



Teleperformance Group overview

Including 2024 Third-Quarter Revenue - (January 1, 2024 to September 30, 2024)

January 2025

Disclaimer



All forward-looking statements reflect Teleperformance management's present expectations of future events and are subject to a number of factors and uncertainties that could cause actual results to differ materially from those described in the forward-looking statements. For a detailed description of these factors and uncertainties, please refer to the "Risk Factors" section of our Universal Registration Document, available at www.teleperformance.com. Teleperformance undertakes no obligation to publicly update or revise any of these forward-looking statements.

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- To help organizations manage and enhance their relationships with their customers/citizens, leveraging the best available technologies and human resources
- To simplify and optimize business operations

SIMPLER

FASTER

SAFER

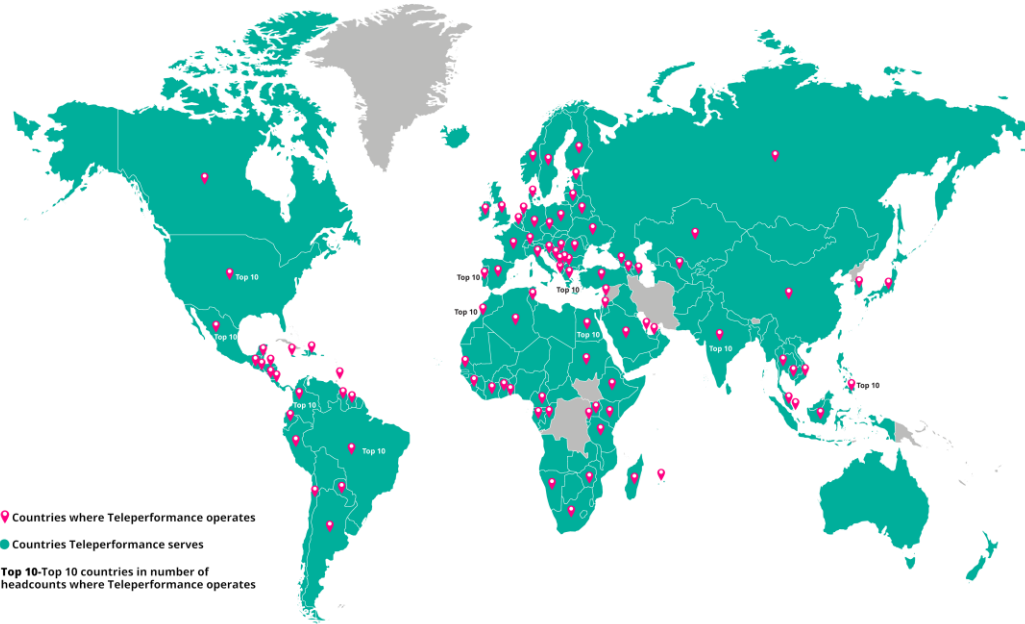
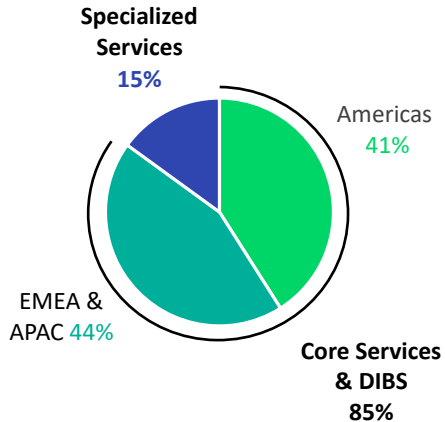
COST-EFFECTIVE

Unparalleled markets and geographic reach

A global leader in digital business services



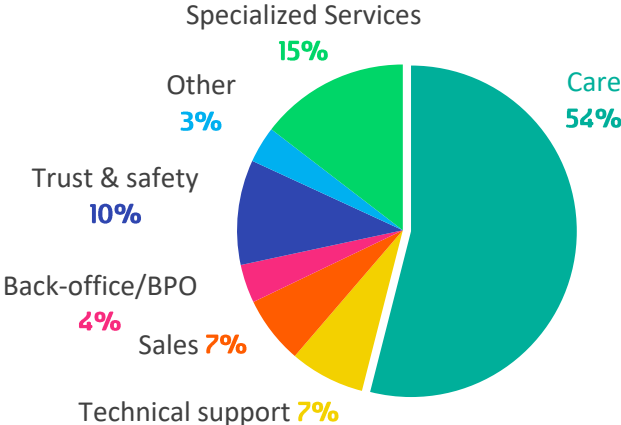
Breakdown by activity and geography ¹



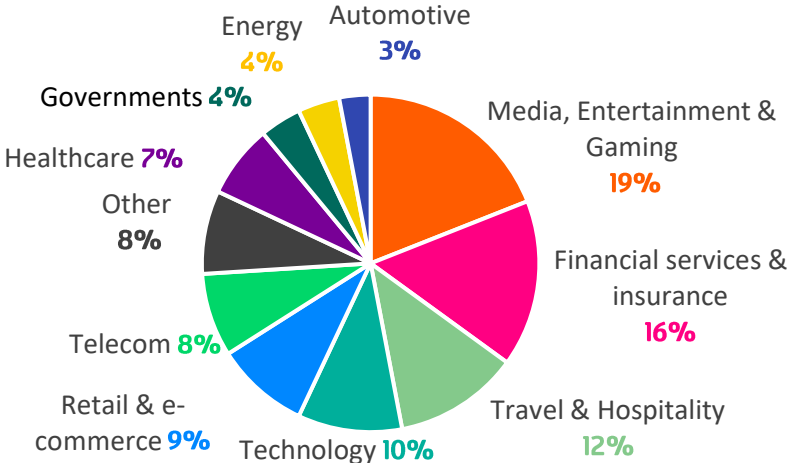
¹9M 2024 revenue ²corporate and government clients in core services & DIBS activities

Solid and diversified portfolio of activity

Breakdown by business line¹



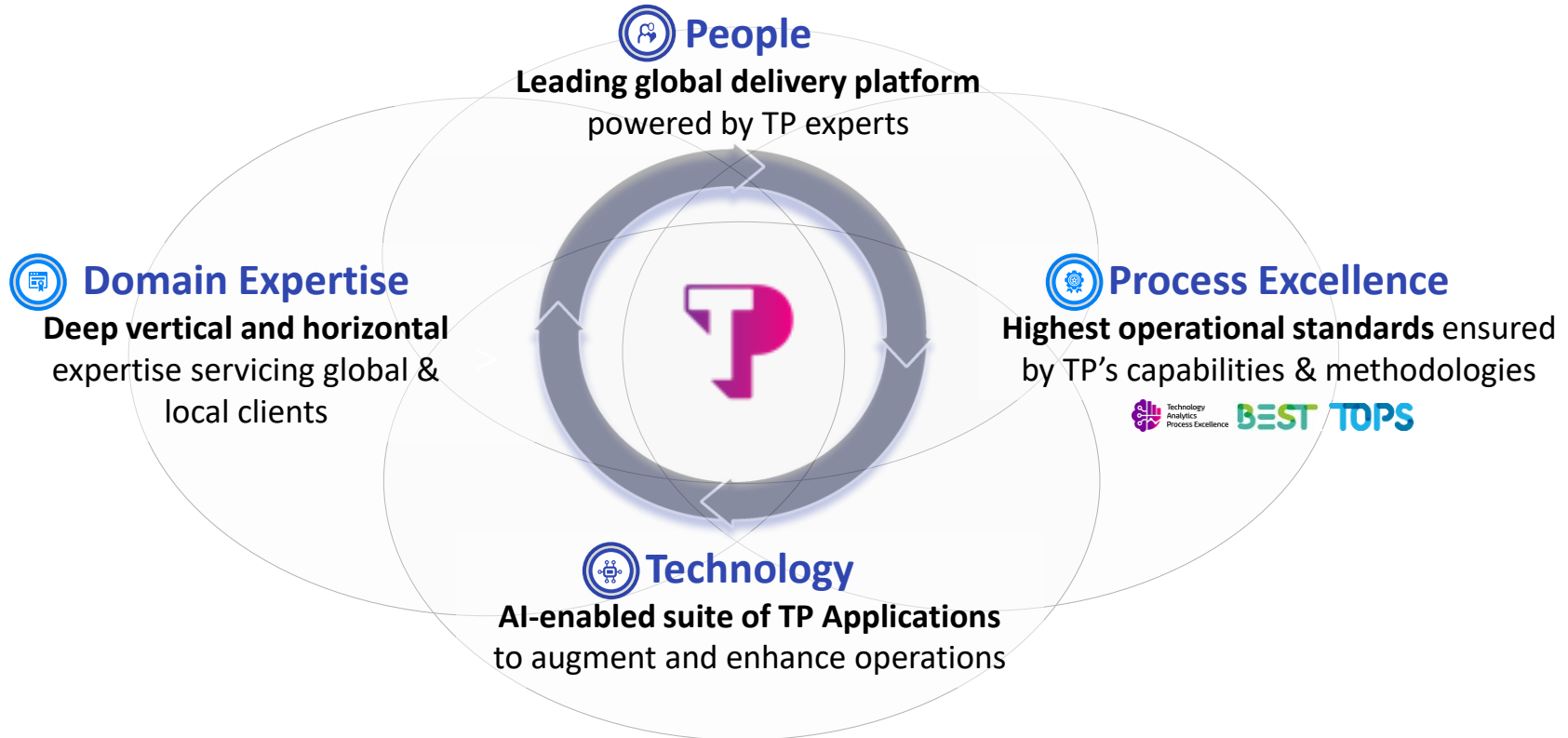
Breakdown by vertical^{1,2}



¹ 9M 2024 revenue

² Core service & D.I.B.S revenue

TP is a trusted global transformation partner for its clients delivering value by combining 4 dimensions



Technology: AI-enabled suite of selected TP Applications

A one-office offering to augment and enhance operations



Microservices:

AI-Powered



An AI-enabled suite of TP Applications plugged into the client IT ecosystem

TP genAI Digital CX, Conversational AI

// StoryfAI Productivity Enhancement, Automation

TP interact Analytics

TP recommender Analytics

TP client Comprehensive Omnichannel platform

TP protect Data Security

TP sva Digital CX

TP travel Vertical Platform

.....



GenAI platform augments employees in their day-to-day task, from summarization, classification, response generation, quality management, and more.



Machine translation engine that allows our employees to handle non voice interactions in any language.



Analytics solution that automates and analyzes customer interactions, providing insights into contact drivers, trends, and opportunities



Predictive analytics platform that analyzes customer buying patterns and behaviors to provide personalized product or service recommendations



Platform that allows agents to interact with customers across multiple channels from one engagement hub



A patented solution that offers a unified interface for floor management, fraud monitoring, process adherence, and reporting



Remote video support platform enabling consumers to showcase technical issues via smartphone cameras, facilitating real-time assistance



Platform that automates tasks such as offline sales, bookings, schedule changes, refunds, reissues, and a wide range of functions across fulfilment and financial services.

People: the power of emotional intelligence



Included in the 25 World's Best Workplace™
List for the 4th consecutive year

RANKED #7 GLOBALLY

97%

of all employees work
in a **certified Great
Place to Work®**

96,500

people hired for their
first work experience
in 2023

63%

non-agent roles
filled internally

56M

employee
training hours
in 2023

44,000

Upskilling AI &EI
training programs
completed*

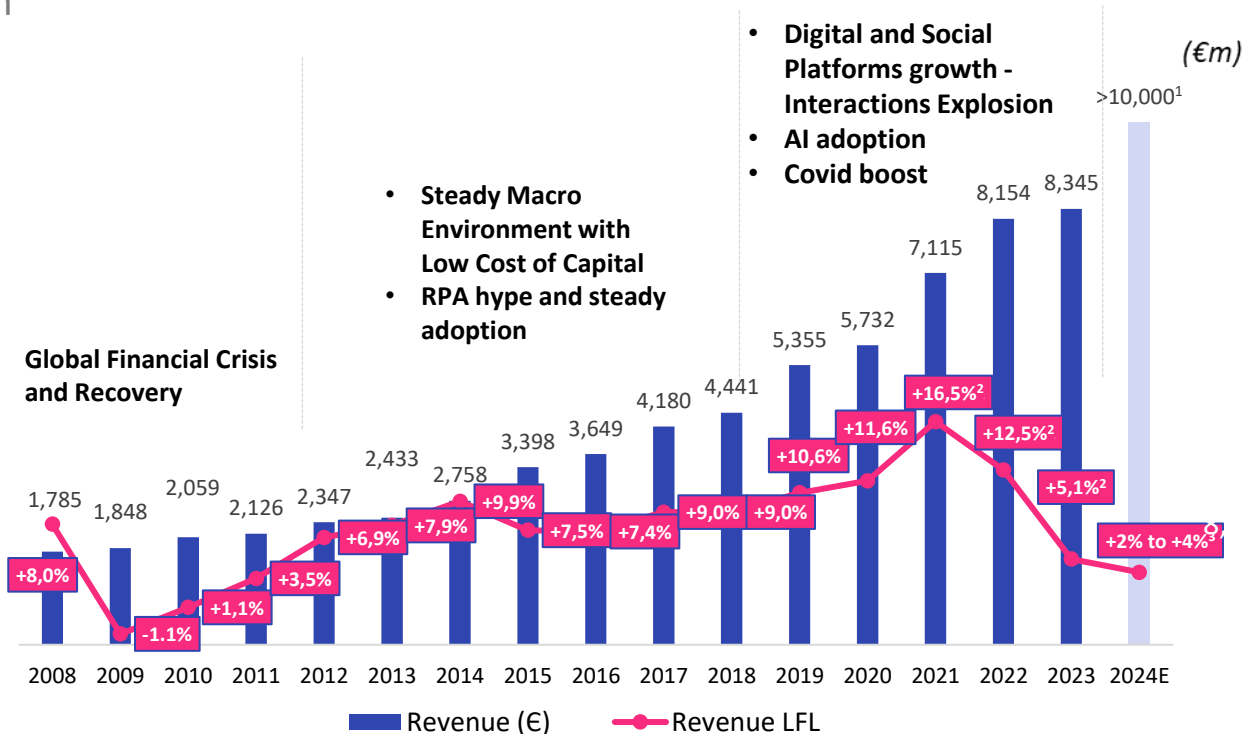
* As of November 1st, 2024



Financial track record (1/2)



Profitable growth



EBITA margin	10.2%	8.5%	8.5%	8.5%	9.1%	9.3%	9.7%	10.3%	11.2%	13.3%	13.6%	14.3%	12.8%	15.1%	15.5%	15.5%	15.1%-15.2% ³
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¹ Based on consensus estimates as of December 18, 2024

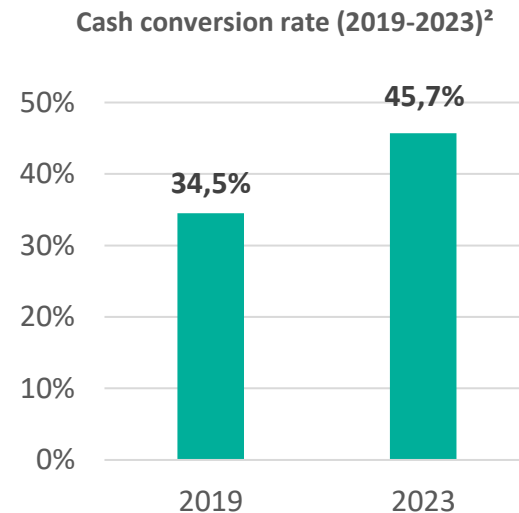
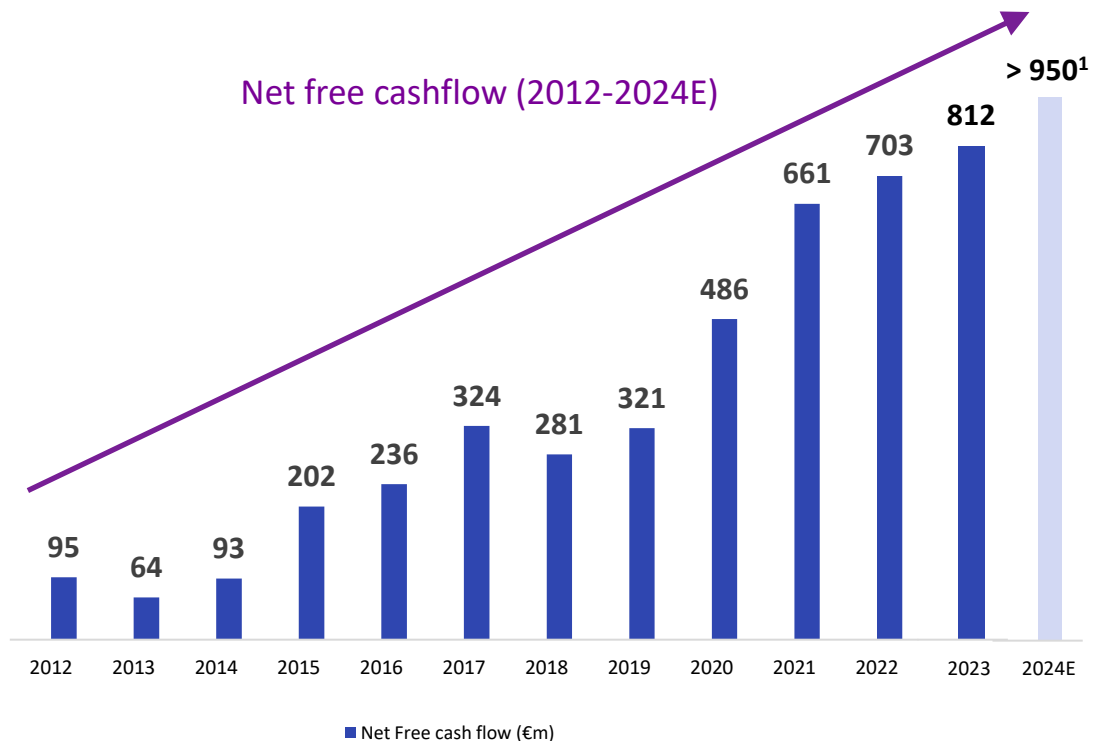
² Excluding the impact of lower revenue from Covid support contracts and hyperinflation

³ 2024 company guidance ; EBITA margin proforma in 2023 : 14.9%

Financial track record (2/2)



Strong cashflow



¹ Based on consensus estimates, as of December 18, 2024 ² Net free cashflow / recurring EBITDA



Balanced and flexible LT strategy to create value



Financing the development

- Investing in the future growth
- Bolt-on M&As



Maintaining investment grade rating

- Debt leverage: $\leq 2x$
- S&P credit rating: BBB



Returning to shareholders

- Dividend
- Share buy-back

A strengthened governance to accelerate growth



TP corporate leadership



Moulay Hafid Elamy
Non-executive Chairman of the Board of Directors



Daniel Julien
Chief Executive officer

Executive Committee¹



Thomas Mackenbrock
Deputy Chief Executive Officer



Olivier Rigaudy
Deputy Chief Executive Officer,
in charge of finance



Joao Cardoso
Chief Innovation and Digital Officer



Luciana Cemerka
Chief Marketing Officer



Miranda Collard
Chief Client Officer,
Core services



Eric Dupuy
Chief Business Development Officer, Core services



Agustin Grisanti
Chief Operating Officer, Core Services



Teri O'Brien
Chief Legal and Compliance Officer



Scott W. Klein
CEO,
Specialized Services

¹ since October 1st, 2024

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Highlights Q3 2024



Accelerated growth momentum:

+3.0% Q3 pro forma¹ growth (vs. +2.1% in 9M¹) and +26.7% as reported



Gains across every operating region **in Core Services**, particularly in banking & financial services, retail & e-commerce, technology, travel & hospitality, healthcare, and automotive, and sustained excellent momentum **in Specialized Services**



Majorel integration proceeding in line with expectations



A stronger governance structure: Mr. Elalamy (Chairman) and Mr. Mackenbrock (Group Deputy CEO)



2024 guidance confirmed:

solid revenue growth, margin enhancement and strong cash flow generation

¹ 2023 pro forma at constant exchange rates including Majorel



Selected business highlights in Q3



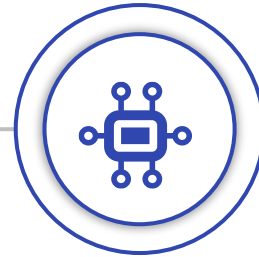
PEOPLE

Global firmwide **upskilling program in AI & EI**¹ launched (44,000² training programs completed)



PROCESSES

Enhanced update of **TOPS & BEST process excellence programs** including new AI and EI¹ elements (global rollout in preparation)



TECHNOLOGY

160+ new AI projects for more than 130 clients in Q3; further development of **TP's AI Applications** based on **Microservices**



DOMAIN EXPERTISE

Double-digit growth momentum in **vertical and horizontal back office/BPO** solutions

¹ Artificial Intelligence (AI) and Emotional Intelligence (EI) ² as of November 1st, 2024



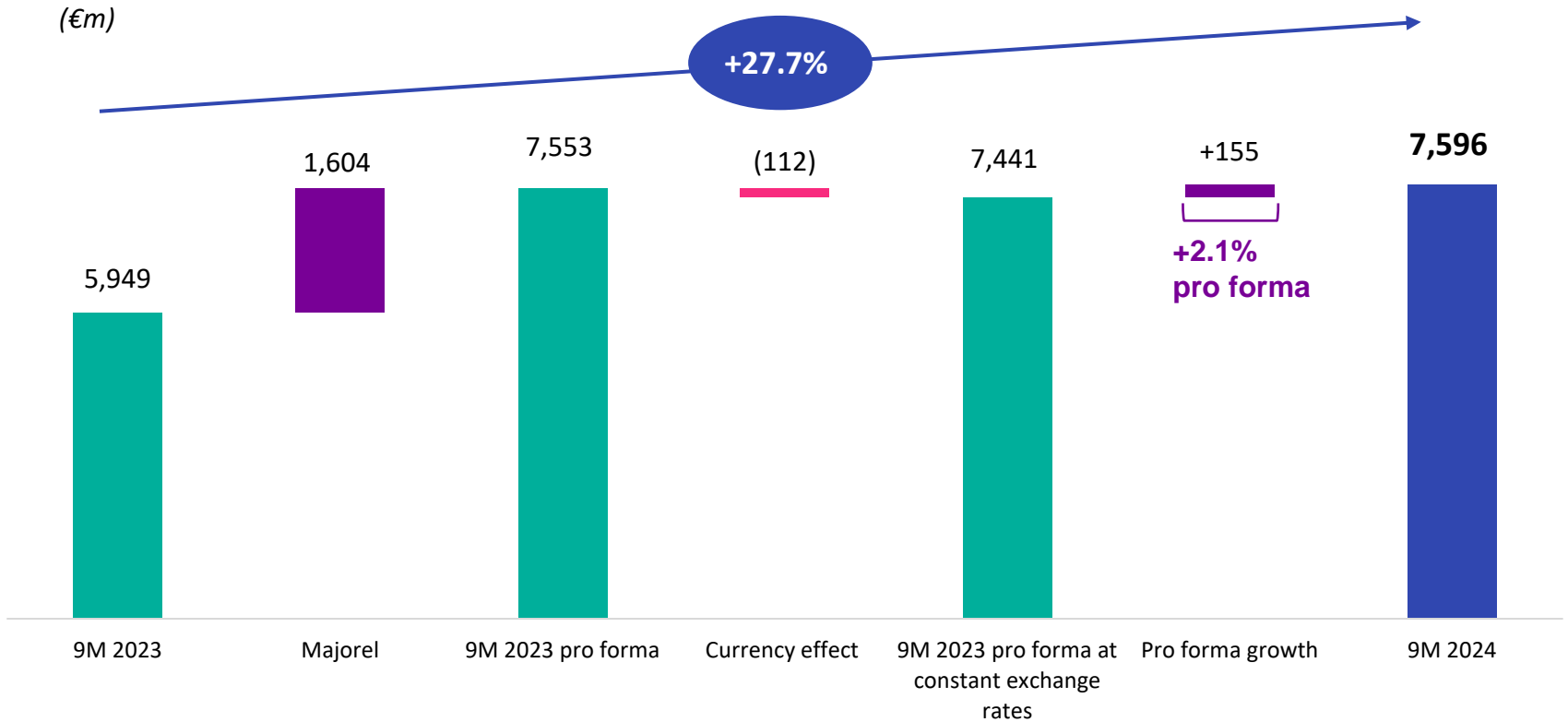
Growth on track

(€m)	2024	2023	% change	
			Reported	Pro forma ¹
€/\$ exchange rate (9-month average)	€1 = US\$1.09	€1 = US\$1.08		
Q3	2,520	1,989	+26.7%	+3.0%
9M (to September 30)	7,596	5,949	+27.7%	+2.1%

¹ 2023 pro forma at constant exchange rates including Majorel

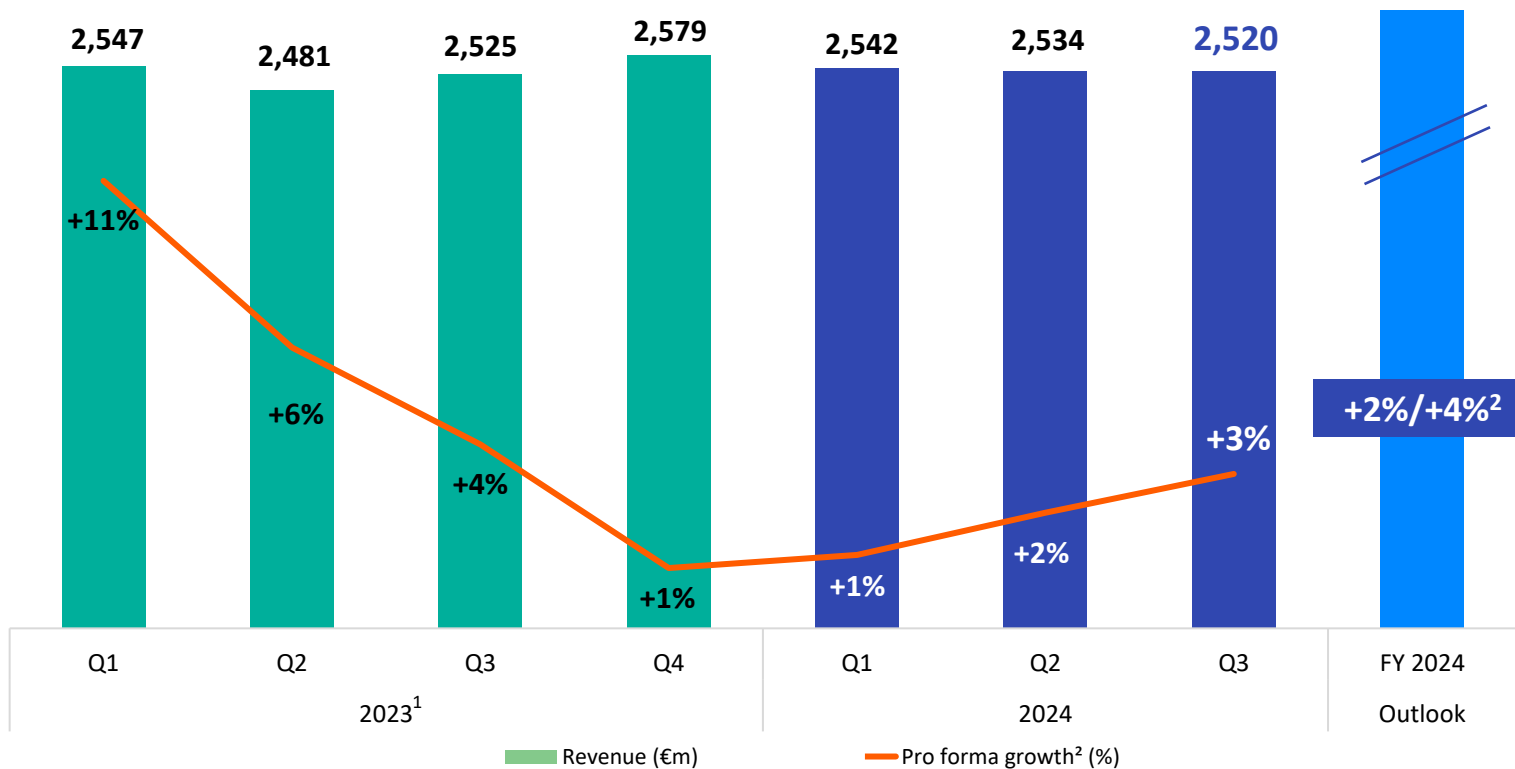


9M revenue growth analysis





Acceleration in revenue growth in Q3 as expected

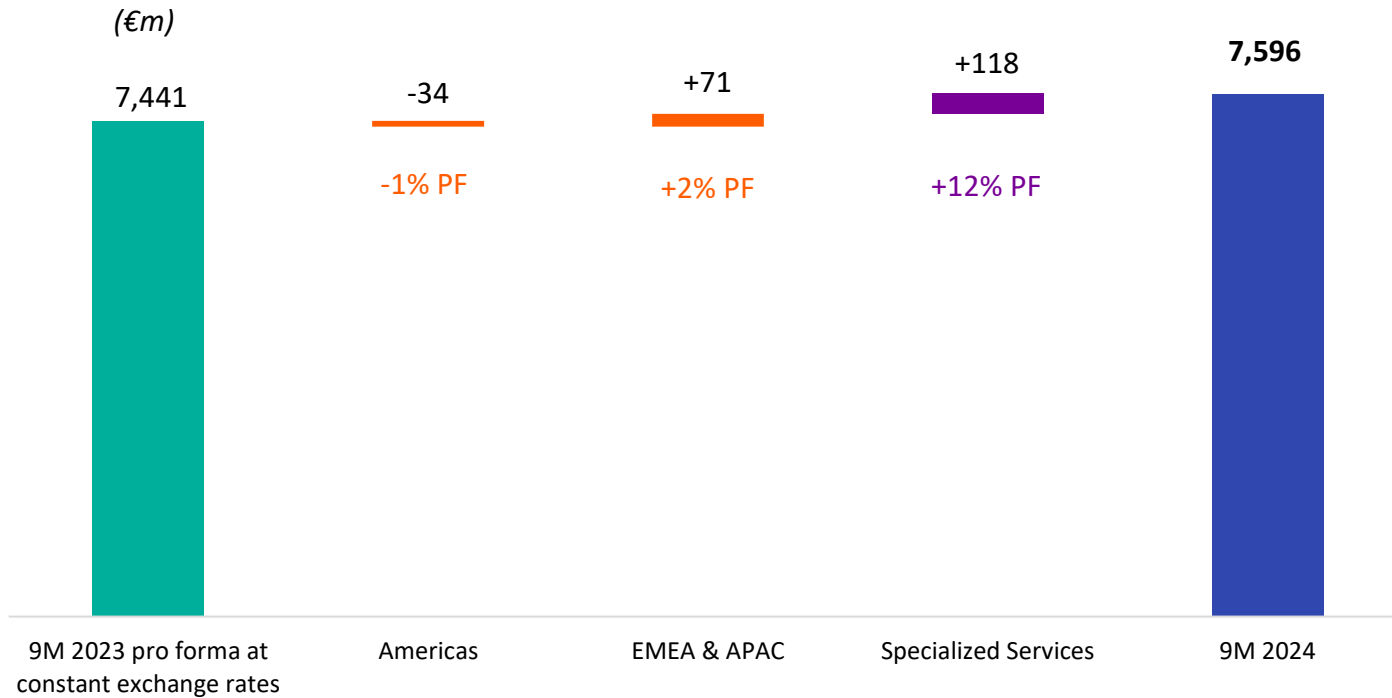


¹ Estimated 2023 vs. 2022 proforma growth, including 12 months of Majorel

² 2023 pro forma at constant exchange rates including Majorel



9M: growth driven by Specialized Services and EMEA & APAC



Revenue by activity

Revenue (€m)	9M 2024	9M 2023	% change	
			Reported	Pro forma ¹
Core Services & D.I.B.S.	6,480	4,940	+31.2%	+0.6%
- Americas	3,093	2,887	+7.2%	-1.1%
- Europe, MEA & APAC	3,387	2,053	+64.9%	+2.2%
Specialized Services	1,116	1,009	+10.6%	+11.9%
Total	7,596	5,949	+27.7%	+2.1%

Revenue (€m)	Q3 2024	Q3 2023	% change	
			Reported	Pro forma ¹
Core Services & D.I.B.S.	2,140	1,643	+30.3%	+1.6%
- Americas	1,008	952	+5.9%	+0.3%
- Europe, MEA & APAC	1,132	691	+63.8%	+2.8%
Specialized Services	380	346	+9.8%	+11.6%
Total	2,520	1,989	+26.7%	+3.0%

¹ 2023 pro forma at constant exchange rates including Majorel

2024 outlook confirmed

- Pro forma annual growth¹ of **+2% to +4%**
- **EBITA margin before non-recurring items up between 10bps and 20bps** on an annualized pro forma basis² (vs. 14.9% in 2023)
- **Sustained growth in net free cash flow**
- **A robust balance sheet** with leverage of less than 2x EBITDA³
- **Share buy back since 1st January 2024⁴ : €167m** (1,663,369 shares or nearly 3% of the capital), o.w. €50m in Q3 2024

¹ 2023 pro forma at constant exchange rates including Majorel

² 2023 pro forma including Majorel

³ Net debt-to-EBITDA ratio

⁴ as of November 6, 2024



Alternative Performance Measures

Change in like-for-like revenue: Change in revenue at constant exchange rates and scope of consolidation = (current-year revenue - last-year revenue at current-year rates - revenue from acquisitions at current-year rates) / last-year revenue at current-year rates.

Pro forma revenue: The pro forma revenue reflects the impact from the acquisition of 100% control of Majorel by Teleperformance on the revenue of Teleperformance for the year ended December 31, 2023, as if the transaction took place on January 1, 2023.

Change in pro forma revenue (or pro forma growth): Change in revenue at constant exchange rates and scope of consolidation, as if the acquisition of 100% control of Majorel by Teleperformance took place on January 1, 2023 = [2024 revenue – 2023 pro forma revenue at 2024 exchange rates] / 2023 pro forma revenue at 2024 exchange rates.

EBITDA before non-recurring items (Earnings before Interest, Taxes, Depreciation and Amortization): Operating profit before depreciation and amortization, amortization of intangible assets acquired as part of a business combination, goodwill impairment charges and non-recurring items.

EBITA before non-recurring items (Earnings before Interest, Taxes and Amortization): Operating profit before amortization of intangible assets acquired as part of a business combination, goodwill impairment charges and non-recurring items.

Non-recurring items: Principally comprises restructuring costs, incentive share award plan expense, costs of closure of subsidiary companies, transaction costs for the acquisition of companies, and all other expenses that are unusual by reason of their nature or amount.

Diluted earnings per share (net profit – Group share divided by the number of diluted shares and adjusted): Diluted earnings per share is determined by adjusting the net profit attributable to ordinary shareholders and the weighted average number of ordinary shares outstanding by the effects of all potentially diluting ordinary shares. These include convertible bonds, stock options and incentive share awards granted to employees when the required performance conditions have been met at the end of the financial year.

Adjusted net profit – Group share: net profit – Group share + amortization of intangible assets acquired as part of a business combination + goodwill impairment + other operating income and expenses + tax effects on adjustments.

Net free cash flow: Cash flow generated by the business - acquisitions of intangible assets and property, plant and equipment net of disposals - loans granted net of repayments - lease payments - financial income/expenses.

Net debt: Current and non-current financial liabilities - cash and cash equivalents.

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APPENDIX 3: Market and competitive environment



APPENDIX 1

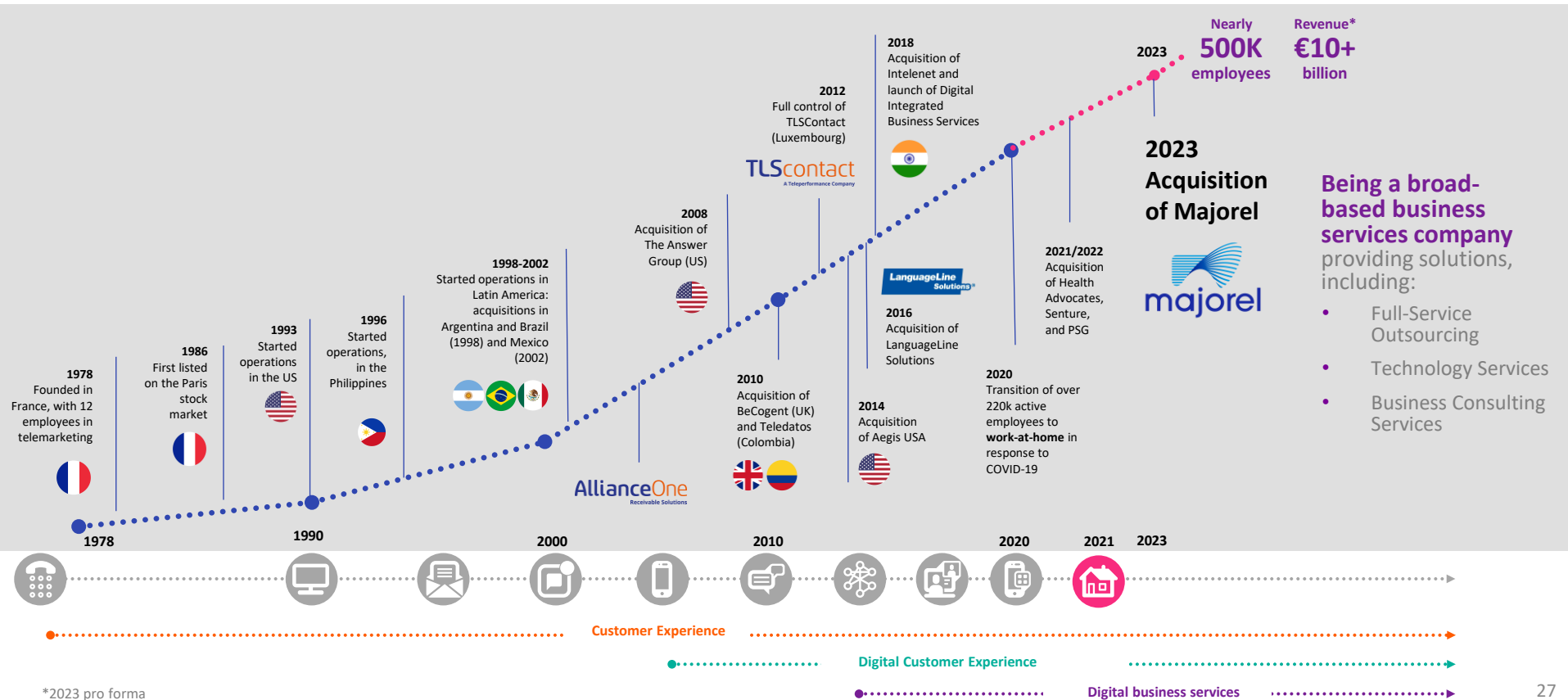
TP overview

Additional information

TP story



High credibility: 45 years+ at the forefront of customer experience and business services outsourcing



*2023 pro forma

TP Specialized Services activities



Providing TP a solid differentiated future of double-digit revenue & profit growth

- **LanguageLine Solutions:** Global leader for mission critical interpreting and translation services
- **TLScontact:** Global travel visa processing services for multiple governments
- **Health Advocate:** Healthcare navigation and support for employees of client companies
- **PSG Global:** Global human and digital recruitment solutions
- **AllianceOne:** North American end to end consumer accounts receivable

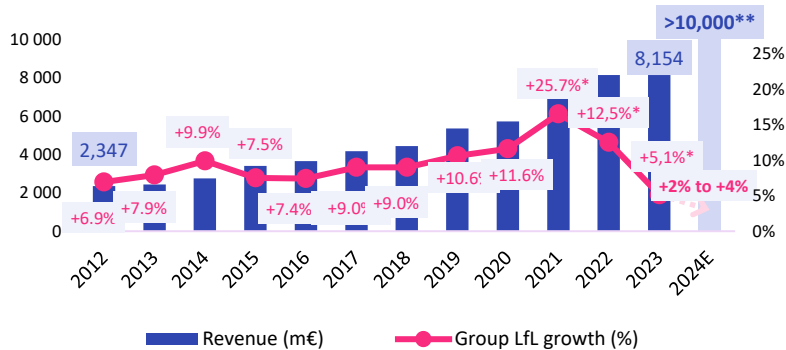


Integrated AI enabled end-to-end proprietary solutions are best in class will continue to be a major growth driver for the future.

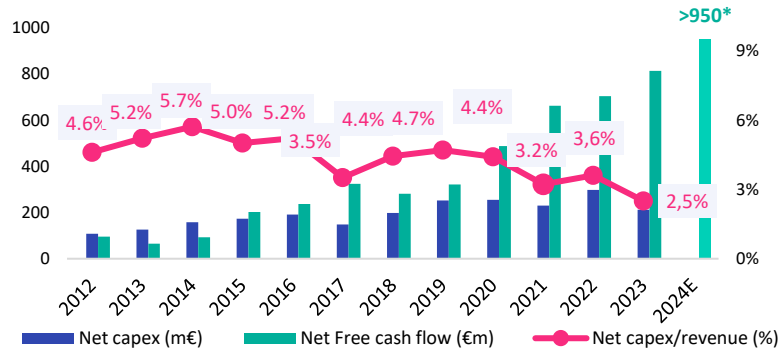
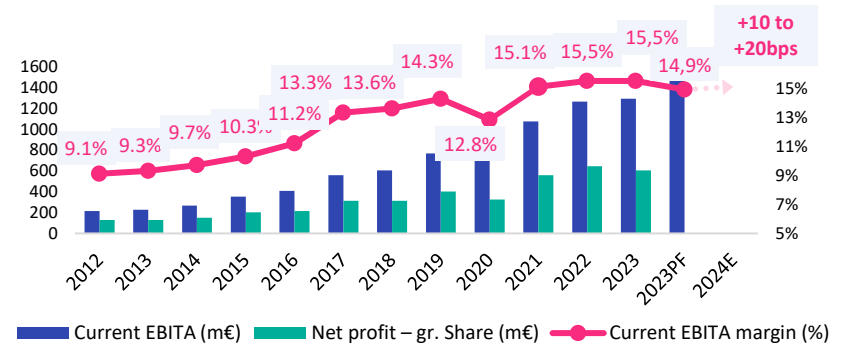
Financial track record



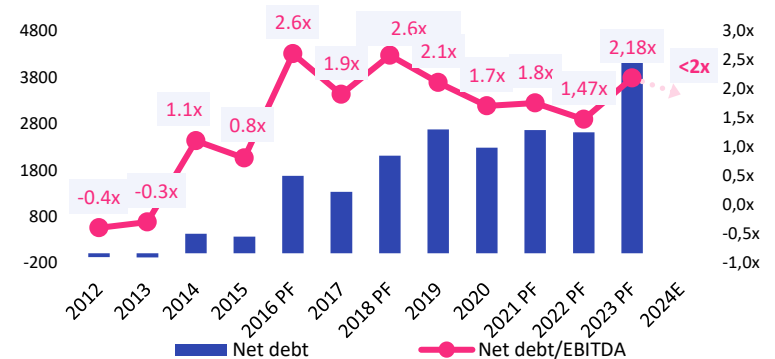
Creating value: a proven financial track record (2012-2024E)



* Excluding Covid contracts and adjustments for hyperinflation ** Based on consensus estimates



* Based on consensus estimates



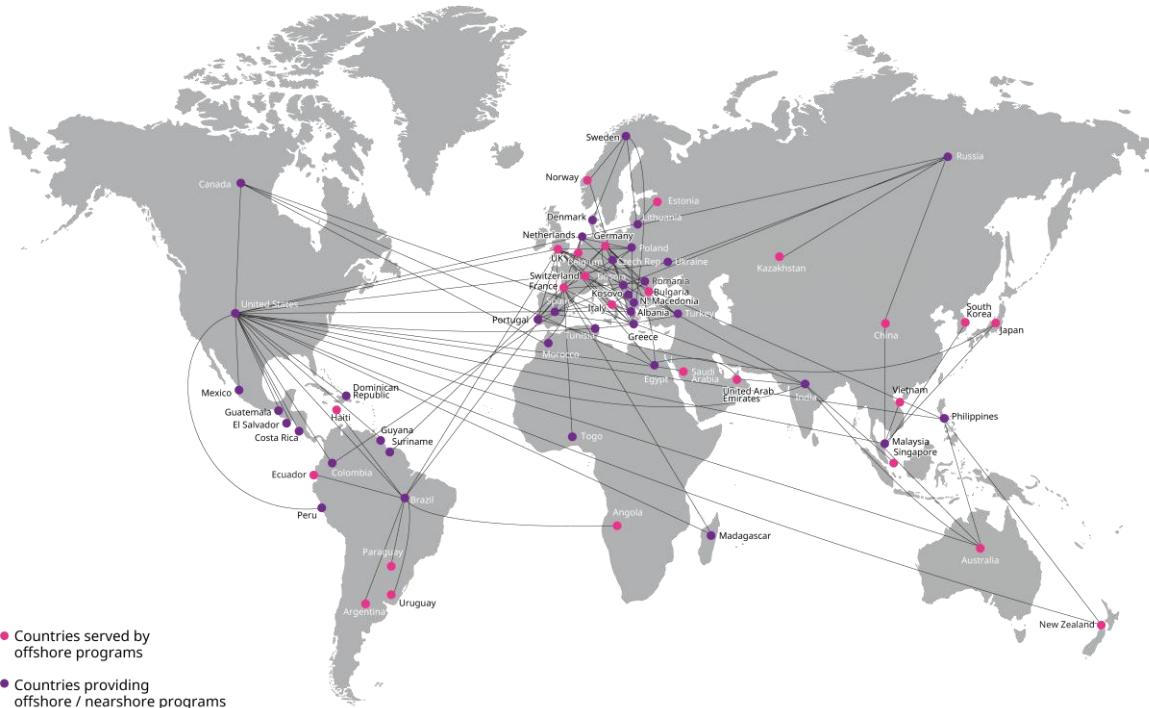
(1) LanguageLineSolutions consolidated on a 12-month basis (2) Intelnet consolidated on a 12-month basis
 (3) Health Advocate consolidated on a 12-month basis and excluding Sentures (4) PSG Global Solutions consolidated on a 12-month basis
 (5) Majorel consolidated on a 12-month basis

Smart shoring



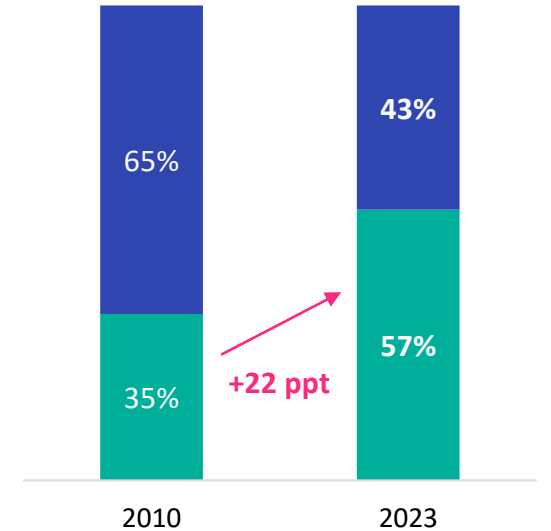
A unique and longstanding offering of worldwide broad sourcing mix

- **Network of 42 offshore/nearshore locations and 21 multilingual hubs** around the world (2023)



- Countries served by offshore programs
- Countries providing offshore / nearshore programs

Increasing offshore



- % of nearshore/offshore/ multilingual hub revenue
- % of domestic revenue

* in Core Services & D.I.B.S. activities

Security: we make CX simpler, faster, and much safer



With world-class security solutions



SECURITY PRINCIPLES



PEOPLE

C-level security governance and highly trained, cyber-smart workforce



PROCESS

External audits and ethical hacking to identify vulnerabilities



CULTURE

Customized Security Risk Assessments and constant threat monitoring



TECHNOLOGY

Comprehensive, end-to-end technology, including proprietary tools

Adopting the principles of the NIST* cybersecurity framework to align with industry best practices and be a “cyber-resilient” business partner

* National Institute of Standards and Technology, U.S. Department of Commerce

A recognized sustainable model

Positioned as a leader in all major ESG ratings



MOODY'S | ESG Solutions



INDICES EUROZONE 120

Score: 70/100

Advanced classification, way above sector average in all categories. +4pts vs 2022, +15pts vs 2020
Included in the Euronext Vigeo Eurozone 120 Index since 2015 and ESG CAC 40 since 2022

MSCI
ESG RATINGS



CCC B BB BBB A AA AAA

Rating: A

Score highly impacted by the NCP/UNI controversy. Even if the controversy is closed, MSCI still keeps the negative impact for 3 years following the closure (till 2026).



Rating: 13.0

Low risk profile, positioned 5th of its sub-sector.
Rating expressed as a % of risk level.

S&P Global

Score: 62/100

Top 4% of its sector.
Distinguished in the S&P Corporate Sustainability report.



Prime

Rating: C+

Prime Label, awarded to companies with an ESG performance above the sector-specific Prime threshold.



FTSE4Good

Included in the FTSE4Good Index since June 2018.



Reconfirmed in the Ethibel Sustainability Excellence Europe Index with effect from March 2019



Rating: B

The CDP (Carbon Disclosure Project) has given TP a score of B for its climate change disclosures, and A- for supplier engagement, above the the sector average.

Quantified and ambitious ESG targets



Commitments

Objectives



Be a preferred employer in the market

>90% employees working in a certified GPTW®



Promote diversity, equality & inclusion (DEI)

Increase in % of women on Executive Committee, while maintaining gender balance at all levels



Reduce carbon footprint

SBTi targets (new targets validated in 2024)
Climate pledge (net zero by 2040)



A Force of Good

Develop local economy
Give back to communities



Since 2011, TP is a signatory of the UN Global Compact and is committed to promote its 10 principles and to contribute to the Sustainable Development Goals



APPENDIX 2

Digital transformation

Additional information on AI / GenAI

TP has kept pace with the evolution of AI and delivered increasingly complex use cases for clients



Simple rule-based automation

IVR¹, RPA², OCR³, ML⁴

Automate repetitive, simple and rule-based tasks to improve human productivity and accuracy

Chatbots | Voicebots | Emailbots

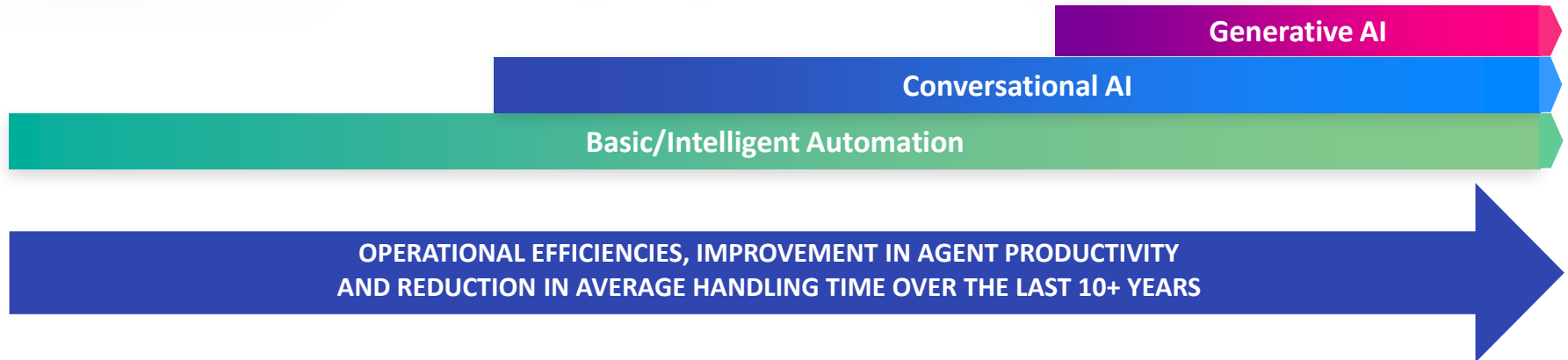
Natural Language Processing (NLP)

Understand customer intent and suggest best possible response

Generative AI

Transformers & Large Language Model (LLM)

Vastly improved understanding of context, ability to summarize and auto-generate responses

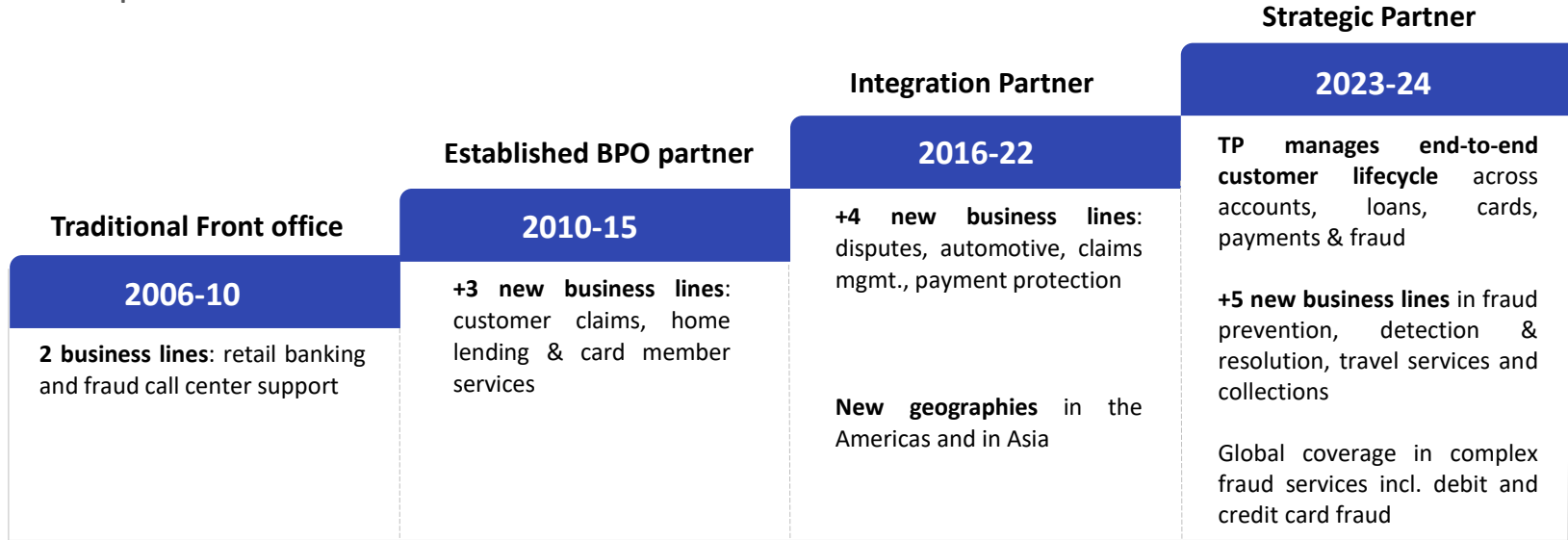


¹ Interactive Voice Response ² Robot Process Automation ³ Optical Character Recognition ⁴ Machine Learning

Managing end-to-end services for a large international bank



Case example



TP simulation

TP notes generator

TP interact

TP digital assistant

TP gamification

Significant increase in wallet share thanks to the deployment of an end-to-end solution

14 Business lines

3 Geographies

5 Tech Solutions

7x Revenue growth in last 5 years



APPENDIX 3

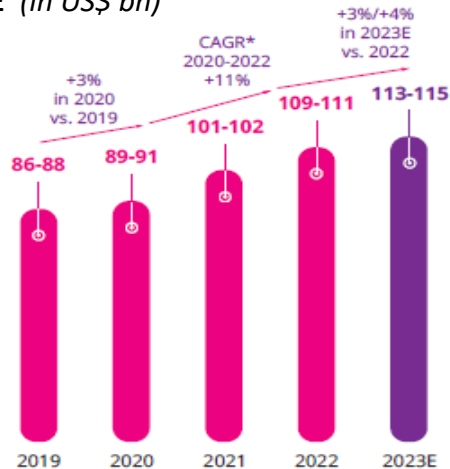
Market and competitive environment

Market and competitive environment

Growing and still low outsourced CX market

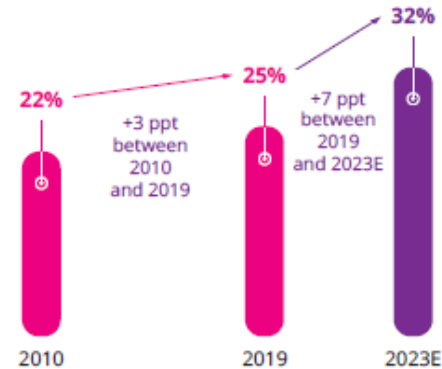
- Outsourced CX market worth \$113-115bn in 2023E, up ~ +3%/+4% vs. 2022
- Outsourcing rate of 32% in 2023E, benefiting from increasingly complex clients needs
- Market growth expected to continue in 2024E (2% according to Frost and Sullivan)

Size and evolution of the outsourced CX market – 2019-2023E (in US\$ bn)



Source: Everest (2023).
*Compounded annual growth rate.

CX outsourcing rate evolution – 2010-2023E (%)

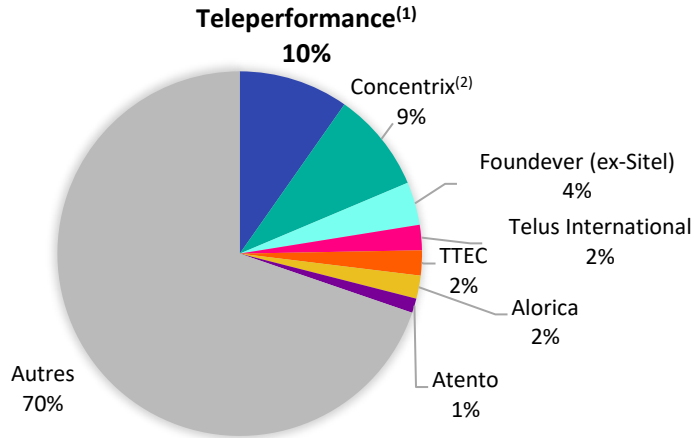


Source: Everest (2023).

Market and competitive environment

Consolidation of a still fragmented CX market

Market share of the TOP 7 worldwide in the CX market*



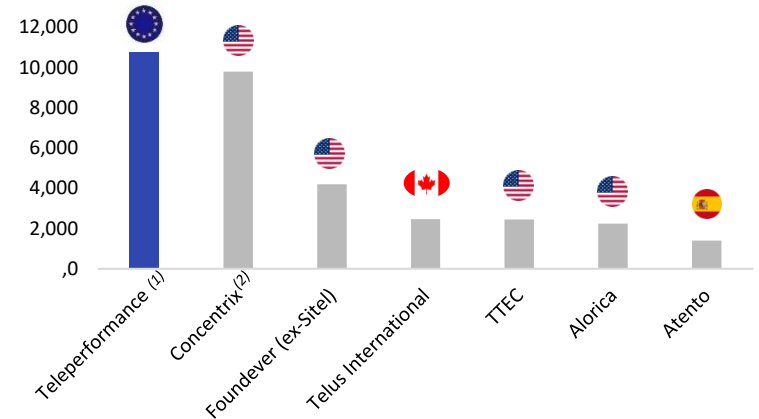
* Using Everest's 2022 estimates for the size of the global market and companies FY22 revenue.

(1) Including Majorel

(2) Including Webhelp

TOP 7 in revenue (2022)

(Revenue in US\$m)



Source: Companies annual reports, Everest and internal estimates

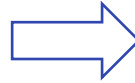
(1) Post acquisition of Majorel in 2023

(2) Post acquisition of Webhelp in 2023

Market and competitive environment

Enlarged addressable market with broader competitive environment (BPO/ITO/Consulting)

#1 global leader in the outsourced CX market



... whose transformation leads to reaching to digital integrated business services market

#1: New TP
#2: Concentrix**

TOP 2: >= US\$ 10 bn revenue each (CX global players)

- Foundever (ex-Sitel)
- Capita
- Alorica
- Telus International
- TTEC
- Sutherland
- Konecta
- Transcomos
- Bell system 24

Tier 2: c. 10 companies***
between US\$2 and US\$4.5bn revenue

- TaskUs
- WNS
- EXL Services
- Everise
- IGT
- First Source
- Aegis
- HGS
- IQor
- Atento
- TDCX...

Tier 3: c. 20 companies***
between US\$700m and US\$2bn revenue

Top players in the digital integrated business services market by revenue:

- Accenture
 - TCS
 - Capgemini
 - Cognizant
 - Infosys
 - HCL
 - Wipro
 - **TP**
 - CGI
 - Tech Mahindra
- Revenue > US\$20bn
- Revenue between US\$10bn and US\$20bn

* 2023 aggregated figures of TP and Majorel

** Including Webhelp

*** Pure and hybrid CX players



Contact: investor@teleperformance.com