Teleperformance Ltd
Modern Slavery Statement
September 2023

Teleperformance's Standpoint

Teleperformance Ltd is committed to ensuring that it takes all reasonable steps to prevent any acts of modern slavery and human trafficking from occurring within the organisation, and in its supply chains. Teleperformance fully supports the aims of both the Modern Slavery Act 2015 and the Human Trafficking and Exploitation Act 2015, and holds a zero-tolerance approach. We also expect the same high standards from all of our contractors and suppliers.

Teleperformance will not engage with any business or supplier if we know of, or suspect, that they are engaged in unethical practices of any kind, including those related to modern slavery or human trafficking.

The following statement is made pursuant to Section 54, Part 6 of the Modern Slavery Act 2015 and will set out the steps the Company has taken to tackle modern slavery and human trafficking in its business/supply chain.

If you suspect any cases of modern slavery, please call the **Modern Slavery Helpline on 08000 121 700**

1. OUR ORGANISATIONAL STRUCTURE

Teleperformance is the world's leading provider of outsourced omnichannel customer experience management. We operate in 80 countries worldwide, employing over 300,000 employees, and provide services in 265 different languages.

In the UK, our nationwide network consists of 12 centres, providing award-winning services for both private and public sector clients across several industries including telecommunications and media, financial services, energy, retail, technology, transport, and public services.

We currently employ over 9000 employees across the UK, in the following locations:

Scotland
- Glasgow Cuprum
- Glasgow City Park
- Kilmarnock*
- Glasgow Maxim Park*

England
- Ashby
- Bristol
- Gateshead
- Manchester
- Newark*
- Swindon*
- Luton *

Northern Ireland
- Bangor

*These locations are "in-sourced" where we operate within our clients' premises.

We work with several suppliers and contractors in our everyday business operations (some on a sub-contracted basis), however we vet all suppliers to ensure they comply with our high standards, before we do business together.

Further details of the organisation's structure and operations can be found at www.teleperformance.com

2. OUR POLICIES

To assist the business and its employees in understanding the issues, as well as knowing the measures we can take to combat modern slavery and promote good business and employment ethics, we have implemented the following policies and approaches:

- Code of Ethics
- Code of Conduct (Anti-Corruption & Anti-Bribery Policy)
- Human Rights Statement
- Supplier Policy
- Global Ethics Hotline Policy (Whistleblowing Policy)
- Recruitment Policy
- Speak up Policy
- Commitment and adherence to the UN Global Compact

These policies are reviewed regularly. They are published internally to employees and some are also available for the public to read on our corporate website at www.teleperformance.com. They can also be accessed from this statement by clicking on the policy name links.

3. DILIGENCE PROCESSES

We are particularly mindful of the potential risk for Modern Slavery to occur within the contact centre industry as a whole, as well as within some of the suppliers we will work with, therefore we will follow a number of ongoing due diligence procedures to ensure we can minimise the risk and monitor on an ongoing basis.

Some of the procedures we have adopted, and continue to utilise are as follows:

- Operate a fully transparent recruitment policy and process;
- Conduct robust document checks before the commencement of employment to ensure job candidates have the correct eligibility to work in the UK;
- Vet all new recruits joining our UK business ;
- Incorporate anti-slavery and human trafficking obligations into contractual agreements with new suppliers on a risk assessed basis;
- Require all new suppliers to complete a New Supplier Questionnaire to ascertain their approach to tackling modern slavery and human trafficking;
- Instruct all existing suppliers to complete Annual Supplier Questionnaires;
- Encourage all of our suppliers to have their own suitable anti-slavery policies and processes.

4. IDENTIFYING AND MITIGATING RISK

Routine risk assessment processes are in force across the business which are designed to instill appropriate and effective control measures, identify any potential or actual risk, and where risks are identified - allow immediate investigation and remedial action to be taken.

Teleperformance encourages cross-departmental collaboration in building, maintaining and exercising risk prevention, control and improvement measures. We also foster an environment where employees are encouraged and supported to "speak up" if something doesn't look or feel right, to allow necessary investigation to take place, with appropriate mechanisms in place to allow employees to voice such concerns either openly or confidentially.

5. MEASURING EFFECTIVENESS

We measure our effectiveness in managing the potential risks associated with modern slavery and/or human trafficking as follows:

- Monitor the usage of employment agencies
- Measure the volume of returned New Supplier / existing Supplier Questionnaires
- Measure the completion of staff training in relevant subjects
- Monitor the volume of quarterly policy acknowledgements
- Monitor the number and type of whistleblowing claims raised, and the timescale to provide remedy/adherence to SLA KPIs
- Review the findings of both internal and external audits

6. TRAINING AND EDUCATION FOR EMPLOYEES

To ensure that our employees understand the risks and issues associated with modern slavery and human trafficking in our industry, the organisation and its supply chains, we are committed to providing training and information which is clear, accessible and regularly reviewed.

Key policies are also published on our intranet system called TP Source. We issue quarterly reminders to all employees via a central communication platform (CCMS) to read and refresh their knowledge on these policies, with a requirement for the employee to acknowledge when they have done so.

In 2018, the Teleperformance Group also introduced a new framework to ensure all employees undertook mandatory annual training on the Code of Ethics Policy, Anti-Money Laundering, Physical Security, Anti-Bribery and Conflict of Interests. Such training was appropriately targeted to particular roles within the organisation who would be most at risk to exposure to the issues raised, to have the most effect. The training was accessible in modular format using our e-learning platform, allowing completion to be fully monitored and levels of understanding to be assessed.

7. OUR ACTION-LED APPROACH TO CONTINUED ETHICAL PRACTICES

Teleperformance remain committed to not only continuing with the measures, procedures, policies and practices which are already in force to tackle modern slavery and human trafficking within the organisation and our supply chains, but to continue to adopt new ways where possible to reduce levels of risk.

As such, we are taking the following additional steps during 2021:

- Increase the completion rates of Supplier Questionnaires from both new and existing suppliers
- Remind employees on a monthly basis of our Global Ethics system which has been established to allow employees or members of the public to raise concerns/whistleblow via our website or hotline number
- Track cases raised through the new Global Ethics system and ensure they are responded to and resolved within set SLAs
- Raise further awareness of the issues surrounding modern slavery and human trafficking through our Citizens of the World programme

This statement will be reviewed and published annually.

SIGNED:



CHIEF EXECUTIVE OFFICER
TELEPERFORMANCE UK, ROI & SOUTH AFRICA

DATE: 5th September 2023