

Impact Sourcing

# Transforming People and Communities Through Meaningful Employment





## Teleperformance is a people company with nearly 500K employees worldwide.

We believe that providing decent jobs can positively impact people's lives. More people with a source of livelihood means more robust and more inclusive economic growth.

Teleperformance is a staunch advocate of inclusive employment. As a major employer in most of its operating regions, including several developing countries, it seeks to provide:

- A fair and decent income
- Security in the workplace
- Social protection
- Career growth

### 2022 Key Performance Indicators



**125,000+** first job opportunities  
**20%** of our workforce are Impact Workers

## Why Impact Sourcing?

Impact Sourcing is a business practice where organizations intentionally hire and offer career development opportunities to people who otherwise have limited prospects for sustainable employment. Impact Sourcing can provide the start of a meaningful career path leading to a lifetime of full employment and can happen in any geography.



In 2022, Teleperformance was named a top 100 Global Outsourcing Service Provider and Impact Sourcing Champion by IAOP® (International Association of Outsourcing Professionals®).

## **At Teleperformance, Impact Sourcing delivers many benefits to the communities where we work and live.**

By providing hundreds of thousands of jobs, Teleperformance has a significant economic impact on the regions in which it operates, especially in developing countries where it employs around 70% of its workforce.

The Group thus helps combat poverty and contributes to the sustainable development of the local economy.



- Impact Workers receive access to training and employment, which positively affects their income and earning potential.
- With access to formal employment and decent work, Impact Workers can improve their family's condition and lift them out of poverty.
- Teleperformance is a gateway to employment for young people. In 2022, over 125,000 people were hired for their very first professional experience. In Colombia alone, over 5,000 employees signed their very first employment contract in 2022.

As of December 31, 2022, about **20% of Teleperformance's workforce are Impact Workers** from minority groups or disadvantaged communities, who are now empowered to improve their standard of living.

- The Group encourages the development of women's employment, including in countries where the proportion of women in the workforce is among the lowest. (Source: ILO, 2021 data)

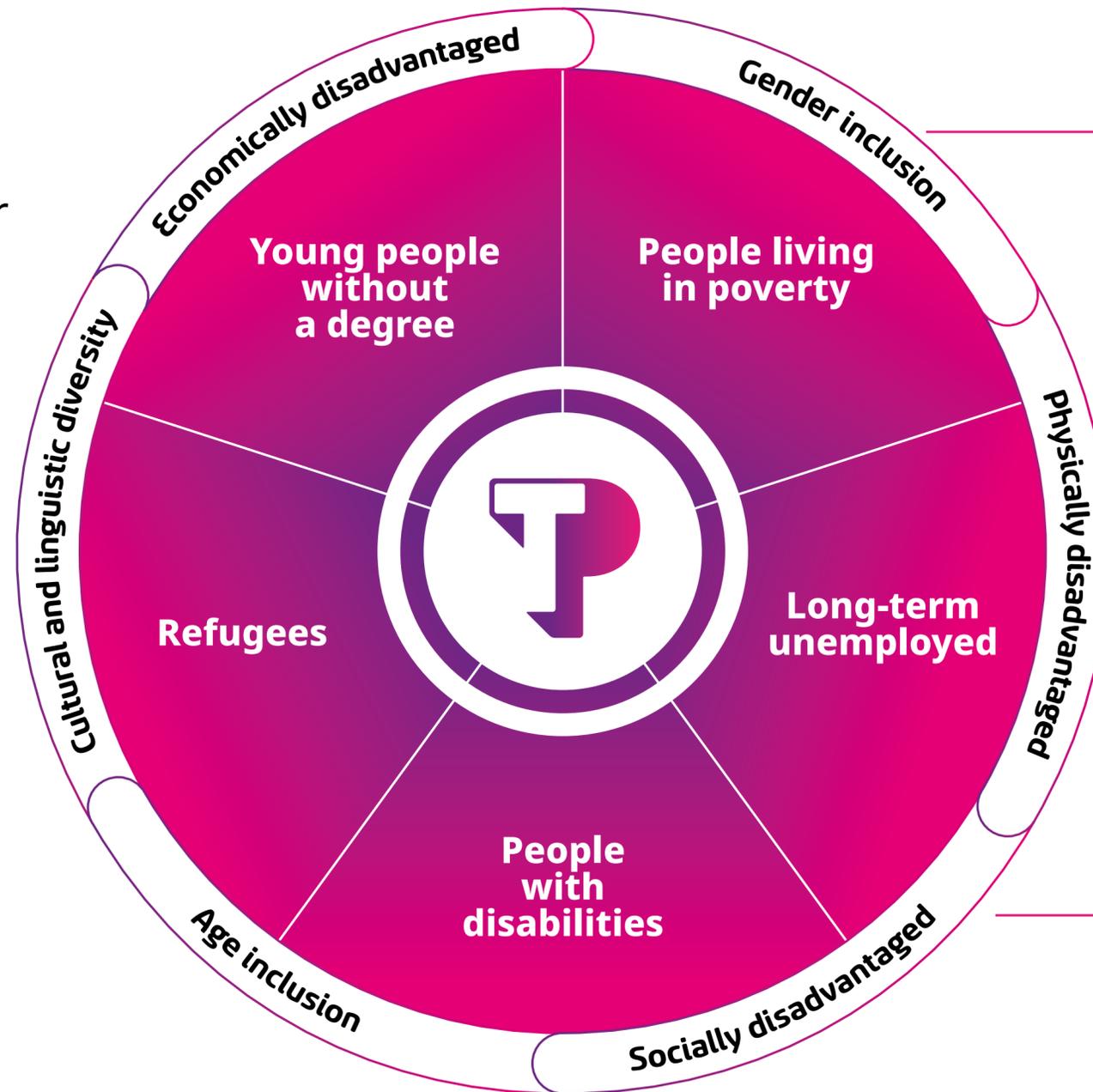
In India, while only 19% of women are part of the workforce,

Teleperformance employs **39% women**, thanks to nearly a decade of targeted initiatives under the GenderSmart program.

Women make up **45%** of the Teleperformance workforce in Egypt, where the overall proportion of working women is 15%, and **49%** in Morocco, a country where 22% of women are employed.

# An approach that is structured around five main Impact Worker categories

Besides improving people's lives, we want to drive a **real, long-lasting, and impactful change** in the world, paving the way to a better and fairer tomorrow.



- + Inclusive recruitment based on an extensive network of specialized partners
- + Best-in-class working conditions and fair wages
- + Training and career development for all
- + Local socio-economical impact multiplied by 4<sup>(1)</sup>

(1) Incentives and opportunities for scaling the Impact Sourcing Sector, Avasant and The Rockefeller Foundation.

## Some of Our Initiatives

In partnership with government and non-government organizations (NGOs), Teleperformance has rolled out numerous initiatives to encourage people from minority groups to submit applications and persevere in their employment search.

### Brazil

Teleperformance works in partnership with NGOs Adus, TENT, Sefras and UNICEF to attract candidates from disadvantaged backgrounds and receive their CVs. In Brazil, the Group is a major employer of young people without diplomas, who represent nearly 40% of its workforce, in one of the countries with the highest number of young people excluded from both higher education and the job market.

### Greece

In 2020, Teleperformance created a dedicated Impact Sourcing team in Greece. Thanks to partnerships with dozens of Greek and European NGOs and public employment services, this team receives and analyzes the applications that are sent to them to identify which positions might be most suitable for each individual. 15% of TP Greece employees identified themselves as belonging to one of the Impact Sourcing categories in an internal anonymous survey conducted in January 2023, including nearly 1,000 people who were long-term unemployed before being hired by Teleperformance.

### Mexico

In Mexico, Teleperformance works alongside governmental and non-governmental organizations to help vulnerable and unemployed young people find work. The Unidos por el Propósito agreement signed in partnership with Nestlé Mexico aims to recruit many unemployed young people and persons with disabilities. Various skills development workshops for young people were organized, bringing together 7,000 young people to improve their skills, help them get their first job, and gain access to better professional opportunities through career guidance.

### Philippines

Teleperformance officially launched its Impact Sourcing program in the Philippines in 2022, including the Echo project aimed at hiring the hearing impaired. As a result of a proactive and inclusive recruitment policy and a particularly young talent pool, Teleperformance has around 18,000 young people without qualifications in its workforce, thereby giving them access to employment.

### Portugal

Teleperformance has built a network of NGOs in Portugal to hire people from disadvantaged backgrounds who speak Portuguese, French, German or Italian. Marketing campaigns dedicated to inclusive hiring have been carried out since September 2021 and the Impact Sourcing concept is showcased on internal communication platforms and social media. The main profiles targeted by the campaigns are persons with disabilities, single parents in precarious situations, and refugees.

