

CEO Commitment to Compliance

“Driving Compliance, Driving Success with Excellence”



Compliance is one of Teleperformance Italy priorities, in addition to high quality standard and the proactive focus in management and operational processes.

All Teleperformance employees are required to acknowledge their awareness and understanding of the included rules and to comply with the Code of Conduct & Ethics. Maintaining an environment of integrity, respect and responsible business practices is fundamental to us.

That's how we do it:

- Strictly complying with all laws, regulations and other guidelines concerning business activities, services provided to customers and other activities.
- We never engage in activities that are detrimental to the company's legitimate interests or that attempt to earn profits or other benefits for themselves or a third party.
- We preserve the confidentiality of information involving customers and business partners and handle confidential information with extreme care.
- We are responsible members of communities and participate in community activities.
- We never use business for the purpose of conducting corruption activities, and refuse to accept either, that violate laws and regulations or are improper with respect to social standards.
- We always use the standpoint of customers, placing priority on supplying products and services of the highest quality and safety.
- We deal with all business partners with fairness and sincerity and maintain transparent relationships.
- We respect basic human rights and never discriminate or infringe on human rights because of gender, nationality, race, beliefs, religion, social standing, job position or any other reason.
- We maintain safe, healthy and pleasant workplaces where employees show respect for each other's individuality and values.
- We do not tolerate sexual or any other form of harassment.
- The privacy of individuals is one of our highest priorities and exercise extreme care when handling customers and other personal information.



We are dedicated to setting an example for others and firmly establishing these guidelines in the workplace.

Diego Pisa

Chief Executive Officer