



Teleperformance: Global Ethics Hotline Policy





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Message from the Chairman and Chief Executive Officer



CEO Message

Integrity is one of TP's five core values, pillars of our corporate culture, with Respect, Innovation, Professionalism, and Commitment. At TP, everyone is responsible for always acting with integrity.

Our commitment to act with integrity means acting and complying with the highest professional and ethical standards and the laws that govern TP, our operations, and our industry. TP and its subsidiaries are committed to the highest standards of ethical, honest, and legal business conduct. This Global Ethics Hotline Policy reflects the practices and behavioral principles supporting that commitment. It is intended to provide a mechanism for reporting suspected wrongful business conduct (as described below) while protecting the reporting individual from retaliation or other adverse employment action.

We are all custodians of TP's reputation and culture and are responsible for keeping our business strong by demonstrating the highest standards of integrity in our behavior. We owe this to our clients, partners, shareholders, and ourselves. Many thanks for your unfailing commitment to upholding the values of TP and promoting them both inside and outside the Group.

Daniel Julien,
Chairman and Chief Executive Officer



Our Purpose

TP and its subsidiaries (collectively, “TP,” the “Company,” or the “Group”) are committed to the highest standards of ethical, honest, and legal business conduct. We will conduct business ethically and honestly and fully comply with all applicable laws and regulations. This commitment guides every business decision we make globally in every Company area.

This Global Ethics Hotline Policy reflects the practices and behavioral principles supporting that commitment. It is intended to provide a mechanism for reporting suspected wrongful business conduct (as described below) while protecting the notifying individual from retaliation or other adverse employment action. Note that local countries and subsidiaries may adopt different policies or reporting standards, not inconsistent with this policy, to the extent appropriate based on their local country’s laws and regulations.

This Global Ethics Hotline Policy will be communicated to all relevant individuals by posting it on the Company’s intranet and in the Company’s physical locations, among other means. Everyone is expected to read, understand, and consistently adhere to the Policy while performing their day-to-day activities.

This Global Ethics Hotline Policy applies to all members of the TP group of companies, including their respective shareholders, current and former employees, officers and directors, incoming employees (not onboarded), volunteers, trainees, contractors, and subcontractors. This Policy is subject to specific terms and provisions described in any addendum approved for a particular country due to applicable local laws and regulations.



Reporting an Ethical Concern

This Global Ethics Hotline Policy is intended to identify severe and sensitive issues where a reporter reasonably believes wrongful business conduct has occurred, is occurring, or is about to happen. In that case, the reporter should promptly report the relevant facts by contacting the TP Global Ethics Hotline via the website tp.integrityline.com or the country-dedicated phone line.

This Global Ethics Hotline Policy encourages TP respective shareholders, current and former employees, officers and directors, incoming employees (not onboarded), volunteers, trainees, contractors, and subcontractors (each a potential “reporter”) to report via the Global Ethics Hotline, by the procedures described below, when they personally, in good faith, reasonably and selflessly believe that wrongful business conduct has occurred, is occurring or is about to appear (a “report”). Wrongful business conduct, for purposes of this Global Ethics Hotline Policy, includes, without limitation:

- Theft or fraud: actions involving deceit with the intention to illegally or unethically gain at the expense of TP or another, including fraudulent use of personal or confidential information, e.g. identity theft
- Violations of financial services, consumer protection, antitrust, fair competition, anti-corruption, anti-bribery, insider trading, anti-money laundering, securities or other similar laws and regulations
- Unauthorized or illegal access/use/transfer to or of company data or systems, including confidential information, personal data, intellectual property, credential sharing, and/or other violations of the TP Global Information Security Policy or standards
- Billing for services not performed or other fraudulent financial reporting, e.g. recording sales or services when the client is likely to return the goods or terminate the services.
- Unauthorized use of assets, property, resources, or authority for personal gain or an improper or illegal purpose
- Retaliation, discrimination, or harassment based on race, creed, color, religion, national origin, ancestry, age, gender, sex, sexual orientation, marital status, veteran status, disability, medical condition, or other legally protected characteristic
- Serious threat or damage to the public interest, known personally by the reporter. In particular, serious risk to public health or the environment, including violations of environmental, health and safety, product and food safety, transportation safety, or other similar laws and regulations.
- Manifest and severe infringement of any applicable international commitment duly ratified or approved by France or the United Nations Global Compact (which includes commitments in the areas of human rights, freedom of association, elimination of forced and compulsory work, effective abolition of child labor, elimination of



discrimination in respect of employment and occupation, environmental responsibility, and anti-corruption)

- Unauthorized or illegal manipulation of IT networks or operating systems
- Unethical conduct of Suppliers that violates the TP Supplier Code of Conduct or any other TP policy.

This Global Ethics Hotline Policy would like all reporters allow TP to address their concerns by making a report via the website tp.integrityline.com or the country-dedicated phone line however information to report externally can be found via the link: [External reporting channels: An overview](#)



Your Protections

TP conducts business ethically, honestly, and in full compliance with applicable laws and regulations. This applies to every business decision we make in every area of the Company. The following commitments guide TP's Global Ethics Hotline practices:

- **Anti-Retaliation:** TP will not retaliate against or condone retaliation against any reporter who, in good faith and selflessly, reports or cooperates in an investigation concerning suspected wrongful business conduct. Any allegations of retaliation will be promptly investigated, and appropriate corrective measures will be taken if such allegations are substantiated. Subject to applicable local laws and regulations, a reporter's protection from retaliation does not prevent the Company from taking appropriate disciplinary action based on valid performance-related factors.
- **Anonymous reporting:** TP encourages reporters to identify themselves when submitting a report because more detailed information and follow-up questions may be required to investigate the report efficiently and effectively. However, a reporter can submit a report anonymously if they wish, keeping in mind that it may become necessary to identify the source of the information during the investigation. If reporters report anonymously, they must provide sufficient specific and concrete facts to enable TP to investigate and address the report adequately. Subject to applicable local laws and regulations, if disciplinary or legal action is taken against a person as a result of a report, TP may have a duty to disclose the report's contents to such person.
- **Confidentiality and privacy:** The identity and identifying information of the reporter will be kept confidential to the extent possible. It will not be disclosed to any third party except where applicable local laws and regulations require disclosure to judicial authorities, law enforcement, or other government officials. Reports submitted to TP will be handled with sensitivity, discretion, and confidentiality to the extent permitted by circumstances and applicable laws and regulations. Generally, this means that reports will only be shared on a "need-to-know" basis, to the extent necessary to ensure that TP can conduct an effective investigation and formulate an appropriate plan of action based on its findings.
- **Good-faith reporting:** This Global Ethics Hotline Policy and the protections afforded by it only apply to reports made in good faith by reporters who reasonably believe that the information reported is accurate. A reporter's wrongdoing will not be given automatic protection from investigation, disciplinary action, or, in appropriate cases, civil action or referral for criminal prosecution.



Your Responsibilities and Obligations

Everything we do reflects on TP. As a TP reporter, we expect you to:

- **Own your conduct:** At TP, we value all reporters for being 100% themselves. As such, we expect employees to own their conduct, job duties, and responsibilities.
- **Follow the policy:** Comply with the letter and spirit of the Global Ethics Hotline Policy and all applicable laws and regulations.
- **Speak up:** If you see something, say something. Suppose you see or hear of any violation of the TP Global Ethics Hotline Policy, another TP policy, or an applicable legal or regulatory requirement. In that case, you should promptly notify your manager, Human Resources, or Legal via established reporting channels (e.g., the Global Ethics Hotline).
- **Use good judgment and ask questions:** Consistently apply TP's principles and values and review relevant policies as needed. When in doubt about how to proceed, you should reach out to your supervisor, a member of the management team, Human Resources, or Legal via an established reporting channel.
- **Cooperate:** You must fully cooperate in any TP investigation and keep any information shared with you confidential to safeguard the investigation's integrity.



After Reporting Your Concern

This Global Ethics Hotline Policy is intended to encourage and enable reporters to raise good faith concerns about suspected wrongful business conduct through the designated channels. Subject to applicable laws and regulations, you can expect the following after successfully submitting a report:

- To be contacted within seven days following the Company's receipt of your report.
 - If you submitted accurate contact information and did not receive acknowledgment of your report within seven days, you may report the relevant information to the appropriate governmental, administrative, or judicial authority.
- To receive an update as to the status of the investigation while keeping confidentiality and privacy in mind.
- TP seeks to preserve the integrity of the reporting and investigatory process; accordingly, the Company requests that you keep the information in the report strictly confidential and not disclose it to others, except to the extent required or permitted by applicable laws or regulations.
- To be contacted by TP management once the report has been thoroughly investigated, usually within 90 days of the Company's receipt. Note that some investigations may take more time due to the nature of the reported information.
 - If you submitted accurate contact information and did not receive a reply to your report within 90 days, you can report the relevant information to the appropriate governmental, administrative, or judicial authority.



Investigating an Ethics Report

All reports made via the Global Ethics Hotline will be promptly and, to the extent practicable, thoroughly investigated under the direction and oversight of the Chief Compliance Officer, the Deputy Chief Compliance Officer, or their designee. The Chief Compliance Officer, Deputy Chief Compliance Officer, or designee has the authority to engage legal counsel and other specialists as they deem appropriate to investigate any report made under the Global Ethics Hotline Policy and Code of Conduct.

- The Chief Compliance Officer and/or the Deputy Chief Compliance Officer may periodically provide a summary report to the Audit and Compliance Committee of the TP Board of Directors (the “Audit and Compliance Committee”) on how the Global Ethics Hotline Policy and related procedures are functioning.
- The Chief Compliance Officer and/or the Deputy Chief Compliance Officer will inform the Company’s Chief Executive Officer if a report rises to a materiality level that may justify reporting to/discussing with the Audit and Compliance Committee.

All parties, including respective shareholders, current and former employees, officers and directors, incoming employees (not onboarded), volunteers, trainees, contractors, and subcontractors, must promptly cooperate and provide accurate information with any investigation.

Appropriate corrective action will be taken as and when warranted. Persons responsible for wrongful business conduct or those who provide false information or refuse to participate in an investigation may be subject to disciplinary action up to and including termination of employment and, in appropriate cases, civil action or referral for criminal prosecution, subject to applicable laws and regulations.



Recordkeeping

The Company will retain all reports in compliance with its internal record-keeping standards and as required under applicable privacy, document retention, and/or destruction laws and regulations.

In jurisdictions where local laws or regulations set stricter rules or greater protections or rights for reporters than those outlined in this Global Ethics Hotline Policy, the more stringent rules or greater protections or rights will prevail in that jurisdiction. Any deviations from this Global Ethics Hotline Policy required by applicable laws or regulations will be incorporated into the procedures followed in the relevant jurisdiction.

TP may modify this Global Ethics Hotline Policy unilaterally at any time. Modifications may be necessary, among other reasons, to maintain compliance with applicable legal requirements and/or to accommodate Company organizational changes.

Rights of Access

Any person identified in a report made to this Global Ethics Hotline Policy benefits from a right to access the data concerning them. Persons can request correction or deletion if such data are inaccurate, incomplete, equivocal, or outdated.



For more information:
teleperformance.com

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