



Simpler. Faster. Safer.

# Sustainability Report

Teleperformance Italia

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The Company's goal is to make the Sustainability Report a pillar of its business strategy over time. ●●

**Diego Pisa**

CHIEF EXECUTIVE OFFICER



Dear Stakeholders,  
this is the first year in which our Company has completed its Sustainability Report, with the aim of making it an annual practice.

With this first edition we further commit ourselves to Company improvement while we continuously search for innovative and challenging goals.

The Report fulfills an obligation of greater transparency towards the Stakeholders, yet it is also a strategic management tool for the Board of Directors.

The Report is to be utilized as an advanced communication tool, which illustrates clearly and concisely, the logic, criteria, and reasons underlying strategic choices, and to better inform as to our activities in order to consolidate trust, credibility, and consensus within the market.

The Board of Directors has willingly decided to embrace the sustainability issues.

This choice places the Company in a leading position with regards to Sustainability compared to our competitors.

**The Company's goal is to make the Sustainability Report a pillar of its business strategy over time.**

The target for the future, both domestically and throughout the Group, is Net - Zero Carbon emissions by 2040.

Sustainability for the Company means:

*Profit - People - responsibility for the Planet.*

Achieving a balance between the environment, society, and the economy is essential to meet our present needs without compromising the ability of future generations to meet their own.

Sustainable development as a goal is achieved by balancing the three pillars of sustainability:

1. Economic (economic well-being)
2. Social (social equality)
3. Environmental (environmental management)

Economic sustainability: through the creation of added value to the business by operating in an ethical and sustainable manner, and by being responsible towards:

1) customers, offering them a relationship based on greater personal freedom while constantly offering better and more innovative services and 2) employees: ensuring a more positive and rewarding work environment, organized in such a way as to allow them to express their own talents to the service of customers and colleagues alike.

**Social sustainability is achieved through our commitment to contribute to the creation of a better life for the community by focusing on the people.**

Environmental sustainability is achieved through our commitment to contribute to the creation of a better planet achieving Zero-Carbon emissions.

#### Our values guide Teleperformance's actions



**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 I improve*



**Fire | Commitment**  
*I am passionate  
and engaged*

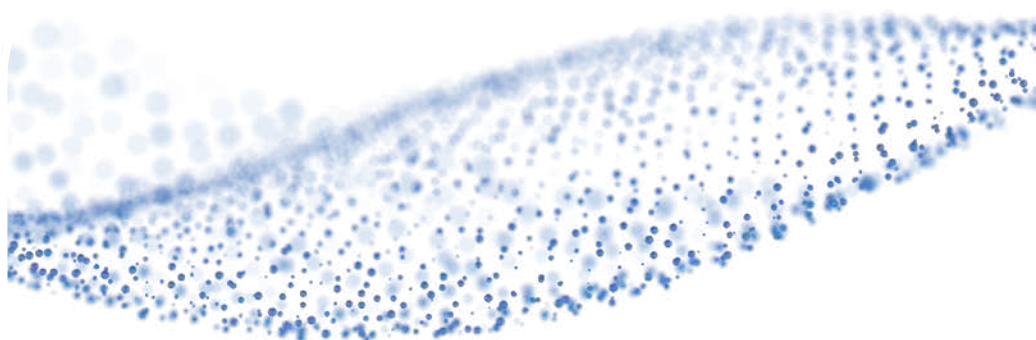
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## In the World

### Teleperformance (TP) is a global leader in:

providing agile integrated business services and expert customer interactions. With over 44 years of experience in connecting brands with their customers, Teleperformance provides high value-added services to corporate and Government agencies. Currently, the Group has operations in over 88 countries in 170 markets, offering services in more than 265 languages and local dialects all over the world. Cognizant of the value of each customer interaction, Teleperformance continues to promote both human contact and technology to deliver simpler, faster, and safer solutions while improving businesses from startups to the world's biggest brands.



Advanced  
business  
solutions  
designed for  
the digital area



Assembling  
world-class  
teams is our  
expertise

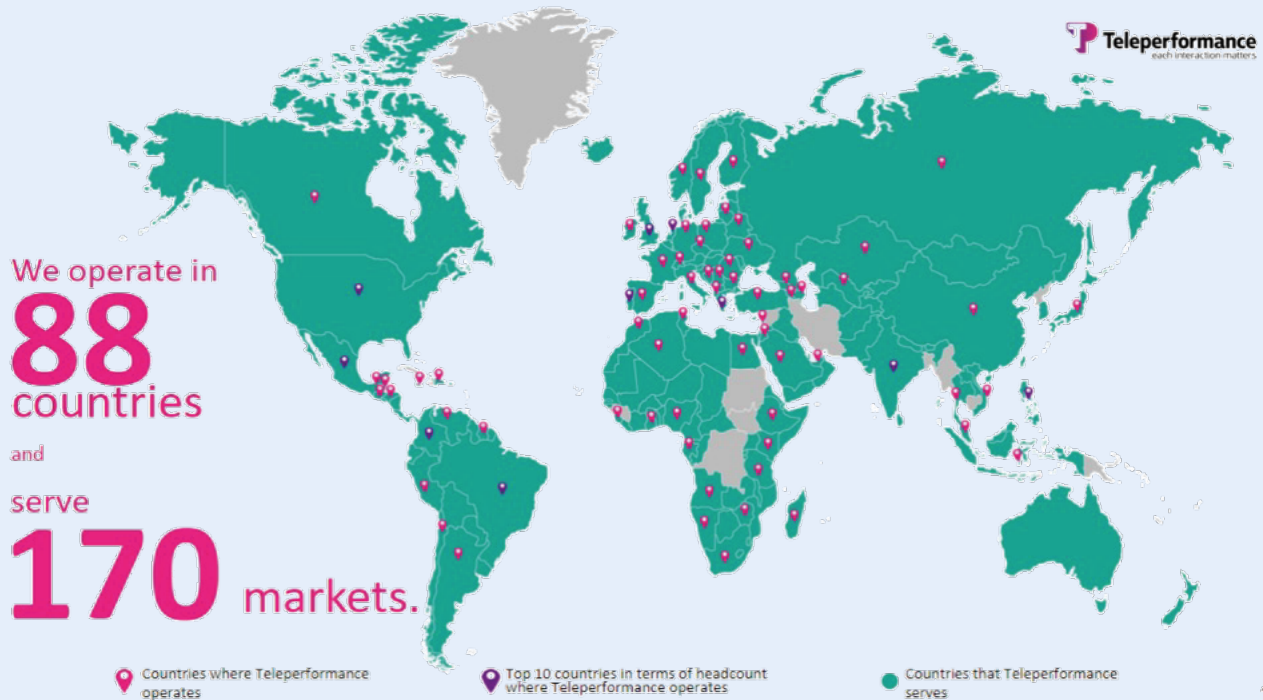


Services  
designed to  
support your  
entire  
business



Global reach  
with local  
expertise

# Global Leadership



## In Italy



Teleperformance Italy is the commercial name of In & Out S.P.A. a Socio Unico, and is a subsidiary of the Teleperformance Group, which is located at 29, Viale Bramante, Fiumicino. The Company offers world class services in the Contact Center market. The core of the Company's business activities includes: New Customer Acquisition, Customer Service, Analytics, Technical Support, Credit Soft Collection, and IT services. In & Out was established in 2003 by S.R. Teleperformance SE and New Business Development S.r.l. Since 18 March 2009, In & Out is 100% owned and operated by Teleperformance SE.

With several years of sound industry-specific expertise and service innovation, Teleperformance Italia offers the most comprehensive service portfolio on the market, supporting the growth and evolution of its clients. Through an agile client-based approach the company developed a strategy founded on the systematic understanding of transformation requirements in order to provide customized solutions and a unique user experience for every interaction.



# Methodological - Notes

This document, which is Teleperformance Italia (also “Company” in the document) first Sustainability Report, has been prepared with the aim of transparently communicating its sustainability strategies.

The Report presents Teleperformance’s achievements in environmental, social and governance sustainability in relation to the financial year 2021 (1<sup>st</sup> January to 31<sup>st</sup> December).

The Sustainability Report, that will be drawn up on annual basis, has been prepared by reporting on a selection of indicators of “Global Reporting Initiative Sustainability Reporting Standards” defined in 2016 by the Global Reporting Initiatives (“GRI”), according to an approach “GRI reference-claim”.

The complete list of standards used, including clarification of the topic, is provided in the Appendix, in the GRI Content Index.

The reporting boundary of the data relates to Teleperformance Italia and, to allow the comparability of the data over time and the evaluation of the trend of Teleperformance activities, a year of comparison has been included, where available.

To provide a correct representation of the performance of Teleperformance, directly measurable quantities have been included in the data and the use of estimates has been limited as far as possible.

The reporting of indicators was defined based on an initial activity carried out by Teleperformance Italia during 2021, which enabled the identification of material issues, as described in the section “Our Pillars” of this document.

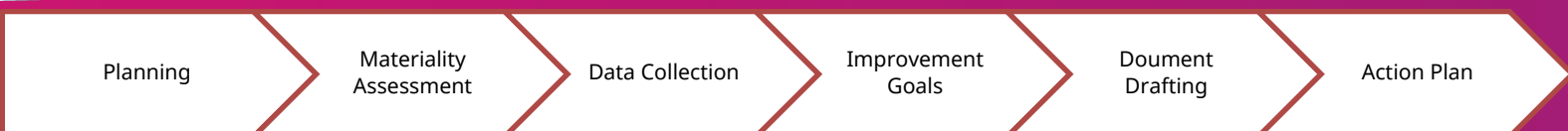
The document contains a description of the Teleperformance material themes referred to each pillar identified assessed in relevance for the Company and for the Stakeholders.

The drafting process was fully implemented and coordinated by our CFO under the direction of the Accounting and Treasury Manager, with contributions by a Specialist Intern, and Internal Communication Team, including the involvement and collaboration of all the Company departments and interviewed Stakeholders.

The collecting data process, for preparing this document, was managed accordingly:

- the principles of inclusiveness, sustainability, materiality and completeness for information content;
- the principles of balance, comparability, accuracy, timeliness, clarity (reliability) for defining the reporting parametres, as stipulated in the GRI guidelines.

Below is a simplified scheme of this process:



With the purpose of enforcing transparency and trust amongst Stakeholders, this document will be appropriately advertised and posted on the website <https://www.teleperformance.com/en-us/locations/italy-site/italy-codici-e-policy/> available to all.

For any information relating to the Sustainability Report it is possible to contact us using the following email address: [tpinternalcommunication@teleperformance.it](mailto:tpinternalcommunication@teleperformance.it). The Report is also available on the Internal Intranet.

This Statement was presented for examination and evaluation and subsequently approved by the Board of Directors of In & Out S.p.A. on 30 March 2022.

The Sustainability Report is also subject to limited examination (“Limited assurance engagement”, according to the criteria indicated by the ISAE 3000 Revised principle) by Deloitte & Touche S.p.A. according to the procedures indicated in the “Report of the Independent Auditors”, included in this document.

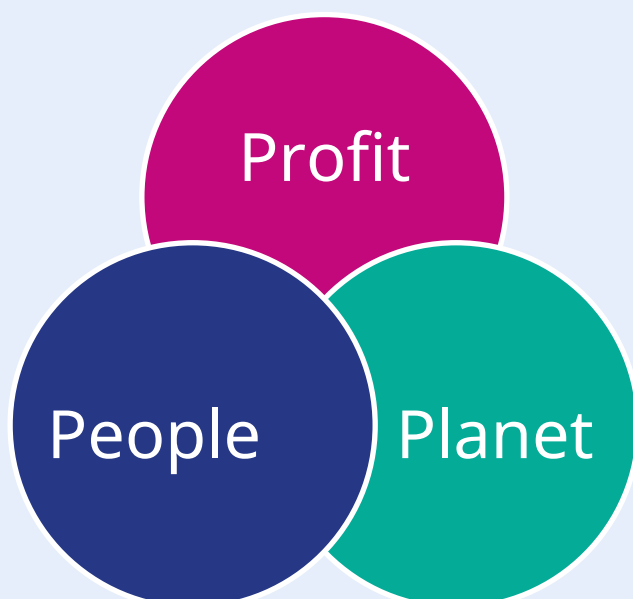
# Materiality Analysis and Topics

The "materiality analysis" represents the first step for the preparation of the Sustainability Report as required by the GRI Standards.

Materiality Assessment is the process of identifying and assessing potential Environmental, Social and Governance (ESG) issues that may impact the Company's business processes and its stakeholders. The fundamental nature of Materiality Assessments enables the Company to identify emerging opportunities, prioritize mitigation of potential business risks, and improve stakeholder relations while ensuring the integration of sustainability into the business strategy and operations.

The Materiality analysis undertaken by Teleperformance Italy was mainly based on the Material pillars identified by Teleperformance Group Holding and cascaded into the Company after being assessed by local Company Stakeholders.

The methodology used for prioritizing the Material Pillars is based on the Company's triple bottom lines (priorities) : Economic, Social and Environmental.



**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 I improve*



**Fire | Commitment**  
*I am passionate  
and engaged*





# Our Methodology

The Methodology is divided into 3 **main phases**:

Identification of issues relevant to the company and stakeholders

Prioritization of potentially relevant issues

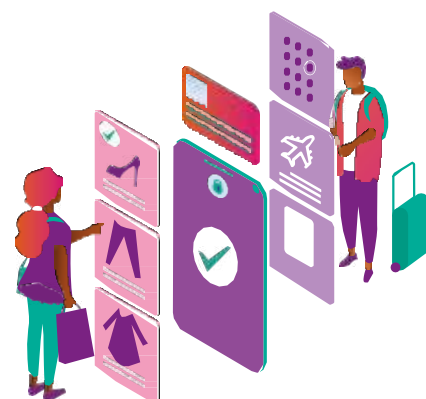
Selection and validation of the relevant topics for the Materiality Matrix.

And 3 main **objectives**:

Identifying, assessing, prioritizing, and managing the Company extra-financial impacts

Engaging with our stakeholders

Making our stakeholders aware of our more material items in order to define appropriate Corporate Social Responsibility strategy and action plans



The importance of the pillars for the Company was assessed in relation to:

- ❖ relevance to the company in terms of Risk analysis and remediation action plans;
- ❖ relevance for stakeholders in terms of the perception of each pillar by key stakeholders.

This approach gives the Materiality Analysis a strategic leverage action. The materiality matrix, combined with the Company's business model, makes it possible to identify the strategic guidelines on which the Company bases its business sustainability and becomes a strategic lever. For this reason, it was shared by the Chief Executive Officer with Top Management, and then approved by the Board of Directors.





# Sustainability Plan



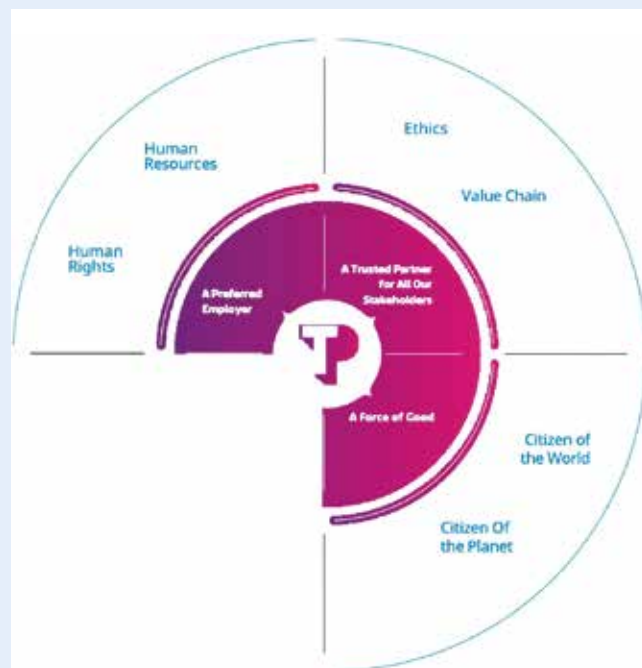
The Sustainability Plan includes:

- environmental impact reduction objectives,
- the continuous improvement of social and environmental standards,
- awareness-raising initiatives to foster and enhance diversity and promote an increasingly inclusive culture,
- support local communities with projects of high social value in favor of the community, and of families in situations of vulnerability,
- in 2021, objectives related to the theme of diversity and inclusion were added, among others.

In defining the strategic drivers and related commitments of the Plan, the priorities defined in the 2030 Agenda for Sustainable Development (SDG) were also taken into consideration, thus contributing to their achievement.

The identity of the Company, its mission and its role in society are reflected in the 3 macro areas of reference of the Sustainability Plan and in the respective guidelines identified for 2021.

Teleperformance Italy has reached a stage of maturity that has allowed the transition to a strategic approach, aimed at defining ESG guidelines, in line with the objectives launched globally by the 'United Nations Organization'. In 2021, the Group's Strategic Sustainability Plan was integrated with new objectives confirming the commitment to sustainable development and how environmental and social responsibility are more and more an integral part of the business model. In line with the Group, Teleperformance Italy's Plan focuses on five strategic priorities: human rights, climate change, responsible supply chain, enhancement of diversity and support for local communities.



# Our Pillars

Based on Profit, People and Planet, 17 topics have been identified and assessed then classified into 6 main categories:

## HUMAN RESOURCES

- Well-being employees  
*Work environment, working conditions*
- Employee Engagement  
*Motivation, sense of pride and belonging*
- Training & Development
- Social Dialogue
- Health & Safety



## ETHICS

- Corporate Governance  
*Transparency of corporate communication  
Decision-making structure  
Integration of CSR into global strategy*
- Ethics & compliance  
*Compliance with regulations  
Fair competition  
Anti-corruption*

## CITIZEN OF THE WORLD

- Impact on local employment  
*Contributing to local economy and local  
employment through wages, social  
contributions, taxes, etc*
- Philanthropy  
*Donations to charities, volunteering*





## HUMAN Rights

- Labor

*Fighting child labor and forced labor  
Compliance with international labor  
Standards from the ILO*



- Diversity & inclusion

*No discrimination in the workplace  
Gender equality*

---

## VALUE CHAIN

- Supply Chain

- Client satisfaction

- Innovation & Digitalization

*Digitalization & Automatization  
Artificial Intelligence  
Analytics; R&D; consulting*

- Data Security

*Security of clients and employees' data*



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## CITIZEN OF THE PLANET

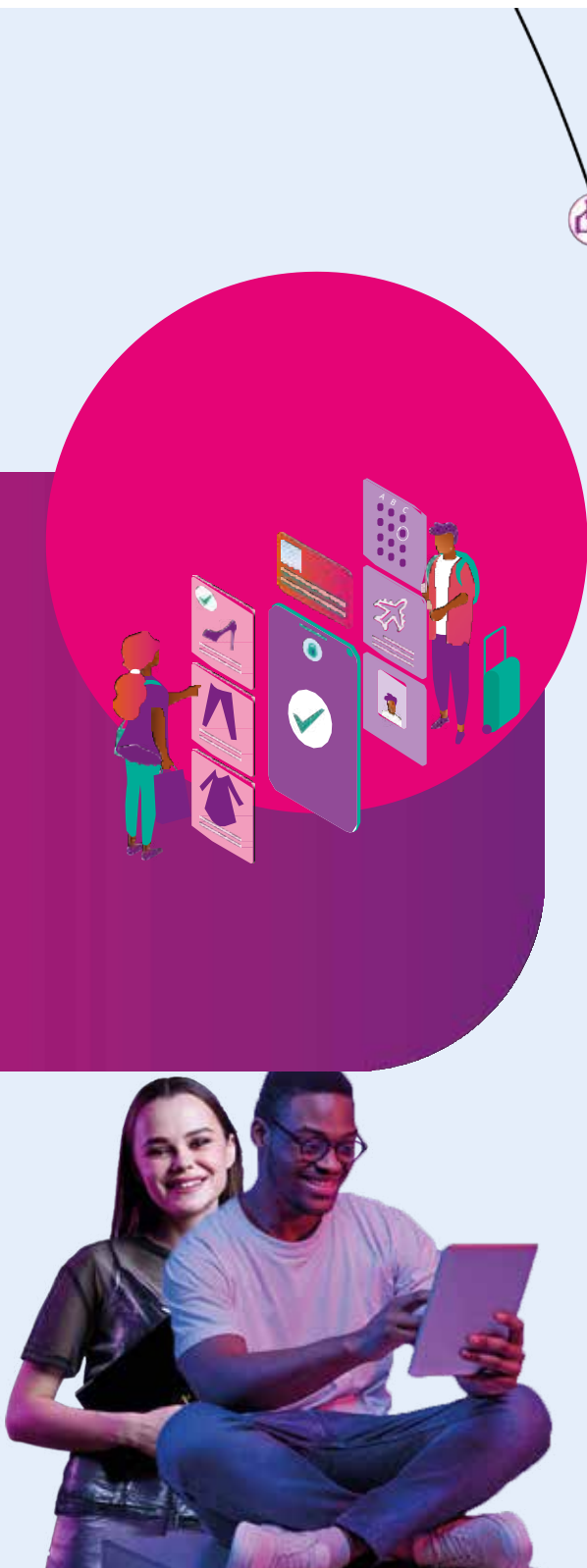
- Environment

*Climate change migration  
Responsible use of natural resources*



- Natural disasters

*Mitigating risk related to natural disasters*

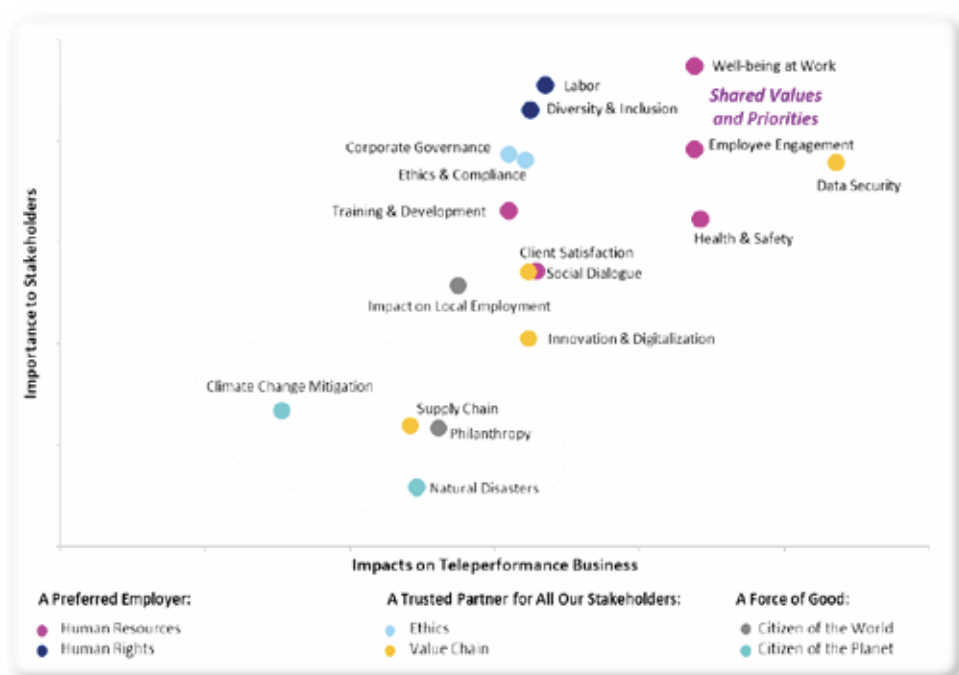


# Our Materiality Matrix

A sample of 54 respondents was selected and assessed by Company stakeholders. The sample included employee representatives, clients, suppliers, labor union representatives and local community members. Each response was weighted with a score from 1 (minimum importance) to 5 (maximum importance).

The results of the materiality analysis are graphically represented in a “Materiality Matrix” diagram which shows the relevance for the company on the X axis and on the Y axis the relevance for stakeholders.

## The Materiality Matrix of the Company



**Y-axis: CSR topics were ranked according to the importance for our key stakeholders**

- Employee representatives (more than 50% of the panel)
- Work organizations & partners
- Clients
- Suppliers

**X-axis: CSR topics were ranked according to the level of risk they represent for Teleperformance activities for internal management**

- Executive Management



## Stakeholders

### Categories

#### Essential

- Clients
- Employees
- Corporate
- End Users

#### Attractive

- Consultants
- Mass Media
- Labor Union (RSU-RSL)
- Community
- Government/Authority

#### Weak

- Shareholders
- Suppliers

### Macro Groups

#### Internal

- Employees
- Corporate
- Labor Union

#### External

- Clients
- End Users
- Consultants
- Mass Media
- Community
- Government/Authority
- Shareholders
- Suppliers

Our Sustainable commitment is to further effectuate trust with our Stakeholders. The stakeholders map, which outlines the key stakeholders for the organization, has been completed by the Company as part of the ISO (27001:2013 – 37001:2017 – 14001:2015 – 9001:2015 – 45001:2018) certifications process.

Stakeholders are classified into 2 Macro Groups (Internal and External) and 3 types: Essential, Attractive, Weak, depending on the interest and influence they hold in respect to the referenced policy, and to the decisions that Executive Management wants to adopt, and therefore it becomes gradually “necessary”, “recommended” or “dutiful” to involve them in decision-making process.

# 2 Value Chain

Teleperformance's contributions to the Sustainable Development Goals along the entire value chain

**Positive impact** for people and the environment

**Mitigation of risks** to people and the environment

## INTERNAL INITIATIVES AND POLICIES



Teleperformance Italia offers a decent wage to all its employees. Inclusion programs.



Teleperformance Italia lays on a wide range of training courses and development programs for employees.



The Teleperformance Italia Women initiative aims to achieve gender equality across the board.



Teleperformance Italia is a major local employer, offering a decent job and providing a fair income



Teleperformance Italia is a major local employer, offering a decent job and providing a fair income



Teleperformance Italia has developed numerous partnerships with public and private organizations.



Teleperformance Italia has set up programs for health and wellbeing at work and offers health insurance to employees.



Increasing the renewable energy share in Teleperformance Italia's energy mix.



Teleperformance Italia has adopted a diversity and inclusion policy as a means of achieving greater equality.



Teleperformance Italia is committed to reducing its carbon foot print per employee.



Through a robust set of Group policies, Teleperformance Italia is committed to complying with national and international standards and regulations that seek to promote the most stringent ethical standards. Teleperformance Italia practices zero tolerance towards all forms of corruption and extortion and has obtained the anti-corruption certification.

## COMPANY BUSINESS ACTIVITIES



Teleperformance Italia provides interpreting services for foreigners and the hearing impaired in hospitals. Teleperformance Italia provides Covid-19 response services (helplines, contact tracing, health center call management)



Teleperformance Italia is a major player in high value-added and labor-intensive services and innovation development.



Teleperformance Italia helps to make information accessible to everyone, everywhere.



Teleperformance Italia provides a customer experience to people with limited access.

## OUTSIDE THE COMPANY



Teleperformance Italia provides support to children and victims of natural disasters and humanitarian emergencies.



Teleperformance Italia is committed to supporting education through its philanthropy program.



Teleperformance Italia raises awareness among employees about environment-friendly practices.

# 3 Sustainability Governance

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## Mission

*“Our Mission is to offer the utmost professionalism in managing customers in every single occasion of contact, thanks to our commitment, passion and consecration to excellence. In this way we create opportunities and added value for our resources, our customers, for the community and our shareholders. ”*

## Values

Our Corporate Values are:



## Ethics

In order to favour the spread of the values of professionalism and compliance with laws and regulations, Teleperformance Italia has adopted a "Code of Ethics" that outlines the conduct to be followed. The Code of Ethics is complementary to the "Code of Conduct" addressed to members of administrative bodies and to employees.

The Code of Ethics and the Code of Conduct have been duly diffused within the Company with the information relating to the legislation and to the behavioral and procedural rules to be respected, to ensure that business activities are carried out in compliance to ethical principles and integrity.

## Governance Model

Teleperformance Italia adopts the traditional Italian governance model that appears to be the most suitable for ensuring management efficiency and the effectiveness of controls.

Our Governance model is based on the presence of a Board of Directors and a Board of Statutory Auditors, appointed at the Shareholders' Meeting.

Within this model, our Governance provides for a clear distinction of the roles and responsibilities of the Corporate Bodies, as indicated in the Articles of Association, being briefly :

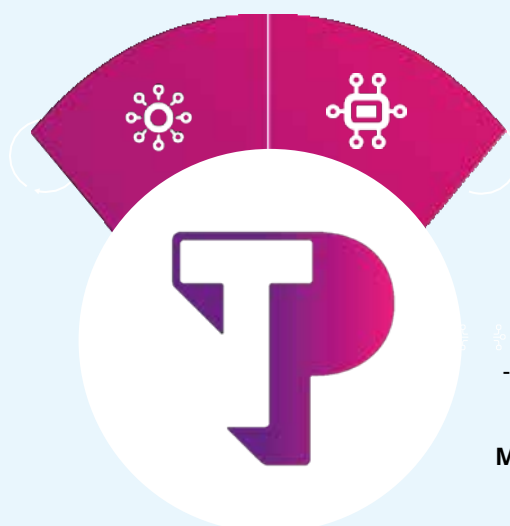
- The Board of Directors decides on strategic guidelines and verifies their implementation;
- Management is the responsibility of the CEO (Chief Executive Officer) who is responsible for the implementation of strategic guidelines and Company management;
- The Board of Statutory Auditors is invested with the control function.

With the aim of enforcing a Sustainable Governance Model, Our Company has both Internal and External Bodies.

In selecting its Board members, Our Company takes into consideration several factors such as gender, core expertise, level of experience, and ethical background, in line with the Company's Vision and Strategies.

### Internal Bodies are:

- 5 members **Board of Directors**;
- 6 members **Purchasing Committee**;
- Sole Shareholder Meeting.



### External Bodies are:

- 3 members **Board of Statutory Auditors**;
- 2 members of **Organisation, Management and Control Model Committee** (Legislative Decree 231/01);
- External Auditors Deloitte and Touche.



## Memberships and Associations

Teleperformance Italia is enrolled to the following associations that better represent the core values adopted from the Company and its business model:

ASSOCIAZIONE INDUSTRIALI ROMA, it is the main representative organization of Italian manufacturing and service companies.



ASSTEL, is the trade association which, in the Confindustria system, represents the telecommunications supply chain.



CIVITA, a non-profit organization of companies and research institutions that is a leading player in the field of cultural promotion.



CONSORZIO MEDITECH, is the Competence Center that targets the use of Industry 4.0 Enabling Technologies, towards the dissemination of innovation practices in the production of goods and services on the national territory and in particular on the Mediterranean basin.



FIELD FISHER-CLUB 231, partnership of Companies adopting D.Lgs.231 Model of Governance, with the aim to share experiences, ideas and suggestions.



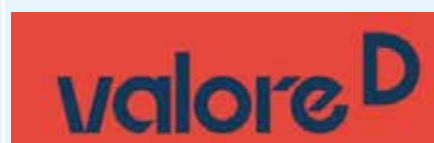
GYMPASS, Network dedicated to the Well-being for the employees.



YPO, the world's largest leadership community of chief executives — over 30,000 extraordinary global members, coming together to become better leaders and better people.



VALORE D, the first Association of Companies that promotes gender balance and an inclusive culture for the growth of companies and country.



## Internal Control and risk management system



One of the most strategic pillars of the Governance model is Risk Management. Our internal control and risk management system is the set of rules and procedures in the organizational departments/branches of Teleperformance Italia, with the aim of allowing for the adequate process of identification, measurement, management and monitoring of the main risks. This system is integrated into the more general organizational departments and corporate governance adopted by Teleperformance Italia and takes into due consideration both the reference models and the best practices at both a national and international level.

Our Control System is based on Policies & Procedures and Audits.

The Internal Audits are performed mainly by the Compliance Department. Additional Audits are performed by the Internal Control Questionnaire and by the Cybers Security Audit.

The External Audits are performed by the Supervisory Body (Organismo di Vigilanza) and External Auditors. The process of the internal control and risk management system provides reasonable “assurances” regarding the monitoring of risks associated with the objectives, and the related operational objectives, and are as follows:

Effectiveness and efficiency in the conduct of company operations

Reliability of financial and non-financial information (reporting objectives)

Compliance with laws and regulations (compliance objectives).

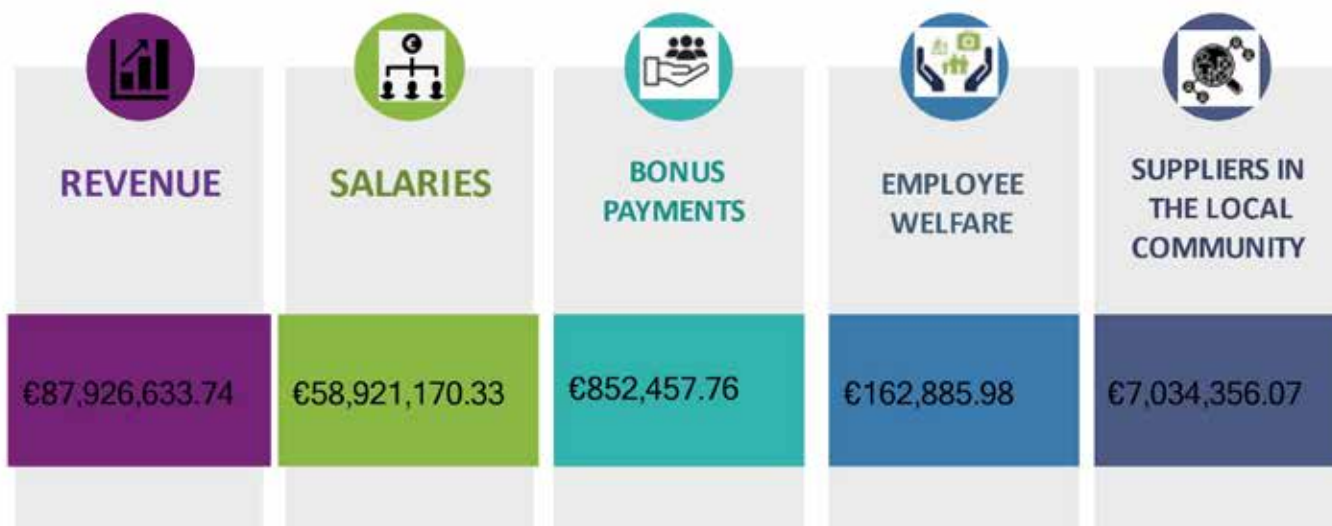
The components of the internal control system are:

- The definition of strategic and operational objectives
- The identification of risky events that may affect the achievement of objectives
- The definition of the roles and responsibilities of management (the risk owner)
- Monitoring of the process through Auditing.

Organization, Management and control model, pursuant to Legislative Decree 231/01	Legality Rating	Anti-Corruption Model
<p>The Code of Ethics and the Code of Conduct constitute the fundamental elements of the Organization, Management and Control Model pursuant to Legislative Decree 231/01, and were adopted by the Company in January 2012.</p> <p>The Model is designed to prevent and combat the commission of the offenses listed in the Law where the Company has an interest in or may benefit from a crime committed.</p> <p>Furthermore, the Company asks all the subjects who have relations with, both internally and externally, that they must adhere to both to the Code of Ethics and the Model, in order to prevent illegal acts and misconduct. The task of supervising the observance to, adequacy and update of the Model and Code of Ethics is entrusted to a collegial Supervisory Body (Organismo di Vigilanza).</p>	<p>On 09/18/2019 the Antitrust Authority (AGCM) attributed the legality rating score of "★★+", pursuant to Legislative Decree n. 1/2012 (converted into Law 62/2012), to Teleperformance Italy, certifying ethical integrity and compliance with high standards of legality, transparency, and social responsibility in corporate management.</p>	<p>Our Company promotes the fight against corruption. In continuing our path towards legality and ethics, an important milestone was reached in 2019, when our Company obtained the UNI ISO 37001:2016 Anti - corruption Certification, meaning all the internal Policies and Procedures, as far as processes, are deeply entrenched in legality, ethics, and values. This is the culmination of a path of change, improvement, as well as confirmation of our core values.</p>

## Value Creation

Sustainability means for the Company also the economic impact on the local economy. Our Company considers important for its reputation inside the local communities investing in the mutual growth and in the value creation. Territory and local communities can benefit from the generation of the economic value created through both direct and indirect employment. A new era is started and now we are a Company looking for innovative growth solutions. But to create, sustain and develop enterprise value, we must do more, and consider both financial drivers and intangible considerations such as social changes and ESG opportunities. Focusing on financial drivers of value only, it is no longer enough.





# Sustainability Certifications

Teleperformance Italia has achieved and holds the following certifications:

Great Place to Work



Kincentric



UNI EN ISO 9001:  
2015 - Quality  
Management  
System



UNI CEI EN ISO / IEC  
27001: 2013 -  
Information Security  
Management System



UNI EN ISO 45001:  
2018 - Safety  
Management  
System



UNI EN ISO 37001:  
2016 -  
Management  
System for the  
Prevention of  
Corruption



Payment Card Industry (PCI) - Data Security Standard



UNI EN ISO 14001: 2015 - Environmental Management System



ISO IEC 27701: 2019 - Privacy Information Management System



Family Audit - Family / Work conciliation



Covid-19/Free



EcoVadis

**ecovadis**

EcoVadis renewed its **golden medal** award to TP France and awarded a **silver medal** to TP Portugal and a **bronze medal** to TP Italy.

## Sustainability Policies

On the Company website <https://www.teleperformance.com/en-us/locations/italy-site/italy-codici-e-policy/>, our Sustainability Policies and related Company commitment are posted.





## People

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## Human Resource Management Strategy

Our human resource strategy seeks to attract and retain the best talent while continually providing them with support throughout their careers. Employee well-being and emotional intelligence are fundamental aspects of the Company's operations business strategy; recognizing the unique and meaningful interactions that can only be offered during human contact in customer transactions.

Since 2008, Teleperformance has always undertaken a comprehensive annual **Employee Satisfaction** survey called E.Sat. In 2021, satisfaction levels among our employees increased, ranking our Company among the Top 5 subsidiaries in the world.







## Great Place to Work

Additionally, in July 2021, Teleperformance Italia was classified as a **GREAT PLACE TO WORK**; being the sole company in Italy in the Contact Centre sector to receive such an award. The **Great Place To Work** certification is issued by an independent entity that assesses employee satisfaction levels through a survey addressed to them directly. The survey result was well beyond expectations; the level of employee appreciation of the company exceeded 90%.

Our Human Resource Director Gianluca Bilancioni commented: *"The unprecedented times caused by the Covid-19 pandemic necessitated the deployment of fast, secure, and innovative solutions to enable business continuity while guaranteeing employee safety. This massively disrupted our ways of working and will continue to have a lasting impact on our approach to Human Resource management. The accelerated roll-out of the Teleperformance Cloud Campus, a virtual work-from-home platform, proved to be an indispensable lever for reinforcing virtual collaborations and supporting our employees working remotely with increased safety while contributing to a reduction in the carbon footprint caused by the daily commute to work.*

*In order to enhance employee motivation and productivity at work, Teleperformance Italia HR Management has undertaken a proactive approach to ensure that the right employees are placed in the right jobs with the human resource structure revised and roles reassigned where necessary. As part of our medium-term strategy, we will continue to utilize internal scouting measures to identify suitable internal human resources for available roles before recruiting externally. This is aimed at promoting growth and career advancement of our existing workforce."*



*"Teleperformance Italia HR Management has undertaken a proactive approach to ensure that the right employees are placed in the right jobs"*

**Gianluca Bilancioni**

Human Resource Director

## Remuneration and benefits

Our remuneration policy seeks to reward individual and collective performance by offering a remuneration package that is well above local remuneration market rates. The total compensation package includes fixed remuneration as well as a performance bonus, and other benefits. Additionally, the remuneration rates are reviewed regularly to match the market trends and to reduce any pay gaps that may arise. Over the last four years, more than 2 million euros have been paid out in form of bonus payments to qualifying employees.

In the medium term, Our Company intends to harmonize salary, benefits, and welfare packages to ensure fairness and consistency with the Company's financial and operational objectives while offering employees a more competitive and sustainable package.

Our remuneration policy is based on Performances and there is No Gender discrimination. In the following tables a quantitative and qualitative distribution is represented:





## Remuneration and benefits Statistics

### Statistics

Role	2019		2020		2021	
	Male	Female	Male	Female	Male	Female
Directors	6		3		4	1
Managers	9	8	10	8	8	8
Employees	367	1100	334	897	314	778

Temporary	2019		2020		2021	
	Male	Female	Male	Female	Male	Female
Stageurs					1	2
Temporary	210	211	291	372	353	555
Externals	101	263	110	339	108	359

Age	2019		2020		2021	
	Male	Female	Male	Female	Male	Female
<30 yo	5		6		6	5
30 - 50 yo	322	868	285	690	265	585
>50 yo	55	240	56	215	55	197
<b>Total</b>	<b>382</b>	<b>1108</b>	<b>347</b>	<b>905</b>	<b>326</b>	<b>787</b>

In addition, in order to improve overall staff performance and enhancement, a new contract model was finalized in 2017 which provides for an innovative employee enhancement and assessment system built according to a completely renewed **productivity incentive plan**.

### Base monthly Salary (Euro)

Role	2019		2020		2021	
	Male	Female	Male	Female	Male	Female
<b>Directors</b>	10.699		10.483		10968	10545
<b>Managers</b>	4.863	4.982	4.965	5.116	5111	5036
<b>Employees</b>	1.866	1.800	1.919	1.829	1994	1885

### Basic monthly Salary Ratio Woman/Man

Role	2019	2020	2021
<b>Directors</b>	0,00%	0,00%	96,14%
<b>Managers</b>	102,45%	103,04%	98,53%
<b>Employees</b>	96,46%	95,31%	94,53%

### Total Monthly Remuneration (Euro)

Role	2019		2020		2021	
	Male	Female	Male	Female	Male	Female
<b>Directors</b>	11.998		14.598		13443	13377
<b>Managers</b>	5.375	5.718	5.549	5.714	5609	5668
<b>Employees</b>	1.964	1.863	2.039	1.922	2101	1967

### Total Remuneration Ratio Woman/Man

Role	2019	2020	2021
<b>Directors</b>	0,00%	0,00%	99,51%
<b>Managers</b>	106,38%	102,98%	101,05%
<b>Employees</b>	94,89%	94,27%	93,62%

## Full Time Employees Benefit

Benefit	2019		2020		2021	
	Men	Women	Men	Women	Men	Women
Life Insurance	6		3		4	1
Health Insurance	42	30	41	30	44	35
Disability and Invalidity Insurance	6		3		4	1
Parental Leave	18	21	21	23	24	29
Integrative Pension	12	2	9	2	10	3
Free Share	6		3		4	1
Other						

## Part Time and Temporary Manpower Benefit

Benefit	2019		2020		2021	
	Men	Women	Men	Women	Men	Women
Life Insurance						
Health Insurance	188	790	149	654	142	556
Disability and Invalidity Insurance						
Parental Leave	71	453	61	343	57	290
Integrative Pension	22	27	17	20	18	15
Free Share						
Other	101	263	110	339	108,00	359,00

Perental Leave	2019		2020		2021	
	Men	Women	Men	Women	Men	Women
Employees entitled	89	474	82	366	81	319
Employees benefited	19	126	9	58	9	49
Back to work Employees	19	126	9	58	9	49



## Employee welfare and well-being

The evolving nature of the COVID 19 pandemic which had spillover effects in 2021, necessitated a dynamic and fast response within the internal communication systems, by way of keeping in touch with our employees and ensuring their well-being. Ensuring employee safety, through the compliance with the COVID related protocols, required innovative measures to address the emerging needs arising from both family and social issues, including these new ways of working.

The "Wellness inside: psychological listening desk" was created in the company to offer counselling and psychological support to employees, and was designed to help them cope with the effects of the pandemic. Each part of this project is managed by highly specialized professionals, trained in emergency management, with years of experience in working at telephone helplines.

Employees can book individual listening interviews and psychological support through the intranet in accordance with the available time schedule.

As part of the company initiatives aimed at ensuring staff health and fitness, Teleperformance Italia signed a partnership with GYMPASS to allow for employees to access gym facilities for wellness activities at discounted rates.



Additionally, Teleperformance Italia, in collaboration with the Puglia Region, obtained the Family Audit Certification, that certifies its commitment to implementing work-life balance policies and to improving the well-being of its employees and their families.

Our Company was also awarded the "Conciliamo" project Certificate. Teleperformance Italia aims to implement employee work-life balance initiatives over the next two years in the main areas of equal opportunities and discrimination, health protection, refunds for employees medical appointments including their families, babysitting support costs, kindergartens, and scholarships.



# Performance Management Process Commitment

The company is building and implementing an online better structured and measurable Performance Management System that will go live in 2022.



## Social Dialogue

Our Company ensures that channels for social dialogue exist, enabling meaningful employee-manager relations to flourish through which constructive feedback and advice are shared. In the same way, Teleperformance Italia initiated focus group discussions with staff to better understand their needs and requirements to better support and improve their performance.

We believe in empowering our employees, enabling them to perform at their best with a strong sense of feeling supported and connected. Adopting a bottom-up approach to social dialogue has improved employees motivation. By allowing employees to participate in helping design strategies aimed at improving their work environment and general welfare.

At Teleperformance Italia, we value employee feedback and act upon ideas for the improvement of business processes and the general working environment. In 2022, we will continue to cultivate a conducive environment based on trust, one open to ideas and innovative solutions to meet customer needs while maintaining our competitive edge.

## Training and Development

Teleperformance Italia ensures training opportunities for all staff. Our Company is increasingly investing in both external technical training or online training platforms where technical, managerial and other general training courses can be accessed.



The following tables illustrate the importance of investment in training for the Company:

Average hours of training per year per employee

	2019		2020		2021	
	Men	Women	Men	Women	Men	Women
<b>Total number of Training hours provided to employees by gender</b>	<b>4700</b>	<b>17576,02</b>	<b>6452,75</b>	<b>23425,7</b>	<b>6641,79</b>	<b>21657,13</b>
<b>Total number of employees by gender</b>	<b>382</b>	<b>1108</b>	<b>347</b>	<b>905</b>	<b>326</b>	<b>787</b>
<b>Average hours of training per employee</b>	<b>12,3</b>	<b>15,86</b>	<b>18,6</b>	<b>25,88</b>	<b>20,37</b>	<b>27,52</b>

Continuous employee development has been a fundamental lever for achieving effective results in our business operations and as such, over the last three years, the training programs offered by the Company to its staff have been transformed to provide participants with the specific skills necessary for ensuring excellence at work.

	2019	2020	2021
<b>Total number of training hours provided to employees</b>	<b>22276,02</b>	<b>29878,45</b>	<b>28298,92</b>
<b>Total number of employees</b>	<b>1490</b>	<b>1252</b>	<b>1113</b>
<b>Average hours of training per employee</b>	<b>14,95</b>	<b>23,86</b>	<b>25,43</b>

Thanks to the significant use of distance learning, in 2021, there was an increase in the average number of hours - especially for Senior executives and Managers - in order to enhance their capabilities when handling technical business decisions.

Role	2019	2020	2021
Directors	9	0	44
Managers	45	20	554
Employees	22.222	29.859	27701
Total	22.276	29.878	28299

Total number of hours of training provided to each category of employees

Additionally, in order to support employee growth and empowerment, the Company undertakes job rotation measures which give employees a more complete experience and better understanding of company activities. Such initiatives have also been a catalyst for unlocking employee potential and enabling management to better understand employee strengths, thus making it easier to place employees where they perform best with the aim of increasing company productivity.

Average hours of Training by  
Employee Category

Role	2019	2020	2021
Directors	1,5	0	8,81
Managers	2,65	1,08	34,6
Employees	15,15	24,26	25,37

In 2022, we intend to expand our training catalogue to include languages, coaching, and performance. We will also focus on employee career development and the creation of career succession plans. The purpose of the succession plans is to address emergencies or temporary vacancies that may arise in key executive roles, this being essential to ensuring business continuity. Secondly, the plans also seek to facilitate executive management mentoring and coaching sessions aimed at guaranteeing sustainable transitions in the long term.

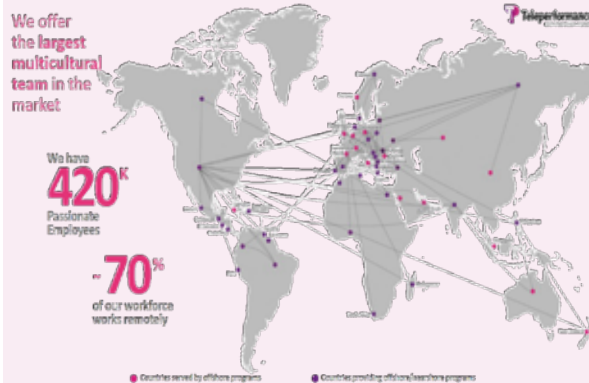
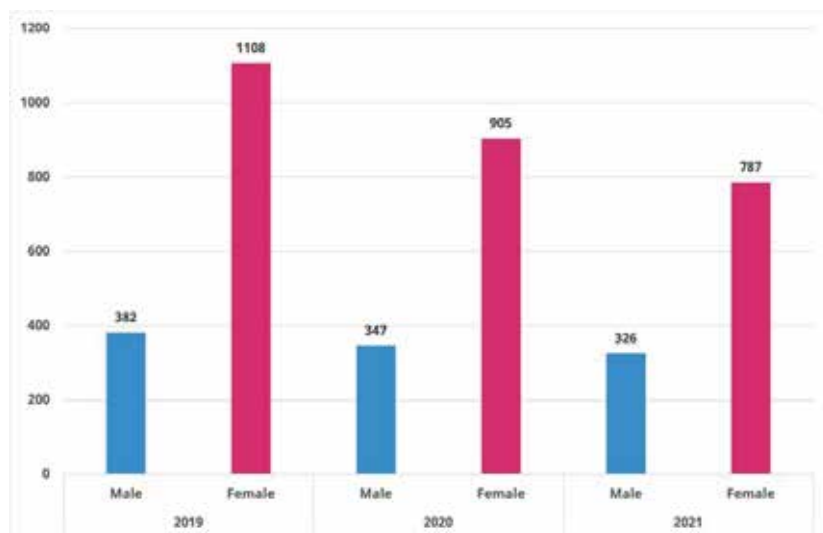
#### Training hours by gender and age

EMPLOYEES	under 30	30-39	40-49	50-59	60-69	+70	TOTAL 2021	GENDER
WOMEN	95,95	6.206,89	8.840,21	5.156,71	1.345,92	11,46	21.657,13	76,53%
MEN	68,51	1.442,57	3.960,03	942,45	228,22	0	6.641,79	23,47%
TOTAL	164,46	7.649,46	12.800,24	6.099,16	1.574,14	11,46	28298,92 ore	
%	0,58%	27,03%	45,23%	21,55%	5,56%	0,04%		



## Diversity, Equity and Inclusion (D&I)

In Our Company D&I, means hiring, developing, and retaining the best talents. The purpose of our D&I Policy is to ensure **equal employment opportunities, no discrimination, and growth programs with affirmative actions for all candidates and employees**. Teleperformance Italia promotes the recruitment of people who otherwise would have limited job prospects: immigrants and refugees, people with disabilities, single parents, etc.



These initiatives have earned Teleperformance Italia membership with Valore D, the first Italian association of companies committed to promoting gender balance with an increasingly inclusive corporate culture, and is an engine for the growth of companies and the nation at large. Valore D promotes projects for the inclusion and enhancement of women within the company through training meetings, sharing labs, mentorship programs, e-learning and talk academy, aimed at top management, HR personnel, and all employees.

The company's Inclusion Impact Index was also calculated using a tool created by Valore D in collaboration with the Politecnico di Milano, which evaluates the company's organizational situation in terms of gender diversity with respect to governance, the ability to attract, develop and enhance female talent. In fact, 50% of Teleperformance Italia management is comprised of women, with a 70.1% retention rate, and this reflects positively on the company's ability to enhance female talent in an integrated and continuous way throughout a woman's professional life. In the medium term, the company intends to increase the representation of women with top management roles, as well as providing additional support to women to ensure a balance between their private life and work. ●●



Additionally, Teleperformance Italia regularly holds a series of events to commemorate inclusion and diversity.

## Policy D&I

Teleperformance Italia adopted the D&I Policy with the aim of guaranteeing equal job opportunities from selection to training and performance evaluation.

## Family Audit Certification

Teleperformance Italia obtained in November 2021 the Family Audit Certification. The target is the well-being of the employee with a better management of working life and private life times.

It consists in the Work & Family integration business plan established by the company for Taranto office covering different macro-areas including: work organization, corporate culture / Diversity Equity & Inclusion Management, communication, corporate welfare / People caring, territorial welfare and new technologies.

Each area explores a field of investigation with a related appointed reference manager for a specific period of time. On the basis of the Family Audit, a contact person for "conciliation", called "welfare manager" is appointed in the company with the task of collecting the needs of the workers and providing targeted information to satisfy requests. An email address has been activated ([sportellowelfare@it.teleperformance.com](mailto:sportellowelfare@it.teleperformance.com)) through which the company population can communicate any problems in order to receive company support.

The Autonomous Province of Trento has certified that the business plan complies with the requirements of the Guidelines for the implementation of Family Audit. This certificate is valid from 13.10.2021 to 13.10.2024.





Additionally, Teleperformance Italia regularly holds a series of events to commemorate inclusion and diversity.

## 4 weeks 4 inclusion

Teleperformance Italia participated as Partner in the largest inter-company event dedicated to the topics of D&I. Partner companies develop for employees a rich schedule of shared digital events, webinars, digital labs and creative groups taking place over four consecutive weeks.

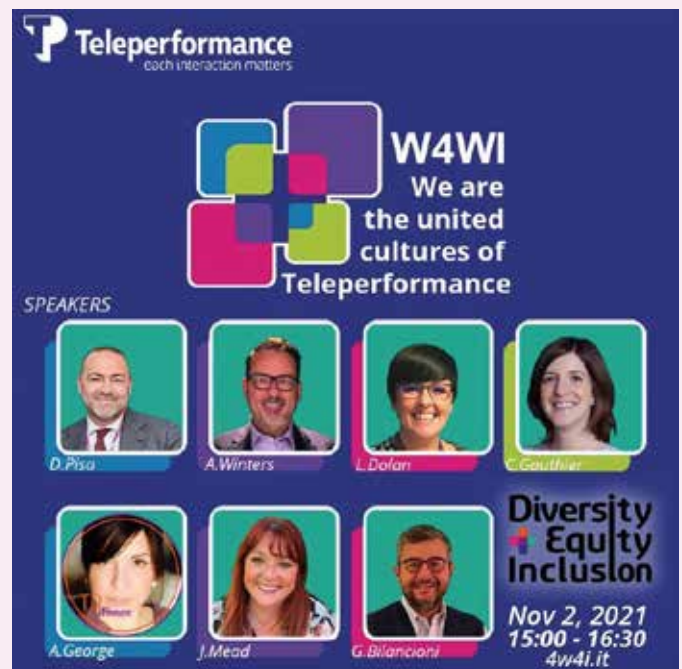
With stories and testimonies, different aspects of inclusion are deepened : from disability to intergenerational confrontation, from the enhancement of the female contribution to the sexual orientation and gender identity, ethnicity and religion.

Another issue concerns the possibility of hiring fragile people in the world, and people with educational qualifications below the standards of the group.

In this regard, an initiative recently launched in some areas of the world is helping politicians refugees to rebuild a new life in a new country by offering them a job opportunity. To represent this common value a logo with multitude of squares, of different sizes and colors, overlapping and at the same time in balance has been created. Teleperformance Italia contributed to the initiative with the event "WE ARE THE UNITED CULTURES OF TELEPERFORMANCE" with over 250 participants. It was highlighted how much diversity, multiculturalism and inclusion have always been the fertile ground on which Teleperformance develops its activities. *"Diversity, inside and outside the company, is the element that enriches and generates opportunities."*

## "No tampon tax" Campaign

Teleperformance Italia, through a donation, supported the delivery of sanitary pads into the schools, allowing female students to use them for free. With this donation, the company intended to undertake a path to reduce social inequalities and to open public-private partnerships, with sharing of ideas, projects and initiatives.







Additionally, Teleperformance Italia regularly holds a series of events to commemorate inclusion and diversity.



## Training

Additional training activities to support the reconciliation of family and work were promoted by Teleperformance Italia on the subject of personnel management.

The Company believes that confrontation can foster mutual growth and enhancement of the potential of collaborators. The organization of a meeting every two months is planned.

## "Simply Woman" photographic context

The female company population was able to participate in a photographic contest, representing itself through a detail, a selfie, a memory, a time of day, even when not working.

With the organization of the Contest, the Company wanted to enhance the various skills of the women and their representation not only in the corporate sphere, but also domestic, in the exercise of care work. The most original and creative photos has been rewarded.

The photos can also be used for the Corporate "True Connections Real Possibilities", describing the Company's way of being.

## Campaign against violence against women: "Let's not remain silent"

Teleperformance Italia supports, through an economic donation, Associations (mainly ALZAIA and DIFFERENZA DONNA) strongly committed to fight the violence against women.

## Other

A Welfare Plan full of numerous practical actions that meet the needs of family / work reconciliation, with particular attention to female has been put in place.

Also an editorial plan has been planned, to be carried out during the year 2022, on inclusion and gender issues, to be carried out through the YouTube channel of Teleperformance Italy.



## Human rights

Our Company ensures, through internal policies, that human right issues such as discrimination, working conditions, child labor, forced labor, freedom of association, access to whistleblowing mechanisms, and personal data protection are not violated. The procedures also help to identify risk areas requiring improvement or correction, and the extension of best practices, all the while tracking the progress and implementation of corrective plans through annual reassessments.



Inspired to be *the best*



# 5 Corporate Social Responsibility

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## Citizen of the World & Philanthropy

Established in 2006, Citizen of the World (COTW) is Teleperformance Italia's charitable initiative that seeks to generate a positive impact on local communities, in particular to help vulnerable children and their families meet their basic needs.

In 2021, Citizen of the World initiatives focused on four main causes:

- support for local communities impacted by natural disasters, humanitarian emergencies or health crises;
- maintaining partnerships with schools and NGOs;
- supporting access to education for the most vulnerable children;
- supporting charitable initiatives impacting on local economy and families.



## Voluntary Social Security

Teleperformance Italia prides itself on being able to contribute to community improvement services to enhance the welfare of its neighboring community members. For the eighth consecutive year, the company was recognized for its positive global social impact and awarded with full enterprise-wide Social Responsibility Standard Certification from **Verego**.



As part of its Citizen of the World 2010-2020 project, Our Company donated € 724.645,00 worth of assets. Similarly, € 141.340,00 was collected through various charity drives held in Taranto and Rome.

Teleperformance Italia supports community education programs and supports the growth of people with greatest hardship. To aid online class activities, over 1475 PCs were donated to schools and non-profit organizations.



Teleperformance Italia also continues to support charity initiatives with donations of basic amenities to benefit the communities in need in different communities.

Additionally, Teleperformance Italia conducted blood donation drives which contributed to saving over 1425 lives.



## 2021 Initiatives - quick view

Survey TP WOMEN

Launch of the new Passion4U portal

Taranto neighborhood common wire survey

"Simply Woman" photo contest

Anti-stress course webinar

Psychological help desk

TP donates botanical garden

Webinar Well-being

Campaign against violence on women

Workshop Yoga and Pilates for our Well being

## Gifts and Donations



### Donation of a Z-Bike

Teleperformance donated a Z-bike to a Paralympic athlete, confirming its commitment to social issues and to the inclusion of the strength of diversity.



### Donation of a Botanical Garden to a local school

As part of its Citizen of the Planet initiative, Teleperformance Italia established a botanical garden for the pre-school of Magicondo in Taranto. This project was commissioned on May 25, 2021 in conjunction with the Public Education Department of Taranto Municipality and it aims at educating young children about the value of green spaces and the need to conserve the environment.



### Intervention within the community of Fiumicino

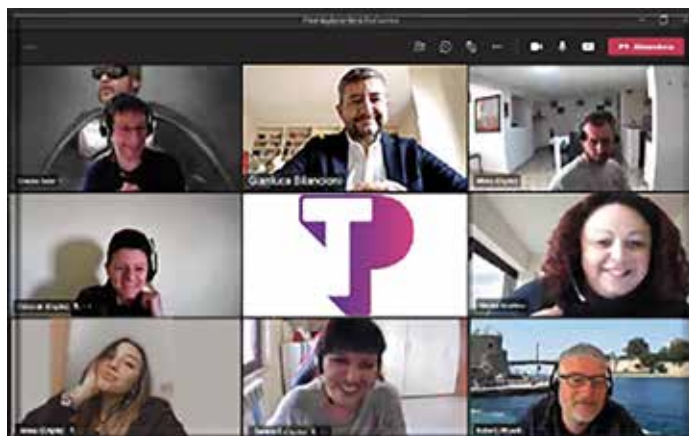
In order to contribute to the safety and wellbeing of community members around the Fiumicino office, Teleperformance Italia provided a paved walkway complete with solar – powered lights.





## Events

The COVID-19 pandemic led to a review of the way in which social events and community engagements were managed to ensure maximum safety and compliance with existing health protocols. Virtual social events and campaigns for sports and blood donations were encouraged to maintain the social culture within the company.



## Pandemic Management



The COVID-19 pandemic emphasized the critical need to always prioritize the well-being of all employees. In order to achieve this, Teleperformance Italia management leveraged virtual communication to circulate vital information and alerts on how best manage the pandemic.

New communication formats for virtual dialogue were created and several newsletters circulated to staff through the intranet and social media channels to equip staff with necessary information in dealing with the evolving pandemic situation.

# 6 Environmental

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## Citizen of the Planet

Through its Citizen of the Planet program, Teleperformance aims to reduce its carbon footprint, particularly by increasing its use of renewable energies and fostering employee awareness. Targets have been set for 2026 within the framework of the Science-Based Targets initiative, while business continuity plans have been prepared in case of natural disaster.

## Energy Consumption

Teleperformance Italia has implemented the Teleperformance Environmental Management System. The environmental analysis is done periodically, with the EMS updated through constant integration with the results of subsequent environmental audits and any changes made to production activity. Following the identification of any critical aspects the company may have leading to an environmental impact, the appropriate assessments are done to establish any corresponding tangible impacts which were classified numerically. The evaluation was carried out, identifying the criteria for classifying the environmental aspects/impacts in normal, abnormal and emergency conditions.





## Sustainable Energy

### Respecting the environment

Design and development of a prototype Carpooling solution based on a web portal and an app



Bike parking with installation of racks and H24 video surveillance system



Implementation of a photovoltaic system for "OPEN OFFICE SUSTAINABILITY"



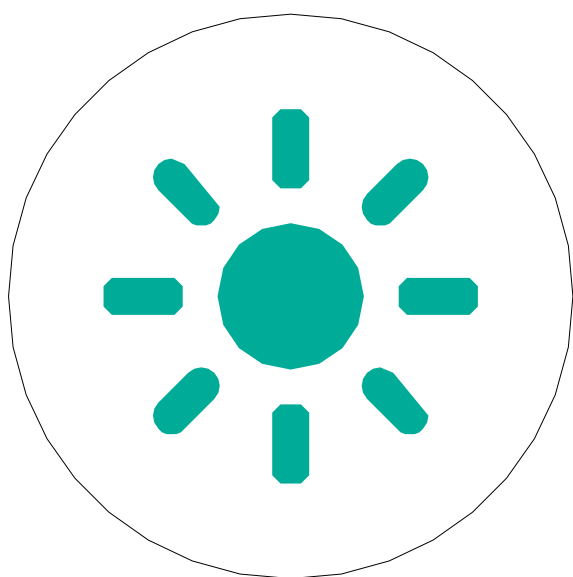
At Teleperformance Italia, we continue to uphold the need to promote solutions aimed at reducing the environmental impact while meeting the needs of customers and the local communities in which we operate. This need has informed our initiatives to promote access to clean energy and promote social inclusion approaches of the circular economy.

In January 2021, Teleperformance committed to a Science Based Targets Initiative (SBTi) to fast track the integration of sustainability initiatives in its business operations.

As part of its commitment to the 2030 Sustainable Development Agenda, Teleperformance sets a target of ensuring that its global renewable energy procurement accounts for 30% of the total energy consumption by 2026. Furthermore, in order to contribute to the achievement of this target, Teleperformance Italia is in the process of implementing a photovoltaic system for "Open Office Sustainability" (NWG TAURUS photovoltaic system) and continues to prioritise the increased adoption of renewable energy sources as a portion of the energy taken from the Distributor's network to power its production sites.

As part of its Science-Based Targets Initiative, Teleperformance is keep on reducing its Scope 1 and 2 emissions by 49% per FTE (full time employee equivalent) between 2019 and 2026 and to reduce Scope 3 emissions related to its supply chain and employee commuting by 38.3% per FTE between 2019 and 2026. The Group has also joined the Climate Pledge, a coalition of over 200 companies committed to achieving carbon neutrality by 2040.

## Energy efficiency and consumption



The offices of Teleperformance Italia are all connected to the network through a regular supply contract of electric energy. The data on the costs and consumption of electricity are managed by the Energy Manager of the Teleperformance Italia with quarterly frequency, and tracking subject to ISO 14001 certification.

Teleperformance Italia's energy consumption related to the energy used for the artificial lighting of workplaces, heating / cooling, and the power supply of all the hardware connected while undertaking company activities. Following the environmental analysis undertaken in April, 2021, the impact of the energy consumption on the surrounding environment was found to be moderate as it deals with needs connected to the well-being of workers who carry out their activities on company premises. The electricity consumption is regularly monitored and reported in compliance with the Law 10/91, art. 19, Legislative Decree 102/2014.



In line with the Teleperformance commitments under its Science Based Targets initiative (SBTi), Teleperformance Italia has set targets to evaluate energy efficiency of our office facilities and achieve a minimum of 5% reduction in energy intensity (KWh/ sq.m.) by 2026.



In addition, Teleperformance Italia also continues to emphasize impact mitigation measures such as instructions/internal regulations and awareness-raising through the company intranet for staff to help limit electricity wastage as well as the application of energy management and efficiency projects. The most significant measure undertaken by the company in order to further optimize electricity consumption, was the development and implementation of a tool capable of monitoring electricity consumption trends. The company also intends to continuously adopt smart building features and energy efficiency systems where feasible.

In the years 2020 and 2021 marked by the COVID-19 emergency, Teleperformance Italia registered a decline in average electricity consumption. This can partly be explained by the continued remote-working Work at Home arrangements for staff which reduced the need for electricity consumption at work premises.

Emissions of GHG				
Typology	Udm	2021	2020	Δ
Direct Emissions of GHG - Scope 1	tCO <sub>2</sub> eq	0	0	0,00%
Indirect Emissions of GHG - Scope 2 Location Based*	tCO <sub>2</sub> eq	794,66	787,55	0,90%
Indirect Emissions of GHG - Scope 2 Market Based**	tCO <sub>2</sub> eq	848,25	840,66	0,90%
<b>Total Emissions (Scope 1 and 2 Location Based)</b>	<b>tCO<sub>2</sub>eq</b>	<b>794,66</b>	<b>787,55</b>	<b>0,90%</b>

\*Scope 2 Location Based emission factor used: The carbon emission factors listed below were obtained from Appendix "A" of the UKETS manual (01) 05, "Guidelines for the measurement and reporting of emission in the UK Emission Trading Scheme" and are consistent with the National Air Emission Inventory and with the carbon values provided by the generic model PP3.02 (Underlying Climate Change Agreement). emission factor 0,4299 kgCO<sub>2</sub>/kWh.

\*\*Scope 2 Market Based emission factor used: AIB - European Residual Mixes 2020 (Ver. 1.0, 2021-05-31), emission factor: 459 gCO<sub>2</sub>/kWh.

Energy consumed within the organization				
	Udm	2021	2020	Δ
<b>Non-renewable fuel consumed</b>	<b>GJ</b>	<b>0,00</b>	<b>0,00</b>	<b>0,00</b>
<i>of which: source 1 (e.g. petrol, diesel, etc)</i>	GJ	0,00	0,00	0,00
<i>of which: source 2</i>	GJ	0,00	0,00	0,00
<i>of which: source 3</i>	GJ	0,00	0,00	0,00
<b>Total electricity consumed</b>	<b>GJ</b>	<b>6.652,93</b>	<b>6.593,00</b>	<b>0,9%</b>
<i>of which: purchased</i>	GJ	6.652,93	6.593,00	0,9%
<i>from renewable sources</i>	GJ	0,00	0,00	0,00
<i>from not renewable sources</i>	GJ	6.652,93	6.593,00	0,9%
<i>of which: self-produced from photovoltaics</i>	GJ	0,00	0,00	0,00
<b>Total energy consumed within the organization</b>	<b>GJ</b>	<b>6.652,93</b>	<b>6.593,00</b>	<b>0,9%</b>

Energy consumption data of the company car fleet is not included in the table, since these are cars for mixed use. Teleperformance Italia is implementing a system to monitor company car consumption, that will allow accurate reporting in the coming years.

## Fuel Consumption

An analysis was carried out in April 2021 on the impact of mobility of the Teleperformance Italia offices.

Considering the evolving nature of the COVID-19 pandemic, Teleperformance Italia activated Work At Home contributing to a huge reduction of fuel consumption due to employees commuting.

Specific procedures and instructions have also been defined by the company to raise staff awareness on energy saving related to the use of fuels by promoting sustainable mobility and carpooling.



Additionally, in the event of an emergency, electrically connected generator sets are operated 'exclusively in emergency mode', only at the moment the power supply of the national distributor fails.

Fuel consumption impact is also monitored for power and business continuity in order to guarantee energy autonomy thresholds required by the clients / customers of Teleperformance Italia while ensuring effective service delivery. Based on this, it is also possible to obtain the consumption related to different operations. The consolidation of data related to monitoring fuel consumption is done by a designated site facility employee who then furnishes the report to the facility manager and subsequently to the manager of the Environmental Management System every four months.



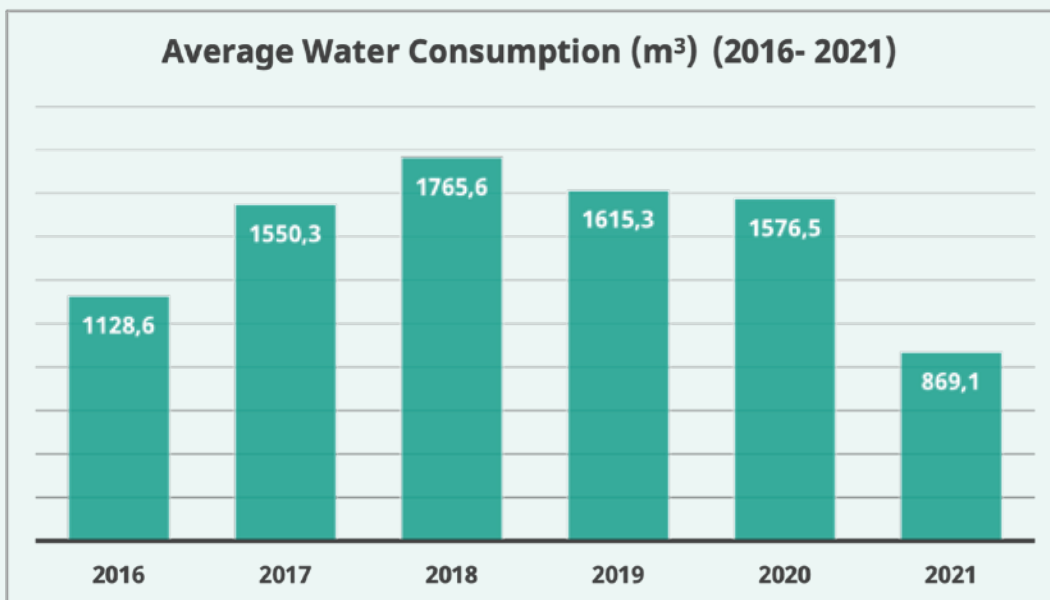
## Water Consumption

The offices of Teleperformance Italia are all connected to the water network by means of a regular contract for the supply of drinking water. The data on waste, costs, and water consumption is managed by the Facility Manager of the Teleperformance Italia on a quarterly basis. This is done through a review of the suppliers' web portals and bill tracking for the respective sites subject to ISO 14001 certification. The same data is cascaded to the Head of the Environmental Management System for the assessments related to the objectives set on water consumption.

At Teleperformance Italia water resources are used within the workplace, mainly for the well-being of employees. This results in a negligible impact on the surrounding environment. In a bid to mitigate the water consumption impact, the company utilises internal and external communication channels to encourage staff, suppliers and visitors to rationalize and limit waste of water consumption.



**Average Water Consumption (m<sup>3</sup>) (2016- 2021)**



*In 2021, there was registered reduction in water consumption by 707.4m<sup>3</sup> from 1576.5m<sup>3</sup> in 2020 to 869.1m<sup>3</sup> in 2021. In order to control and substantially reduce waste due to the consumption of water resources, an internal daily control procedure was set up at all sites that allows for the identification of anomalies resulting from the malfunctioning of water points and health facilities. Such incidences are captured through anomaly reports and directed to the site maintenance office for immediate resolution*

## Plastic Consumption

Teleperformance Italia is committed to reducing the use of plastic in 2022, asking the suppliers (of mainly water bottles and glasses) to replace plastic with recycled and/or eco-bottles and glasses.



## Consumption of Products



The products consumed at Teleperformance Italia offices are strictly connected to goods that facilitate the performance of office activities. Data on the costs and consumption of products such as paper, batteries, toner, etc. with a potential environmental impact and significant for the Environmental Management System are managed by the Facility Manager on a quarterly basis for company sites subject to ISO 14001 certification. The same data is assessed by the Head of the Environmental Management System in relation to the objectives set in this regard.

Given that purchases at Teleperformance Italia are based on actual needs, the impact of this aspect on the surrounding environment is considered negligible. Additionally, as part of the impact mitigation measures and to promote ecosystem conservation, Teleperformance Italia is prioritizing the purchase of recyclable products.

We have also bought reconditioned Computers and currently looking for sustainable suppliers.



## Paper Consumption

Teleperformance Italia is committed in decreasing the use of paper.

The digitalization of many internal processes has greatly reduced paper consumption. The usage of Electronic invoices, digital Docusign tools, ERP (Energy Related Products) are the main examples of how the Company is dedicated to the sustainable use of the digital technology in preventing paper consumption.

The table below represents the decline in paper usage at the company over the years.

**AVERAGE PAPER CONSUMPTION (METRIC TONS)  
(2016 - 2021)**

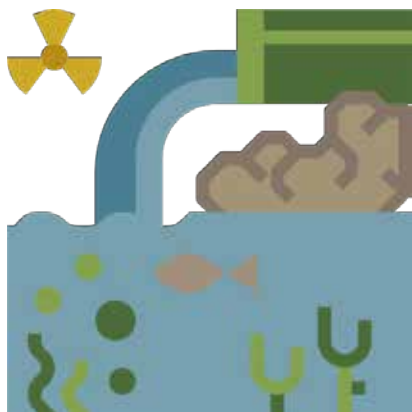
■ 2016 ■ 2017 ■ 2018 ■ 2019 ■ 2020 ■ 2021



*The timely and extensive adoption of Remote Working has contributed to a significant reduction in paper consumption in 2021, given that the majority of work activities and permits were handled online. This illustrates a reduction of paper wastage and improvement in environmental conservation while guaranteeing the continuity of work activities.*

# 7 Health and Safety

## Wastewater Discharge and Contamination Waste on the Ground



The Fiumicino and Taranto sites of Teleperformance Italia are connected to the network sewer for wastewater discharge. The distribution of the internal network consists of pipes and wells which, in some anomalous cases, could generate sewage spillage due to obstructions. To avoid this happening, there is a proactive approach to monitoring and managing emergencies from part of the facility area of the site.

The exhausts produced directly by Teleperformance Italia are solely attributable to the consumption of clear and black water at the workplaces. At all sites subject to analysis, all water discharges are regularly conveyed to the public sewer.

## Non-Hazardous Waste



At all the offices of Teleperformance Italia, the classification of non-hazardous and hazardous waste is in force. Teleperformance Italia offices produce non-hazardous differentiable waste related to its office activities and uses the services of a waste management company to ensure proper disposal stipulated in the Municipal Regulations. The management of this environmental impact is not critical but it is necessary to evaluate any anomalies needing intervention by authorized personnel and possibly also by third parties.

## Special And Hazardous Waste



The compilation and filing of reports concerning the certification of special and hazardous waste disposal is handled by the Facility manager on a quarterly basis. The reports on the certification of the disposal of hazardous waste are also sent to the Manager of the Environmental Management System as a measure of promoting a more proactive monitoring and management approach to emergencies by site facility staff.

It is important to note that the day-to-day activities at the Teleperformance Italia offices do not directly generate any particular waste. However, during ordinary maintenance and small renovations, or when replacing equipment to support site operations, some special hazardous waste may be produced. In order to mitigate the impact of such waste, the services of a waste management company are used to ensure its proper disposal in line with the national environmental protocols.

## Control on Atmospheric Emissions and Use of Harmful Substances to the Ozone



At Teleperformance Italia the atmospheric emissions that could potentially damage the ozone are derived from gas leaks due to the breaking of the refrigerant circuits of the air conditioning systems. This certainly generates a negligible impact as the losses due to anomalies in the air conditioning system are reduced and monitored by the companies contracted to undertake regular checks and maintenance on the the systems.

Gas leaks from the automatic fire extinguishing system also form another atmospheric emission that may damage the ozone layer. However, this aspect certainly generates a negligible impact as the losses due to anomalies in the fire extinguishing system are almost nil and are constantly monitored by the companies contracted to undertake regular checks and maintenance.



## Control of external noise



At Teleperformance Italia, the office activities are mainly carried out in the various operating sites located in Fiumicino and Taranto with their respective air conditioning systems.

Given that the Air Handling Units (AHUs) and heat pumps are set up outside the company buildings, this defines the need for an environmental impact assessment. It is important to note that Teleperformance Italia is undergoing an impact assessment by a certified body and the results of the analysis will allow for proper evaluation of the external noise at the operational sites in Taranto and Fiumicino.

For all the sites identified for this analysis, it was necessary to evaluate the possibility of verifying the actual consistency of the noise induced by the devices.

## Fire



The fire risk assessment and the consequent classification of the respective Teleperformance Italia workplaces was conducted in compliance with the criteria contained in Annex 1 of Ministerial Decree 10/03/1998, taking into consideration the fire load present in the environments and areas examined, the possibility of development, and probability of fire propagation, the type of extinguishings, the alarm and detection means in service at the workplaces, the structural and plant characteristics of the sites and crowding. The levels of fire risk were categorized as: low, medium and high.

The fire risk classification is updated in relation to any significant changes in the area of activities, materials used or when executing extraordinary maintenance work. Based on the suitability of the extinguishing means present, escape routes, the fire detection systems and prevention methods, the activities carried out were classified as having an overall medium fire risk. The classification was also issued based on the cataloguing of activities subject to fire prevention controls in place for which it is necessary to achieve full fire compliance as stipulated in the Presidential Decree 151/2011.

## Injury and Professional Disease

Teleperformance Italia, takes highly care of the security of the employees and put in place all the measures, regulations, policies and process, with the aim to prevent Injuries and Professional diseases and to protect the safety of people in the Company and to guaranty an immediate action. The occurrence of incidents is very rare, never huge and of a very slight entity, mainly due to accidental falls or slips or collision in the car on their way to work. Injuries related to 2021 regard 3 employees and 2 interim, injuries related to 2020 regard 7 employees and 1 interim.

WORK INJURIES		
n. of Injuries	2020	2021
Recordable injuries at work (with the exclusion of injuries with serious consequences) of which:	9	5
Number of injuries at work with serious consequences (with the exclusion of deaths)	0	0
Deaths following injuries at work	0	0
Total Working hours	1,453,282	1,405,100
Rate of recordable injuries at work *	6,2	3,55

\*The indices are calculated as follows: Death rate resulting from injuries at work (no. deaths/no. of hours worked) x 1,000,000; Injury rate at work with serious consequences: (No. of injuries with serious consequences/no. of hours worked) x 1,000,000; Rate of recordable injuries at work: (No. of recordable injuries at work/No. of hours worked) x 1,000,000.

WORK RELATED ILL HEALTH		
n. of work-related ill health	2020	2021
Recordable work-related ill health, of which:	2	0
Fatalities as a result of work-related ill health	0	0



# 8 Customers

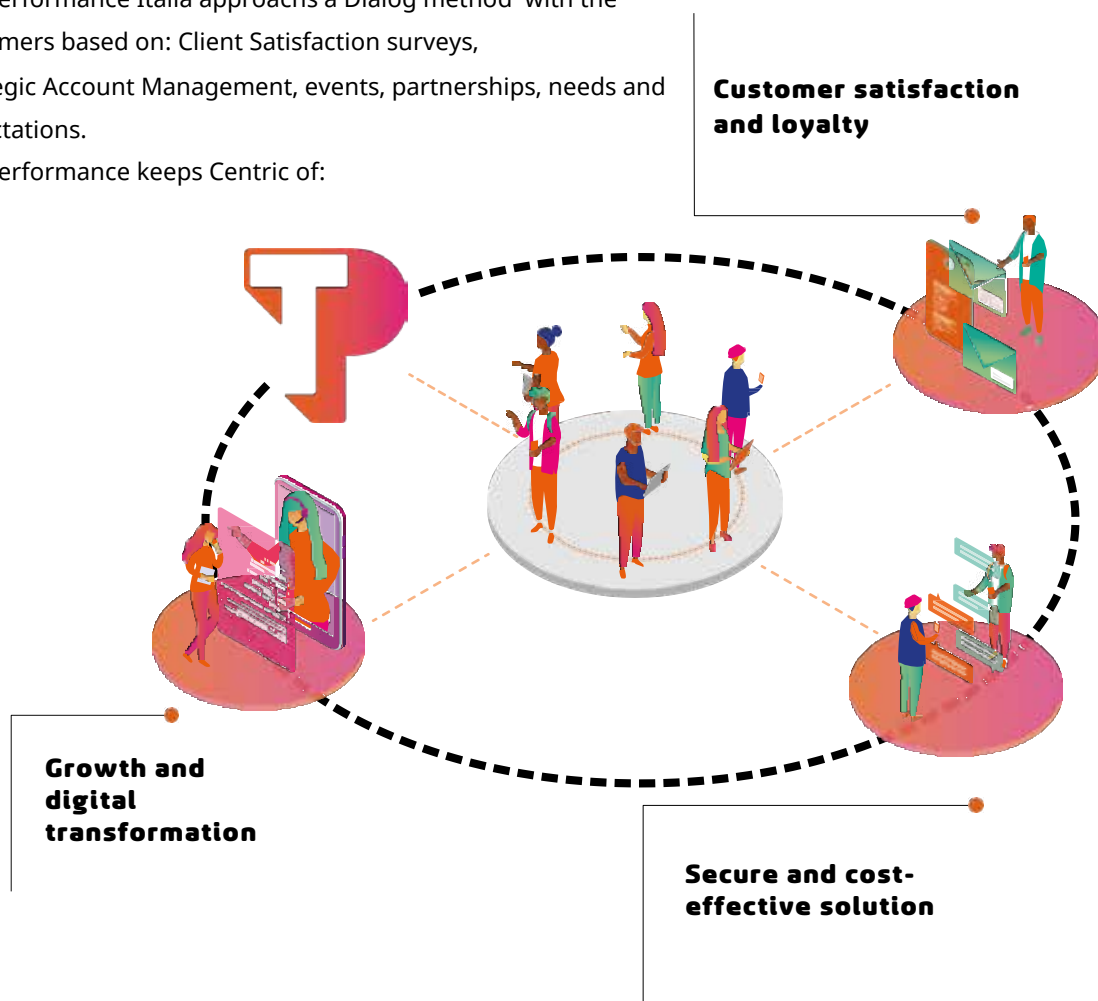
- 52 Dialog methods
- 53 Customer satisfaction and loyalty
- 54 Growth and Digital Transformation
- 56 Growth and Innovation
- 57 Secure and cost – effective solution: Data Security & Privacy

Teleperformance Italia is committed to be a partner of choice for the Customers.

## Dialog methods

Teleperformance Italia approaches a Dialog method with the customers based on: Client Satisfaction surveys, Strategic Account Management, events, partnerships, needs and expectations.

Teleperformance keeps Centric of:



# Customer satisfaction and loyalty - Innovative and sustainable solutions for Customers

In an increasingly digital society Teleperformance Italia ensures a professional customer experience and offers each customer a personalized real-time response.

Teleperformance Italia provides innovative solutions to help customers adapting to markets change, economies and trends.

Based on proximity to the Customers and expertise, we offer a customized solution for each Customer and each interaction together with agility, flexibility and speed in implementing solutions.

Teleperformance Italia promotes innovation at all levels of the Company.

1

**Technology: productivity improvements through smart automation and innovative solutions.**

2

**Analytics: extraction of actionable information from extensive Customer interaction data and conversation analysis.**

3

**Process excellence: greater effectiveness and efficiency: development of targeted operating models, implementation of large-scale transformation programs.**

*T.A.P.™ combines the Lean Six Sigma method with design thinking to support successful transformation. It encourages a collaborative and consultative approach, and offers solutions tailored to the needs of each client. The aim is to analyze the customer experience in depth and thus identify opportunities for optimization and improvement, in order to make the customer experience a real differentiating factor. Teleperformance's holistic T.A.P.™ approach supports Clients throughout the development and deployment of the solution, with guaranteed results.*



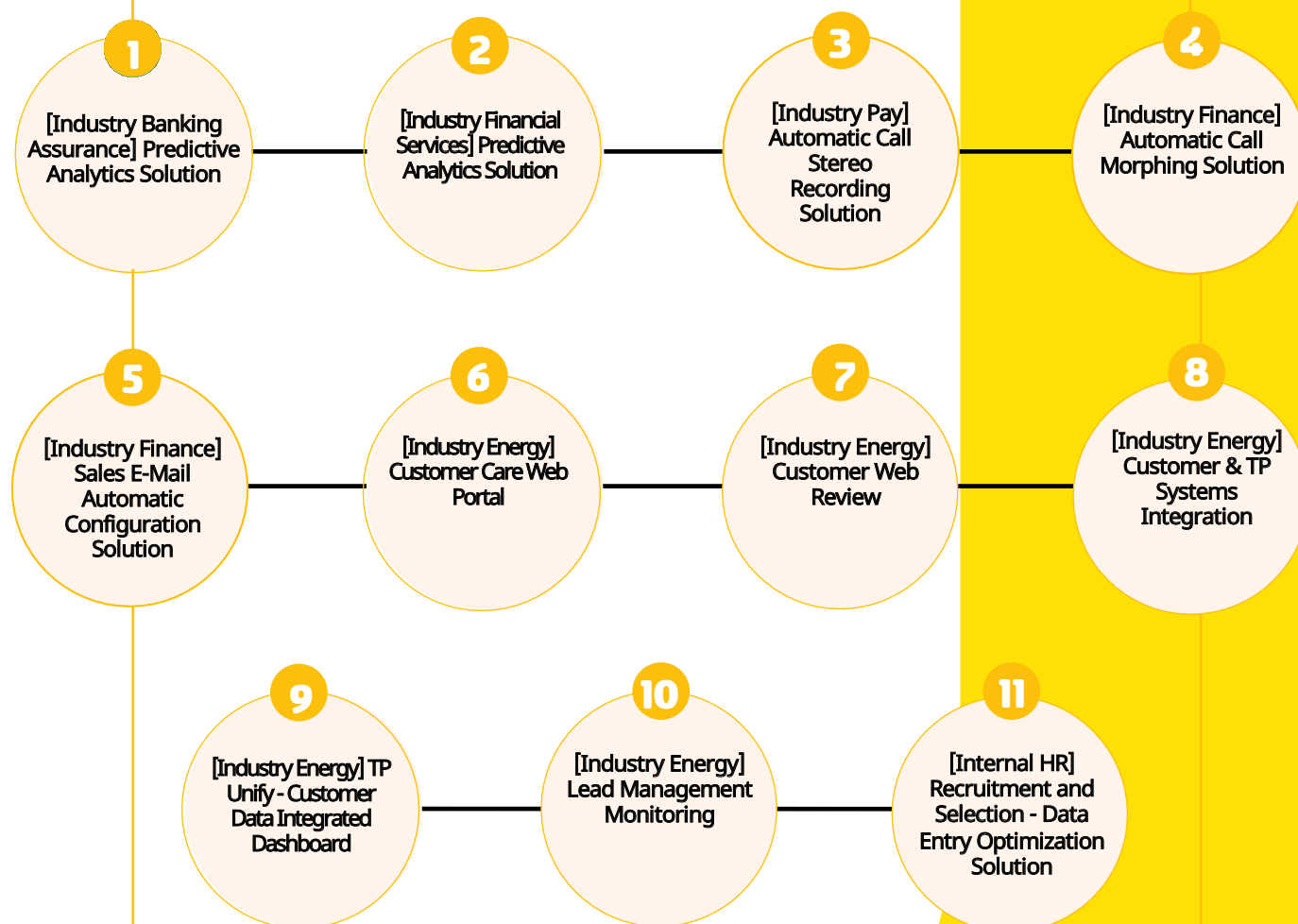
## Growth and Digital Transformation

### Digital Transformation

Teleperformance supports its Customers in their digital transformation to generate value within the customer experience in a constantly changing environment.

Our differentiation strategy is based on high-touch, high-tech and digital transformation.

#### Teleperformance Italia Digital Transformation Projects- Achieved in 2021



## Growth and Digital Transformation

### Digital Transformation

Teleperformance Italia Digital Transformation Projects- Started in 2021 and on going in 2022





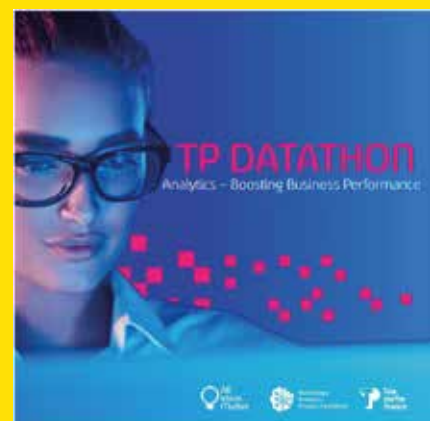
## Growth and Innovation - Open Innovation Projects achieved in 2021

All Ideas Matter is a global initiative designed to drive innovation and continuous improvement. It invites all employees to be vectors of change, sharing ideas for improvement and transformation. As such, every year the Group organizes TP Datathon and TP Botathon, competitions that encourages teams to present innovative analytics and data science projects. Experts help the three winning teams to bring their ideas to fruition.



**Teleperformance Italia promoted innovation through the:**

1. Participation in "Botathon", Contest on the design of Teleperformance Corporate BOT solutions;
2. Participation in "Datathon", Contest on the conception of Teleperformance Corporate Analytics solutions;
3. Tutorship for "Digilab", Contest for students of the Polytechnic of Bari on the conception of new digital business models;
4. Tutorship for a graduate student of the Polytechnic of Bari "Innovation of business models and Business Intelligence";
5. Organization and delivery of the "Innovation Brainstorming Day" seminar in Taranto;
6. Organization and delivery of the seminar "New technologies and analytics solutions" for students of the Polytechnic of Bari;
7. Organization and delivery of a public webinar on "A.I. & Predictive Analysis";
8. Organization and delivery of a public webinar on "Speech Analysis & Automatic Script Adherence".





## Secure and cost-effective solution: Data Security & Privacy

For three years now, Teleperformance's Trust & Safety solutions have provided ongoing protection of Customer and Customers© data, ensuring regulatory compliance, safeguarding brand reputation and making platforms safer.





# 9

## Supply Chain

Teleperformance Italia is committed to a sustainable and responsible supply chain.

Since 2021 a due diligence process is applied on vendors selection and the Plan is to progressively increase the selection of suppliers that are respecting sustainable criteria.

In 2021 the Company added in the contracts the Ethic Code, anti-corruption and D.Lgs 231/2001 clauses acceptance from the vendors and selected green suppliers for stationary and hygienic products.

In the incoming years Teleperformance Italia will prioritise the zero-carbon vendors selection.



# 10

## Additional Information

- 59 GRI Content Index
- 62 External Assurance

### GRI CONTENT INDEX - This material refers to the following GRI disclosures:

GRI Standards	Disclosure	Notes and sections	Omissions
GRI 101: FOUNDATION (2016)			
GRI 102: GENERAL DISCLOSURES (2016)			
ORGANIZATIONAL PROFILE			
102-1 a.	Name of the organization	5	
102-2 b.	Activities, brands, products and services	5	
102-3 a.	Location of headquarters	5	
102-4 a.	Location of operations	5	
102-5 a.	Ownership and legal form	5; 16	
102-6 a.	Markets served	5	
102-9 a.	Supply chain	9; 43-44; 58	
102-12 a.	External Initiatives	35-36	
102-13 a.	Membership of associations	17	
STRATEGY			
102-14 a.	Statement from senior decision-maker	3	
ETHICS AND INTEGRITY			
102-16 a.	Values, principles, standards and norms of behavior	15	
GOVERNANCE			
102-18 a.	Governance structure	16	
STAKEHOLDER ENGAGEMENT			
102-40 a.	List of stakeholder groups	13	
102-42 a.	Identifying and selecting stakeholders	12-13	
REPORTING PRACTICE			
102-46 a. b.	Defining report content and topic boundaries	6	
102-47 a.	List of material topics	10-12	
102-50	Reporting period	6	
102-51 a.	Date of the most recent report	This document is the Teleperformance Italia first Sustainability Report	
102-53 a.	Contact point for questions regarding the report	6	
102-55 a. b.	GRI content index	59-61	
102-56 a. b.	External assurance	6; 62	

TOPIC SPECIFIC STANDARDS			
ANTI-CORRUPTION			
GRI 205: Anti-corruption (2016)			
205-3 a.	Confirmed incidents of corruption and actions taken	There were no confirmed cases of corruption during the fiscal year 2021	
ANTI-COMPETITIVE BEHAVIOR			
GRI 206: Anti-competitive behavior (2016)			
206-1 a.	Legal action for anti-competitive, antitrust and monopolistic practices	There were no legal actions for anticompetitive behavior, antitrust or monopolistic practices during fiscal year 2021	
GRI 300: ENVIRONMENTAL SERIES			
ENERGY			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	12	
103-2	The management approach and its components	42-45	
103-3	Evaluation of the management approach	42-45	
GRI 302: Energy			
302-1 a. b. c. e.	Energy consumption within the organization	45	
WATER			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	12	
103-2	The management approach and its components	46	
103-3	Evaluation of the management approach	46	
EMISSIONS			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	12	
103-2	The management approach and its components	45	
103-3	Evaluation of the management approach	45	
GRI 305: Emissions			
305-1 a. e.	Direct (Scope 1) GHG emissions	45	
305-2 a. b. e.	Energy indirect (Scope2) GHG emissions	45	
WASTE			
GRI 103: Management approach (2016)			
103-2	The management approach and its components	48-49	
103-3	Evaluation of the management approach	48-49	
ENVIRONMENTAL COMPLIANCE			
GRI 307: Compliance ambientale (2016)			
307-1 a.	Non-compliance with environmental laws and regulations	No fines or non-monetary penalties for noncompliance with environmental laws and regulations were recorded in fiscal year 2021	
GRI 400: SOCIAL SERIES			
EMPLOYMENT			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	12	
103-2	The management approach and its components	26	
103-3	Evaluation of the management approach	26	
GRI 401: Employment (2016)			
401-2 a.	Benefits provided to full-time employees that are not provided to temporary or part-time employees	28	
401-3 a. b. c.	Parental leave	28	

OCCUPATIONAL HEALTH AND SAFETY			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	12	
103-2	The management approach and its components	49-51	
103-3	Evaluation of the management approach	49-51	
GRI 403: Occupational health and safety – Management approach (2018)			
403-1 a.	Occupational health and safety management system	51	
403: Occupational health and safety – Topic-specific disclosures (2018)			
403-9 a. b. d. e. g.	Work-related injuries	49-50; 51	
403-10 a. b.	Work-related ill health	51	
EDUCATION AND TRAINING			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	12	
103-2	The management approach and its components	30-32	
103-3	Evaluation of the management approach	30-32	
GRI 404 Education and Training			
404-1 a.	Average hours of training per year per employee	31	
DIVERSITY AND EQUAL OPPORTUNITIES			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	12	
103-2	The management approach and its components	24	
103-3	Evaluation of the management approach	24	
GRI 405: Diversity and equal opportunities (2016)			
405-1 b.	Diversity of governance bodies and employees	27	
405-2 a.	Ratio of basic salary and remuneration of women to men	27	
NON-DISCRIMINATION			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	12	
103-2	The management approach and its components	33	
103-3	Evaluation of the management approach	33	
GRI 406: Non-discrimination (2016)			
406-1	Incidents of discrimination and corrective actions taken	There were no incidents of discrimination during the fiscal year 2021	
LOCAL COMMUNITIES			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	12	
103-2	The management approach and its components	38-39	
103-3	Evaluation of the management approach	38-39	
GRI 413: Local communities (2016)			
413-1 a.	Operations with local community engagement, impact assessments, and development programs	38-40	
CUSTOMER PRIVACY			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	12	
103-2	The management approach and its components	57	
103-3	Evaluation of the management approach	57	
GRI 418: Customer privacy (2016)			
418-1 c.	Substantiated complaints concerning breaches of customer privacy and losses of customer data	There were no substantiated complaints concerning breaches of customer privacy and losses of customer data in 2021	
SOCIOECONOMIC COMPLIANCE			
GRI 419: Socioeconomic compliance (2016)			
419-1 b.	Non-compliance with laws and regulations in the social and economic area	There were no instances of non-compliance with social and economic laws and regulations during the fiscal year 2021	



## EXTERNAL ASSURANCE



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## INDEPENDENT AUDITOR'S REPORT ON THE SUSTAINABILITY REPORT

To the Board of Directors of  
Teleperformance Italia

We have carried out a limited assurance engagement on the Sustainability Report of Teleperformance Italia (hereinafter "the Company") as of December 31, 2021.

### Responsibility of the Board of Directors for the Sustainability Report

The Directors of Teleperformance Italia are responsible for the preparation of the Sustainability Report in accordance to the "Global Reporting Initiative Sustainability Reporting Standards" established in 2016 by GRI – Global Reporting Initiative ("GRI Standards"), with reference to the selection of GRI Standards, which they have identified as reporting framework as specified in the "Methodological Note" paragraph in the Sustainability Report.

The Directors are also responsible for such internal control as they determine is necessary to enable the preparation of Sustainability Report that is free from material misstatement, whether due to fraud or error.

The Directors are moreover responsible for setting the Company's goals, with respect to sustainability performance, as well as for the identification of the Company' stakeholders and significant aspects to be reported.

### Auditor's Independence and quality control

We have complied with the independence and other ethical requirements of the *Code of Ethics for Professional Accountants* issued by the *International Ethics Standards Board for Accountants*, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our auditing firm applies *International Standard on Quality Control 1 (ISQC Italia 1)* and, accordingly, maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

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### Auditor's responsibility

Our responsibility is to express our conclusion based on the procedures performed about the compliance of the Sustainability Report with the GRI Standards. We conducted our work in accordance with the criteria established in the *"International Standard on Assurance Engagements ISAE 3000 (Revised) – Assurance Engagements Other than Audits or Reviews of Historical Financial Information"* (hereinafter *"ISAE 3000 Revised"*), issued by the *International Auditing and Assurance Standards Board* (IAASB) for limited assurance engagements. The standard requires that we plan and perform the engagement to obtain limited assurance whether the Sustainability Report is free from material misstatement.

Therefore, the procedures performed in a limited assurance engagement are less than those performed in a reasonable assurance engagement in accordance with ISAE 3000 Revised, and, therefore, do not enable us to obtain assurance that we would become aware of all significant matters and events that might be identified in a reasonable assurance engagement.

The procedures performed on Sustainability Report are based on our professional judgement and included inquiries, primarily with Company personnel responsible for the preparation of information included in the Sustainability Report, analysis of documents, recalculations and other procedures aimed to obtain evidence as appropriate.

Specifically, we carried out the following procedures:

1. analysis of definition process of relevant topics disclosed in the Sustainability Report, in order to assess the reasonableness of the selection process in place, of the definition of priorities with respect to the different stakeholders' categories, as well as of the internal results validation process.
2. comparison between the financial data and information included in the paragraph titled "Economic and financial results and network progress" in the Sustainability Report with those included in the consolidated financial statements of Teleperformance Italia S.p.A.
3. understanding of the processes underlying the generation, collection and management of significant qualitative and quantitative information included in the Sustainability Report.

In particular, we carried out interviews and discussions with the management and personnel of Teleperformance Italia and we carried out limited documentary verifications, in order to gather information about the processes and procedures which support the collection, aggregation, the elaboration and transmittal of non-financial data and information to the function responsible for the preparation of the Sustainability Report.

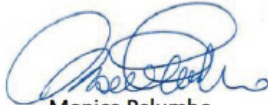
In addition, for material information, taking into consideration the Company's activities and characteristics:

- a) with regards to qualitative information included in the Sustainability Report we carried out interviews and gathered supporting documentation in order to verify its consistency with the available evidence;
- b) with regards to quantitative information, we carried out both analytical procedures and limited verifications in order to ensure, on a sample basis, the correct aggregation of data. Moreover, we carried out remote meetings, during which we have met the management and have gathered supporting documentation on a sample basis with reference to the correct application of procedures and calculation methods used for the indicators.

#### Conclusion

Based on the work performed, nothing has come to our attention that causes us to believe that the Sustainability Report of Teleperformance Italia for the fiscal year ended on December 31, 2021 is not prepared, in all material aspects, in accordance with the GRI Standards as stated in the paragraph "Methodological Note" in the Sustainability Report.

DELOITTE & TOUCHE S.p.A.



**Monica Palumbo**  
Partner

Rome, Italy  
July 28, 2022

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Citizen **Planet**  
of the  
**World** **Passion**  
**Sport** for you  
**Club**

**Diversity  
+ Equity  
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**Great  
Place  
To  
Work®**



Gender | equality  
ensure inclusion, advance  
equity in all roles



Anti-bias | respect  
stop biasing people,  
include everyone  
everyday



Ethical | Automation  
Unbias Tech Ethics,  
curbing algorithmic bias



AI | innovation  
imaging Emerging Tech  
innovating the future



ESG | Sustainability  
Strong ESG values,  
improving ESG impact



**T Teleperformance** | Inspired to be *the best*





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