

Teleperformance UK Tax Statement

Last Updated: December 2020

Owner: Karl Wise, UK Chief Financial Officer



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Company Background

Teleperformance UK (TPUK) is part of the Teleperformance Group.

Teleperformance Group is the global leader in customer experience management, connecting customers with the world's most successful companies. Teleperformance's Digitally Integrated Business Services combines human touch and high technology to deliver extraordinary customer experiences. While technology creates new and agile ways of working, our interaction experts remain committed to creating unique connections through empathy, adaptive communication skills, and more importantly, a passion for making it happen. The Group is a team of 330,000 interaction experts in 80 countries serving over 170 markets, using 265 languages and dialects. Within the UK business, approximately 8,000 people are employed in delivering service to over 60 clients, and a footprint of 18 sites – 11 owned sites and 6 FM sites.

Core to the company's values is the aim to provide high quality customer contact centres to a wide range of private and public sector clients using the latest available technologies. Operating under industry wide operating principles and best practices with a particular focus on physical security, it strives to ensure that employees, assets, information and data remain secure at all times.

TPUK actively manages its corporate social responsibility, engaging employees to support various charity initiatives in its goal to be a good "citizen of the world". It aspires to be an employer of choice, and achieved 'Great Place to Work' certification in September 2020. TPUK also prioritises being a supplier of choice and to be compliant with all relevant company laws, rules, regulations and legislation.

The approach to TPUK group risk management and governance arrangements in relation to UK taxation

TPUK operates a tax risk management register to identify and address any weaknesses identified in its information systems. This is regularly monitored by the company and is subject to a detailed annual review.

Quarterly tax committee meetings involving key senior finance professionals provide a forum and review point for all company taxation matters. The results of these are reviewed and discussed by the board of directors on a regular basis.

The attitude of the TPUK group towards UK tax planning

TPUK aims to report, collect and pay over all taxes that are due on time within the course of its trading activities in order to actively contribute to the UK economy. Where possible, it uses the latest technology to improve the accuracy and reliability of the data used to calculate taxes.

It also seeks external advice in relation to tax affairs wherever necessary to help ensure that the company adheres to all relevant legislation and guidelines, in particular any new schemes that are introduced by HMRC.

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The level of risk in relation to UK taxation that the TPUK group is prepared to accept

TPUK does not actively participate in overly complex or high risk tax schemes and has no plans to do so in the near future.

It also actively monitors business practices to ensure that potential instances of fraudulent tax evasion are avoided in all areas of company taxation.

The approach of the UK group towards its dealing with Her Majesty's Revenue & Customs (HMRC)

Government agencies form a large and important part of the Company's client portfolio and TPUK aims to have an open, transparent approach to all dealings with the UK Government.

This helps to ensure that the relationship with its government partners are as positive and collaborative as possible. TPUK also has the same approach with its dealings with HMRC.

This document is prepared on behalf of all of the qualifying entities listed below within the TPUK group under the same common management control, pursuant to paragraphs 19(2) and 22(2) Schedule 19, Finance Act 2016 and it is intended to comply with all other obligations within Schedule 19, Finance Act 2016.

This document was published in December 2020 and will be reviewed and updated annually.

Subsidiary Name	Co Reg Number	Unique Tax Ref
Teleperformance Ltd	02060289	3119005388
Teleperformance Holdings Ltd	04032641	9388804752
Improved Financial Solutions Ltd	04668114	1964521506
beCogent Ltd	03742876	1833108175
City Park Technologies Ltd	SC286119	6064429681
City Park Technologies Centre Ltd	SC227094	4535801257
Collect Direct Limited	04831735	N/A
MM Group Ireland Ltd	NI032342	N/A
Teleperformance Ireland Ltd	638574	N/A