



each interaction matters

Shareholders **Newsletter**

JUNE 2022

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Editorial: Daniel Julien, Chairman and Chief Executive Officer

Dear Shareholders,

The Annual General Meeting of your Group held on April 14 provided the opportunity to present our achievements in 2021 as well as the next key steps to succeed in our ongoing transformation.

2021 was a strong year shaped by many challenges and incredible opportunities. Revenue grew by nearly +26% on a like-for-like basis and exceeded the €7 billion mark, with a medium-term target achieved one year ahead of schedule. Teleperformance achieved growth in net profit of more than +70%, a performance unmatched in the last decade.

Our momentum was confirmed in the first-quarter 2022 performance with recurring like-for-like growth of more than +11%. This holds a great deal of promise for another year of solid growth and reflects our positioning as the preferred partner of many key digital economy players and major groups in their digital transformation, as well as government agencies around the world.

Despite the uncertain global economic and geopolitical environment, we are confident about the ongoing development in the years to come. We continue to "surf" the waves of digitalization in our market, with growth sustained today by new activities, new clients, new technologies and our partners' increasingly ever more

complex and demanding needs. The metaverse boom, cryptocurrency and blockchain technology are emblematic of our rapidly evolving market, from which Teleperformance fully benefits today.

People have also been thrown into highly vulnerable circumstances due to various crises. Teleperformance is fully assuming its role

as a *Force of Good*, which is one of the pillars of its CSR strategy. We were notably proud to recently announce the signing of a partnership with UNICEF to support child education and contribute to the agency's worldwide disaster relief fund. The US\$6 million partnership will help improve education programs in India and the Philippines and provide emergency disaster relief around the world. We are also demonstrating full support for Ukraine,

with significant donations to various NGOs. We have also decided to cease all sales and marketing activities, new investment and financial transfers in Russia, where operations represent less than 1% of the Group's revenue.

On behalf of all the Teleperformance teams, I would like to thank you, dear shareholders, for your support and trust, as expressed by your votes at the last Annual General Meeting. They are key to our continued growth, transformation, and success, which we wanted to illustrate by presenting a few achievements in this shareholders newsletter.

"The metaverse boom, cryptocurrency and blockchain technology are emblematic of our rapidly evolving market, from which Teleperformance fully benefits today"



Cosmos | Integrity



Earth | Respect



Metal | Professionalism



Air | Innovation



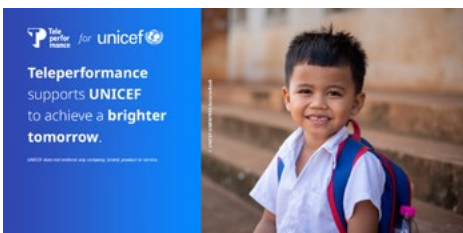
Fire | Commitment



Teleperformance partners with UNICEF in support of child education and global disaster relief



United in Hope, Compassion and Action: TP for UNICEF



UNICEF does not endorse any company, brand, product or service. The children featured are not beneficiaries of UNICEF programs.



This US\$6 million three-year global partnership is based on two strong commitments:

01 Ensuring inclusive, quality education for children in India and the Philippines

02 Supporting UNICEF to protect and save children caught up in humanitarian emergencies and to provide emergency aid to the children in need, including in Ukraine



"We are very proud and honored to join hands with UNICEF. This partnership extends our commitment to help meet the needs of vulnerable children and their families."

Daniel Julien,
Chairman and Chief Executive Officer



The three priorities of the Teleperformance CSR approach:



Be a preferred employer



Be a trusted partner



Be a Force of Good



🗨️

FOR MORE INFORMATION,
see the 2021 Integrated Report



Teleperformance has taken assertive action to support Ukraine



Teleperformance has made donations to UNICEF and Red Cross for a total of US\$1 million to provide vital support to children and their families caught up in the war.

The Group has also set up specific hotlines and provided logistical and psychological support to employees in Ukraine and their families attempting to cross borders.



In addition, Teleperformance has decided to stop all sales, new client work, marketing activities, new investment and financial transfers in Russia, which accounts for less than 1% of the Group's revenue.

LATEST NEWS

The TP Shuttle has arrived in India!

This innovative mobile hiring solution, deployed since April 2022, is equipped with everything necessary for successful recruitment: tests, interviews, cover letters and pre-induction. It is currently traveling across India to facilitate inclusive recruitment of 2,000 employees.



Earth Day was celebrated on April 22, 2022.

Hence, many initiatives have been implemented by the Group all over the world. Teleperformance, for example, launched a campaign in El Salvador and in Colombia to encourage its employees to "adopt a tree".



Teleperformance was recognized as a leader in Trust and Safety Content Moderation for the second consecutive year by Everest Group

The analysts cited Teleperformance for its investment in protecting its employees and helping to create a safe online environment.





Teleperformance is growing in the metaverse! This 3D immersive version of the Internet brings together the real world and the digital world



💡 DID YOU KNOW?

The value of the metaverse market is expected to reach **US\$800 billion by 2024***,

vs. US\$500 billion in 2020, attracting online game makers, social networks and other technology leaders.

* Source: Bloomberg Intelligence

Fantastic opportunities for Teleperformance's development

Building tomorrow's CX on a new channel and on new business lines

Revolutionize employee's engagement especially thanks to virtual campuses encouraging social interactions



*"Companies will need to adapt to the new immersive interactions to strengthen engagement. Teleperformance's expertise in the gaming industry is very relevant as it is where the metaverse started many years ago and is a **perfect example of our high-touch, high-tech approach.**"*

Augusto Martinez Reyes,
CEO of Teleperformance in Portugal
and leader of the Group's metaverse initiative

The **For Fun Festival**, the annual artistic competition open to all Teleperformance talent, took place for the first time in the metaverse



The Group's 420,000 employees worldwide were invited in April 2022 to share a unique experience and have fun together. They also had the chance to attend a concert by American singer Norah Jones and a performance by DJ Harrison First.



Teleperformance held a new and groundbreaking **Games and E-sports** convention in May 2022



This convention brought together more than 500 in-person attendees in Lisbon, Portugal, and 80,000 streaming viewers across different channels. This was also the official opening of Teleperformance's first **Global E-sports Arena and Metaverse Center of Excellence.**



“This first-quarter performance holds a great deal of promise”

3 questions for Olivier Rigaudy, Deputy CEO and Group CFO

01

What are the key takeaways from the first-quarter 2022 revenue figures?

This first-quarter performance holds a great deal of promise for another year of growth.

Despite particularly high prior-year comparatives and an economic environment disrupted by the crisis in Ukraine, we delivered sustained like-for-like revenue growth of +6.5%, and of +11.1% before the expected decline in revenue from the Covid support contracts.

02

What drove this excellent performance?

Quarterly revenue was lifted by robust business development, particularly in the Ibero-LATAM region and in India, in a rapidly transforming, fast-growing market.

The particularly strong like-for-like growth during the quarter reflected the very robust sales momentum in the Core Services & D.I.B.S. activities, driven by accelerating market digitalization, particularly in the social media ecosystem, and a recovery in certain sectors that had suffered during the health crisis, such as hospitality and online travel. Specialized Services revenue also

rose sharply over the period, led by strong growth in the TLScontact visa application management business, which benefited from highly favorable prior-year comparatives and the steady upturn in its business volumes.

The recent strategic acquisitions of Health Advocate and Sature in the United States also made a significant contribution to the Group's expansion during the quarter.

03

What is the outlook for the full year?

Based on this encouraging first quarter, and despite an increasingly destabilized global context, we can confirm our full-year guidance, with in particular a like-for-like increase in revenue of more than +5%, and of more than +10% excluding the impact of Covid support contracts. We also remain committed to pursuing targeted acquisitions to strengthen our high value-added businesses.

[CLICK HERE TO DOWNLOAD the press release published on April 19, 2022](#)

KEY FIGURES

FIRST-QUARTER 2022 REVENUE:

€1,962m

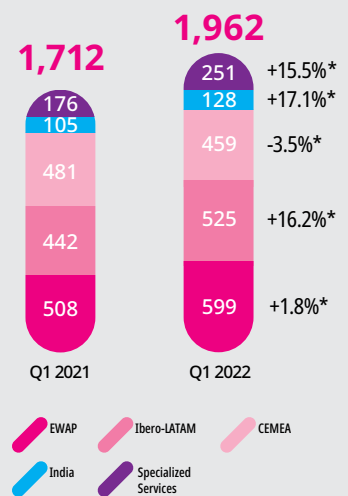
+11.1%

like-for-like*, excluding the impact of Covid support contracts

+6.5%

like-for-like*

FIRST-QUARTER 2022 REVENUE BY ACTIVITY (€m)



* At constant exchange rates and scope of consolidation

FULL-YEAR 2022 OBJECTIVES CONFIRMED

- Like-for-like revenue growth above +10%, excluding the impact of Covid support contracts
- A 30 basis-point increase in EBITA margin before non-recurring items
- Further targeted acquisitions capable of creating value and strengthening the Group's high value-added businesses

TELEPERFORMANCE SHARE PRICE PERFORMANCE (IN €)* from January 1, 2020



* Compared to the CAC 40 index rebased on Teleperformance share price as of January 1, 2020

Teleperformance enters the new Euronext Tech Leaders index

This new index brings together 100+ high-growth and leading companies selected in the broad European tech ecosystem composed of 700+ tech companies listed on Euronext markets. It aims at strengthening the visibility of the European tech sector.





SHAREHOLDER INFORMATION

LET'S KEEP IN TOUCH!

Sign up to receive all of our financial documentation as well as the top Teleperformance news stories by e-mail by sending a message to: investor@teleperformance.com or via the Group's website: [teleperformance.com](https://www.teleperformance.com), in the CONTACT US section

TELEPERFORMANCE'S GENERAL MEETING

Teleperformance's General Meeting was held in person in Paris on April 14, 2022, after two years held remotely due to the health crisis.



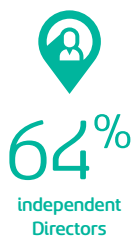
Shareholders adopted all the resolutions submitted to their vote with strong majorities, notably:

- the proposed dividend of €3.30 per share, representing a +38% increase compared with the previous year;
- the renewal of the terms of office of four directors: Bernard Canetti, Pauline Ginestíé, Wai Ping Leung and Patrick Thomas;
- the appointment of Shelly Gupta and Carole Toniutti as directors;
- the information on the remuneration of directors and corporate officers as well as their remuneration policy.



Carole Toniutti

Shelly Gupta



SHARE INFORMATION

LISTING

Euronext Paris, compartment A

Symbols:

Euronext ticker: TEP – ISIN: FR0000051807
Reuters: TEPRF.PA – Bloomberg: TEP FP

Euronext sector classification:

Professional Business Support Services (ICB)
Euronext Tech Leaders index

Number of outstanding shares:

58,737,600 at May 31, 2022

Market capitalization:

€18 billion at May 31, 2022

Global indices: CAC 40, SBF 120, STOXX 600, MSCI Global Standard et S&P Europe 350

ESG indices: Euronext Vigeo Euro 120, EURO STOXX 50 ESG, MSCI Europe ESG Leaders, FTSE4Good, Solactive Europe Corporate Social Responsibility, S&P Global 1200 ESG and Euronext Tech Leaders

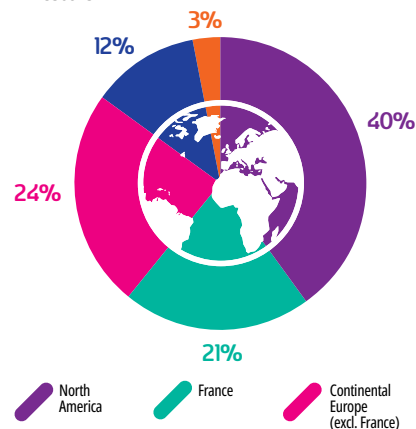
S&P credit rating: BBB, stable outlook

MSCI ESG rating: AA

CAPITAL

Over 710 identified institutional investors from around the world owned 85% of the share capital as of March 2022.

Geographical breakdown of institutional investors*



* Based on the country of the company owning the Shares

SAVE THE DATE

(indicative calendar)

July 27, 2022 – First-half 2022 results

November 3, 2022 – Third-quarter 2022 revenue



Founded in 1978 by Daniel Julien, Teleperformance is the global leader in outsourced customer and citizen experience management and related digital services. It is the preferred high-touch, high-tech partner of market leading global companies undergoing rapid expansion, as well as government agencies. The Group implements digital strategies to optimize and transform their customer and citizen experience and other business processes to make interactions "Simpler, Faster, Safer".



each interaction matters

www.teleperformance.com

Serving customers and citizens on behalf of brands and governments respectively

420k
people

~70%
Working from
home

From
88
countries

In
265+
languages

For
1,000+
clients

In
170
markets

Investor Relations and Financial
Communication department
21-25, rue Balzac – 75008 Paris

investor@teleperformance.com

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Simpler. Faster. Safer.

