

PRESS RELEASE

Teleperformance achieves enterprise-wide corporate social responsibility certification from Verego for 10th consecutive year

- Fully certified in all five areas: leadership, ethics, people, community, and environment
- Verego recognizes Teleperformance as a CSR Thought Leader, meeting and surpassing benchmarks across the industry
- Significant continuous improvement in supply chain responsibility and performance, and commitment to habitat protection

Paris, January 11, 2024 – [Teleperformance](#), a global leader in digital business services, announced today that it received the enterprise-wide Social Responsibility Standard (SRS) certification from Verego for the 10th consecutive year. Once again, the company’s certification scores were among the highest in all five categories within the industry.

“Teleperformance’s efforts to address social issues and continue strengthening ethical decision-making across the organization, confirm its commitment to meaningful Corporate Social Responsibility (CSR),” said Fran McNulty, Lead Certification Assessor at Verego. “By meeting the challenge of implementing CSR policies across a global business, Teleperformance has a significant opportunity to achieve positive impacts that will put it at the forefront of its industry.”

The enterprise-wide SRS certification is based upon a six-month assessment of Teleperformance’s globally diverse operations across 26 sites¹. Verego’s assessment includes a review of more than 100 corporate and site-level materials regarding the company’s CSR activities, policies and procedures; a survey completed by 10% of employees at each newly assessed site; and a site audit that tracks alignment with Teleperformance’s CSR approaches.

¹Based on an enterprise-wide SRS certification assessment conducted by Verego before the final settlement of Teleperformance’s acquisition of Majorel on Nov. 8, 2023.

ABOUT TELEPERFORMANCE GROUP

Teleperformance (TEP – ISIN: FR0000051807 – Reuters: TEPF.PA - Bloomberg: TEP FP), is a global leader in digital business services which consistently seeks to blend the best of advanced technology with human empathy to deliver enhanced customer care that is simpler, faster, and safer for the world’s biggest brands and their customers. The Group’s comprehensive, AI-powered service portfolio ranges from front-office customer care to back-office functions, including Trust and Safety services that help defend both online users and brand reputation. It also offers a range of specialized services such as collections, interpreting and localization, visa and consular services, and recruitment process outsourcing services. With nearly 500,000 inspired and passionate people who currently speak more than 300 languages, the Group’s global scale and local presence allows it to be a force of good in supporting communities, clients, and the environment. 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.

Visit the Group at www.teleperformance.com.

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