2018 – PdR 125:2022) certifications process.

Categories



Stakeholders are classified into 2 Macro Groups (Internal and External) and 3 types: Essential, Attractive, Weak. It depends on the interest and influence they hold in respect to the referenced policy, and to the decisions that Executive Management wants to adopt.

Therefore, it becomes gradually “necessary”, “recommended” or “dutiful” to involve them in decision-making process.

Macro Groups

Internal

- Emloyees
- Corporate
- RSU-RSL - Gender equality steering committee

External

- Clients
- End users
- Consultatnts/Suppliers
- Employment Agencies
- Mass Media
- Community
- Government/Authority
- Labour Union
- ODV 231

SUPPORT FOR THE UNITED NATIONS GLOBAL COMPACT

The UN Global Compact's governance framework, adopted by UN Secretary-General Kofi Annan in 2000, is a call to companies to align strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, and take actions that advance societal goals.

As a signatory to the UN Global Compact since 2011, Teleperformance *Italia* is committed to upholding and promoting its ten fundamental principles and contributing to the Sustainable Development Goals (SDGs).

Scope of action

Teleperformance *Italia* mainly focuses on Sustainable Development Goals #1, #5, #8, #10 and #13.

No poverty By offering a decent permanent job to nearly 500,000 people, particularly in developing countries and regions with a high level of unemployment (e.g. India, Philippines, Tunisia, Madagascar, South Africa), TPI is helping to eliminate poverty. The Group pursues a proactive policy focused on diversity, equity and inclusion in order to offer job opportunities to individuals who normally have difficulty finding employment (women, young people, vulnerable groups).

Gender equality Having established a gender balance among the workforce and in management positions, TPI has set bold targets for increasing the proportion of women in governing bodies, thereby promoting gender equality across the board through its global initiative, TP Women. TPI helps promote women's employment in developing countries. For example, TP has considerably increased the proportion of women in its Indian workforce through the GenderSmart initiative.

Decent work and economic growth Allowing more people to obtain decent jobs is synonymous with stronger and more inclusive economic growth. As a major employer in several developing countries, TPI helps to fight unemployment and poverty by offering its employees a decent job and providing a fair income, occupational safety, social protection and a career path even in times of crisis.

Reduced inequalities By recruiting people from vulnerable communities and ensuring no discrimination in its operations, the Group aims to reduce inequalities among current and future employees. Each interaction is an opportunity to make a difference in people's lives. By providing a customers experience and specialized services to people with limited access to such advantages, TPI reduces inequalities outside its own organization.

Climate action TPI has committed to the Science-Based Targets initiative (SBTi) by setting bold greenhouse gas emission reduction targets in line with the Paris agreement objectives.

Our contribution to the Sustainable Development Goals across the entire value chain

Positive impact
for people and the environment

Mitigation of risks
to people and the environment

INTERNAL INITIATIVES AND POLICIES

1.1 As a major employer in developing regions, TP strives to offer proper remuneration to all its employees. Inclusion programs.

4.4 TP lays on a wide range of training courses and development programs for employees.

5.5 Higher proportion of women in management positions. The TP Women initiative aims to achieve gender equality across the board.

8.3, 8.5, 8.6 TP is a major local employer.

10.4 TP has set up programs to hire people from vulnerable groups.

17.16, 17.17 TP has developed numerous partnerships with public and private organizations. TP has signed an agreement with UNI Global Union to strengthen social dialog within its organization.

3.4, 3.8 TP has set up programs for health and wellbeing at work and offers health insurance to employees.

7.2 Increasing the renewable energy share in TP's energy mix.

10.4 TP has adopted a diversity and inclusion policy as a means of achieving greater equality.

13.2 TP is committed to reducing its carbon footprint per employee.

16.5 Through a robust set of Group policies, TP is committed to complying with national and international standards and regulations that seek to promote the most stringent ethical standards. TP practices zero tolerance towards all forms of corruption and extortion and has developed a global anti-corruption program in line with the French Sapin II law. Rollout of a hotline policy for all internal and external stakeholders.

COMPANY BUSINESS ACTIVITIES

24% of TP's revenue contributes directly to the SDGs, particularly in the healthcare sector and the provision of specialized services to support citizens.

3.8 TP provides interpreting services for foreigners or the hearing impaired in hospitals. TP provides healthcare support services (helplines, contact tracing, health center call management).

8.1, 8.2 TP is a major player in high value-added and labor-intensive services and innovation development.

9.C TP helps to make information accessible to everyone, everywhere.

10.2 TP provides a customer experience to people with limited access.

OUTSIDE THE COMPANY

1.2, 1.5 TP provides support to children and victims of natural disasters and humanitarian emergencies.

4.4 TP is committed to supporting education through its philanthropy program.

13.3 TP raises awareness among employees about environmentally friendly practices.

15.1, 15.2, 15.3, 15.5 TP has formed a reforestation partnership with One Tree Planted and supported the planting of 525,000 trees.

Governance

TELEPERFORMANCE ITALIA'S CORPORATE GOVERNANCE

TELEPERFORMANCE ITALIA'S GOVERNANCE STRUCTURE

GRI 2-9, 2-10, 2-11, 2-12, 2-13, 2-14, 2-15, 2-S17, 2-18

Teleperformance *Italia* adopts the traditional Italian governance model that appears to be the most suitable for ensuring management efficiency and the effectiveness of controls. The Company's Governance model is based on the presence of a Board of Directors and a Board of Statutory Auditors, appointed at the Shareholders' Meeting. Within this model, TPI's Governance provides for a clear distinction of the roles and responsibilities of the Corporate Bodies, as indicated in the Articles of Association, being briefly:

- The Board of Directors decides on strategic guidelines and verifies their implementation. It is composed of 5 executive members of which: 1 President corresponding to the CEO, 4 Directors of which 1 Company employee (Italian CFO). Every member has also other significant positions and commitments of different nature and they give a corporate representation of their stakeholders. The BoD is elected from the Shareholders meeting for a duration of 3 years. Highest governance body members are selected based on high level criteria such as independence, professionalism, experience, qualification and competencies. Gender equality and diversity is progressively granted. The BoD also approve the budget and the strategic sustainability plan, which comprehends training programs, and the yearly Report. What is more, the highest governance body is enrolled in SDG Leaders - Ceoforlife Association, and it is committed on Sustainable development and communities.

0 CASES OF NON-COMPLIANCE WITH LAWS AND REGULATIONS

0 CASES OF CORRUPTION

0 CASES OF DATA BREACH

The Board of Director members			
Name	Role	Gender	Age
Diego Pisa	President/CEO	Male	30-50 years old
Gianluca Bilancioni	Directors	Male	>50 years old
Kelly Gripary	Directors	Female	>50 years old
Yannis Tourcomanis	Directors	Male	>50 years old
Olivier Rigaudy	Directors	Male	>50 years old

In addition, seniors and managers report to the BoD about Company ratios, financials and people, monthly; a quarterly CSR (Corporate Social Responsibility) reporting process about environmental and community ratios is active. Also, a Gender Board and a Sustainability Board are undertaken, managing budget and initiatives on Planet, People and Profit.

In the end, the BoD is committed to ensure the prevention and the mitigation of eventual conflicts of interests. It should be noted that no conflicts of interest arose during 2023.

- Management is the responsibility of the CEO (Chief Executive Officer) who is responsible for the implementation of strategic guidelines and Company management; the CEO is also President of the Board of Directors;
- The Board of Statutory Auditors is invested with the control function.

Statutory Auditors			
Name	Role	Gender	Age
Piero Mastrapasqua	President	Male	>50
Roberto Pera	Effective Auditor	Male	>50
Sebastiano Sciliberto	Effective Auditor	Male	>50
Daria Perrone	Alternate Auditor	Female	30-50
Riccardo Romanini	Alternate Auditor	Male	>50

- In 2022 a Sustainability Manager and a Committee has been created. The Manager coordinates activities and training and proposes the necessary budget. The Committee members are 2 Directors and 21 between Managers and Employees. The Committee has the role to define, drive, approve and update policies and targets and define necessary budgets. It is also up to the Committee to spread sustainable culture and training together with ambassadors and initiatives. In 2023 more structured regulations and procedures have been defined. What is more, there's no process implemented for evaluating the performance of the BoD in overseeing the management of the organization's impacts on the economy, environment, and people. However, Sustainability Manager and Committee monitor collective knowledge of the highest Governance Body ensuring their involvement on TPI's sustainable development.

Sustainability Committee		
Name	Role	Gender
Anna Maria Massara	Sustainability – Accounting, Tax & Treasury Manager	Female
Adriana Battista	Internal Communication	Female
Alessandro Ladiana	CSR Manager	Male
Alessia del Savio	Purchasing Manager	Female
Anna Maria Luongo	Internal Auditor	Female
Antonio Giasi	Internal Communication	Male
Daniele Corallo	Labor Relation & HR Reporting	Male
Danilo Rizzo	Corporate & Local Project Manager	Male
Debora Giannace	Business Analyst	Female
Diego Pisa	CEO	Male
Domenica Pinto	Payroll Controlling Specialist	Female
Eugenio Fumarola	R&D Project Assistant	Male
Gianluca Bilancioni	CFO/HR Director	Male
Guglielmo Calandra	R&S - T&D Manager	Male
Luigi Curatoli	Legal & Compliance Manager	Male
Marco Lamanna	Corporate & Local Project Manager	Male
Maria Salonna	HR Manager	Female
Matteo D'Urso	H&S - Facility and Energy Manager	Male
Pamela Sabetta	Recruiting & Selection Coordinator	Female
Paola Radicchio	HR & Payroll Manager	Female
Rosellina Panebianco	Grants & Public Affair Manager	Female
Shpendi Lala	IT Manager	Male
Simona Battista	Training & Development Coordinator	Female
Stefania Viapiana	R&D Business Analist	Female
Vincenzo Giliberti	TAP-SW R&D Manager	Male

With the aim of enforcing a Sustainable Governance Model, the Company has both Internal and External Bodies. In selecting its Board members, the Company takes into consideration several factors such as gender, core expertise, level of experience, and ethical background, in line with the Company's Vision and Strategies.

Internal Bodies are:

- Board of Directors;
- Purchasing Committee;
- Gender Equality Committee;
- Sustainability Committe;
- Sole Shareholder Meeting.

External Bodies are:

- Board of Statutory Auditors;
- Organisation, Management and Control Model Committee (Legislative Decree 231/01);
- External Auditors: Deloitte and Touche S.p.A.

BUSINESS ETHICS

GRI 2-23, 2-24. 2-25

The Organization directs its activities towards the pursuit of full satisfaction of its clients and its human resources by achieving high quality and safety at work standards, as well as focusing on the guarantee and protection of the internal and external environment of the Company, data security through a robust network of cybersecurity for the protection and management of access control and system users' permissions.

Teleperformance *Italia* has, among its primary values, the **business ethics**, through which it conveys a message of **loyalty, fairness, and respect,** and which represents a point of reference in the social reality in which it operates; in this context, the Organization also wants to consolidate the principles of its own Code of Ethics and actively support all the initiatives aimed at strengthening Standards and principles that must drive the conduct of the staff, in compliance with regulations, and in such a way as not to constitute a prejudice, even just of image for the Company.
To ensure a responsible business conduction, Teleperformance *Italia* adopted the ten principles of United Nation, moreover it has its own Code of Ethics that outlines the conduct to be followed, its own Code of Conduct and an anti-corruption model based on five core values:

These values infuse the Company leadership strategy and form the key value charter for its employees and subsidiaries.

Code of Ethics and Code of Conduct have been duly diffused within the Company with the information relating to the legislation and to the behavioral and procedural rules to be respected, to ensure that business activities are carried out in compliance to ethical principles and integrity. Also, the Company, through policies and procedures, ratios and disciplinary sanctions and ad hoc audits, implements remediation mechanisms to eventual negative impacts it can caused or contributed to. During 2023, Teleperformance *Italia* has caused or contributed to no negative impacts.

The Company also adopted the Diversity Equity & Inclusion policy with the aim to promote equal job/employment opportunities, no discrimination, and growth programs from the selection to the training, with affirmative actions for all candidates and employees. In addition, Teleperformance *Italia* promotes the recruitment of people who otherwise would have limited job prospectives such as: immigrants and refugees, people with disabilities, single parents, etc.

What is more, in the medium term, the Company intends to increase the representation of women with top management roles, as well as providing additional support to women to ensure a work-life balance.

Also, through an analysis of internal policies, ***EcoVadis***, recognized the Company as having a robust, sustainable and responsible management system in CSR areas, including work practice, environment, ethics and integrity, and governance.

Promotion of human rights

GRI 408-1, 409-1

Protecting and promoting human rights, celebrating diversity, supporting freedom, respecting differences, and adhering to the rule of law are vital responsibilities to which TPI is committed every day to make a positive contribution and firmly defend the values of society.

The fundamental rights of workers were adopted in 1998 as part of the ILO Declaration on Fundamental Principles and Rights at Work and are:

- freedom of association and effective recognition of the right to collective negotiating
- elimination of any form of forced or compulsory labor
- effective abolition of child labor
- elimination of discrimination in employment and occupation
- occupational Health and Safety.

Teleperformance *Italia* ensures, through internal policies, that the above listed human right issues and additionally the access to whistleblowing mechanisms and personal data protection are not violated. The procedures also help to identify risk areas requiring improvement or correction, and the extension of best practices, all the while tracking the progress and implementation of corrective plans through annual reassessments.

The Human Rights policy, available on the Group's intranet, is an indispensable resource for all members of the Teleperformance *Italia* workforce, customers, suppliers, and other stakeholders. It outlines all commitments and obligations towards employees and stakeholders.

Teleperformance *Italia* is committed to adhering to national and international norms and regulations that promote the highest standards in terms of human rights in order to:

- ensure a workforce and workplace free from harassment, abuse, and discrimination.
- provide a safe and healthy workplace and to prevent harm to its workers, contractors, visitors, and communities by integrating robust health and safety management practices into all aspects of its operations.
- condemn any form of child and forced labor, ensuring that all work is voluntary and not using or tolerating any form of slavery, forced, bonded, or compulsory labor, nor any type of human trafficking.
- respect the legitimate rights of workers to associate with others, to form and join (or refrain from joining) organizations of their choice, and to bargain collectively in accordance with applicable legal requirements.
- respect the International Labor Standards of the ILO and applicable local laws and regulations regarding working conditions and overtime, including rest days, and to ensure that employee compensation complies with current wage laws, including those related to minimum wage, overtime hours, and legally mandated benefits.

To ensure the implementation of the Human Rights policy, a dedicated governance structure has been established, including the Human Resources department, the Corporate Social Responsibility (CSR) department, and the Compliance, Privacy, and Security teams, with oversight by the Board of Directors, primarily through the **CSR Committee**.
The risks and practices related to human rights are regularly reviewed and assessed by the CSR department to evaluate the alignment between local practices and international standards, as well as between Teleperformance's global codes and policies. This ensures compliance with Duty of Care requirements, identifies best practices, and implements corrective actions where necessary.

TPI Integrated System

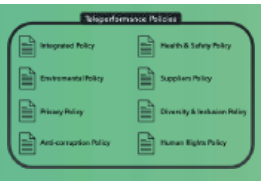
The organization, with a focus on continuous improvement, develops and maintains a documented Integrated Management System: Quality, Gender Equality, Health and Safety at Work, Information Security, GDPR Compliance, Anti-corruption, Environment, and Customers Contact Center, in accordance with the standards UNI EN ISO 9001:2015, UNI PDR 125:2022, UNI ISO 45001:2023, ISO/IEC 27001:2013, ISO/IEC 27701:2019, ISO 37001:2016, ISO/IEC 14001:2015, and ISO 18295-1:2017. Teleperformance *Italia* recognizes that a responsible strategy aligned with Gender Equality, Worker Health and Safety, GDPR Compliance, Anti-corruption, Information Security, and Quality of products and services, including call center activities, is essential for its success, customers satisfaction, and meeting stakeholders expectations in the context of its operations.

The integrated management systems are structured to achieve the following objectives:

1) Ensure gender equality in all roles and positions at all hierarchical levels;
2) Achieve full customers satisfaction;
3) Pursue appropriate growth in New Business;
4) Increase profitability of current managed volumes through operational cost rationalization;
5) Operate with effectiveness, efficiency, and reliability by employing necessary resources to uphold principles of diligence, transparency, and fairness;
6) Conduct activities with a commitment to comply with applicable laws, regulations, and standards;
7) Operate through an Integrated Management System where information exchange and synergies between functions represent strategic values;
8) Ensure Business Continuity and minimize impacts on the business in crisis situations, ensuring swift restoration of normal business operations;
9) Ensure that security aspects are included in all phases of design, development, operation, maintenance, support, and decommissioning of IT systems and services;
10) Ensure the continuous engagement of personnel and the development of skills through the organization of training/information sessions, aiming for the growth, awareness, and sense of responsibility of all employees; maintain a high level of professionalism among human resources, both at the managerial/administrative and operational levels;
11) Manage natural resources and energy rationally and sustainably, enhancing their use and reducing waste;
12) Pursue energy-saving goals and commit to the prevention and minimization of all forms of pollution produced by waste;
13) Oversee business processes with appropriate monitoring and control tools;
14) Maintain a transparent and collaborative relationship with public authorities and/or regulatory bodies;
15) Prevent injuries and health damage to the workforce by continuously improving workplace safety and health;
16) Minimize health and safety risks to the workforce by adopting appropriate assessment and protection measures related to the activities performed;
17) Gradually raise quality, health, safety, and cybersecurity standards through improvement programs and management and control systems that enable adequate risk assessment and corrective actions;
18) Create and maintain healthy and safe working environments;
19) Communicate necessary information about risks potentially associated with the activities performed to personnel;
20) Ensure that the Corporate policy is supported at all levels of the Company's organization;
21) Involve and consult resources on issues related to Workplace Safety and Cybersecurity;
22) Encourage the continuous improvement of individual skills for each resource and establish the best possible Company atmosphere;
23) Ensure that only authorized individuals have access to confidential resources (Confidentiality);
24) Ensure information is protected against false denial of receipt, transmission, creation, transport, and delivery (Non-Repudiation);
25) Ensure Authentication by ensuring that only authorized individuals have access to resources;
26) Ensure full awareness among personnel (employees and collaborators) working on behalf of Teleperformance Italia and all its subsidiaries about information security issues;
27) Guarantee the continuity of Teleperformance Italia's activities and the timely restoration of services affected by serious anomalous events, reducing the consequences both internally and externally;
28) Create an environment unfavorable to corruption, increasing the ability to detect corruption cases and enhancing the transparency of activities and organization.

All the Company codes, policy and procedures are publicly available at this link:

https://www.teleperformance.com/en-us/locations/italy-site/italy-codici-e-policy/



Codes of Ethics

GRI 2-15

In the early months of 2024, TPI updated its Code of Ethics (hereinafter referred to as the Code) based on the values of respect and protection of human rights and equal opportunities, to spread the principles of professionalism and compliance with laws and regulations.

The Teleperformance *Italia* Code of Ethics is a mean through which the Company commits to contributing, in carrying out its mission in accordance with laws and principles of loyalty and fairness, to the socio-economic development of the region and its citizens through the organization and provision of its services. The Code of Ethics identifies the general principles and rules of conduct that are recognized as having positive ethical value. The Code aims to guide the Company's actions towards ethical behavior by introducing a set of behavioral rules whose adherence is an essential condition for achieving the Company's mission.
The Code governs ethically significant conduct with the goal of making Teleperformance *Italia* activities transparent and guiding their execution, also considering the Company's commitment to contributing to the socio-economic development of the region, in which it operates, through the organization and provision of public services.
The Code of Ethics is complementary to the "Code of Conduct" addressed to members of administrative bodies and to employees. The provisions of the Code are binding on the conduct of all the Company's directors, managers, employees, consultants, suppliers, customers, and any external party that establishes, in any capacity, directly or indirectly, permanently or temporarily, in Italy or abroad, a relationship of collaboration or partnership.

Based on the provision of TPI Code, the staff is required to avoid situations where conflicts of interest may arise and to refrain from personally taking advantage of business opportunities, they become aware of during their duties.

All recipients of the Teleperformance *Italia* Code of Ethics are required to report, through the appropriate channels established, any significant illegalities and irregularities identified within the organization, to enable the responsible functions to make appropriate evaluations, understand the significance of the reported fact, and intervene promptly and adequately on the matter reported. The Company has introduced internal channels for reporting any unlawful conduct or any act of commission or omission that could cause harm to Teleperformance Italia or third parties, and of which individuals have become aware due to their role and within the work context in which they operate, as further detailed in the "Whistleblowing" section.

Organization, Management & Control Model pursuant to Legislative Decree 231/01

The Code of Ethics and the Code of Conduct constitute the fundamental elements of the Organization, Management and Control Model pursuant to Legislative Decree 231/01, updated and approved in 2023.

The Model is designed to prevent and to fight the commission of the offenses listed in the Law where the Company has an interest in or may benefit from a crime committed. Furthermore, the Company asks all the subjects whom it has relationships, both internally and externally, that they must adhere to both to the Code of Ethics and the Model, in order to prevent illegal acts and misconduct. The task of supervising the observance to, adequacy and update of the Model and Code of Ethics is entrusted to a collegial Supervisory Body (Organismo di Vigilanza). The Company also adopted the Whistleblowing policy and procedures that ensure the communication of critical concerns. As documented from the Supervisory Body (Organismo di Vigilanza) no critical concerns occurred and have been communicated to the BoD, during 2023.

Whistleblowing

GRI 2-16, 2-26

Legality Rating

On 09/18/2019 the Antitrust Authority (AGCM) attributed the legality rating score of "★★ +", pursuant to Legislative Decree n. 1/2012 (converted into Law 62/2012), to Teleperformance *Italia*, certifying ethical integrity and compliance with high standards of legality, transparency, and social responsibility in corporate management.

AUTORITÀ GARANTE DELLA CONCORRENZA E DEL MERCATO
AGCM
RATING DELLA LEGALITÀ ★★++

The Company ensures, through internal policies, that the above listed human right issues, access to whistleblowing mechanisms and personal data protection are not violated. The procedures also help to identify risk areas requiring improvement or correction, and the extension of best practices, all while tracking the progress and implementation of corrective plans through annual reassessments.

Teleperformance *Italia* fosters a culture of openness and dialog that allows all employees to express their point of view and voice their concerns. Employees are free to approach their line manager, HR manager, corporate counsel or compliance officer.

In 2018, the Group launched the “Global Ethics Hotline” (whistleblowing mechanism), accessible to both internal and external stakeholders, to report on any breach relating to human rights and fundamental freedoms, health and safety of people or the environment, ethics, corruption or fraud. It has been made available to 100% of Teleperformance *Italia’s* workforce.

In 2023 no whistleblowing reports, reports of breaches of the code of ethics or discriminatory behavior were received.

Anti-Corruption

GRI 205-1, 205-2, 205-3

The Company promotes the fight against corruption. As a confirmation of the path between legality and ethics, an important milestone was reached in 2019, when Teleperformance Italia obtained the UNI ISO 37001:2016 Anti - corruption Certification, meaning all the internal Policies and Procedures, as far as processes, are deeply entrenched in legality, ethics, and values. This is the culmination of a path of change, improvement, as well as confirmation of core values.

Anticorruption policies and procedures are communicated to all the employees internally through the intranet. After the publication of a policy/procedure, the notification occurs via BMS with confirmation of acknowledgement. The total number of Board of Directors members received communication in 2023.

Externally anti-corruption policies are disclosed to clients, vendors and consultants through contract clauses and cross-reference to the Company's website.

Teleperformance *Italia's* objective is to include an ethics and corruption prevention clause in contracts with third parties (customers, suppliers and consultants) which imposes mutual obligations to comply with the respective codes of ethics/conduct and corruption prevention policies.

Teleperformance has also an anti-corruption training module in which, during 2023, 50% of Directors, 93% of Top management members and 95% of employees participated, more details are shown in table 16 in Annex.

During 2023, 36% of Teleperformance *Italia* operations has been submitted to a corruption-related risks' assessment, indeed 9 operations on a total number of 25 operations.

The main corruption-related risks identified through the assessment are:

- Granting customers and suppliers abnormal commercial terms;
- Undue influence in public procurement;
- Undue influence on the results of inspections by Public Authorities;
- Undue influence on workers' safety representatives (RLS) and/or Trade Unions;
- Bias in the hiring process;
- Awareness and knowledge of employees on 231 issues.

For each risk, specific safeguards have been identified. The methodology used to identify the risks listed above, is conducted following four phases:

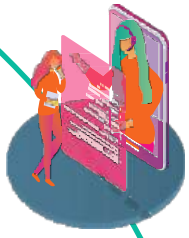
1) *Preliminary phase*: data and information collection;
2) *Initiation of the analysis and identification of hazards/risks:* it includes verification of legislative compliance and identification of hazards and risks;
3) *Risk assessment phase*: it includes the selection of criteria for the evaluation and estimation of risk and the extent of exposures;
4) *Definition of risk mitigation and countermeasure measures*;
5) *Definition of any opportunities related to the identified risks*.

It should be noted that, in 2023, no cases/episodes of corruption have been notified.

INTERNAL CONTROL AND RISK MANAGEMENT

One of the most strategic pillars of the Governance model is TPI's Risk Management. Company's Internal Control and Risk Management System is the set of rules and procedures in the organizational departments/branches of Teleperformance *Italia*, with the aim of allowing the identification, measurement, management and monitoring of the main risks of the Company.

This system is integrated into the more general organizational departments and corporate governance adopted by Teleperformance *Italia* and takes into due consideration both the reference models and the best practices at national and international level.



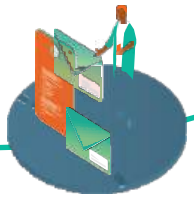
Company's Control System is based on policies, procedures and audits. The Internal Audits are performed mainly by the Compliance department. Additional Audits are performed by the Internal Control Questionnaire and by the cybers security audit. The external audits are performed by the Supervisory Body (*Organismo di Vigilanza*) and external auditors.

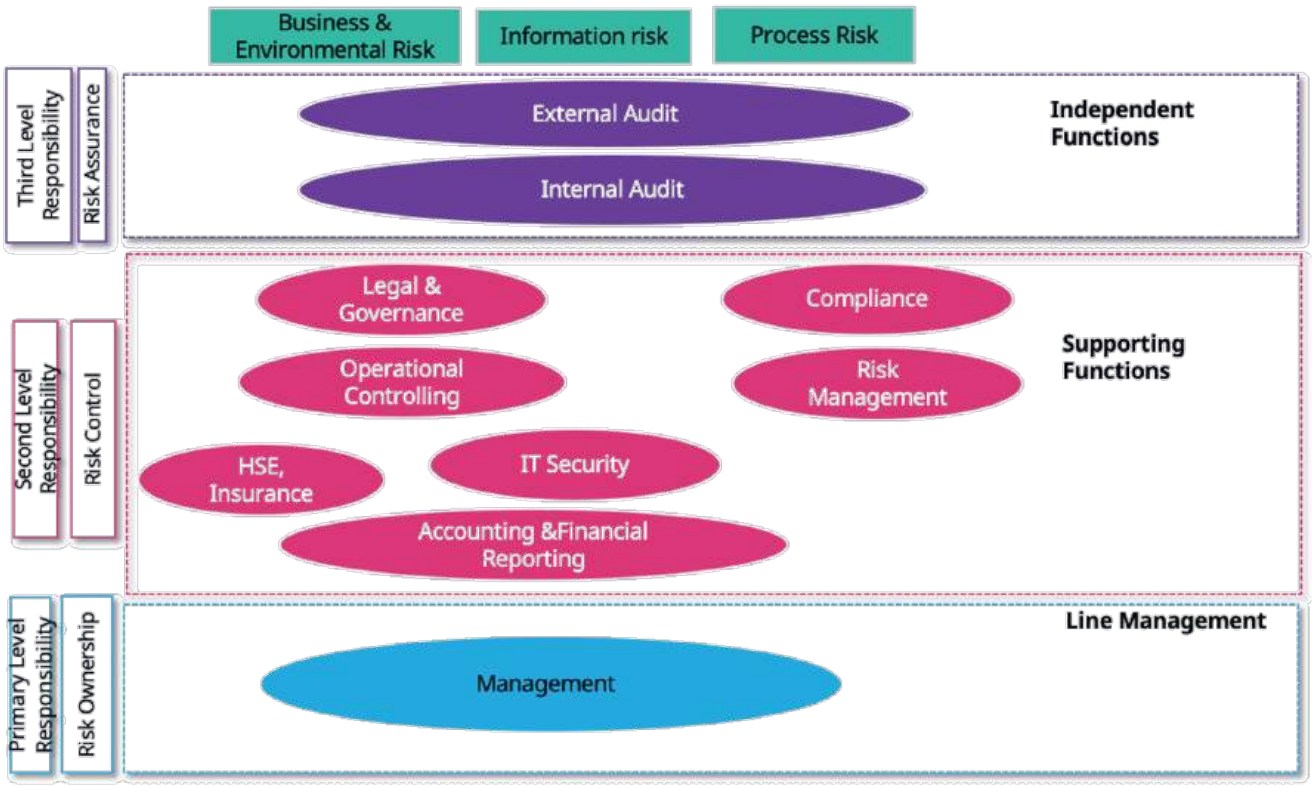
The process of the Internal Control and Risk Management System provides reasonable "assurances" regarding the monitoring of risks associated with the objectives, and the related operational objectives, and are as follows:

- Effectiveness and efficiency in the conduct of Company operations;
- Reliability of financial and non-financial information (reporting objectives);
- Compliance with laws and regulations (compliance objectives).

The components of the Internal Control System are:

- The definition of strategic and operational objectives;
- The identification of risky events that may affect the achievement of objectives;
- The definition of the roles and responsibilities of management (the risk owner);
- Monitoring of the process through Auditing.




Business & Environmental Risk
Information risk
Process Risk
Third Level Responsibility
Risk Assurance
External Audit
Internal Audit
Independent Functions
Second Level Responsibility
Risk Control
Legal & Governance
Compliance
Operational Controlling
Risk Management
HSE, Insurance
IT Security
Accounting &Financial Reporting
Supporting Functions
Primary Level Responsibility
Risk Ownership
Management
Line Management

People

People TELEPERFORMANCE ITALIA'S RESOURCES

EMPLOYED WOMEN 70%

MORE THAN 19,000 TOTAL TRAINING HOURS

0 CASES OF DISCRIMINATION

33% EXPENDITURE ON LOCAL SUPPLIERS

Gianluca Bifancioni
Human Resource Director

"Our human resource strategy seeks to attract and retain the best talent while continually providing them with support throughout their careers. Our winning business strategy is based on the power of expertise. Talent and sustainability go hand in hand. How do we do it?

Thanks to greater sensitivity to work-life balance issues, the introduction of welfare policies and work flexibility, the Company increases the attractiveness of the corporate brand towards talents, improves employee well-being, facilitates professional growth. The Company cares of wellbeing at work as one of the main pillars of the sustainable strategy. Wellbeing is based not only on Work at Home but consists in monitoring constantly the perception of wellness of the employees when thinking to the work environment referred to processes, relations, communication, performance management, approaches, hierarchy, rules, incentives and compensation, career. Also, Employee engagement measures the level of enthusiasm and dedication that our employees feel toward their job. Engaged employees care about their work and about the performance of the Company, feel that their efforts make a difference and is in it for more than a paycheck. Also engaged employees consider their well-being linked to their performance, and thus instrumental to the Company's success."

In 2023, the total number of Teleperformance *Italia* employees amounts to 1,119, comprising 333 men and 786 women, with a 2% decrease in the total number of Company employees compared to 2022. In 2023, 9 people have been hired, on the other hand 29 employees left the Company. In the same reporting period TPI counts 976 workers who are not employees: 366 are external workers with a permanent contract, 220 are external workers with fixed-term contract and 390 are collaborators. A more detailed view is presented in the following tables and in the table 20 e 21 in the Annex.

Table 2 – Number of employees broken down by gender and region (GRI 2-7)

Total number of employees by gender and region							
Sites	2022			2023			Variation 2023/2022
	Male	Female	Total	Male	Female	Total	
Center Italy (Fiumicino)	105	170	**275**	104	166	**270**	**-2%**
South Italy (Taranto)	234	630	**864**	229	620	**849**	**-2%**
Total	**339**	**800**	**1,139**	**333**	**786**	**1,119**	**-2%**

Table 2 – Number of employees broken down by type of contract and gender (GRI 2-7)

Total number of employees by type of contract, gender and region								
Sites	Type of contract	2022			2023			Variation 2023/2022
		Male	Female	Total	Male	Female	Total	
Italy	Permanent	335	798	**1,133**	332	783	**1,115**	**-2%**
	Fixed-term	4	2	**6**	1	3	**4**	**-33%**
Total		**339**	**800**	**1,139**	**333**	**786**	**1,119**	**-2%**

Total number of employees broken down by full-time/part-time, gender and region								
Sites	Full Time / Part Time	2022			2023			Variation 2023/2022
		Male	Female	Total	Male	Female	Total	
Italy	Full-time	96	83	**179**	95	85	**180**	**1%**
	Part-time	243	717	**960**	238	701	**939**	**-2%**
Total		**339**	**800**	**1,139**	**333**	**786**	**1,119**	**-2%**

At the end of the 2023, 99% of TPI employees have a permanent contract and the remaining part have a fixed-term contract. Furthermore, 84% have a part-time contract and the remaining 16% have full-time contract.

Moving on to the breakdown of employees, by age group, gender and professional category, as it can be seen in the table below, 2% of the total number of Teleperformance *Italia* people hold managerial positions, of which 1% are women and 1% are men. The remaining 98% of workers are employees. Furthermore, 2% of workers classified as employees are in the "<30" age group, 71%, of which 787 employees, 10 managers and 1 director, are in the "30-50" age group and the last 27% of workers, classified 291 as employees, 5 as managers and 5 as directors, are in the ">50" age group. For further information, also about the diversity of Governance bodies please refer to the table 17, 18 and 19 in the Annex section.

Table 3 - Percentage of employees within the organization's employees by professional category, broken down by gender (GRI 405-1)

Employees by occupational category and gender (percentages)							
% of people	2022			2023			Variation 2023/2022
	Men	Women	Total	Men	Women	Total	
Directors	80%	20%	**1%**	83%	17%	**1%**	**22%**
Managers	47%	53%	**1%**	47%	53%	**1%**	**2%**
Employees	29%	71%	**98%**	29%	71%	**98%**	**0%**
Total	**30%**	**70%**	**100%**	**30%**	**70%**	**100%**	**0%**

Well-being at work

GRI 401-2

Employee well-being and emotional intelligence are fundamental aspects of the Company's operations business strategy.

Teleperformance *Italia*, also recognizes benefits such as health care, welfare policies and parental leave to all its employees.

Since 2008, Teleperformance *Italia* has always undertaken a comprehensive annual Employee Satisfaction survey called E.Sat. In 2023, satisfaction levels among employees increased, ranking Company among the Top 5 subsidiaries in the world. The main KPI of Well Being and is the *Great Place to Work* certification confirmed in 2023, still being the sole Company in Italy in the Contact Centre sector to receive such an award. The Great Place to Work certification is issued by an independent entity that assesses employee satisfaction levels through a survey addressed to them directly.

In continuity with the previous years, Teleperformance *Italia* carried out the following initiatives:

- Empowerment Initiatives

As a certified Company, Teleperformance *Italia* undertakes to implement numerous work-life balance policies and to improve the well-being of all employees and their families (see the following infographic). The aim of these new measures is reaching the perfect work organization, promoting psychophysical well-being, providing continuous training, strengthening the link with the territory and to enhance diversity and inclusion.

Following some examples of the policies:

- Family Audit Certification

Teleperformance *Italia* obtained in November 2021 the Family Audit Certification. The target is the well-being of the employee with a better management of private and working lifetimes. In 2023 the Certification was extended to the Fiumicino site. It consists in the Work & Family integration business plan established by the Company for Taranto office, covering different macro-areas including work organization, corporate culture, Diversity Equality & Inclusion Management, communication, corporate welfare, People caring, territorial welfare and new technologies. Each area explores a field of investigation with a related appointed reference manager called "welfare manager ", appointed with the task of collecting the needs of the workers and providing targeted information to satisfy requests.

Also, an email address has been activated (sportellowelfare@it.teleperformance.com) through which the Company population can communicate any problem in order to receive Company support. A chatbot (Tippino) has been implemented within the Company intranet with the aim of simplifying requests for clarification on Company welfare initiatives. Furthermore, to request more detailed information, the chatbot refers directly to the dedicated welfare desk box. This measure was implemented to further show Teleperformance *Italia's* closeness to its employees, providing a direct, immediate and fast channel to respond to needs and any doubts.

The Autonomous Province of Trento has certified that the business plan complies with the requirements of the Guidelines for the implementation of Family Audit.

As part of the *Family Audit certification*, the Company has implemented a system of monitoring to verify the effectiveness of the actions undertaken through the establishment of a Focus Group who periodically meets to understand the perception, information and satisfaction regarding the actions.

Teleperformance

- Flexibility and smartworking;
- Improvement of well-being and personal professional motivation due to meetings and training on psycho-physical well-being;
- Promotion of Diversity, equity & Inclusion eventis;
- Workers' development due to training courses of technical skills enhancement;
- Institution of a Helpdesk/Welfare Manager;
- Counseling and psychological advisory service;
- Improvement of corporate welfare;
- Advanced technological equipment and time-saving tools.

Family Audit

CERTIFICATO FAMILY AUDIT

La Provincia autonoma di Trento
certifica che il processo Family Audit realizzato da

In & Out S.p.A.
per la sede di Taranto (TA)

con sede legale a Fiumicino (RM) - Viale Bramante 29

è conforme ai requisiti previsti dalle
Linee guida per l'attuazione del Family Audit
(Approvate con deliberazione della Giunta provinciale n. 2082 di data 24 novembre 2016)

Provincia autonoma di Trento
Agenzia per la coesione sociale, la famiglia e la natalità

Certificato n. 206 - Registro delle organizzazioni certificate Family Audit
Il presente certificato Family Audit ha validità dal 15.10.2021 al 15.10.2024 (data di conclusione del processo di certificazione) previa conferma annuale.

Other initiatives

From the perspective of people at the heart of the core business, Teleperformance *Italia* organized and sponsored contest and free events in favor of the workforce and their families:

- Book and Photo Contest;
- Concerts and Events;
- Meeting with the Madrigal cartoonist;
- Working groups with final Histò event;
- Christmas strenna delivered to all the workforce (please check the link: https://www.facebook.com/TeleperformanceItalia/posts/pfbid034ZTJJLX8F4XgTqJHRvNeoB9JZVVobJuX7zRFqt9qXKSmHa9bia8CG5rat8xzFXuUl);
- Gifts to small Tippini (please check the link: https://www.facebook.com/TeleperformanceItalia/videos/872462167524712/).

In addition, to demonstrate its commitment to the well-being of employees, Teleperformance *Italia* has promoted the Project Well-being Inside, which provides for the possibility of all employees to attend individual meetings, but also group with specialized psychologists:

- Emilia Quadri (individual meetings) 404 meetings only in 2023;
- Massimo Buratti and Alcesti Alliata (group meetings);
- Teambuilding with Luca Mazzucchelli Psychologist (please check the link https://www.facebook.com/TeleperformanceItalia/posts/pfbid023beZim7MSNMSB8JDnnwVL2ve4HpqcUP53d1fGRhQHK73EmdXp91GkWxUebD17xk7l).

Compensation

GRI 2-19, 2-20, 2-21, 202-1, 405-2

The remuneration policy seeks to reward individual and collective performance by offering a remuneration package that is well above local remuneration market rates. The total compensation package includes fixed remuneration as well as a performance bonus, and other benefits. Additionally, the remuneration rates are reviewed regularly to match the market trends and to reduce any pay gaps that may arise. Over the last six years, more than 3 million euros have been paid out in form of bonus payments to qualifying employees. All Teleperformance *Italia* staff receive employee's benefits. The remuneration policy includes:

- fixed pay and variable pay;
- sign-on bonuses or recruitment incentive payments;
- termination payments;
- retirement benefits.

The remuneration policy is in line with the regulatory framework and local labor and market conditions. This policy aims to:

- Attract and retain talent;
- Reward individual and collective performance;
- Be fair and consistent with the Group's financial and operational objectives.

Teleperformance *Italia* includes its key managers and executive directors in a profit-sharing scheme through a bonus performance share plan, in compliance with its rules of governance. The Company has adopted the global remuneration policy, offering all employees a competitive remuneration package comprising a fixed and variable part plus employee benefits. Entry-level wages at Teleperformance *Italia* are higher than the national minimum wage everywhere.

During 2023, Teleperformance *Italia* has calculated the ratio between the highest-paid employee's salary within the organization and the median of the total salaries of all the Company's employees, which is 22.41. Another ratio calculated is the ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees which is, for the 2023, -5.4. In a transparency logic oriented towards gender equality, TPI has calculated the ratio between the average base salary and the overall average compensation of women compared to men for each professional category. Also, the minimum wage recognized by Teleperformance *Italia* to its new hired employees is the same of the minimum local wage. More details are available in the following charts.

Table 4- Ratio of basic salary of women to men (GRI 405-2)

Ratio of female to male basic salary			
Basic salary	**Ratio of Women to Men**	**Ratio of Women to Men**	**Variation 2023/2022**
	2022	**2023**	
Fiumicino			
Directors	30%	25%	-16%
Managers	132%	200%	52%
Employees	154%	161%	4%
Taranto			
Directors	0%	0%	-
Managers	108%	80%	-26%
Employees	228%	267%	17%
Total	**188%**	**222%**	**18%**

Table 5 - Ratio of basic remuneration of women to men (GRI 405-2)

Ratio of female to male total remuneration			
Total remuneration	Ratio of Women to Men	Ratio of Women to Men	Variation 2023/2022
	2022	2023	
Fiumicino			
Directors	31%	24%	-25%
Managers	125%	176%	40%
Employees	162%	157%	-4%
Taranto			
Directors	0%	0%	-
Managers	108%	93%	-13%
Employees	248%	245%	-1%
Total	**196%**	**193%**	**-2%**

Table 6 - Annual total compensation ratio (GRI 2-21)

Annual total compensation ratio			
Ratio	**2022**	**2023**	**Variation 2023/2022**
The ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)	22.71	22.41	-1%
The ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual)	69.28	-5.4	-108%

Employee engagement & development

GRI 404-1, 404-2, 404-3

Employees Engagement strategy in Teleperformance *Italia* is based on motivation, sense of pride and belonging, with the awareness of the huge impact on the profitability.
This is a core investment for the Company focused on engagement approach philosophy such as:

- Appreciation and Rewards;
- High Trust and Loyalty;
- Happy workplace;
- Work Satisfaction;
- Friendly and Encouraging culture;
- Retention and opportunities of Growth.

In Company philosophy, there is a linear relation between profit and engagement.
Employee engagement is the degree to which employees invest their cognitive, emotional, and behavioral energies toward positive organizational outcomes.

Recruiting, Selection & On boarding

The Company guarantees equal opportunities and gender equality in recruiting and selection as well as facilitates young and weakest people entry. Onboarding is constantly monitored through the ***Employees Satisfaction survey***, and, in case of leaving, the Company submits the exit interview to investigate the reasons.
Recruiting channels are based mainly on internal growth, spontaneous applications attracted from the brand reputation, social channels and local manpower agencies. The 4 key steps in are: recruiting, selection, onboarding and exit interview, hiring.
The dynamic nature of work growth or even job rotation allows the Company to foresee the publication of internal job postings and Jumper courses for various positions. This aims to offer professional growth opportunities to employees, as well as to change their roles and tasks while maintaining the same contractual level.

In this Teleperformance *Italia* is committed to addressing the potential negative impacts related to the loss of Company talent by a survey at 10, 30, and 60 days to all new hires regarding their onboarding experience. Focus groups/brainstorming sessions are frequently planned to identify difficulties, needs, and new work solutions. Exit interviews are also conducted with all employees who leave the Company, and annually, climate surveys are carried out. In case of feedback that does not align with the Company's expectations and values, TPI actively addresses the reported issue.

◆ Training development

Teleperformance *Italia* ensures training opportunities for all staff. The Company is increasingly investing in both external technical training or online training platforms where technical, managerial, and other general training courses can be accessed. Continuous employee development has been a fundamental lever for achieving effective results in business operations and such as, over the last three years, the training programs offered by the Company to its staff have been transformed to provide participants with the specific skills necessary for ensuring excellence at work. Thanks to the significant use of distance learning, in 2023, there was an additional increase in the average number of hours in order to enhance their capabilities when handling technical business decisions.

Such initiatives have also been a catalyst for unlocking employee potential and enabling management to better understand employee strengths, thus making it easier to place employees where they perform best with the aim of increasing Company productivity.
In 2023, TPI has expanded its training catalogue to include languages, coaching, and performance.
The Company has created training opportunities aimed at all personnel for the growth of skills, including English, IT and other courses. The goal is to invest in the Company population by providing the means for the professional growth and at the same time increasing the job satisfaction.
Among the most significant topics touched upon were goal setting, stress management, and priority management.
In this regard, here are most relevant courses for 2023:

GoFluent

- Enhancing foreign language proficiency

Coaching

- Face-to-face sessions with a dedicated coach covering the following topics (the first three were the most addressed):
  - Define goals
  - Manage stress
  - Manage conflicting priorities
  - Make important decisions
  - Determine what you actually want to do
  - Develop leadership skills
  - General conversation

Coaching statistics:

- 200 people registered on the platform
- 328 coaching sessions conducted

Work Groups

- Strengthening team collaboration through the development of a project aimed at improving a business process.

TP Theater

- With the support of two professional actors, work groups prepared and developed a theatrical presentation to enhance team collaboration and the expression of emotions in the workplace.

Training Courses

- Held in Milan with communication experts and psychologists to improve public speaking skills.

Six Sigma Courses

- Aimed at improving the ability to observe and analyze quality indicators of operational services.

GRI 404-1, 404-2, 404-3

◆ Global Performance & Talent Management

Global Performance & Talent Management is a new process to address the following pain points:
- Lack of "ONE" global view of Performance & Talent for all grades;
- Inconsistent process – The way we assess, and what we assess on Manual process;
- Improve offering for Non-Agents.

We can address the above by:
- Utilising ONE platform with an already high user – myTP (Saba);
- Developing one performance review form and one appraisal form for all – Same sections, different weightings where needed;
- Implementing a calendar year approach so we can centrally drive performance review and appraisal cycles allowing Global drive of competition + follow up;
- Launching and globally calibrating Company on ONE set of TPI competencies per level (Agent, Non-Agent and Executive Leadership).

Performance Management "helps in tracking employees' performance and tells whether or not they need extra support, can handle a higher-level training".

10 Core Competences

Those competences are applied to everyone in Teleperformance Italia and are a mandatory part of the annual performance review form for every employee in all levels:

- Smart and decisive with data
- Self aware and self managing
- Agile and adaptable
- A global thinker
- Innovation and Creative
- Purposeful and Impactful
- A True Partner
- An authentic and connected leader
- An infinite learner
- Digitally smart

Competences have long served as a framework to guide employees' behavior toward what is most important for an organization and to drive success. However, focusing solely on skills without considering broader competences will not be sufficient to develop leaders and promote career growth for employees.

Minimum Skills

There are specific learning skills required to perform a particular job; however, there is a distinction between hard skills and soft skills. Whereas a hard skill is a technical and quantifiable skill that a professional can demonstrate through his or her specific qualifications and work experience, a soft skill is a nontechnical skill that is less rooted in specific vocations. An example of hard skill might therefore be computer programming or proficiency in a foreign language, while a soft skill might be time management or verbal communication.
All minimum skills can be classified into one of the following groups or categorie: process or knowledge skills, use of a tool or technology, interpersonal skills or emotional intelligence, and problem-solving skills.

During 2023, Teleperformance *Italia* provided over 19,000 hours of training to its employees, with an average of 17.01 hours of training per capita, 18% less than average training hours of 2022.

Table 6 - Average hours of training per year per employee, broken down by employee category and gender (GRI 404-1)

Hours of training						
N. of hours	2022			2023		
	Average hours/men	Average hours/women	Average hours/total	Average hours/men	Average hours/women	Average hours/total
Directors	1.08	0.00	1.08	1.88	3.88	2.22
Managers	26.47	18.62	45.09	4.61	8.85	6.87
Employees	17.92	12.77	30.69	16.00	17.73	17.23
Total	26.00	18.55	20.76	15.55	17.63	17.01

In the medium term, Teleperformance *Italia* intends to harmonize salary, benefits and welfare packages, to ensure fairness and consistency with the Company's financial and operational objectives while offering employees a more competitive and sustainable package.
As a first step in this direction, the Company built and implemented a better-structured and measurable online Performance Management System, which has been active since the beginning of 2022, to ensure measurable KPIs and equal treatment and opportunities. More details are in the table below.

Table 23 - Percentage of employees receiving regular performance and career development reviews (GRI 404-3)

Employees who received a regular performance and career development review					
Professional category	**2022**		**2023**		**Variation 2023/2022**
	Number of employees	**% Total**	**Number of employees**	**% Total**	
Directors	0	0%	0	0%	0%
Managers	0	0%	0	0%	0%
Employees	301	27%	293	26%	-3%
Total	301	26%	293	26%	-3%
Gender	**2022**		**2023**		**Variation 2023/2022**
	Number of employees	**% Total**	**Number of employees**	**% Total**	
Men	-	-	138	41%	-
Women	-	-	155	20%	-
Total	-	-	293	26%	-

**The number and the percentage of employees who received reviews in 2022, broken down by gender was not available.*

In Teleperformance *Italia*, diversity equality and inclusion mean hiring, developing, and retaining all the best talents. In the medium term, the Company intends to increase the representation of women with top management roles, as well as providing additional support to women to ensure a balance between their private life and work. Next year one of the Company's goal is to start the process to obtain the ISO 30415: 2021 Certification. This international standard identifies a set of principles, roles and responsibilities, actions, policies, processes, practices and measures to enable and support effective diversity and inclusion in the workplace.

DE&I can bring a range of tangible benefits not only to the Company that implements procedures and initiatives to promote these themes internally, involving the entire organization through dedicated and constant commitment, but also to the local economy and surrounding environment. Specifically, a marked improvement has been registered in the Company climate thanks to the inclusive environment created through events and initiatives such as *TP4i, 4W4I, partnerships with Valore D*, and *Parks Liberi e Uguali*. Furthermore, an inclusive culture can attract and retain talent, increasing productivity and profitability.

Teleperformance adopts *the Diversity & Inclusion policy* whose aim is to provide guidelines to guarantee equal job opportunities, no discrimination, growth programs and positive actions in all phases of the Company processes, starting from candidates in the phase of recruiting, stakeholders and up to the employees. The policy establishes non-discrimination based on race, color, religion, sex, LGBTQIA sexual orientation, nationality, citizenship, ancestry, age, disability, genetic background, family care status or any other category protected by applicable laws. TPI's commitment to Diversity, Inclusion and equal employment opportunities concerns all aspects of the employment relationship including:

- Selection & Hiring;
- Training, Promotion & Career Advancement;
- Anti-Harassment;
- Salary;
- Working conditions.

In addition to female empowerment and disability inclusion, Teleperformance *Italia* decided to explore and further support the delicate issues of inclusion of LGBTQI+ people in the workplace. With this objective, in 2023 it joined the *Parks Liberi e Uguali* non-profit organization, the first in Italy whose members are exclusively employers. Parks' objective will be supporting Teleperformance *Italia* in the implementation of strategies and good practices that are inclusive and respectful of all diversity. Through Parks, Teleperformance *Italia* will be able to take advantage from many activities as: LGBTQI+ inclusion in the workplace, Inclusive leadership, LGBTQI+ Diversity management, Inclusive language. In 2024 many events and webinar will be organized with the support of Parks.

To grant the highest standard of ethical, legal and honest conduct, Teleperformance *Italia* encourages mechanisms for illicit conduct reporting and at the same time protects those people who report from retaliation or other adverse actions in the workplace.

In addition to the *Global Ethic Hotline* managed by the Teleperformance Group and in compliance with the provisions of Legislative Decree no. 24 of 10 March 2023, Teleperformance *Italia* ensure the availability to anyone of specific internal channels to report any illicit conduct or any behavior committed or omitted which may cause damage to Teleperformance *Italia* or third parties and of which the individual has become aware due to the function performed and within the working context in which he or she operates (workers, business partners, suppliers and other third parties).

Additionally, in 2023, Teleperformance *Italia* have been evaluated as the second company among the 20 best companies considered the *Best Workplaces for Women*.

◆ Certification of Gender Equality

Confirming the commitment for women empowerment and DE&I culture in October 2023, Teleperformance Italia has obtained the Certification of Gender Equality - UNI PdR 125:2022. This Certification is a starting point to be true promoters of cultural change, towards full recognition of gender equality.

In order to monitor the actions and the progress within the framework of the Gender Equality Certification, the Gender Equality Committee has been established with people belonging to different departments.

◆ 4 Weeks 4 Inclusion

Teleperformance *Italia* is one of the partner companies of 4 Weeks 4 Inclusion, the largest marathon on inclusion created by TIM which counts more than 400 partner companies. A great alliance of partner companies and associations, that operate in completely different sectors or are even competitors, but that choose to come together to tell their stories of inclusion, DE&I projects and give visibility to all the diversities. In 2023 edition the event presented #ioxlei: to stop violence against women was awarded as "Best contribution on the Gender Gap".

The round table organized together with Alzaia Onlus, the association which manages differrent anti-violence centers in Taranto, and together with the comedian Daniela Baldassarra, has turned the spotlight on the issue of gender violence, on which all TPI people have the responsibility to act to install a deep cultural change.

◆ Teleperformance *Italia* for Inclusion

In March 2023, the second edition of TPI4i (Teleperformance for Inclusion) was held. The initiative has been promoted internally by dedicating the entire month of March to DE&I issues. A relay full of events, webinars, meetings, dialogues to enhance all diversity and spread the value of inclusion in professional and personal life. Each week was dedicated to a specific theme:

- Female empowerment and fight against gender discrimination;
- Welfare policies and optimal management of care loads;
- Inclusion and valorization of diversity;
- Psycho-physical well-being and the importance of a healthy lifestyle.

Together with the journalist Claudia Mammalella, four video interviews were carried out hosting Italian and Albanian colleagues, to explore deeper into the different points of view in the two countries on DE&I issues.

Also, a webinar was held by Marzia Martino, teacher of People Empowerment and Team Building and Ambassador of *Inclusione Donna*, who proposed the challenge "What would I do if I wasn't afraid" to the women of Teleperformance *Italia* - The power of making mistakes and not being perfect. The main topics were trust and the relationship with insecurity, perfection and error and generative leadership.

TP4i Contest: the value of Inclusion - A creative Contest was also launched in which people were invited to create an artistic project that represented the value of inclusion, against all discrimination and in the most varied forms of expression. The initiative was open to all employees and their children.

◆ TP Women

TP Women is the global network of the Teleperformance Group which aims to overcome challenges faced by women in the workplace promoting proactive changes towards gender equality and women's empowerment. The program promotes various initiatives during the whole year such as round tables, events, training, contests dedicated to women who have made the difference within the organization.

◆ TP Inspiring

The TP Inspiring section is published on the corporate intranet dedicated to Diversity Equity & Inclusion and containing articles on important women who have made history for gender equality.

Occupational Health & Safety

GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10

Teleperformance Italia is *ISO 45001* certified and ensures the maintenance of the integrated management system, which is also applied to occupational safety. Each year, the H&S department reassesses the impacts identified in previous years and evaluates any new impacts through inspections and analyses. All this process is documented within the Risk Assessment (DVR).
Also, a periodic control service is active to ensure workplace safety. These controls, in line with national administrative requirements and a process system required by the Group, establish the level of safety and attention that Teleperformance *Italia* aims to achieve.
Summarizing, to monitor the efficiency of all the actions taken, Teleperformance *Italia* uses the Integrated Management System, the Corporate Requirements and the regulatory request client audits.

Dasa-Rägister

Dasa-Rägister S.p.A.

In & Out S.p.A.

UNI EN ISO 45001:2023

CERTIFICATE

Given the need to improve the process and always keeping an eye on the activities entrusted to the control of administrative compliance, the H&S department aims to significantly increase initiatives for reducing risks associated with work activities by promoting targeted courses and informational sessions.
The checking of activities aimed at reducing risks and preventing them highlights the actions of the H&S department and the coordination of the Facility department, which, through their routine activities, can provide almost daily feedback on the desired level of service quality. What is more, periodic meetings with management and the Prevention service areas provide a useful contribution in addressing negative impacts.

By leveraging risk-opportunity schemes in a progressive manner, the goal is to improve and undertake actions aimed at process efficiency in workplace safety. The reduction of the impact of injuries, thanks to the continuing use of smart working even after the pandemic period, has significantly reduced the average number of annual injuries and lowered the exposure to certain risks associated with the activity.
Several initiatives this year have been focused on reducing employee stress and providing training. Specifically, TPI has undertaken various welfare activities with specialist and psychologists to continuously improve employee well-being during and outside of work activities. The logistics area has allowed for the reassessment of some spaces within the workplaces to make on-site work more accommodating for employees.

The fixed objectives and goals to achieve are useful to monitor Teleperformance *Italia's* progress in term of Health & Safety are:

- Number of injuries;
- Training sessions attended;
- The audit assessment results, used as a basis to a continuous improvement of the Teleperformance *Italia's* Health & Safety Management System.

Furthermore, through the internal and external communication system, all the employees are informed about all the Health & Safety actions taken.

Injuries and work-related illness

GRI 403-9, 403-10

Similarly to 2022, 3 injuries were reported in 2023 for Teleperformance *Italia's* employees, at the same time, also 3 cases of work-related illness were diagnosed[1]. It should be noted that injuries are considered serious based on the combination of prognosis duration (over 120 days), severity of injuries and lesions, the occurrence of incidents is very rare, never serious and of a very slight entity, mainly due to accidental falls or slips or collision in the car on their way to work.
In 2023, the rate related to injuries for employees is 2.09. The total amount of hours worked in 2023 from employees is 1,436,789.31, 36% less compared to 2022. Regarding non-employed workers, on Teleperformance *Italia's* construction sites, no injuries and occupational illness cases were recorded. Furthermore, as in 2022, for non-employees it wasn't possible to collect the total hours worked in 2023 and data about work-related illness. More details about work-related injuries are in the following tables, for more information about occupational illness, please refer to the table 24 in Annex.

[1]Work-related ills are referred to dysphonia and hearing loss.

Table 7 – Number of employees' work-related injuries broken down by typology and work-related injuries' rates (GRI 403-9)

Employees work-related injuries		
N. of cases	2022	2023
The number of recordable work-related injuries	3	3
of which, number of fatalities as a result of work-related injuries	0	0
of which, work-related injuries with high-consequences (excluding fatalities)	0	0
Health and safety rates		
Rates	2022	2023
Rate of recordable work-related injuries	1.34	2.09
Rate of fatalities as a result of work-related injury	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0	0

Table 8 - Number of external workers work-related injuries broken down by typology (GRI 403-9)

Work-related injuries		
N. of cases	2022	2023
The number of recordable work-related injuries	1	0
of which, number of fatalities as a result of work-related injuries	0	0
of which, work-related injuries with high-consequences (excluding fatalities)	0	0

Profit

Profit

TELEPERFORMANCE ITALIA'S BUSINESS RELATIONS

TPI supply chain

GRI 204-1

Teleperformance *Italia* is committed to a sustainable and responsible supply chain. Since 2021 a due diligence process is applied on vendors selection and TPI reached 100% of application in 2022 and 2023. The selection of suppliers that respect sustainable criteria, and 0 kilometers distance in order to decrease the emissions impact of goods transportation and increase the impact on local community, has progressively increased by the Company.
Since 2021 the Company added in the contracts the Ethic Code, anti-corruption and D.Lgs 231/2001 clauses acceptance from the vendors and selected green suppliers for stationary and hygienic products. In 2022 TPI added the Ecolabel certified paper purchase, green soaps, reconditioned personal computers, disinfection of headsets for re-use, internal recycling of systems.

The main actions to prevent and mitigate potential and effective negative and positive impacts are related to;

- the assessment on the sustainability of the suppliers in their qualification, also asking for the DURC and if necessary, the professional self-certification that ensures compliance in the Company of safety standards towards its workers. The Company then changed the layout of the PO (Purchase Orders) and now in the format there are general terms and conditions applicable to the supply of services and/or goods by Teleperformance *Italia*, linked to the Group's code of conduct;
- avoiding or limiting the involvement of unsustainable suppliers or suppliers who have a bad reputation;
- increasing the involvement of local suppliers;
- supporting the top management in managing all the activities implemented to ensure the well-being of employees or for local social initiatives.

To monitor the effectiveness of the activities carried out, the Company implements processes of actual suppliers' requalification. To control the suppliers' activities, policies, and management, Teleperformance *Italia* adopts a *Supplier Code of Conduct*. In this way, as a progress to all the actions taken, Teleperformance *Italia* is increasing the number of sustainable local suppliers selected.

Indeed, in 2023, 33% of Teleperformance *Italia* operational expenses incurred were spent on Italian suppliers, 33% more than 2022. The Company prefers local suppliers to gain more efficiency in terms of transport timing and distance, and to reduce CO_2 emissions. The choice of local suppliers allows also establishing stable relationships, especially in Taranto where Teleperformance *Italia* has a high reputation and importance also for the job positions that offers to the local community. Furthermore, the main operations are in Italy, where Teleperformance *Italia* purchases products and maintenance activities or consultancy.

Percentage of the procurement budget used for significant location of operation that is spent on suppliers local to that operation			
Percentage of the procurement budget spent on local suppliers	2022	2023	Variation 2023/2022
Italy			
Percentage	25%	33%	33%
Taranto			
Percentage	30%	50%	66%
Fiumicino			
Percentage	35%	19%	47%

Main Supply chain initiatives

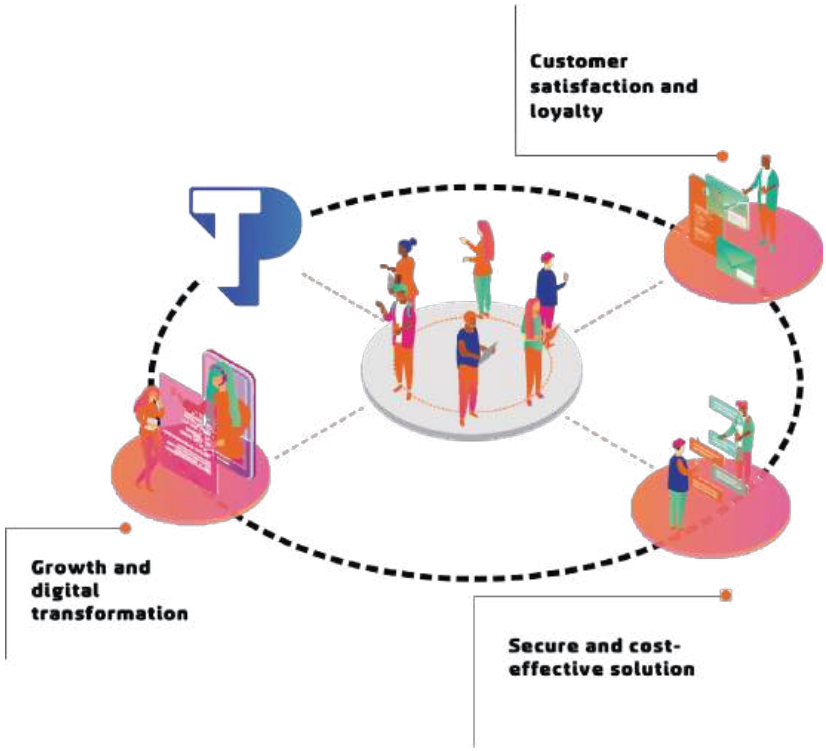
- **Emergency response plan**

It Involves suppliers and contractors on environmental sustainability through training courses and awareness campaigns, develops prequalification criteria and integrates environmental considerations into contractual conditions to collaboratively achieve greening supply chain objectives.
In the incoming years Teleperformance *Italia* will prioritize the zero-carbon vendors selection.

At the end of 2023 TPI began the drafting of the social responsibility clause for contracts and the new ***Due Diligence Questionnaire*** with a specific section about sustainability.

Client satisfaction

Teleperformance *Italia* is committed to be a partner of choice for the customers, and it keeps centric of:



Among the objectives of Teleperformance *Italia* regarding client satisfaction, there are also:

- offering to the clients a safe and continuous service with high-quality standards;
- ensuring, through the recruitment and continuous development of resources, a high level of professionalism, knowledge, awareness, skills, and commitment to achieve all quantitative and qualitative, contractual and non-contractual results, striving to exceed their expectations and seeking continuous improvement also from a health and safety perspective in the workplace, as well as in information and environmental security;
- ensuring the continuity of the service offered through careful compliance with all mandatory requirements (H&S, environmental, Privacy).

Teleperformance *Italia* approaches a dialog method with the customers based on client satisfaction surveys, Strategic Account Management, Solution Delivery Management, events, partnerships, needs and expectations.

To avoid the reputational brand loss, Teleperformance *Italia* has provided a customers satisfaction survey "*K.Sat*", it is conducted annually and it allows to understand the level of satisfaction/experience in various business areas such as HR, Account Management, IT and others. It also includes a satisfaction survey sent to the main contacts of clients, and a follow-up survey, 90 days after the Annual K.Sat, for neutral and detractor respondents. Other activities carried out by the Company are the Action Plan and Monthly Progress Report about customers satisfaction and the quarterly K.Sat, a satisfaction survey with 5 questions, referred to a 3 month period, it is carried out randomly.

To grant and maintain customers loyalty, Teleperformance Italia keeps ensuring a high level of professionalism, knowledge, awareness, and skills of resources and it aims to achieve quantitative and qualitative results with a view to continuous improvement.

Community engagement & support

GRI 413-2

One of the main goals of Teleperformance *Italia* is becoming a leader of a social network involving territory and community. To grant a continuous engagement of the community, the Company keeps a strong dialogue with its local stakeholders through listening desks. The Company is committed to the maximum outreach in external communication and investment support to local economies.
The effectiveness of all actions taken is monitored through focus groups and media attention, and their improvement is analyzed using internal corporate tools, external tools, and the press.

The result reached in 2023, related to the commitment of Teleperformance *Italia* in engaging the local community, is the confirmation of the ***Great Place to Work certification***. To implement the lessons learnt from the engagement, Teleperformance *Italia* has started a Due Diligence process application for NGO identification. In all those activities, the stakeholders that represent the community are asked to participate in cross-cutting round tables and in all communication channels.

The impact on local employment is very important for Teleperformance *Italia*, that's why many initiatives are executed. Following, the main activities:

◆ Soleterre

Teleperformance *Italia*, also in 2023, has positively impacted on the local community and on the environment with various projects in collaboration with the ONLUS *Soleterre*, supported with a scholarship at the center of *Microcitemia* of Taranto (renewed also in 2024).

◆ Komen Italia

Over the years Teleperformance *Italia* has collaborated with Komen *Italia*, registering its team for the race in Rome and donating funds for breast cancer research and prevention.

◆ Taranto Hospital

Teleperformance *Italia* collaborates with the SS Annunziata hospital in Taranto and Simba Onlus (active inside the hospital), through various donations including:

- toys for children in the oncology department;
- "Culla per la Vita" (Cradle for Life) awareness campaign relaunched in Taranto high schools.

◆ Boys Taranto Basket

During 2023, Teleperformance *Italia* supported the Boys Taranto Basket, a united group and a great family, that has done many sacrifices, and has followed noble values to reach the A Serie of wheelchair basketball.

"A beautiful project of sport and inclusion that we immediately embraced with the heart and love that characterizes every Teleperformer. All the ingredients are there to do well this year too, and we will try to lend a hand and push Jonico wheelchair basketball to its former glory."
(Gianluca Bilancioni, Teleperformance *Italia*)

Membership and associations

GRI 2-28

Teleperformance *Italia* is enrolled to the following associations that better represent the core values adopted from the Company and its business model:

- *Valore* D

Since 2021, all the undertaken initiatives have earned Teleperformance *Italia* membership with *Valore* D, the first Italian association of companies committed to promoting gender balance with an increasingly inclusive corporate culture, it is an engine for the growth of companies and the nation at large.
In 2023 TPI's Work Life Balance Best Practice was published in the *Valore* D Good Practice Catalog.
Teleperformance *Italia's* commitment to the issues of Gender and Diversity Equity & Inclusion was also demonstrated towards institutions. Together with *Valore* D Teleperformance *Italia* was invited to a round table with the Italian Minister of Family to talk about parenting policies and best practices.

- Supporting the fight against gender-based violence Protocollo con Alzaia

In 2023, Teleperformance *Italia* supported the Onlus "Alzaia" of Taranto, an association committed to support women victims of violence. In collaboration with Alzaia it was organized for all employees and their families the theatrical show "*PAOLO & FRANCESCA - IPOTESI SEMISERIA*", curated by the actress Daniela Baldassarra, a famous Apulian monologist, involved in women's subjects. The show offered a comic reinterpretation of the famous story of the *Divina Commedia*, raising awareness on the issue of gender violence.
In 2024 it is expected to strengthen the collaboration in Alzaia by signing a Memorandum of Understanding that will allow two women, victims of violence, to undertake a path of rebirth and autonomy through employment. An excellent synergy that will allow them to start again, to redeem themselves and establish themselves through new possibilities.

- Inspiringirls

Within the initiatives carried out in collaboration with *Valore* D, Teleperformance *Italia* supports the project. Inspiring girls, aimed at lower secondary schools. In 2023 Two Teleperformance *Italia* role models with STEM background were hosted by the *Istituto Comprensivo Moro* of *Taranto* to share their experience to encourage female students to undertake STEM study paths and break down gender stereotypes that can hold back the ambitions of young girls, building a concrete bridge between school and world of work. They met more than 300 students.

- Social campaign #*Valore*D4STEM

On the International Day of Women and Girls in Science, Teleperformance *Italia* participated in the *#ValoreD4STEM* social campaign which consists of sharing on social channels a photo of colleagues in the Company with a background in scientific subjects, applying the special *#ValoreD4STEM* frame and a small caption in support of STEM subjects.

◆ Partnership with Obiettivo 3 Tappa Parigi

In 2023 Teleperformance *Italia* has been partner for the second year of *Obiettivo 3* in the sporting event *"Obiettivo Tricolore - La Grande Staffetta",* and supported one of the competing athletes, Leonardo Percoco from *Taranto*. *Obiettivo Tricolore* is the Paralympic relay created by Alex Zanardi which involved 70 athletes riding handbikes, bicycles, Olympic wheelchairs, running and canoeing along 26 stages and 1,600 kilometers to promote Paralympic sport. The last stop was Paris, where representatives of Teleperformance were present at the finish line to welcome the athletes.

◆ Women Plus

Teleperformance *Italia* has joined the Women Plus initiative as a partner, an alliance promoted by TIM and Women at Business together with the largest Italian companies. Together for a common goal: to promote the culture of gender equality, to support the employment problem, to promote female empowerment and reduce skill mismatch. Women Plus is an app that was officially launched in 2023 to concretely support women in achieving their personal and professional growth goals. It will contain job offers, training, mentoring and other opportunities for women who sign up.

◆ Restoration of Diana's Rest, Palazzo Barberini

Teleperformance *Italia* has always been close to the world of culture which it considers a fundamental resource for the growth of its people. Thanks to the collaboration with the Civita Association and the Ministry of Culture, Teleperformance *Italia* was able to sponsor the restoration of the work *il Riposo di Diana* by Andrea Camassei, preserved in Rome in the National Galleries of Ancient Art - *Palazzo Barberini*.

Teleperformance Italia's value creation and distribution ability

For the Company sustainability means also economic impact on the local economy. The Company considers important for its reputation inside the local communities investing in the mutual growth and in the value creation. Territory and local communities can benefit from the generation of the economic value created through both direct and indirect employment. A new epoch is started and now Teleperformance *Italia* is a Company looking for innovative growth solutions. But to create, sustain and develop enterprise value, TPI must do more, and consider both financial drivers and intangible considerations such as social changes and ESG opportunities. Focusing on financial drivers of value only, it is no longer enough.

Economic Value Added

GRI 201-1

In 2023, the Teleperformance *Italia's* production value is € 78,482,955. The 93% of the generated value in 2023, it's been distributed to the Company's stakeholders, of which 61% to employees, 28% to suppliers, 4% to financial providers, and 1% to Government. The economic value distributed in the current year, in line with Teleperformance *Italia's* business strategy, amounts to € 73,792,878, representing a 10% decrease over the previous fiscal year. From the analysis of the economic value generated and distributed during the year, it emerges that operating costs account for 28% of the value distributed by the Company, of which 97% is constituted by costs for services acquired to the characteristic activity of the Company.

Table 1 - Direct economic value generated and distributed (GRI 201-1)

	2022	2023	Variation 2023/2022
GENERATED ECONOMIC VALUE	**84,797,789**	**79,165,384**	**-7%**
Revenues & other proceeds	84,797,789	79,165,384	-7%
DISTRIBUTED ECONOMIC VALUE	**81,797,787**	**73,792,878**	**-10%**
Operating costs	25,475,859	21,916,894	-14%
Employee salaries and benefits	52,523,037	48,086,102	-8%
Payments to capital providers	2,458,315	3,148,421	28%
Payments to the Public Administration	1,281,140	574,532	-55%
Community investments	59,436	66,929	13%
RETAINED ECONOMIC VALUE	**3,000,002**	**5,372,506**	**79%**
Items of retained economic value	3,000,002	5,372,506	79%

TELEPERFORMANCE ITALIA'S INNOVATION & DIGITALIZATION

The evolution of the market leads to the need for constant and continuous change in the adoption of new technologies, in particular big data analysis (descriptive, predictive, and prescriptive), robot process automation and artificial intelligence.
The correct design and implementation of these new technologies allows the achievement of various advantages that can be:

- *direct* - decrease in average call times, increase in first call resolution, decrease in churn;
- *indirect* - increasing customers satisfaction and employee satisfaction;
- *general* - the increase in sales and Company economic results.

In the context of Innovation and Digitalization, TPI has also set ambitious goals aimed at improving operational efficiency and increasing customers satisfaction. To monitor progress towards these goals, indicators such as the number of automated processes, the percentage of the accessible online services, and user feedback on new technologies implemented were considered.

The actions taken have demonstrated a significant effectiveness in achieving the set objectives. TPI has recorded a notable increase in process automation, exceeding expectations. Additionally, the accessibility of online services has significantly improved. These results have been achieved through a strategy focused on the adoption of advanced technologies and continuous training of staff on new digital tools.

The innovation journey has allowed Teleperformance *Italia* identifying some critical issues, such as the resistance to change from certain sectors of the organization and the need for more specific training on new technologies. These lessons have been essential to refine strategies: TPI revised its policies to include personalized training paths and have implemented a continuous feedback system to monitor the acceptance of new solutions. These adjustments have contributed to a faster adoption of the proposed innovations.

Profit

TELEPERFORMANCE ITALIA'S INNOVATION & DIGITALIZATION

TPI solutions to enhance the digitalization

Teleperformance *Italia* provides innovative solutions to help adapting its clients to market changes, economies and trends. Based on proximity to its clients and expertise, Teleperformance *Italia* offers a customized solution for each client and each interaction with agility, flexibility and speed in implementing solutions. The Company has been constantly committed to 360° innovation and digitalization:

•Top-down

Defined by Corporate and applied in all subsidiaries, including Teleperformance *Italia*, the so-called T.A.P.™ (Technology, Analytics, Process excellence) is a digital transformation methodology based on three pillars:

1. •*Technology*: productivity improvements through RPA – robot process automation - and other innovative solutions;
2. •*Analytics*: extraction of insight from Customer interaction data and conversation analyzed (speech analysis, web monitoring, ect);
3. •*Process excellence*: greater effectiveness and efficiency, development of targeted operating models, implementation of large-scale transformation programs.

T.A.P.™ combines the Lean Six Sigma method with design thinking to support successful transformation. It encourages a collaborative and consultative approach, and offers solutions tailored to the needs of each client. The aim is to analyze the customer experience in depth and thus identify opportunities for optimization and improvement, in order to make the customer experience a real differentiating factor. TPI's holistic T.A.P.™ approach supports Clients throughout the development and deployment of the solution, with excellent results.

•Bottom-up

Teleperformance *Italia* encourages ideas and proposals for innovation and digitalization from the bottom up, i.e. directly from the agents who interact with customers on a daily basis and can truly listen to their needs.

•*Open innovation*: Teleperformance *Italia* implements open innovation with strong and continuous interactions with universities and polytechnics, hosting undergraduates and internship, participating in seminars and research and development projects, writing and publishing scientific papers; with innovative start-ups and SMEs, scouting for new solutions that can truly bring added value to customers.

Furthermore, Teleperformance *Italia* carries out several solutions to grant the continuity and the security of the service provided and to follow the digital transformation, through:

- Implementing artificial intelligence (AI) and machine learning (ML) systems;
- Integrating customers data from various communication channels (such as phone, email, chat, social media) into a centralized platform;
- Providing a seamless omnichannel experience to customers;
- Developing and implementing advanced data analysis tools;
- Investing in training and development for contact center staff;
- Collaborating with innovative technology providers;
- Developing and implementing proactive cybersecurity measures;
- Promoting the adoption of digital self-service solutions;
- Continuously monitoring the evolution of emerging technologies and adopting a proactive approach;
- Actively involving contact center employees in the innovation and digitization process, encouraging them.

Profit

TELEPERFORMANCE ITALIA'S INNOVATION & DIGITALIZATION

OPEN INNOVATION PROJECTS ACHIEVED IN 2023

Teleperformance *Italia* promoted innovation through the:

Participation, in the ***Innovation Fair - SMAU Puglia*** held in Taranto at the Ionian Sea Port System Authority;

Participation, in the ***Innovation Fair - "SMAU Italy RestartsUp in Paris" at "Station F"***, the largest French startup campus;

Participation, in the Seminar "***Artificial Intelligence Analytics***" - Faculty of Computer Engineering and Management - Polytechnic of Bari;

Participation, in the Seminar "***AI and Intelligent Innovation***" - University of Trento;

Engagement of 10 students of the Polytechnic of Bari have started a project work at Teleperformance *Italia* on the following topics: development of a chatbot interface, study on open-source methods for performing question answering, research on methods for extracting social data and their indexing;

Participation as speakers in ***Valore D's 'Inspiring Girls'*** program to promote STEM (Science, Technology, Engineering, and Mathematics) disciplines;

Participation as speakers of the webinar «Generative AI for CE and EX» of CMMC (Customer – Management – Multimedia – Call Center) ;

Tutorship for the master's degree in management engineering – Operation Managemet, Thesis in "***E-business and business intelligence models***" entitled " Definition of a sustainable mobility model: The case of Teleperformance *Italia*";

Achievement of the "***Innovation Business Award***" of Confindustria, among the best 9 companies in Italy;

ECCCSA 2023 - Presentation of VOICE First to the Jury of industry experts as a finalist in the 'Most Effective Application of Technology' category;

Participation, as speakers, in the ***National Forum of Sustainable Innovation in Rome***;

Participation, as speakers, at the conference "***How to use successfully Natural Language Processing and AI-based solutions***" at IEEE Metroxraine study conference in Milan;

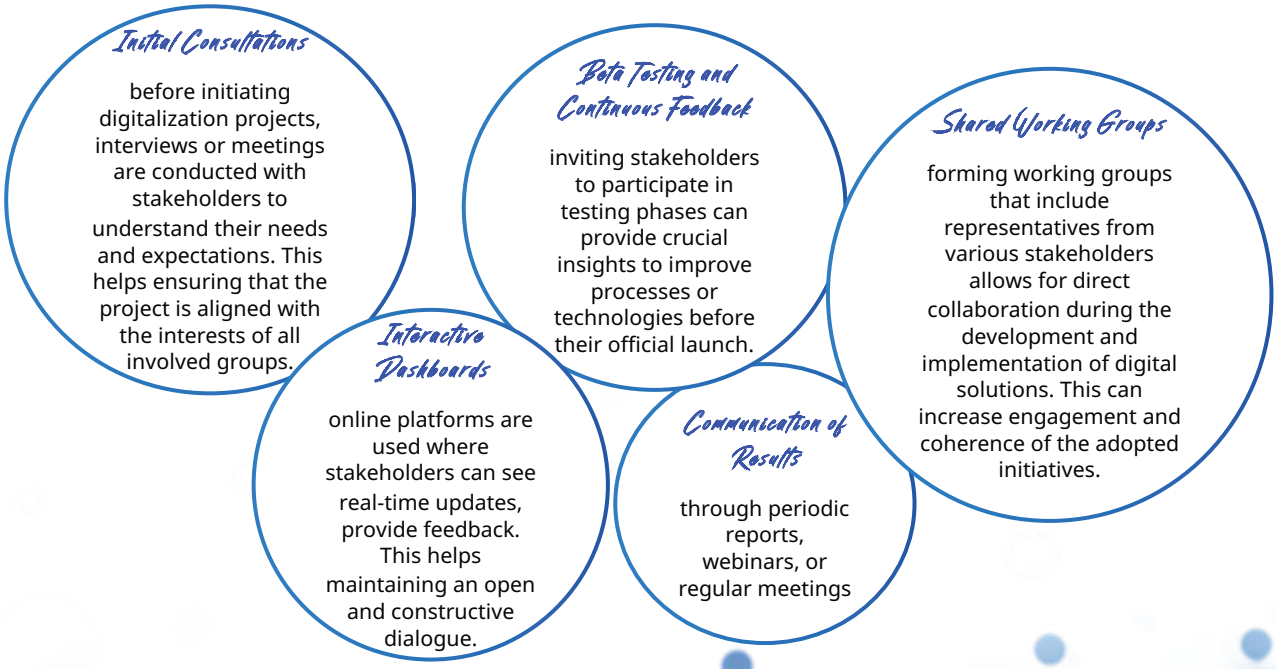
Participation in the final award ceremony of the CMMC Youth Club program with use case "***The impact of technological innovation on the evolution of Contact Centers: how professions related to the customer journey are changing***";

Award at the SGDs (Sustainable Development Goals) ***CeoforLife Leader Awards***, with Voice First.

The effectiveness of the action written above is constantly monitored by:

- planning and coordinating project, tasks and implementing the work plan;
- managing human, financial and technological resources;
- monitoring and controlling progress and adoption of necessary corrective actions;
- managing internal and external communication to ensure effectiveness and timeliness through communication and reporting.

In the digital transformation process, all the stakeholders are involved. The way they are engaged are:



TELEPERFORMANCE ITALIA'S INNOVATION & DIGITALIZATION

Research & development

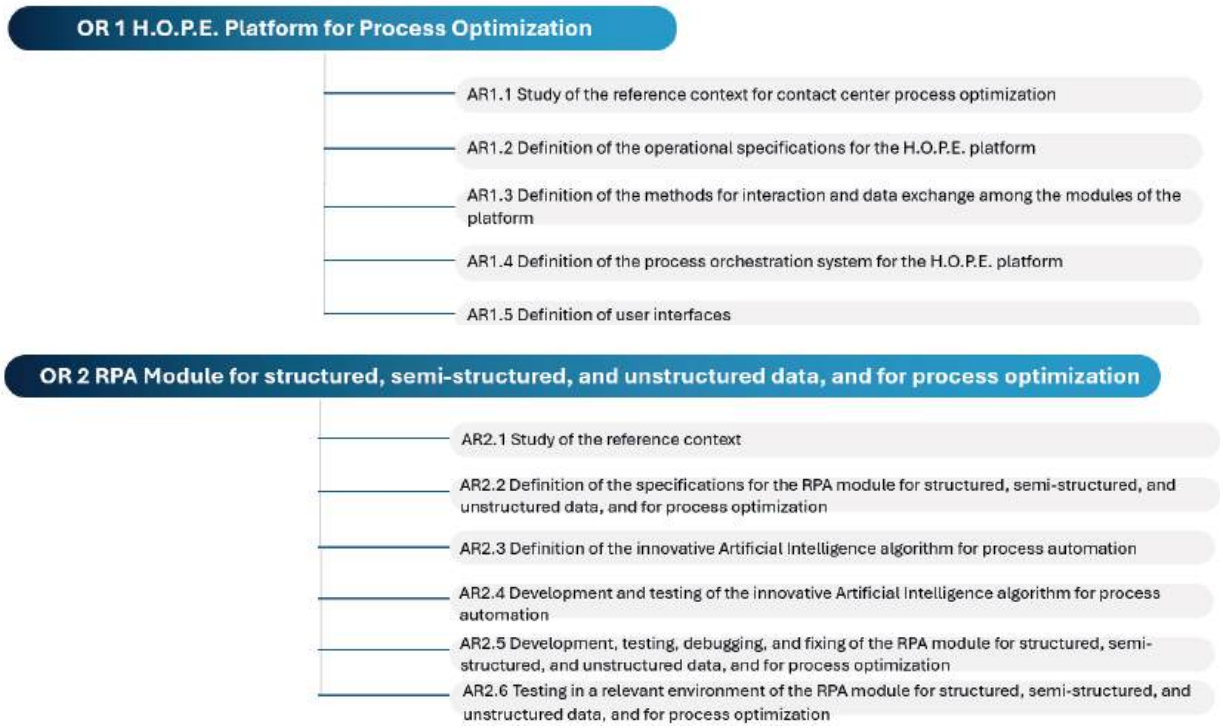
Teleperformance *Italia* intends to continue working on innovation and digitalization with the aim of creating an intelligent and sustainable ecosystem involving customers, agents, suppliers, universities and start-ups with the aim of bringing added value to customers and at the same time improving the environment and community.

Teleperformance *Italia* worked on the design of the new ***H.O.P.E. Project.*** (High Optimization Patterns for operations Excellence) focused on further improving the customers and worker experience and operational efficiency through the adoption of innovative technologies such as the Metaverse (e.g. virtual reality in its various instances), RPA and machine learning and natural language processing algorithms with applications on anti-churn and customers retention.
Summarizing, the HOPE project pursues the following objectives:

- improve customers experience and training with the metaverse;
- automate repetitive and tedious processes;
- offer a personalized and engaging service;
- improve operational efficiency;
- reduce management costs;
- increase productivity and operator satisfaction;
- optimize the use of resources.

Below are the implementation objectives (OR) and implementation activities defined for HOPE Project.

H.O.P.E. Project-High Optimization Patterns for operations Excellence



OR 3 Metaverse Module

- AR3.1 Study of the reference context
- AR3.2 Definition of the specifications for the Metaverse module
- AR3.3 Definition of the specifications for the Metaverse submodule supporting operator training activities
- AR3.4 Definition of the specifications for the Metaverse submodule supporting Customer Experience
- AR3.5 Development of the Metaverse submodule supporting operator training activities
- AR3.6 Development of the Metaverse submodule supporting Customer Experience
- AR3.7 Development, testing, debugging, and fixing of the Metaverse module
- AR3.8 Testing in a relevant environment of the Metaverse module

OR 4 Churn Prediction & Customer Retention Module for process optimization

- AR4.1 Study of the reference context
- AR4.2 Definition of the specifications for the Churn Prediction & Customer Retention module for process optimization
- AR4.3 Definition of the innovative Deep Learning algorithm for Churn prediction
- AR4.4 Definition of the statistical model or Machine Learning model for Customer Retention optimization
- AR4.5 Development and testing of the innovative Deep Learning algorithm for Churn prediction
- AR4.6 Development and testing of the statistical model or Machine Learning model for Customer Retention optimization
- AR4.7 Development, testing, debugging, and fixing of the Churn Prediction & Customer Retention module for process optimization
- AR4.8 Testing in a relevant environment of the Churn Prediction & Customer Retention module for process optimization

OR 5 Integration of modules into the H.O.P.E. platform for process optimization

- AR5.1 Implementation and testing of the methods for interaction and data exchange among the modules of the platform
- AR5.2 Implementation and testing of the process orchestration system of the H.O.P.E. platform
- AR5.3 Implementation of user interfaces
- AR5.4 Testing/debugging/fixing
- AR5.5 Testing in a relevant environment of the H.O.P.E. platform for process optimization

OR 6 Valorization and dissemination of the results

- AR6.1 Dissemination of Project specifications and expected results
- AR6.2 Definition of content for the valorization and dissemination of OR 2
- AR6.3 Development of content for the valorization and dissemination of OR 2
- AR6.4 Definition of content for the valorization and dissemination of OR 3
- AR6.5 Development of content for the valorization and dissemination of OR 3
- AR6.6 Definition of content for the valorization and dissemination of OR 4
- AR6.7 Development of content for the valorization and dissemination of OR 4
- AR6.8 Definition of content for the valorization and dissemination of OR 5
- AR6.9 Development of content for the valorization and dissemination of OR 5
- AR6.10Project results dissemination

Profit TELEPERFORMANCE ITALIA'S INNOVATION & DIGITALIZATION

Research & development

The people of Teleperformance *Italia* involved in Digital Research and Development have written scientific paper, about this topic that have been published:

"*A comparison study of topic modeling algorithms for the Italian natural language through a case study in a customers care service*" in the Journal "Algorithms" of MDPI – Authors: G.Papadia, M.Pacella, V.Giliberti;

"*VOICE-FIRST Supporting Human Assistants with Real-time Voice Understanding*" in IEEE Metroxraine International Conference - Authors M. Corrado, V. Giliberti, V. Lanzolla, D. Zurlo, G. Vetere, M. Gozzi;

"*Assisting the Assistant a Cobot for Voice Customers Support*" in 2nd International Conference of Hybrid Human-Artificial Intelligence - Authors M. Corrado, V. Giliberti, V. Lanzolla, D. Zurlo, G. Vetere, M. Gozzi.

Other research and development project are:

Robot Process Automation (RPA) - solutions to streamline internal processes and reduce repetitive activities and operational inefficiencies;

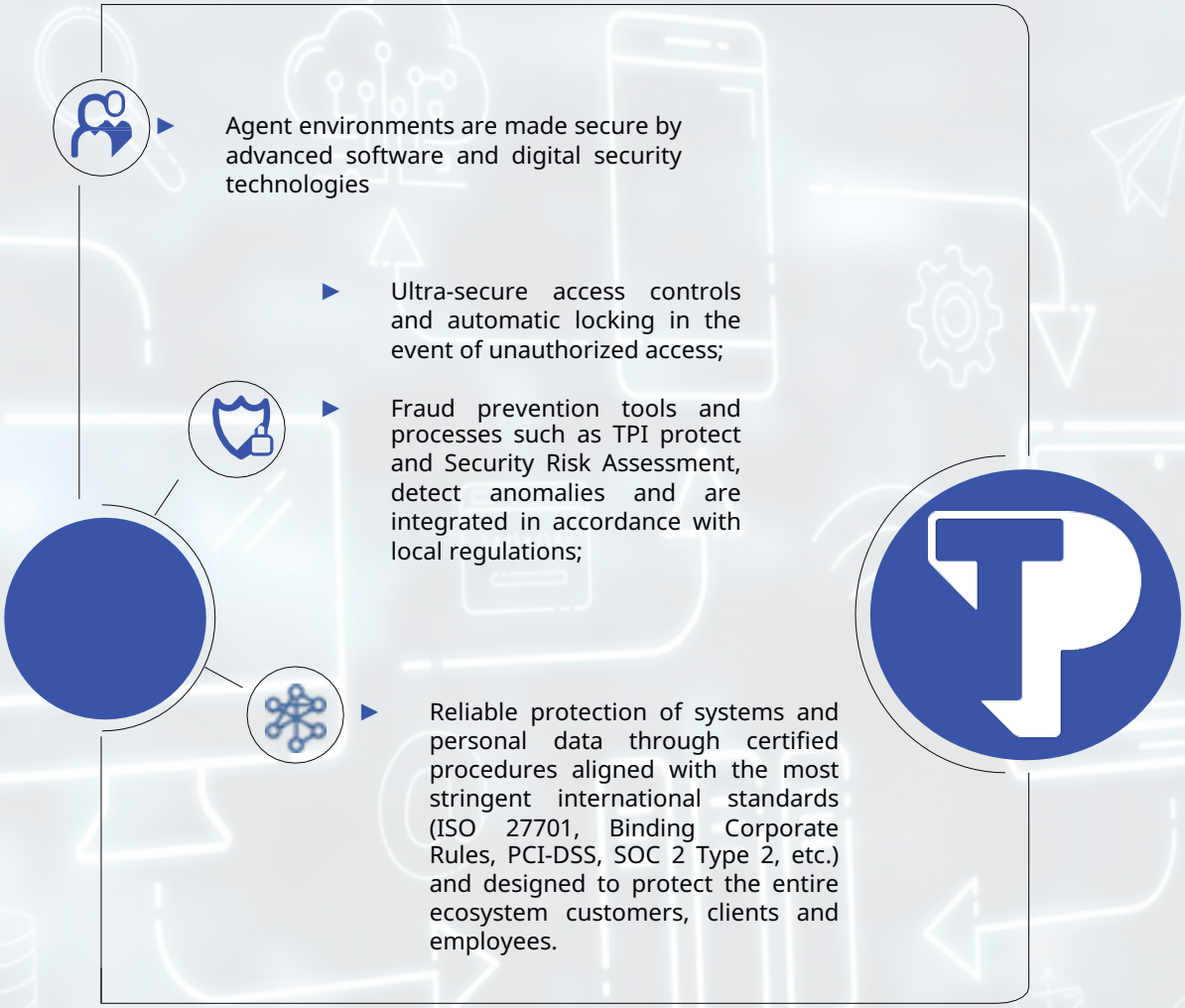
Analytics - to increase the conversion rate of outbound campaigns, operating in different markets, through the use of predictive analysis solutions;

Generative AI is actively being explored and implemented to enhance the capabilities of existing software products.

CYBERSECURITY & DATA PROTECTION

GRI 418-1

For several years now, Teleperformance Italia's trust & safety solutions have provided ongoing protection of customers and customers data, ensuring regulatory compliance, safeguarding brand reputation and making platforms safer:



Teleperformance *Italia* provides a comprehensive data security framework in line with the most stringent international standards. The Company obtained the *ISO 27701* global certification for its data privacy management system. It also uses the best data security technologies to protect its clients and employees from cyber-attacks and data theft. Following the ISO 27001, stakeholders are involved in the SOW S assessment, and they are part of the decisional process. The communication is kept in compliance with ISO 27001, through regular meetings, corporate and security reviews.

What is more, the Company has implemented and follows the GDPR, the DPO regulations, the Binding Corporate Rules (BCR) and the PCI DSS standard certification. To prevent any potential risk and to keep up with the changes, all procedures, controls and standard are revised. The compliance to policies and procedures is granted through internal and external audit cycles. In addition to the previously mentioned audit program, the Company assess its cyber security progress with an internal score system though SLA and KPIs. This system quantifies and monitors the internal security level. Also, the efficiency of the processes is evaluated through the target achievement and the re-certification to ISO 27001 and PCI-DSS.

For all these reasons, in 2023, no data breach, loss or violation have been recorded.

Planet

TELEPERFORMANCE ITALIA'S CARE FOR THE PLANET

6,764 GJ OF ENERGY CONSUMED

566 tCO_2 OF SCOPE 1 & 2 (LB) EMISSIONS

125 tons OF TOTAL WASTE GENERATED

GEOLOCALIZATION TOOL
$TPCO_2$ unter

Dasa-Rägister
UNI EN ISO 14001:2015
IE-0421-05

Every year the Teleperformance *Italia* is committed to assessing the external and internal impacts that could interrupt its operational activities. Specifically, many Risk Assessments are implemented to evaluate the critical points and activities on which it is necessary to plan ordinary and extraordinary maintenance control activities and to stipulate an emergency report related to any natural disasters and any events that may create Business discontinuity. The facility area, together with the IT area, in compliance with the Group's requirements, establishes the escalation procedures to comply with and resolve any critical issues in and out ordinary working hours. Furthermore, the Business Recovery Plan is a management system document of which its update is based on the presence of any substantial changes to the systems.

In 2024, Teleperformance *Italia*, is about to carry out the Climate Change impact assessment for its Italian sites. With this activity, it will be possible to provide evidence of this study considering the operational activities. Teleperformance *Italia* stakeholders are engaged into the Climate Change risks' management through the Integrated management within the Internal and External Communication Management System.

ENERGY CONSUMPTION MANAGEMENT

GRI 302-1, 302-3

The total energy consumption recorded by Teleperformance Italia in 2023 amounted to 6,764 GJ, representing an increase of 8% compared to 2022. This increase stems from the calculation, for the first time of the GJ of diesel, used for electrical generator and to an increase of the diesel consumed by Company employees' vehicles.
Furthermore, the electricity consumption registered in 2023 is 5,974 GJ, presenting a 6% increase, compared to 2022. More details are presented in the table below.
For its first time in 2023, Teleperformance *Italia* reported the energy intensity, recording a total amount of 9, 17% more than the energy intensity of the 2022.

Table 9 – Energy consumption within the organization (GRI 302-1)

Energy consumed within the organization*				
Type of energy consumed	**UoM**	**2022**	**2023**	**Variation 2023/2022**
Total non-renewable fuel consumed	**GJ**	**624**	**790**	**27%**
Diesel (for heating or productive process)	GJ	-	107	-
Diesel (for Company's vehicles (owned or in long-term leasing)	GJ	624	683	9%
Total electricity consumed	**GJ**	**5,632**	**5,974**	**6%**
Electricity purchased from national grid	GJ	5,632	5,974	6%
Total energy consumed	**GJ**	**6,257**	**6,764**	**8%**

Conversion factors' source:

Diesel (for heating or productive process): DEFRA 2023

Diesel (for Company's vehicles (owned or in long-term leasing): DEFRA 2023

Electricity purchased from national grid: International System

Table 10 – Energy intensity (GRI 302-3)

Energy Intensity (internal)				
Energy Intensity	**UoM**	**2022**	**2023**	**Variation 2023/2022**
Sales revenue	€	82,429,333	74,844,228	-7%
Energy consumed within the organisation	Gj	6,257	6,764	8%
Energy Intensity*	**Gj/€**	**7**	**9**	**17%**

**Energy intensity amounts have been multiplied by 100,000 to facilitate reading of the result.*

Planet

TELEPERFORMANCE ITALIA'S CARE FOR THE PLANET

GHG EMISSIONS MANAGEMENT

GRI 305-1, 305-2, 305-4

Teleperformance *Italia* has been committed to the issues of environmental sustainability and energy efficiency for several years. The Environmental Management department, collaborating with the other departments, on the basis of the integrated management system, aims not only to achieve the objectives but to continuously improve operational results.
It is important to point out that the starting point was the way in which Teleperformance *Italia* approached the management of the risk of the pandemic starting from 2020. By fully transforming this Risk into an Opportunity for achieving the set environmental objectives, almost the entire workforce was considered to carry out their activities remotely.
The design of specific tools has been necessary for a correct computation of the data, it also allowed to reach good results on environmental management as it allowed its autonomous and efficient evaluation. The smart working method, also confirmed after the end of the state of emergency, has been an accelerator of results.

➢ TPI CO_2unter

The design of a tool with the aim of guaranteeing a match between the internal and external data is a process which involved the Company's Development departments and beyond. The automatic retrieval of data from the geolocation of employees to the platform that would guarantee the calculation for each movement, for each employee in a collective anonymous form was challenging.

The mobility tool and the energy consumption monitoring systems of the offices allowed to certify at international group level the results obtained in terms of emissions reduction.

Thanks to the immediate accounting of equivalent CO_2 emissions into the atmosphere due to employee commuting from home to work, it is now possible to evaluate the opportunity of smart working as a driving force for the environmental sustainability of Teleperformance *Italia's* operational offices.

TPCO_2unter will enable a future improvement and to monitor, not only the environmental impacts of activity, but it will also grant an improvement on the social responsibility and an operating results upgrade through predictive analysis.

➢ Home-Work Travel Plan

In 2023, TP Italia implemented the Home-Work Travel Plan for the Fiumicino and Taranto offices, with the aim of reducing private vehicle traffic and identifying measures to guide employees' home-work travel towards sustainable mobility alternatives to the individual use of private motor vehicles. The goal was to increase employee well-being through actions that combine corporate welfare policies and family support with practices and lifestyles focused on rationalizing employees' home-work travel and enhancing environmental sustainability.

During 2023, Teleperformance *Italia* reported an increase of Scope 1 emissions, 26% exactly, due to the first calculation of diesel for electrical generator consumptions and an increase of the diesel consumed by Company employees' vehicles of 9%, compared to 2022. Consumption of automotive diesel is estimated, considering the average consumption of 6 liters of diesel for every 100 km driven and only 2/3 of the consumption aimed at work activities. For the Scope 2 emissions calculated with the Location Based approach, an increase of 26% has been recorded and for the Scope 2 emissions, calculated with the Market Based approach an increase of 16%. These increases were related to the amount of the energy purchased from the National Grid in 2023. More details are in the tables below.

Table 11 – GHG direct and Indirect emissions calculated with both Location and Market Based approach (GRI 305-1, 305-2)

GHG emissions*				
Type of emissions	**UoM**	**2022**	**2023**	**Variation 2023/2022**
Direct GHG emissions – Scope 1	**tCO2eq**	**44**	**56**	**26%**
Emissions from diesel (for heating or productive process) combustion	tCO2eq	44	48	9%
Emissions from diesel (for Company's vehicles (owned or in long-term leasing) combustion	tCO2eq	-	8	-
Indirect GHG emissions – Scope 2 Location Based	**tCO2eq**	**406**	**510**	**26%**
Indirect GHG emissions – Scope 2 Market Based	**tCO2eq**	**715**	**831**	**16%**
Electricity purchased from national grid (LB)	tCO2eq	406	510	26%
Electricity purchased from national grid (MB)	tCO2eq	715	831	16%
Total Scope 1 & Scope 2 (LB) emissions	**tCO2eq**	**451**	**566**	**26%**
Total Scope 1 & Scope 2 (MB) emissions	**tCO2eq**	**759**	**887**	**17%**

Emission factors' source:

Diesel (for heating or productive process) combustion: DEFRA 2023

Diesel (for Company's vehicles: DEFRA 2023

Electricity purchased from national grid (LB): ISPRA 2022

Electricity purchased from national grid (MB): AIB, Residual Mix 2023

As Teleperformance *Italia* calculated its energy intensity, it also calculated its emission intensity relating Scope 1 and 2 (LB) emissions to sales revenue, which in 2023 is 7, 50% more, compared with 2022.

Table 12 – GHG emission intensity (GRI 305-4)

GHG emissions intensity (Scope 1 + Scope 2 Location Based)				
Items	**UoM**	**2022**	**2023**	**Variation 2023/2022**
Sales revenues	€	82,429,333	74,844,228	-7%
Emissions (Scope 1 + Scope 2 Location Based)	tCO2eq	406	566	39%
GHG emissions intensity*	**tCO2eq/€**	**5**	**7**	**50%**

**GHG emission intensity amounts have been multiplied by 100,000 to facilitate reading of the result.*

Planet

TELEPERFORMANCE ITALIA'S CARE FOR THE PLANET

WASTE MANAGEMENT

GRI 306-2, 306-3

In order to implement a Circular Economy transition, Teleperformance *Italia* is working on the possibility of quantifying and evaluating impacts more accurately to plan activities aimed at transitioning towards a circular economy, considering that these activities are related to a service Company.

To verify the efficiency of the actions taken, the Company sets targets, constantly monitored as how they contribute to the defined trend. Goals and targets are measured and evaluated based on the continuous improvement of monitoring effectiveness. Currently, these targets are qualifiable within the documentation related to the integrated management system and disseminated to departments for achieving objectives.

During the 2023, Teleperformance *Italia* has initiated a procedure to grant a smart waste management through reducing and recycling. The waste management of the Company occurs following the documents related to the ISO 14001.

- **Consumption of Products**

Teleperformance *Italia* is committed to maintaining **ISO 14001** certification and drafting the Sustainability Report. The impacts resulting from the production activity are assessed in the Risk Assessment, as well as by the materiality assessment. The efficiency aimed for the implementation of the management system includes a reduction in the impact related to primary energy consumption and the involvement of all departments to undertake actions directed towards the same objective.
For example, the Purchasing department evaluates suppliers of goods and equipment to be purchased based on their electrical efficiency in the case of electrical devices and internal and group due diligence. For the involvement of internal areas and external dissemination, the Internal Communication area provides the drafting of various articles. This data is considered among the annual objectives related to ISO 14001 environmental certification. During the year 2023, approximately 150 chairs were provided to employees, and at the same time, PCs were provided to employees, thus giving a new life to devices and materials that would otherwise have been disposed of.

- **Paper Consumption**

Teleperformance *Italia* is committed in decreasing the use of paper. The digitalization of many internal processes has greatly reduced paper consumption. The usage of electronic invoices, digital DocuSign tools, ERP (Energy Related Products) are the main examples of how the Company is dedicated to the sustainable use of the digital technology in preventing paper consumption. Also, in addition to the progressive reduction in its use in business procedures, it has been decided to consider purchasing recycled paper for supplying printer paper at the operational sites in Taranto and Fiumicino.

In the following table are reported all waste generated data. In general, the total amount of waste generated increased within 2022 and 2023, passing from a total of 58.80 tons to 125.43 tons.

Table 13 - Waste generated, broken down by waste composition and type (GRI 306-3)

Total weight of waste generated								
Waste composition	Unit of measure	2022			2023*			Variation 2023/2022
		Hazardous	Non hazardous	Total	Hazardous	Non hazardous	Total	
Taranto								
CER 170411 (Electrical Cable)	t	0	0.10	0.10	0	2.20	**2.20**	**2168%**
CER 150203 (UTA Filters)	t	0	0.42	0.42	0	0.48	**0.48**	**14%**
CER 160213 (Monitors)	t	0.30	0	0.30	0.26	0	**0.26**	**-13%**
CER 160214 (Electrical Equipment)	t	0	0.28	0.28	0	0	**0**	**-100%**
CER 200307 (Workstations and Chairs)	t	0	10.08	10.08	0	22.00	**22.00**	**118%**
CER 160214 (Pc's)	t	0	15.08	15.08	0	8.45	**8.45**	**-44%**
CER 170603 (Rockwool)	t	0.06	0.00	0.06	0.22	0.00	**0.22**	**291%**
CER 150106 (plasterboard)	t	0	0.85	0.85	0	23.50	**23.50**	**2665%**
CER 200101 (Paper Packaging)	t	0	1.20	1.20	0	0	**0**	**-100%**
CER 200201 (Foliage and grass)	t	0	2.44	2.44	0	0	**0**	**-100%**
CER 200307 (Workstations and Chairs)	t	0	9.00	9.00	0	2.10	**2.10**	**-77%**
CER 170904 (Mixed Waste building restructuring)	t	0	0	0	0	0	**0**	-
CER 170405 (Metal)	t	0	0	0	0	21.00	**21.00**	-
CER 170202 (Glass)	t	0	0	0	0	23.22	**23.22**	-
CER 150102 (Plastic packaging)	t	0	0	0	0	22.00	**22.00**	-
Fiumicino								
CER170407 (Various Metal)	t	0	1.50	1.50	0	0	**0**	**-100%**
CER 160214 (Electrical Equipment)	t	0	0.50	0.50	0	0	**0**	**-100%**
CER 170201 (Wood)	t	0	2.00	**2.00**	0	0	**0**	**-100%**
CER 170904 (Mixed Waste building res	t	0	15.00	**15.00**	0	0	**0**	**-100%**
Total	t	0.36	58.45	58.80	0.48	124.95	125.43	113%
Percentage	%	0.6%	99.4%	100%	0.4%	99.6%	100%	0%

** The weight of waste for Taranto in 2023 was calculated based on the entries from the waste load-unload register.*

The total amount of waste generated in 2023 is referred only to the Taranto office.

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INDEPENDENT AUDITOR'S REPORT

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Table 14 - Ratios of standard entry level wage by gender compared to local minimum wage (GRI 202-1)

Wage of a newly hired person for the lowest employment category and local minimum gross wage allowed by local regulations by gender						
New Hires		2022		2023		Variation 2023/2022
		Uomini	Donne	Uomini	Donne	
Italy	Local minimum wage	1,489	1,489	1,489	1,489	0%
	Entry level wage	1,489	1,489	1,489	1,489	0%
	Ratio					
	Ratio of the entry level wage to the minimum wage	100%	100%	100%	100%	0%

Table 16 - Total number and percentage of employees that have received training on anticorruption, broken down by employee category, gender and region (GRI 205-2)

Total number and percentage of employees that have received training on anticorruption							
N. of people	Fiumicino		Taranto		Total		Variation 2023/2022
	2022	2023	2022	2023	2022	2023	
Directors who have received training	0	3	1	0	1	3	200%
% of participation	**0%**	**60%**	**100%**	**0%**	**20%**	**50%**	**150%**
Manager who have received training	4	5	8	9	12	14	17%
% of participation	**67%**	**83%**	**89%**	**100%**	**80%**	**93%**	**17%**
Employees who have received training	218	231	784	816	1,002	1,047	4%
% of participation	**86%**	**89%**	**91%**	**97%**	**90%**	**95%**	**6%**

Table 17 - Percentage of individuals within the organization's governance bodies, broken down by gender and age group (GRI 405-1)

Composition of the Board of Directors by gender and age group (percentages)									
Members of the Board of Directors	2022				2023				Variation 2023/2022
	<30 years	30-50 years	>50 years	Total	<30 years	30-50 years	>50 years	Total	
Men	0%	25%	75%	**80%**	0%	20%	80%	**83%**	**4%**
Women	0%	100%	0%	**20%**	0%	0%	100%	**17%**	**-17%**
Total	**0%**	**40%**	**60%**	**100%**	**0%**	**17%**	**83%**	**100%**	**0%**

Table 18 - Percentage of individuals within the organization's, broken down by gender and age group (GRI 405-1)

Employees by classification and age group (percentages)									
N. of people	2022				2023				Variation 2023/2022
	<30 years	30-50 years	>50 years	Total	<30 years	30-50 years	>50 years	Total	
Directors	0%	20%	80%	**1%**	0%	17%	83%	**1%**	**22%**
Managers	0%	80%	20%	**1%**	0%	67%	33%	**1%**	**2%**
Employees	2%	73%	24%	**98%**	2%	72%	27%	**98%**	**0%**
Total	**2%**	**73%**	**25%**	**100%**	**2%**	**71%**	**27%**	**100%**	**0%**

Table 19 -Percentage of employees within the organization, by other diversity indicators, broken down by employee category, gender and age group (GRI 405-1)

Total number of employees by other diversity indicators (percentages)														
N. of people	2022							2023						
	<30 years		30-50 years		>50 years		Total	<30 years		30-50 years		>50 years		Total
	Men	Women	Men	Women	Men	Women		Men	Women	Men	Women	Men	Women	
Directors	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Managers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Employees	3%	0%	23%	18%	18%	38%	100%	0%	0%	29%	25%	11%	36%	100%
Total	3%	0%	23%	18%	18%	38%	100%	0%	0%	29%	25%	11%	36%	100%

Table 20 -Total number and rate of new employee hires during the reporting period, by age group, gender and region (GRI 401-1)

New employees										
N. of people	2022					2023				
	<30 years	30-50 years	>50 years	Total	Turnover %	<30 years	30-50 years	>50 years	Total	Turnover %
Fiumicino										
Men	0	4	3	**7**	**7%**	0	3	1	4	**4%**
Women	1	7	0	**8**	**5%**	1	4	0	5	**3%**
Total	**1**	**11**	**3**	**15**	**6%**	**1**	**7**	**1**	9	**3%**
Taranto										
Men	5	11	0	**16**	**7%**	0	0	0	**0**	**0%**
Women	11	17	1	**29**	**5%**	0	0	0	**0**	**0%**
Total	**16**	**28**	**1**	**45**	**5%**	0	0	0	**0**	**0%**
TOTAL										
Men	5	15	3	**23**	**7%**	0	3	1	4	**4%**
Women	12	24	1	**37**	**5%**	1	4	0	5	**3%**
Total	**17**	**39**	**4**	**60**	**5%**	**1**	**7**	**1**	9	**1%**
Turnover %[7]	**63%**	**5%**	**1%**	**5%**		**5%**	**1%**	**0%**	**1%**	

[1]The turnover rate (%) was calculated by dividing the total number of departing employees by the total number of employees in 2022 and 2023, broken down by age group (GRI 405-1).

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Table 21 -Total number and rate of employee turnover during the reporting period, by age group, gender and region (GRI 401-1)

Exit employees										
N. people	2022					2023				
	<30 years	30-50 years	>50 years	Total	Turnover %	<30 years	30-50 years	>50 years	Total	Turnover %
Fiumicino										
Men	0	2	3	5	**5%**	0	3	2	5	**5%**
Women	0	1	6	7	**4%**	1	4	4	9	**5%**
Total	**0**	**3**	**9**	**12**	**4%**	**1**	**7**	**6**	**14**	**5%**
Taranto										
Men	0	4	1	5	**2%**	0	1	4	5	**2%**
Women	0	10	7	17	**3%**	0	7	3	10	**2%**
Total	**0**	**14**	**8**	**22**	**3%**	**0**	**8**	**7**	**15**	**2%**
TOTAL										
Men	0	6	4	10	**3%**	0	4	6	10	**10%**
Women	0	11	13	24	**3%**	1	11	7	19	**11%**
Total	**0**	17	17	34	**3%**	1	15	13	29	**3%**
Turnover %[1]	**0%**	**2%**	**6%**	**3%**		**5%**	**2%**	**4%**	**3%**	

[1]The turnover rate (%) was calculated by dividing the total number of departing employees by the total number of employees in 2022 and 2023, broken down by age group (GRI 405-1).

Table 24 – Number of cases of employees' work-related illness cases (GRI 403-10)

Work-related illness		
Number of cases	2022	2023
Number of cases of recordable work-related ill health	3	3
which number of fatalities as a result of work-related ill health	0	0

GRI CONTENT INDEX

Statement of use	Teleperformance *Italia* presented a report in compliance with the GRI Standard for the period form 01/01/2023 to 12/31/2023
GRI 1	GRI 1 – Fundamental Principles – 2021 version

GRI Standard	Disclosure	Paragraph and page	Omission		
			Requirement omitted	Reason	Explanation
GRI 2 – General Disclosure 2021					
2-1	Organizational details	Teleperformance Italia pag. 8 Methodological note pag. 2			
2-2	Entities included in the organization's sustainability reporting	Methodological note pag. 2			
2-3	Reporting period, frequency and contact point	Methodological note pag. 2			
2-4	Restatements of information	Methodological note pag. 2			
2-5	External assurance	Methodological note pag. 2			
2-6	Activities, value chain and other business relationships	Teleperformance Italia pag. 8			
2-7	Employees	TPI people pag. 33			
2-8	Workers who are not employees	TPI people pag. 33			
2-9	Governance structure and composition	Teleperformance Italia's Governance structure pag. 18-20			
2-10	Nomination and selection of the highest governance body	Teleperformance Italia's Governance structure pag. 18-20			
2-11	Chair of the highest governance body	Teleperformance Italia's Governance structure pag. 18-20			
2-12	Role of the highest governance body in overseeing the management of impacts	Teleperformance Italia's Governance structure pag. 18-20			
2-13	Delegation of responsibility for managing impacts	Teleperformance Italia's Governance structure pag. 18-20			
2-14	Role of the highest governance body in sustainability reporting	Methodological note pag. 2 Teleperformance Italia's Governance structure pag. 18-20 Materiality Analysis pag.10-11			
2-15	Conflicts of interest	Codes of Ethics pag. 25 Teleperformance Italia's Governance structure pag. 18-20			
2-16	Communication of critical concerns	Whistleblowing pag.16			
2-17	Collective knowledge of the highest governance body	Teleperformance Italia's Governance structure pag. 18-20			
2-18	Evaluation of the performance of the highest governance body	Teleperformance Italia's Governance structure pag. 18-20			
2-19	Remuneration policies	Compensation pag. 36-37			
2-20	Process to determine remuneration	Compensation pag. 36-37			
2-21	Annual total compensation ratio	Compensation pag. 36-37			
2-22	Statement on sustainable development strategy	Letter to stakeholders pag.1			
2-23	Policy commitments	Business ethics pag. 22			
2-24	Embedding policy commitments	Business ethics pag. 22			
2-25	Processes to remediate negative impacts	Business ethics pag. 22			
2-26	Mechanism for seeking advice and raising concerns	Whistleblowing pag.16			
2-27	Compliance with laws and regulations	There were no significant instances of non-compliance with laws and regulations during the reporting period.			
2-28	Membership associations	Membership and associations pag. 54-55			
2-29	Approach to stakeholders engagement	Stakeholders Engagement pag. 12-13			
2-30	Collective bargaining agreements	The 100% of Teleperformance Italia's employees are covered by collective bargaining agreement			
Material topics					
GRI 3 - Material topics - 2021 version					
3-1	Process to determine material topics	Materiality Analysis pag. 10-11			

3-2	List of material topics	Materiality Analysis pag. 10-11			
Topic: Community engagement & support					
3-3	Process to determine material topics	Community engagement & support pag. 53			
201-1	Direct economic value generated and distributed	Economic Value Added pag. 56			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Compensation pag. 36-37 Annex			
413-2	Operations with significant actual and potential negative impacts on local communities	Community engagement & support pag. 53			
Topic: Supply chain					
3-3	Process to determine material topics	TPI supply chain pag. 50			
204-1	Proportion of spending on local suppliers	TPI supply chain pag. 50			
Topic: Ethics & Compliance					
3-3	Process to determine material topics	Business ethics pag. 22			
205-1	Operations assessed for risks related to corruption	Anti-Corruption pag. 27			
205-2	Communication and training about anti-corruption policies and procedures	Anti-Corruption pag. 27 Annex			
205-3	Confirmed incidents of corruption and actions taken	*There were no confirmed incidents of corruption in the reporting year.*			
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	*There were no legal actions for anti-competitive behavior, anti-trust, and monopoly practices in the reporting year*			
Topic: Energy efficiency & GHG emissions					
3-3	Process to determine material topics	Energy consumption management pag. 68-73			
302-1	Energy consumption within the organization	Energy consumption management pag. 68-73			
302-3	Energy intensity	Energy consumption management pag. 68-73			
305-1	Direct (Scope 1) GHG emissions	GHG emissions management pag. 70-71			
305-2	Indirect (Scope 2) GHG emissions from energy consumption	GHG emissions management pag. 70-71			
305-4	GHG emissions intensity	GHG emissions management pag. 70-71			
Topic: Circular economy					
3-3	Process to determine material topics	Waste management pag. 72-73			
306-2	Management of significant waste-related impact	Waste management pag. 72-73			
306-3	Waste generated	Waste management pag. 72-73			
Topic: Well-being at work					
3-3	Process to determine material topics	Well-being at work pag. 34-35			
401-1	New employee hires and employee turnover	TPI people pag. 34-35 Annex			
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Well-being at work pag. 34-35			
Topic: Employee engagement & development					
3-3	Process to determine material topics	Employee engagement & development pag. 38-41			
404-1	Average hours of training per year per employee	Employee engagement & development pag. 38-41			
404-2	Programs for upgrading employee skills and transition assistance programs	Employee engagement & development pag. 38-41			
404-3	Percentage of employees receiving regular performance and career development review	Employee engagement & development pag. 38-41			
Topic: Diversity & Inclusion					
3-3	Process to determine material topics	TPI people pag. 33 Compensation pag. 36-37 Diversity & Inclusion pag. 43-45			
405-1	Diversity of governance bodies and employee	TPI people pag. 33 Annex			
405-2	Ratio of basic salary and remuneration of women to men	Compensation pag. 36-37			
406-1	Incidents of discrimination and corrective actions taken	*There were no incidents of discrimination in the reporting year.*			

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Topic: Occupational Health & Safety					
3-3	Process to determine material topics	Occupational Health & Safety pag. 46-47			
403-1	Occupational health and safety management system	Occupational Health & Safety pag. 46-47			
403-2	Hazard identification, risk assessment, and incident investigation	Occupational Health & Safety pag. 46-47			
403-3	Occupational health services	Occupational Health & Safety pag. 46-47			
403-4	Worker participation, consultation, and communication on occupational health and safety	Occupational Health & Safety pag. 46-47			
403-5	Worker training on occupational health and safety	Occupational Health & Safety pag. 46-47			
403-6	Promotion of worker health	Occupational Health & Safety pag. 46-47			
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health & Safety pag. 46-47			
403-8	Workers covered by an occupational health and safety management system	*The 100% of Teleperformance Italia's employees is covered by an occupational health and safety management system*			
403-9	Work-related injuries	Injuries and work-related illness pag. 46-47			
403-10	Work-related ill health	Injuries and work-related illness pag. 46-47 Annex			
Topic: Labour practices					
3-3	Process to determine material topics	Promotion of human rights pag. 23			
408-1	Operations and suppliers at significant risk for incidents of child labor	Promotion of human rights pag. 23			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Promotion of human rights pag. 23			
Topic: Cybersecurity& Data Protection					
3-3	Process to determine material topics	Cybersecurity & data protection pag. 65			
418-1	Substantiated complaints concerning breaches of customers privacy and losses of customers data	*There were no complaints concerning breaches of customers privacy and losses of customers data during the reporting year.*			
Topic: Well-being at work					
3-3	Process to determine material topics	Well-being at work pag. 34			
Topic: Corporate Governance					
3-3	Process to determine material topics	Teleperformance Italia's Corporate Governance pag.18-21			
Topic: Client satisfaction					
3-3	Process to determine material topics	Client satisfaction pag. 52			
Topic: Innovation & Digitalization					
3-3	Process to determine material topics	TPI solutions to enhance the digitalization pag. 59-64			
Topic: Climate change risks & management					
3-3	Process to determine material topics	Teleperformance Italia's care for the planet pag. 68			

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INDEPENDENT AUDITOR'S REPORT ON THE SUSTAINABILITY REPORT

To the Board of Directors of
IN & OUT S.p.A. Società Benefit

We have carried out a limited assurance engagement on the Sustainability Report of IN & OUT S.p.A. Società Benefit (hereinafter also "Company") as of December 31, 2023.

Responsibility of the Board of Directors for the Sustainability Report

The Directors of Teleperformance Italia are responsible for the preparation of the Sustainability Report in accordance to the "Global Reporting Initiative Sustainability Reporting Standards" established in 2016 by GRI – Global Reporting Initiative ("GRI Standards"), which they have identified as reporting framework as specified in the "Methodological Note" paragraph in the Sustainability Report.

The Directors are also responsible for such internal control as they determine is necessary to enable the preparation of Sustainability Report that is free from material misstatement, whether due to fraud or error.

The Directors are moreover responsible for setting the Company's goals, with respect to sustainability performance, as well as for the identification of the Company' stakeholders and significant aspects to be reported.

Auditor's independence and quality control

We have complied with the independence and other ethical requirements of the *International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code)* issued by the *International Ethics Standards Board for Accountants*, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies *International Standard on Quality Management 1*, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Ancona Bari Bergamo Bologna Brescia Cagliari Firenze Genova Milano Napoli Padova Parma Roma Torino Treviso Udine Verona

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Auditor's responsibility

Our responsibility is to express our conclusion based on the procedures performed about the compliance of the Sustainability Report with the GRI Standards. We conducted our work in accordance with the criteria established in the "*International Standard on Assurance Engagements ISAE 3000 (Revised) – Assurance Engagements Other than Audits or Reviews of Historical Financial Information*" (hereinafter "*ISAE 3000 Revised*"), issued by the *International Auditing and Assurance Standards Board* (IAASB) for limited assurance engagements. The standard requires that we plan and perform the engagement to obtain limited assurance whether the Sustainability Report is free from material misstatement.

Therefore, the procedures performed in a limited assurance engagement are less than those performed in a reasonable assurance engagement in accordance with ISAE 3000 *Revised* ("*reasonable assurance engagement*"), and, therefore, do not enable us to obtain assurance that we would become aware of all significant matters and events that might be identified in a reasonable assurance engagement.

The procedures performed on Sustainability Report are based on our professional judgement and included inquiries, primarily with Company personnel responsible for the preparation of information included in the Sustainability Report, analysis of documents, recalculations and other procedures aimed to obtain evidence as appropriate.

Specifically, we carried out the following procedures:

1. analysis of definition process of relevant topics disclosed in the Sustainability Report, in order to assess the reasonableness of the selection process in place, of the definition of priorities with respect to the different stakeholders' categories, as well as of the internal results validation process.

2. Comparison between the financial data and information included in the paragraph titled "Teleperfomance's value creation and distribution ability" in the Sustainability Report with those included in the financial statements of the Company.

3. Understanding of the processes underlying the generation, collection and management of significant qualitative and quantitative information included in the Sustainability Report.

   In particular, we carried out interviews and discussions with the management and personnel of Teleperformance Italia and we carried out limited documentary verifications, in order to gather information about the processes and procedures which support the collection, aggregation, the elaboration and transmittal of non-financial data and information to the function responsible for the preparation of the Sustainability Report.

In addition, for material information, taking into consideration the Company's activities and characteristics:

a) with regards to qualitative information included in the Sustainability Report we carried out interviews and gathered supporting documentation in order to verify its consistency with the available evidence;
b) with regards to quantitative information, we carried out both analytical procedures and limited verifications in order to ensure, on a sample basis, the correct aggregation of data. Moreover, we carried out remote meetings, during which we have met the management and have gathered supporting documentation on a sample basis with reference to the correct application of procedures and calculation methods used for the indicators.

Conclusion

Based on the work performed, nothing has come to our attention that causes us to believe that the Sustainability Report of Teleperformance Italia for the fiscal year ended on December 31, 2023 is not prepared, in all material aspects, in accordance to the GRI Standards as stated in the paragraph "Methodological Note" in the Sustainability Report.

DELOITTE & TOUCHE S.p.A.

Signed by
Vanacore Francesco
Partner

Rome, Italy
October 23, 2024

This report has been translated into the English language solely for the convenience of international readers.

THANKS TO ALL!!!

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