

PRESS RELEASE

Teleperformance announces results of Trust and Safety global employee experience survey

Teleperformance Trust & Safety moderators worldwide overwhelmingly say they feel safe and supported. Third party survey finds employee satisfaction ratings among the Company's content moderators are above the benchmarked average for 600+ companies.

- 93% of Teleperformance content moderators say they are supported.
- 90% feel the company provides a safe working environment.
- 85% would recommend Teleperformance as an employer.

PARIS, January 31, 2023 – Teleperformance, the global leader in outsourced customer and citizen experience management and related digital services, today announced the results of a third-party study conducted by a leading global organizational consulting firm which shows its Trust and Safety division exceeds the benchmarked average for other companies by double-digit margins on key aspects of the employee experience. The findings are part of a review conducted between December 2022 and January 2023.

According to the survey results, Teleperformance employee experience performed high against a number of third party benchmarks including:

- Training to support job performance (33 percentage points above benchmark).
- Fairness in performance evaluation (28 percentage points above benchmark).
- Supervisor performance coaching (23 percentage points above benchmark).
- Awareness of available career paths (22 percentage points above benchmark).
- Availability of information (20 percentage points above benchmark).
- Reasonableness of workloads (20 percentage points above benchmark).
- Resources needed to do jobs well (18 percentage points above benchmark).

The survey was conducted by Korn Ferry, a leading global organizational consulting firm. The survey gathered multidimensional insights from nearly 60% of the Company's roughly 17,500 Trust and Safety division employees across the globe. Insights were gathered through an online survey, as well as virtual focus groups reaching employees globally and in-person focus groups in locations with a high concentration of content moderators, including Lisbon, Bogota and Athens.

Content moderators said they feel favorably regarding the Company's support (93%), training (90%), enablement (87%) and wellbeing (85%) initiatives, indicating that many content moderators are aware of and appreciate the measures that Teleperformance has in place to address their unique needs.

Teleperformance Trust and Safety content moderators also responded favorably to factors that can contribute or compromise a sense of wellbeing. The vast majority (85% of employees or more) feel supported by their team members, feel their

supervisor is accessible when needed, feel adequately prepared to deal with egregious content, know how to reach wellness coaches and feel they are available when needed, and are able to take a wellness break when needed. The survey results showed Trust and Safety employees speak very highly of the support they receive from their supervisors. Performance targets are not a source of stress for most Trust and Safety employees, with 86% saying their performance targets are realistic and achievable.

While responses from the Teleperformance Trust and Safety staff rated above benchmarks on 94% of employee experience questions where the consulting firm had benchmarks available, the survey also identified some further improvement opportunities including greater employee recognition, expanding certain trainings to more content moderators, allowing content moderators to use wellness breaks as discretionary time, and faster more consistent company follow-through on reported issues. The review also revealed some differences in the employee experience by region and account.

More detailed findings are available on the Teleperformance website by clicking [here](#). To learn more about the importance of the work content moderators are doing to keep the public safe from exposure to harmful online content, [download the white paper “Humans at the Center of Effective Digital Defense” written by MIT Technology Review Insights](#).

Further Teleperformance also confirms that it is getting its employee and workplace practices in six countries with substantial Trust and Safety Operations audited by Bureau Veritas, a world leader in Testing, Inspection and Certification. The findings of this review are expected over the next two weeks.

ABOUT TELEPERFORMANCE GROUP

Teleperformance (TEP – ISIN: FR0000051807 – Reuters: TEPF.PA - Bloomberg: TEP FP), the global leader in outsourced customer and citizen experience management and related digital 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. Nearly 420,000 employees, based in 88 countries, support billions of connections every year in over 265 languages and around 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 2021, Teleperformance reported consolidated revenue of €7,115 million (US\$8.4 billion, based on €1 = \$1.18) and net profit of €557 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 Euro next 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

CONTACTS

FINANCIAL ANALYSTS AND INVESTORS

Investor relations and financial
communication department
TELEPERFORMANCE
Tel: +33 1 53 83 59 15
investor@teleperformance.com

PRESS RELATIONS

Europe
Karine Allouis – Laurent Poinot
IMAGE7
Tel: +33 1 53 70 74 70
teleperformance@image7.fr

PRESS RELATIONS

Americas and Asia-Pacific
Mark Pfeiffer
TELEPERFORMANCE
Tel: + 1 801-257-5811
mark.pfeiffer@teleperformance.com