

PRESS RELEASE

Teleperformance signs agreement with unions in Colombia

Paris, April 19, 2023 – Teleperformance, a global leader in digital business services, today finalized an agreement reaffirming its shared commitments to workers' rights in Colombia.

The agreement, signed with Ultraclaro and UNI Global Union, reinforces Teleperformance's commitment to being a *Force of Good* in creating jobs in Colombia while fostering democratic labor relations with its employees.

To read more about the agreement, [click here](#).

Teleperformance thanks the Colombian Ministry of Labour for working closely with the Group to reach this mutually beneficial agreement.



Edwin Palma Egea 
@PalmaEdwin

Este es un acuerdo histórico. Un acuerdo sobre garantías para la libertad sindical en uno de los empleadores del sector privado más grandes del país.

Esta es la demostración de que el [#dialogosocial](#) funciona y de hay empresas robustas, grandes y que generan muchos empleos y que también puede tener relaciones laborales democráticas y con [#TrabajoDecente](#). Este es un acuerdo que impacta a 42000 trabajadores/as.

Nuestro reconocimiento a las partes. [@UTRACLAROYTIC](#)
[@uniglobalunion](#) [@Teleperformance](#)

Translated from Spanish by [Google](#)

This is a historic agreement. An agreement on guarantees for freedom of association in one of the largest private sector employers in the country.

This is the demonstration that [#dialogosocial](#) works and that there are robust, large companies that generate many jobs and that can also have democratic labor relations and with [#TrabajoDecente](#). This is an agreement that impacts 42,000 workers.

Our appreciation to the parties. [@UTRACLAROYTIC](#) [@uniglobalunion](#)
[@Teleperformance](#)

 **UNI Global Union**  [@uniglobalunion](#) · 4h

UNI, #Teleperformance and @UTRACLAROYTIC have reached a breakthrough agreement on workers' rights in  Colombia!!!

Mediated by @PalmaEdwin, it is the first implementation of the UNI-TP global agreement signed in December.
uniglobalunion.org/news/teleperfo...

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ABOUT TELEPERFORMANCE GROUP

Teleperformance (TEP – ISIN: FR0000051807 – Reuters: TEPF.PA - Bloomberg: TEP FP), a global leader in digital business services, serves as a strategic partner to the world’s largest companies in many industries. It offers a One Office support services model including end-to-end digital solutions, which guarantee successful customer interaction and optimized business processes, anchored in a unique, comprehensive high touch, high tech approach. More than 410,000 employees, based in 91 countries, support billions of connections every year in over 300 languages and 170 markets, in a shared commitment to excellence as part of the “Simpler, Faster, Safer” process. This mission is supported by the use of reliable, flexible, intelligent technological solutions and compliance with the industry’s highest security and quality standards, based on Corporate Social Responsibility excellence. In 2022, Teleperformance reported consolidated revenue of €8,154 million (US\$8.6 billion, based on €1 = \$1.05) and net profit of €645 million.

Teleperformance shares are traded on the Euronext Paris market, Compartment A, and are eligible for the deferred settlement service. They are included in the following indices: CAC 40, STOXX 600, S&P Europe 350, MSCI Global Standard and Euronext Tech Leaders. In the area of corporate social responsibility, Teleperformance shares are included in the CAC 40 ESG since September 2022, the Euronext Vigeo Euro 120 index since 2015, the EURO STOXX 50 ESG index since 2020, the MSCI Europe ESG Leaders index since 2019, the FTSE4Good index since 2018 and the S&P Global 1200 ESG index since 2017.

For more information: www.teleperformance.com Follow us on Twitter: @teleperformance

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