

Teleperformance makes its employees the focus of its business.

Our High-touch strategy aims to **boost employee happiness** and help us stand out as a forward-looking company.

Teleperformance is fully committed to providing a **unique work environment**, and earns recognition from independent entities on a regular basis. For example, in 2018 ten Group subsidiaries were honored with awards from the **Great Place to Work**® Institute, representing 70% of our workforce.



Our Genetic

Cosmos

Integrity
I say what I do,
I do what I say.



Earth

Respect
I treat others
with kindness
and empathy.



Metal

Professionalism
I do things right the
very first time.



Air

Innovation
I create and
improve.



Fire

Commitment
I'm passionate and
engaged.



OUR MISSION:

At Teleperformance, we deliver an outstanding customer experience at every single opportunity as a result of our commitment, passion, and dedication to excellence. In so doing, we create opportunities and value for employees, clients, customers, communities, and shareholders.

Our people feel they are a part of something way bigger than just a job.



Happy Employees = Happy Customers = Happy Clients

We know that happy employees are motivated employees. This results in quality service and in the end satisfied customers. Our business depends on recruiting the right people and employing people who have an obvious passion for serving others. Our employees genuinely care about our clients' customers.

We hire smart; we train well

We prioritize all processes related to people recruitment and training. Teleperformance's training and *development programs* immerse our employees in each client's world.

Our employees become experts in our clients' brands, businesses, customers, cultures, and news. To provide such training, we count on the Teleperformance Academy, a customized college program tailored to transmit knowledge while sharing our worldwide best practices and innovative projects in customer relationship and experience management.



Transparent and Open Communication



Every day, we ensure a transparent and open communication for our teams. We want to hear what our employees have to say. Our communication channels, such as the “Chat with the CEO” program, focus groups, and Interactive Talk bring our leadership closer to the team by creating an ongoing two-way dialogue. This increases motivation and ensures talent retention by aligning individual expectations with strategic business needs. Clear communication creates a genuine workplace connection that ignites empowerment and passion, inspiring our people and company to do more and be better.

Every year, we have several open discussions to encourage discourse among our employees and allow them to share their views on how to achieve Teleperformance's goals.