Teleperformance
each interaction matters

Teleperformance Group overview

July 2021

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 Registration Document, available at www.teleperformance.com. Teleperformance undertakes no obligation to publicly update or revise any of these forward-looking statements.

Teleperformance at a glance

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#1 worldwide in Customer Experience
Becoming a leader in digital integrated business services

(as of December 31, 2020)

380k+
people

250k+
work-at-home employees

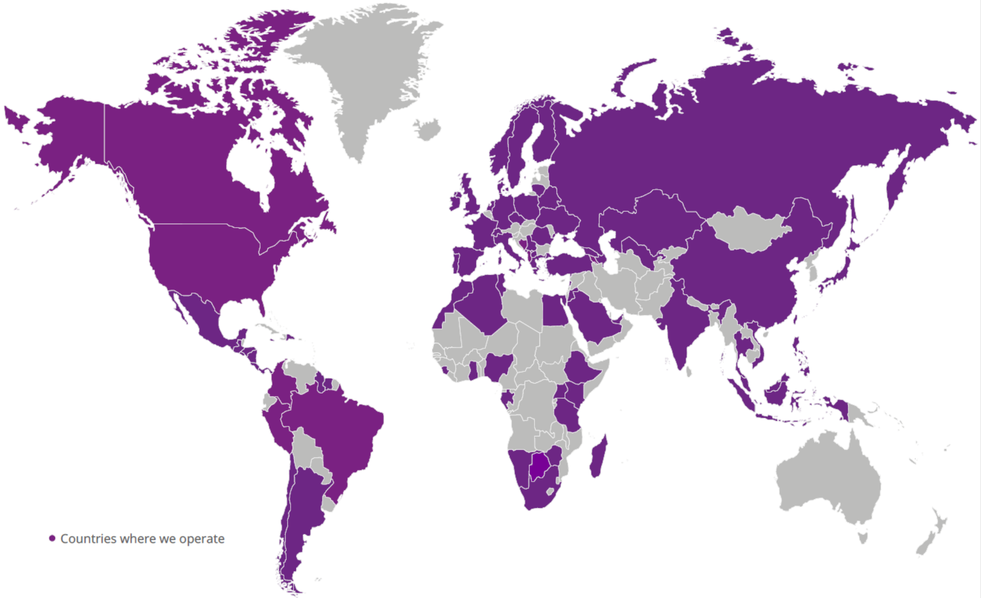
Serving

265+
languages and dialects

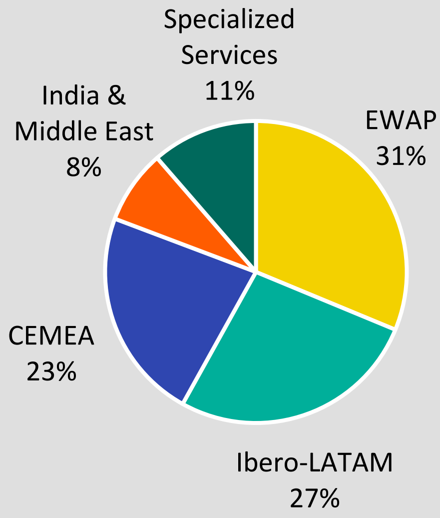
170+
markets

450
facilities

83
countries



Revenue breakdown (2020)



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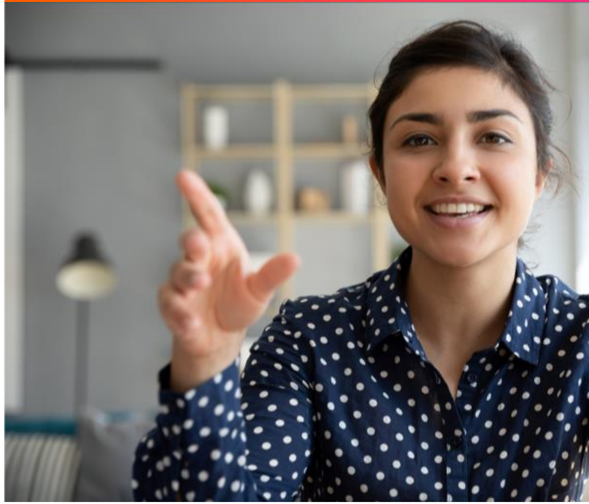
2021 first-half highlights

Key facts and figures

- **Record growth in H1 2021 revenue and earnings**
  - **+36.8%** like-for-like revenue growth
  - +89.5% increase in recurring EBITA and a margin of 14.0%, **above pre-Covid levels**
  - Net profit – Group share **quadrupled** to €255 million
  - Net free **cash flow up** +73.4% to €333 million

- **Key developments and responsible transformation**
  - Accelerating market **digitalization**
  - Consolidation of a **hybrid** business model:
    - TP Cloud Campus platform in 52 countries today vs. 32 at end-2020
    - Nearly 240,000 employees working from home



2021 first-half highlights

Key facts and figures

Teleperformance
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- **Key developments and responsible transformation (cont'd)**
  - Significant growth in support services for **government vaccination campaigns** in continental Europe and the United Kingdom
  - Strong commitment to **employees:**
    - Certified **Best Employer** in 60 countries today = > 90% of the Group's workforce
    - **Free vaccination** campaigns for TP employees in India, Dominican Republic, Philippines, Colombia
- **Acquisition of Health Advocate completed** on June 22, 2021

HealthAdvocate℠

Great Place To Work®

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2021 first-half results

Record growth in revenue and earnings: summary

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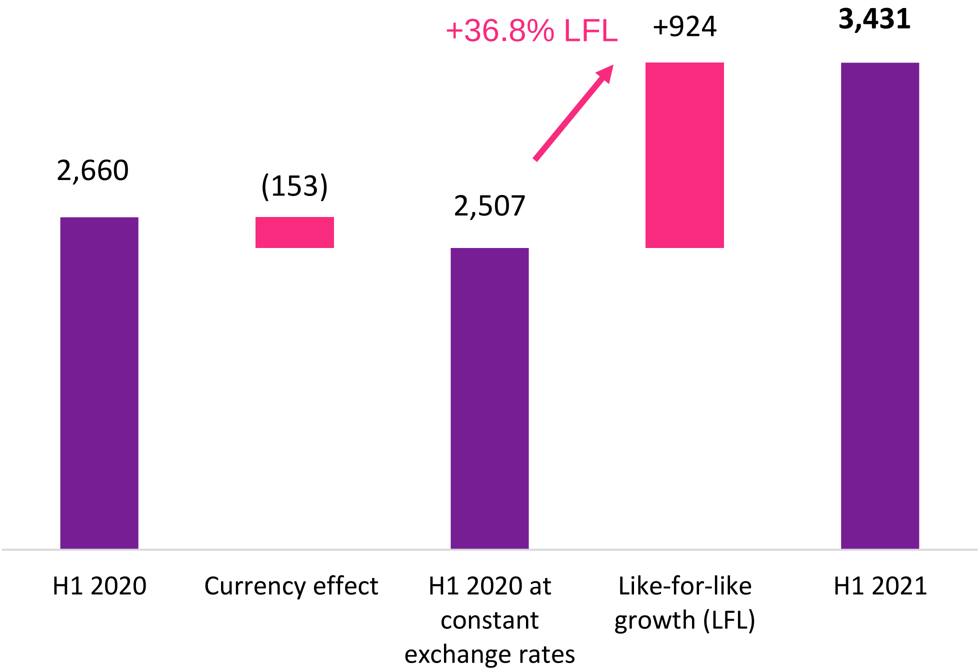
€m	H1 2021	H1 2020
€/$ exchange rate (12-month average)	€1 = US$1.21	€1 = US$1.10
Revenue	**3,431**	**2,660**
Reported growth	*+29.0%*	*+3.7%*
Like-for-like growth (LFL)*	*+36.8%*	*+5.0%*
EBITDA before non-recurring items*	678	450
% of revenue	19.8%	16.9%
EBITA before non-recurring items*	**479**	**253**
% of revenue	14.0%	9.5%
Operating profit	398	154
Net profit - Group share	**255**	**63**
Diluted earnings per share (€)*	**4.31**	**1.08**

- **36.8%** like-for-like (LFL) revenue growth to **€3,431** million
- EBITA before non-recurring items: **€479** million, or **14.0%** of revenue, up **+89.5%**
- Net profit quadrupled to **€255 million**

** For the definition of the financial indicators mentioned in the charts and tables, please refer to the Alternative Performance Measures in the appendix*

2021 first-half results

Revenue growth analysis



- Record **+36.8% LFL** revenue growth
  - Favorable basis of comparison in H1
  - Development of the digital economy
  - Deployment of Covid-19 support services for governments
  - Adjusted for this, LFL growth remains exceptional, **above +20%**
- Unfavorable currency effect:
  - Decline in the US dollar, the main Latin American currencies and the Indian rupee against the euro

2021 first-half results

Revenue by activity

Revenue (€m)	2021 H1	2021 Q2	2020* H1	2020* Q2	*Change (%) Like-for-like** (LFL) H1*	*Change (%) Like-for-like** (LFL) Q2*	*Change (%) Reported H1*	*Change (%) Reported Q2*
Core Services & D.I.B.S.	**3,075**	**1,539**	**2,344**	**1,165**	***+38.7%***	***+37.8%***	***+31.2%***	***+32.1%***
- EWAP	992	484	856	425	*+23.7%*	*+20.7%*	*+15.9%*	*+14.0%*
- Ibero-LATAM	895	454	711	355	*+35.4%*	*+33.5%*	*+25.9%*	*+27.8%*
- CEMEA*	977	495	583	299	*+70.4%*	*+68.1%*	*+67.6%*	*+65.7%*
- India*	211	106	194	86	*+17.2%*	*+29.9%*	*+8.8%*	*+22.8%*
Specialized Services	**356**	**180**	**316**	**142**	***+22.5%***	***+37.6%***	***+12.7%***	***+26.5%***
Total	**3,431**	**1,719**	**2,660**	**1,307**	***+36.8%***	***+37.7%***	***+29.0%***	***+31.5%***

** Restated pro forma 2020 basis following the integration into the CEMEA region on January 1, 2021 of former Intelenet activities in the Middle East, which were previously included in the India & Middle East region (re-named India since January 1, 2021)*

*** At constant exchange rates and scope of consolidation*

Core Services & D.I.B.S.:
+38.7% LFL growth in H1

- Strongest performance in CEMEA and Ibero-LATAM

- Positive contribution from Covid-19 support services in CEMEA and EWAP

Specialized Services:
+22.5% LFL growth in H1

- Ongoing strong growth at LanguageLine Solutions

- Momentum back to positive at TLScontact in Q2

2021 first-half results

EBITA by activity

Recurring EBITA (€m)	H1 2021		H1 2020*	
	€m	Margin	€m	Margin
Core Services & D.I.B.S.	**374**	**12.2%**	**171**	**7.3%**
- EWAP	57	5.7%	44	5.1%
- Ibero-LATAM	113	12.7%	62	8.7%
- CEMEA*	138	14.1%	23	3.9%
- India*	35	16.7%	17	8.5%
- Holding companies**	31	-	25	-
Specialized Services	**105**	**29.4%**	**82**	**26.1%**
Total	**479**	**14.0%**	**253**	**9.5%**

** Restated pro forma 2020 basis following the integration into the CEMEA region on January 1, 2021 of former Intelenet activities in the Middle East, which were previously included in the India & Middle East region (re-named India since January 1, 2021)*

*** Group holding companies relating primarily to Core Services & D.I.B.S. businesses*

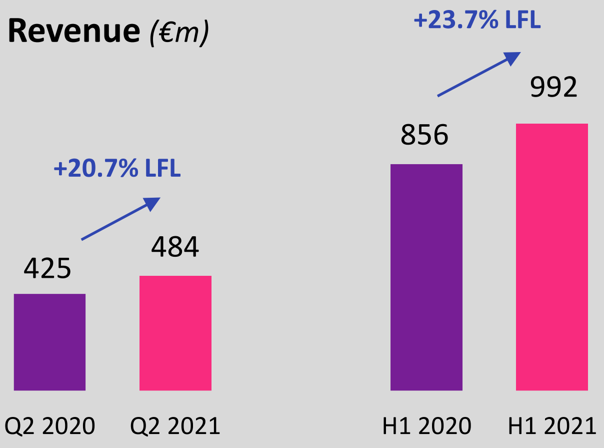
- **Recurring EBITA margin rose to 14.0%,** from 9.5% in H1 2020:
  - Operating leverage
  - Non-recurrence of health crisis management outlays
  - Disciplined cost management
  - Favorable basis of comparison
- Highest performance recorded in **CEMEA and India**
- Back to **higher than pre-crisis levels** (12.8% in H1 2019)

2021 first-half results

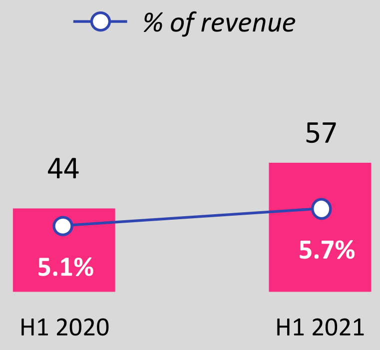
Core Services & D.I.B.S. – English-speaking market & Asia-Pacific (EWAP)

- **Satisfactory LFL growth** in H1 in the North American market, with a faster gain in Q2
- **Large-scale deployment of Covid-19 support services in the UK** for the government, with a slower pace in Q2 than in Q1
- **In Asia, business enjoyed another period of fast growth**, although comparatives were less favorable in Q2
- **Profitability improvement** in Philippines (offshore), UK and Asia-Pacific

Revenue *(€m)*



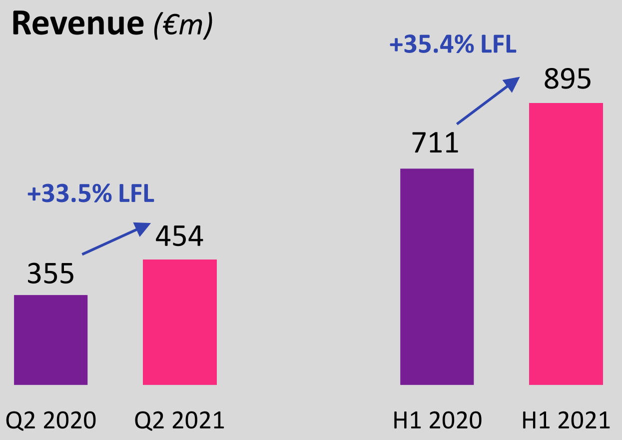
EBITA *(€m)*

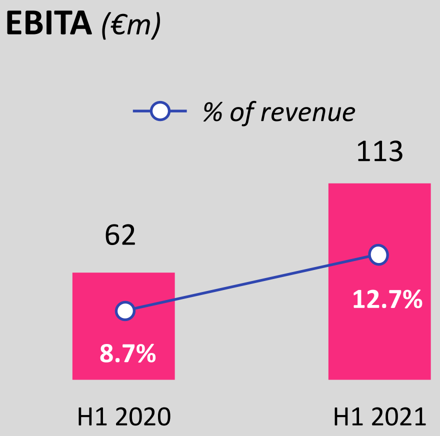


2021 first-half results

Core Services & D.I.B.S. – Ibero-LATAM

- **Strong LFL growth** driven by numerous contract wins with e-clients and supported by quick and effective deployment of work-from-home model during the crisis
- **Best top-line performers**: Colombia, nearshore operations in Mexico, Dominican Republic, El Salvador, and multilingual hubs in Portugal and Spain
- **Margin gains** supported by the fast growth in business, notably in Spain, Mexico and Portugal and El Salvador



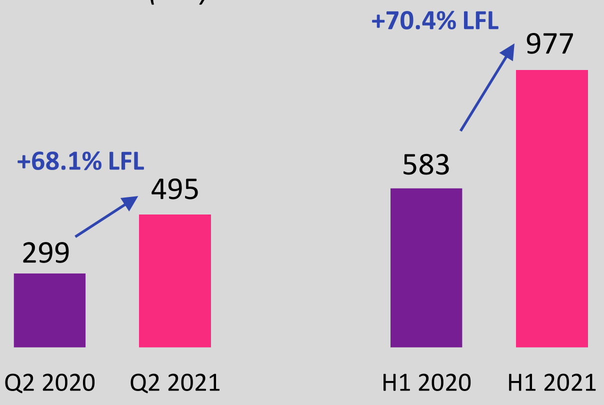


2021 first-half results

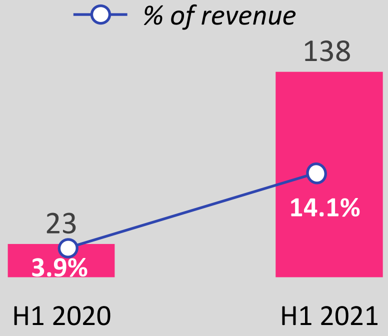
Core Services & D.I.B.S. – Continental Europe & MEA (CEMEA)

- **Sharp LFL growth** in Q2, confirming Q1's excellent trend
- **~ two-thirds** of the H1 growth stemmed from fast ramp-up of support services for government vaccination campaigns, notably in the Netherlands
- **~ one-third** stemmed from other fast-expanding segments, including the e-tailing and online entertainment
- **Robust improvement in margins**, notably in the Netherlands, Greece and the Italian market

Revenue *(€m)*



EBITA *(€m)*

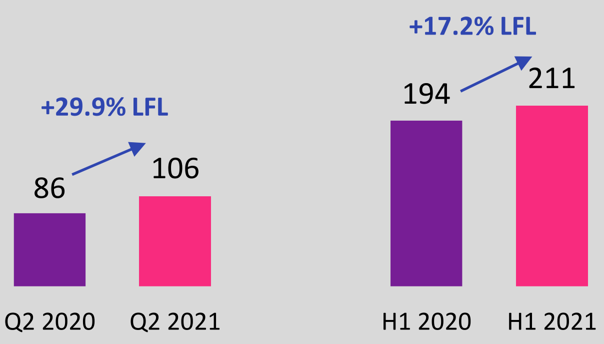


2021 first-half results

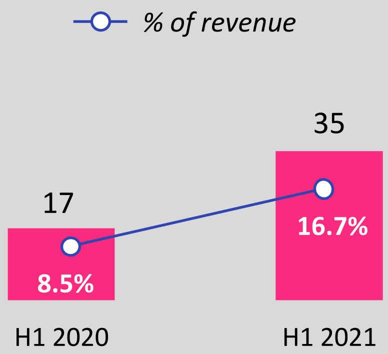
Core Services & D.I.B.S. – India

- **LFL revenue growth accelerated sharply in Q2** vs. Q1, resulting from a very favorable base of comparison, as lockdown significantly hurt delivery capacities in India in Q2 2020
- **Work-from-home solutions** applied to nearly 80% of the Indian workforce now, step up last April to overcome pandemic's resurgence
- **Margin improvement** mainly attributable to sustained growth in activity, the basis of comparison and benefits from the completion, in late 2020, of the program to terminate lower margin contracts

Revenue *(€m)*



EBITA *(€m)*

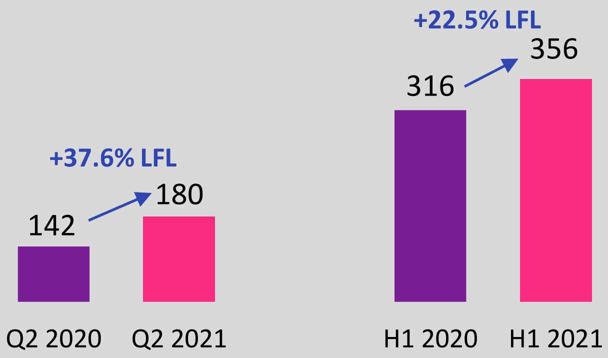


2021 first-half results

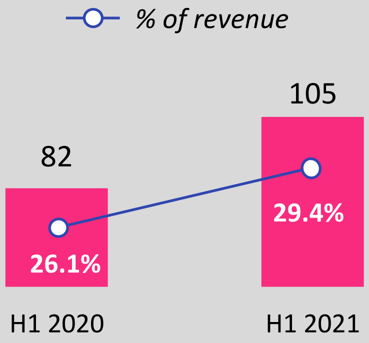
Specialized Services

- **LFL revenue growth accelerated** sharply to **+37.6% in Q2,** vs. +10.1% in Q1
- **TLScontact: back to positive momentum in Q2,** as revenue and earnings have turned slightly upwards since April, led by the still modest recovery in international travel and much more favorable basis of comparison
- **Languageline Solutions: already high margin continued to improve,** lifted by the strong growth in business and the efficiency of its business model

Revenue *(€m)*



EBITA *(€m)*



2021 first-half results

Operating profitability

€m	H1 2021	H1 2020	*Change*
Revenue	**3,431**	**2,660**	***+29.0%***
EBITA before non-recurring items	**479**	**253**	***+89.5%***
% revenue	14.0%	9.5%	
Amortization of intangible assets	**(49)**	**(54)**	
Non-recurring items	**(32)**	**(44)**	
- Performance share plan	(31)	(10)	
- Others	(1)	(34)*	
Operating profit	**398**	**154**	***c. 2.5x***

** Including goodwill impairment for €(34)m related mainly to French-speaking markets*

- Non-recurring items: **(€32) million vs. (€44) million in H1 2020**
  - Performance share plan up to (€31) million
  - Non-recurring goodwill impairment for (€34) million in H1 2020
- Operating profit of **€398 million, up c. 2.5x**

2021 first-half results

Earnings performance

€m	H1 2021	H1 2020	*Change*
Operating profit	**398**	**154**	***c. 2.5x***
Financial result	**(44)**	**(50)**	
Income tax	**(99)**	**(41)**	
Effective tax rate	28.1%	39.5%	
Minority interest	**-**	**-**	
Net profit - Group share	**255**	**63**	***c. 4.0x***
Diluted earnings per share (€)	**4.31**	**1.08**	***c. 4.0x***
Weighted average number of shares* (m)	59.1	58.7	

** Used to calculate diluted earnings per share*

- Decrease in financial result: **(€44) million,** vs. (€50) million in H1 2020
- Effective tax rate: **28.1%**, vs. 39.5% in H1 2020 (higher rate in H1 2020 owing to impairment losses on goodwill)
- Net profit - Group share: **quadrupled to €255 million**
- Diluted earnings per share: **quadrupled to €4.31**

2021 first-half results

Cash flow

€m	H1 2021	H1 2020
Cash flow*	**469**	**232**
Change in working capital	(38)	80
Net capital expenditure	(98)	(120)
% revenue	*2.9%*	*4.5%*
Net free cash flow*	**333**	**192**

** After lease payments, interest paid and taxes*

- Net free cash flow:
  €333 million, up +73.4%
- Capex ratio:
  2.9% of revenue vs. 4.5% in H1 2020
  - Work-at-home deployment
  - Limited capex in new facilities

2021 first-half results

Balance sheet summary

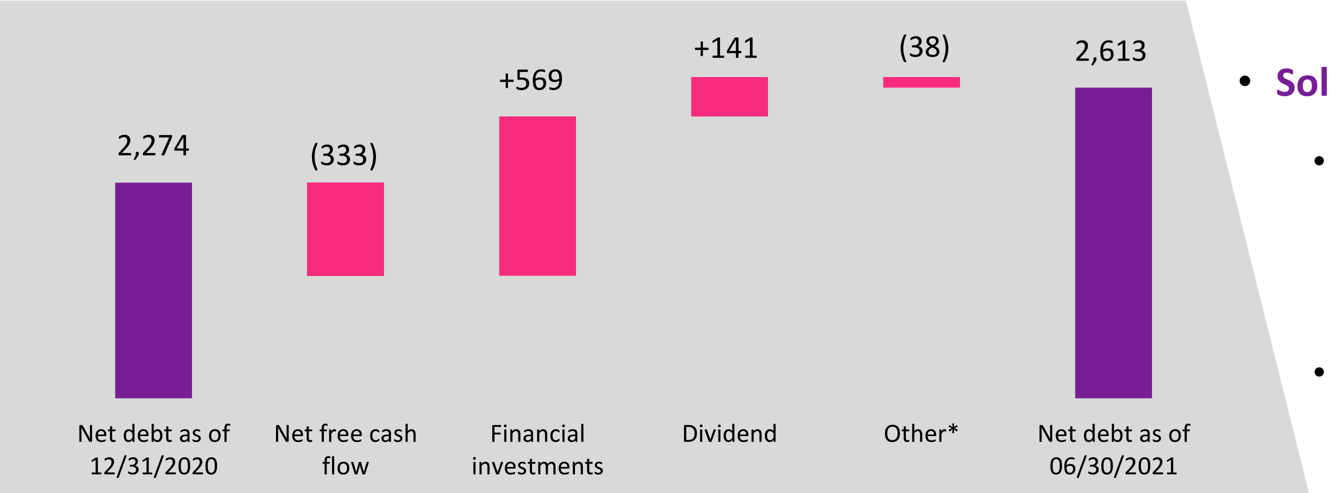
€m	06/30/2021 €1 = US$1.19	12/31/2020 €1 = US$1.12
Non-current assets	4,934	4,344
o/w intangible assets	*3,671*	*3,057*
Working capital*	658	668
Total net assets	**5,592**	**5,012**
Equity	2,644	2,409
Provisions and deferred tax liabilities	335	329
Net debt**	2,613	2,274
Total equity and net liabilities	**5,592**	**5,012**

** Defined as: trade receivables + current income tax receivable + other current and financial assets – trade payables – current income tax – other current liabilities*

*** Including €646m in lease liabilities (IFRS 16)*

2021 first-half results

Financial position



- **Solid financial structure**
  - **Increase in net debt** by €339 million compared with end of 2020 due to the financing for Health Advocate acquisitions (€573m)
  - **S&P credit rating: BBB-** Investment Grade

* Other items include	
FX	3
Lease liabilities (IFRS 16)	(45)
Other	4
Total	**(38)**

2021 first-half results

Capital allocation

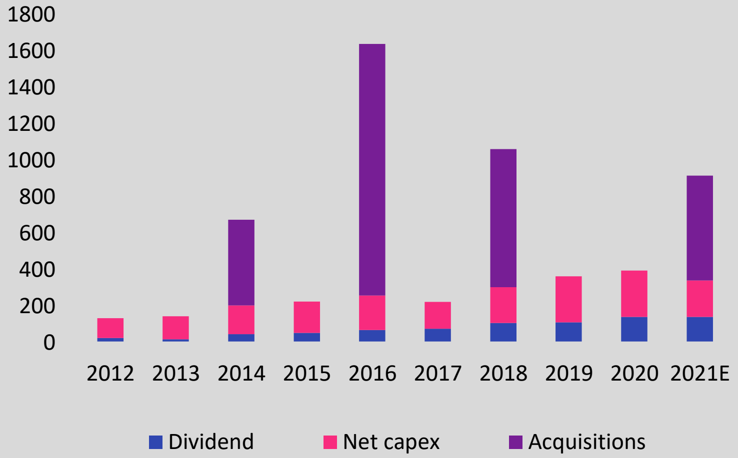
Net capex to sustain strong like-for-like growth

- Facilities equipment, workstations and IT
- Growth capex mainly
- Capital intensity to come down with WAHA deployment
- **Annual capex estimated in 2021**: **c. 3% of revenue**

M&A to strengthen the Group's business model

- **Targeting high-value mid-size businesses** at a fair price
- **Looking for expertise and assets**, notably in specialized services and core technology & digital integrated solutions
- **Positive track-record of accretive acquisitions:** Aegis US (2014), LanguageLine Solutions (2016), Intelenet (2018) Health Advocate (2021)

Capital allocation track record (2012-2021E)



Dividend: pay-out in line with the market standards

- Dividend paid in 2021: **€2.40** per share
- Pay-out in 2021: **43%**

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Outlook

- **2021 financial objectives raised**
    - Like-for-like revenue growth of **around +18%,** vs. the previous growth target of at least +12%
    - EBITA margin before non-recurring items **of more than 14.5%,** vs. the previous target of at least +14.0%
- **Ongoing dynamic business development** and sustained acceleration in digital transformation
- **Lower revenue contribution** expected in H2 2021 vs. H1 2021 from **government support services** in the Netherlands and the United Kingdom
- **Health Advocate** fully consolidated since July 1, 2021

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Simpler, Faster, Safer

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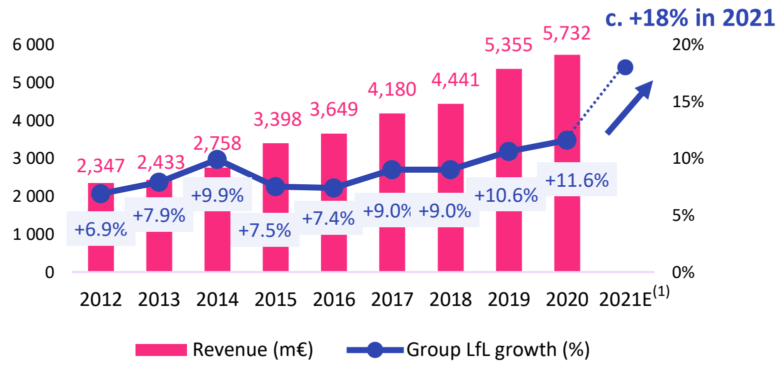
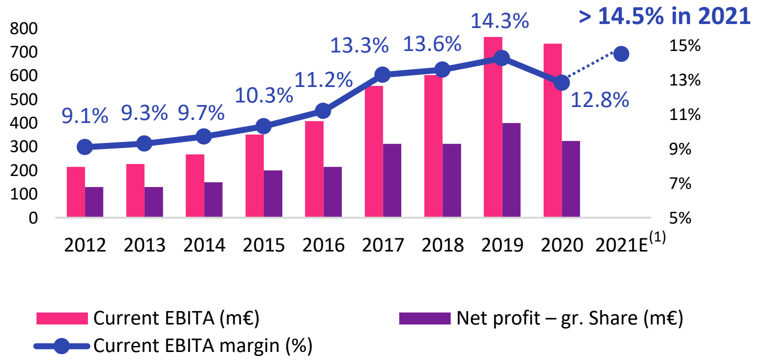
APPENDICES

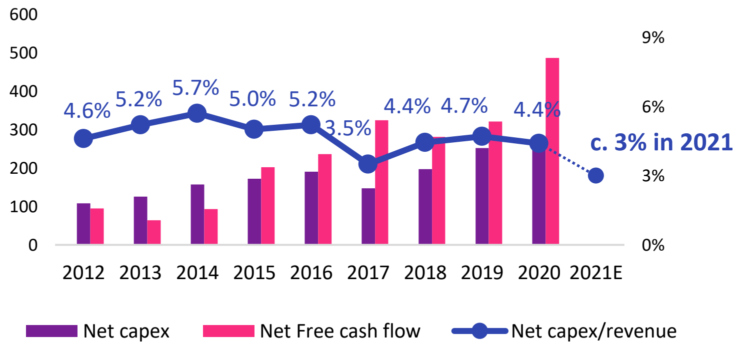
Teleperformance at a glance – Additional information

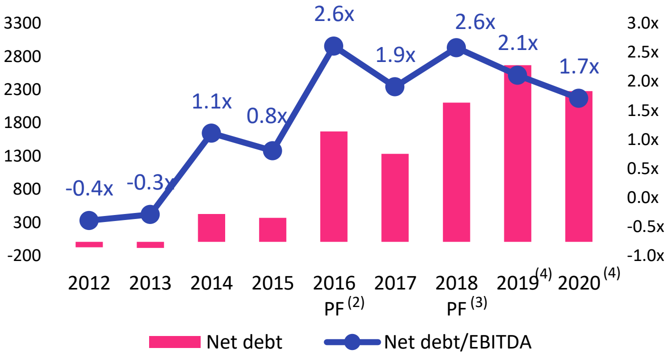
Teleperformance at a glance: **Our Track Record**

Creating value: a proven financial track record (2012-2021)









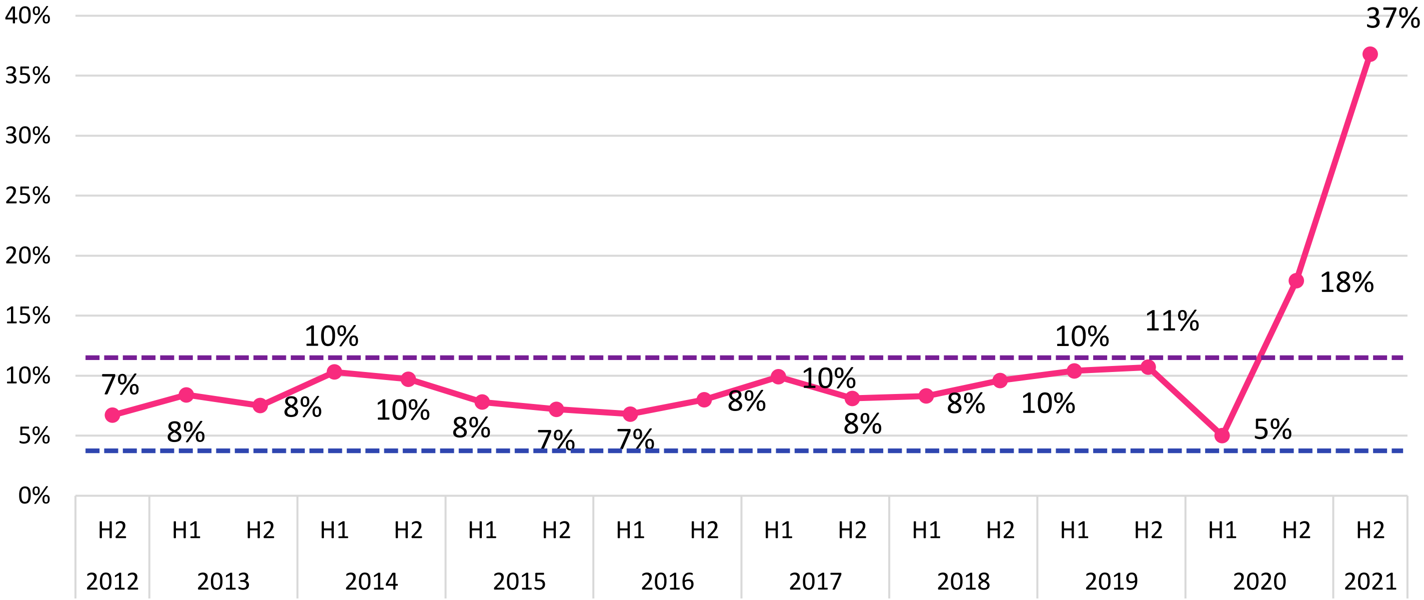
(1) See outlook on slide 25 (2) LanguageLineSolutions consolidated on a 12-month basis (3) Intelenet consolidated on a 12-month basis
(4) restated ratio in accordance with the financial commitment of the group

Teleperformance at a glance: **Our Track Record**

Creating value: a proven financial track record (2012-2021)

- With record growth, H1 2021 is the **18th straight half-year of like-for-like growth of at least +5%**

Half-year like-for-like growth (vs. same period of prior year) since H2 2012



Average half-year like-for-like growth:
c. +11%

Historical average annual market growth*:
c. +4%

** Source: Everest*

Teleperformance at a glance: **Our Track Record**

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Over 40 years at the forefront of customer experience and business services outsourcing

1978
Founded in France, with 12 employees in telemarketing

1986
First listed on the Paris stock market

1993
Started operations in the US

1996
Started operations, including the Philippines

1998-2002
Started operations in Latin America: acquisitions in Argentina and Brazil (1998) and Mexico (2002)

2007
Acquisition of Alliance One

AllianceOne

2008
Acquisition of The Answer Group (US)

2010
Acquisition of BeCogent (UK) and Teledatos (Colombia)

TLScontact

2012
Full control of TLSContact (UK)

2014
Acquisition of Aegis USA

LanguageLine Solutions

2016
Acquisition of LanguageLine Solutions

2018
Acquisition of Intelenet and launch of Digital Integrated Business Services

2020
Transition of over 200k active employees to work-at-home in response to COVID-19

HealthAdvocate

2021
Acquisition of Health Advocates (Specialized Services in the US)

1978 · 1990 · 2000 · 2010 · 2020

380K+ employees

Customer Experience

Digital Customer Experience

Digital Integrated Business Services

Teleperformance at a glance: **We Do**

Becoming a leader in the digital integrated business services

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Over the last decade

Customer Experience → **Digital Integrated Business Services**

Voice → **Non Voice***

Teleperformance customer experience

- Customer Care
- Technical Support
- Sales
- Accounts Receivable

Teleperformance back-office services

- Industry services
- Finance and Accounting
- Content Moderation
- HR services

Teleperformance knowledge services

- Operating consulting
- Advanced Analytics
- Intelligent Automation
- AI
- Content Management
- Data Labelling

OMNICHANNEL

VOICE

CHAT | INSTANT MESSAGE | VIDEO | SOCIAL MEDIA

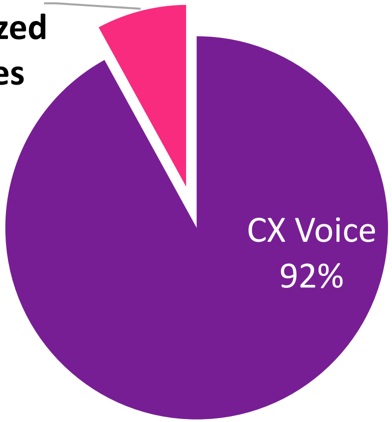
** Non customer experience services, chat, email, social media*

Teleperformance at a glance: **We Do**

Becoming a leader in the digital integrated business services

Revenue breakdown : Voice / Non Voice* & Specialized Services

2013

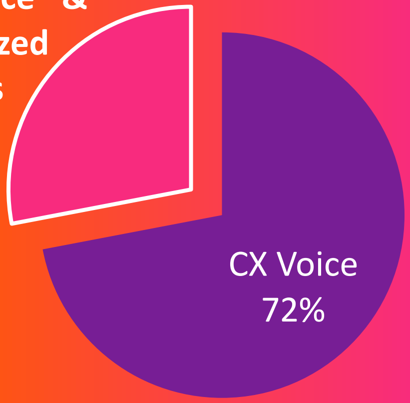


Voice > +8% p.a.

Non Voice* > +40% p.a.

Specialized Services +30% p.a.

2020



** including non-customer experience services, chat, email and social media*

Teleperformance at a glance: **Our Expertise**

High-touch, High-tech strategy

Simpler, Faster, Safer operations for its clients leveraging its High-touch, High-tech expertise

Lean Six Sigma Ensures Operational Excellence

High-touch: People Helping People

- Human-centric customer experiences delivered by empathetic interaction experts
- Carefully recruited, hired, coached, and trained at all levels, on site and remotely. Example: *emotional intelligence modules in recruitment assessment and training/ coaching.*
- An inclusive, diverse, and nurturing working environment

High-tech: Empowered by Technology

- A redundant architecture ensures service reliability
- Integrated cloud solutions for work-from-home
- Intelligent automation
- Integrated and omnichannel solutions
- Analytics and AI
- Advanced proprietary security solutions

Teleperformance at a glance: **Our Expertise**

AI-Powered Content Management Expertise

Over 7,000+ content experts, mainly in Content Moderation services

Services in over 265 languages

100M+ Reviews per Month

Global coverage

TP content recognition and tagging services are designed to offer services that meet local rules, regulations, and requirements:

- Illustrative data annotation services
- Data Labeling for AI/Machine Learning Models
- Triaging for user feedback
- Annotating chatbot replies/content
- Content classification and human judgment

Teleperformance at a glance: **Our Expertise**

Teleperformance each interaction matters

Continually reinforcing cybersecurity

Security principles

People: extensive cyber security training across TP
- Extensive cybersecurity training
- Dedicated security organization
- C-level Security Governance

Process: security by design, audits, and white hacking
- Security by design, external audits, and white hat hacking
- Security Risk Assessment (SRA)
- Global Essential Compliance and Security Policies (GESCP)
- National Institute of Standards and Technology (NIST) cyber security framework alignment

Culture: promoting a cyber-smart culture within the enterprise
- Our employees are most important security measure
- Promoting a cyber-smart culture within the enterprise

Technology: re-architecting the network; enhancing the detection capabilities through GSOC
- Detection tools and Global Security Operation Centers (GSOC)
- Virtual briefing center
- TP Observer
- TP patented security monitoring technology

Shifting the focus from an information security/compliance approach to a purely cyber-smart culture

Teleperformance at a glance: **Our Expertise**

Teleperformance each interaction matters

Data security: standards, recognitions & alignments

Teleperformance was the **first company** in the industry to comply with the **Binding Corporate Rules** (BCRs) in the European Union*

STANDARDS

The General Data Protection Regulation

The Payment Card Industry Data Security Standard

RECOGNITIONS

Frost & Sullivan Competitive Strategy Innovation and Leadership Award for global best practices in compliance, security, privacy.

HPE-IAPP Privacy Innovation Award in the Privacy Operations category.

ALIGNMENTS

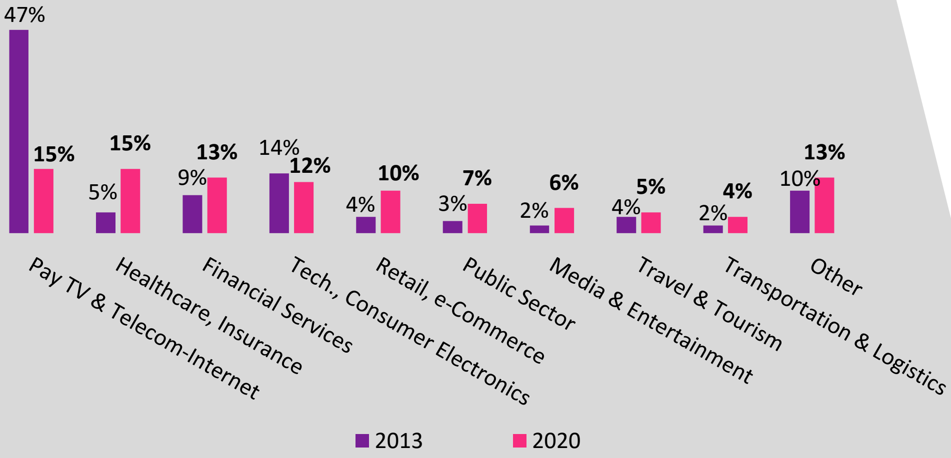
** Approval in February 2018*

Teleperformance at a glance: **Our Clients**

Growing with E-Tech clients in diversified sectors

Expertise in many industries

% Revenue by vertical – details 2020 vs. 2013

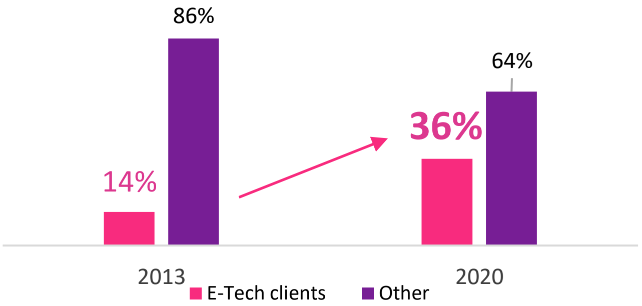


- **1,000 clients***
- **E-Tech clients: 50%** of revenue with Top 25 clients
- **Global accounts**: c.50%** of total Group revenue
- Average tenure of client relationship: **12 years** (Top 50)

Helping disrupted companies to navigate the digital transformation

Being the natural partner of disrupted companies to help them deal with the "frictions" of the real

Teleperformance revenue generation with E-Tech clients
(% among the TOP 250 clients)



** Excluding LanguageLine Solutions (30,000 clients including individuals); Top 100 in 2020: 69%*

** Accounts served in more than 2 markets

Teleperformance at a glance: **Our Shoring Footprint**

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Hybrid delivery model: the worldwide TP Cloud Campus (TPCC) network

(as of June 30, 2021)

52

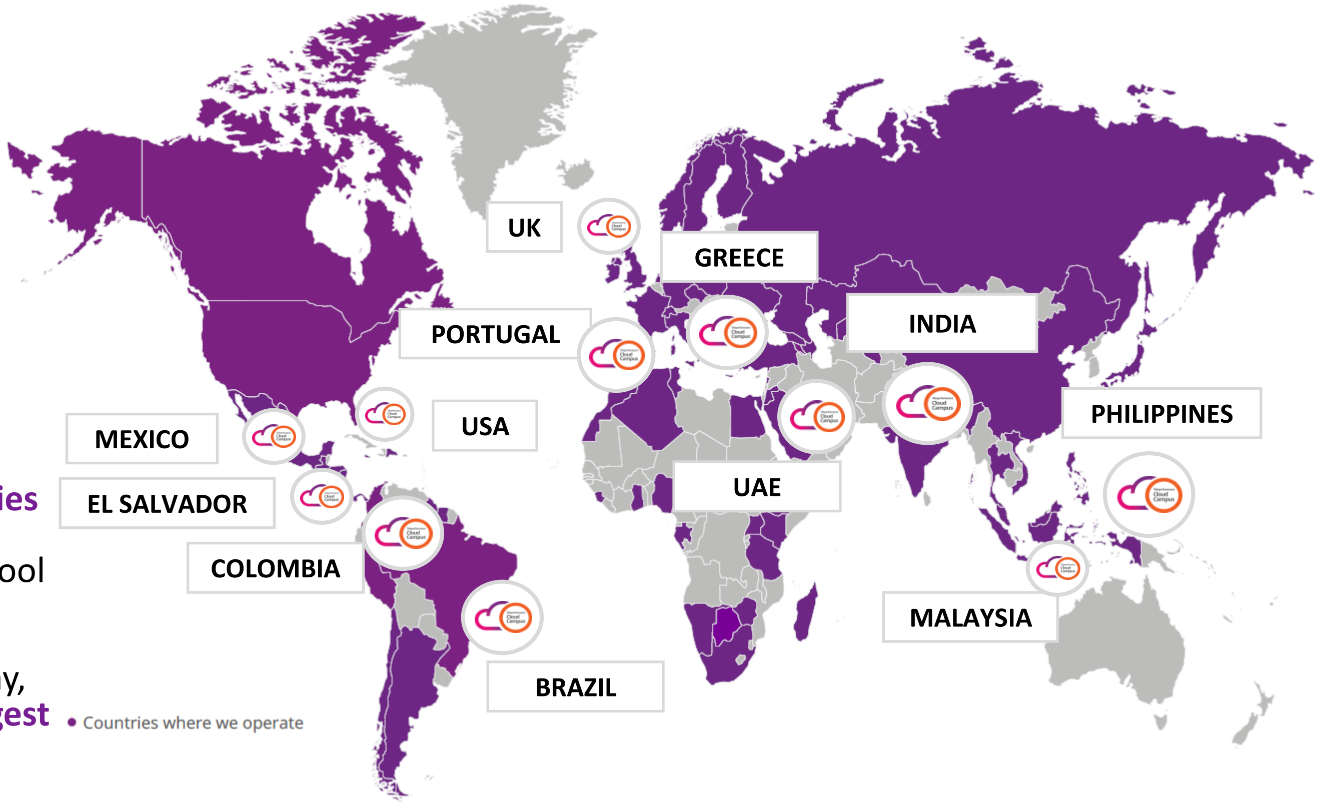
Countries with WAHA using TPCC solution

12

Countries with **29** TPCC hubs

Remote agents (WAHA) can work in any of the 83 countries where Teleperformance operates, the largest talent pool in the industry

With nearly 240k WAHA today, Teleperformance has **the largest remote workforce in the industry**



"SMART"SHORING

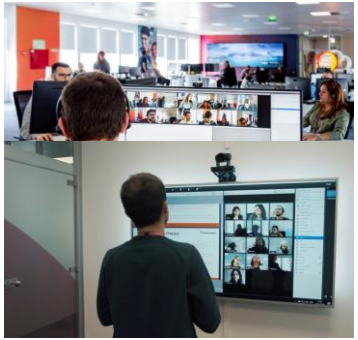
Domestic | Nearshore | Offshore | Multilingual Hubs | Cloudshore |

Teleperformance at a glance: **Our Shoring Footprint**

Sustainability of work-from-home with the integrated cloud solution TP Cloud Campus

The group's ambition is to ultimately maintain between 40 and 60% of the operational workforce under the work-from-home model with the development of TP Cloud Campus, a comprehensive virtual ecosystem to ensure sustainability of work through remote management

- A **new work-from-home model launched in late 2019, recreating the social rich working environment** and career opportunities of Teleperformance high-touch strategy, accessible from everywhere
- **Ensuring employee engagement** and encouraging social interaction
- **Same quality** of the customer experience, agent productivity and data security **as with the on-site agent model**
- **Also includes virtual working floors and solutions for online recruitment and training**, personal support, with a gamification approach



Kernel campus in Lisbon

Teleperformance at a glance: **Our Shoring Footprint**

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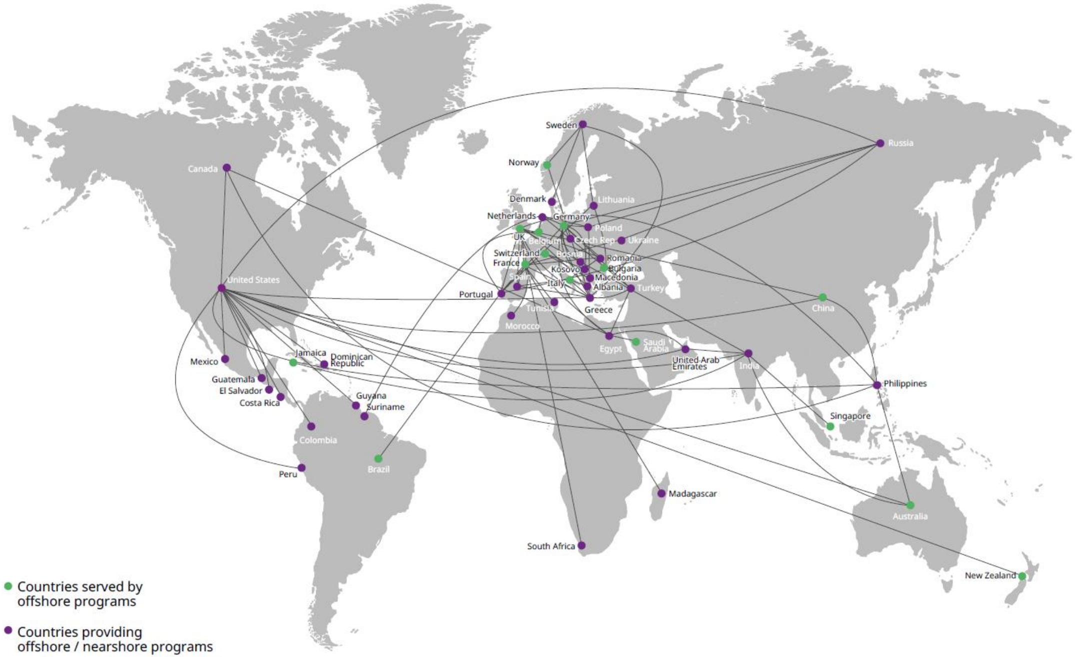
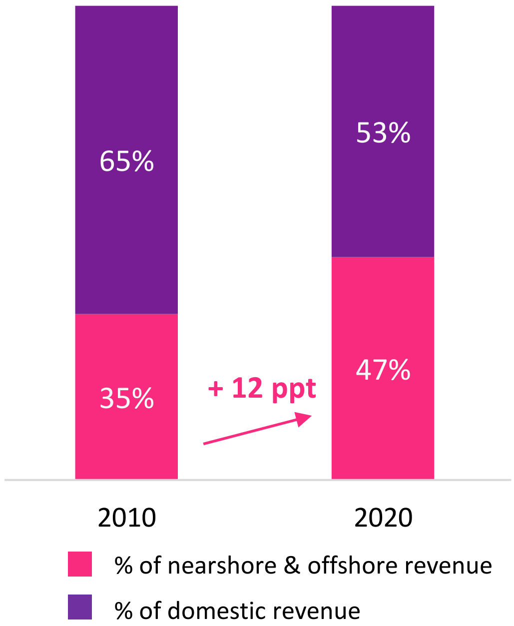
Smart shoring: a unique offering of worldwide broad sourcing mix

- **Network of 36 offshore/nearshore** **locations** around the world



Increasing share of nearshore & offshore*



"SMART"SHORING

Domestic | Nearshore | Offshore | Multilingual Hubs | Cloudshore |

Teleperformance at a glance: **Our CSR Commitments**

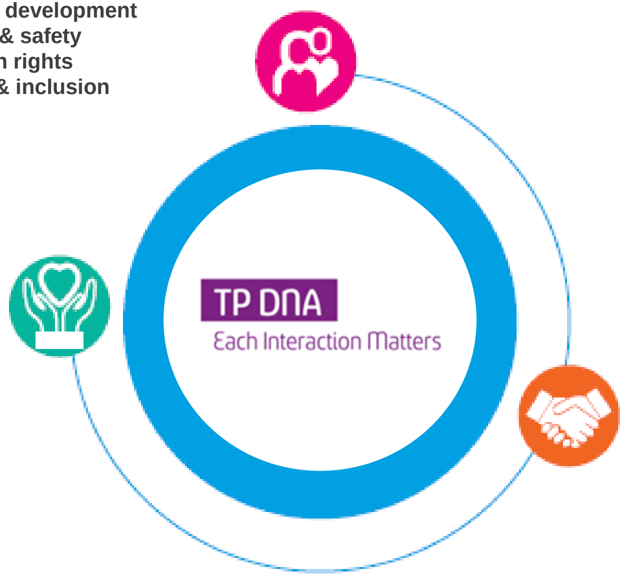
A responsible strategy with three main CSR commitments for one objective

Preferred employer in our market

Employee engagement and well-being
Professional development
Health & safety
Human rights
Diversity & inclusion

Force of Good

Positive impact on local communities and the environment



A trusted partner to all our stakeholders

Business ethics
Data security
CX and innovation
Responsible performance

One objective: becoming a global reference as a **sustainable and performing value creating model** for all Group's stakeholders

THE GLOBAL COMPACT
WE SUPPORT

Teleperformance is a signatory of the UN Global Compact since 2011,
a set of 10 principles in the areas of Labor, Human Rights, Anti-corruption and the Environment.

Teleperformance at a glance: **Our CSR Commitments**

Specific, quantified and ambitious objectives for the three CSR commitments

#1 Be the preferred employer in the market

Objective: increase the share of employees working in a subsidiary recognized as a "best employer": **90% in 2021** (87% in 2020)

#2 Promote gender equality

Objective: increase the proportion of women on the executive committee to **30% by 2023** (25% in 2020)

#3 Reduce carbon footprint

Objective: increase the share of renewable energies in the Group's total electricity consumption to **25% in 2023** (17% in 2020)

Teleperformance at a glance: **Our Management Team**

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An international, tight and aligned top management team

Executive committee

Daniel Julien
Chairman and CEO

Bhupender Singh
Chief Transformation Officer

- TAPs
- R&D
- Marketing
- Lean Six Sigma
- IT & CISO

Eric Dupuy
Chief Business Development Officer

Miranda Collard
Chief Client Officer

Agustin Grisanti
Chief Operating Officer

Scott Klein
President of Specialized Services

- LanguageLine Solutions
- TLScontact
- ARM
- Health Advocate

Olivier Rigaudy
Deputy CEO and CFO

Leigh Ryan
Chief Legal , Compliance and Privacy Officer

8 executive committee members
32 management committee members

APPENDICES

Digital Integrated Business Services (D.I.B.S.)

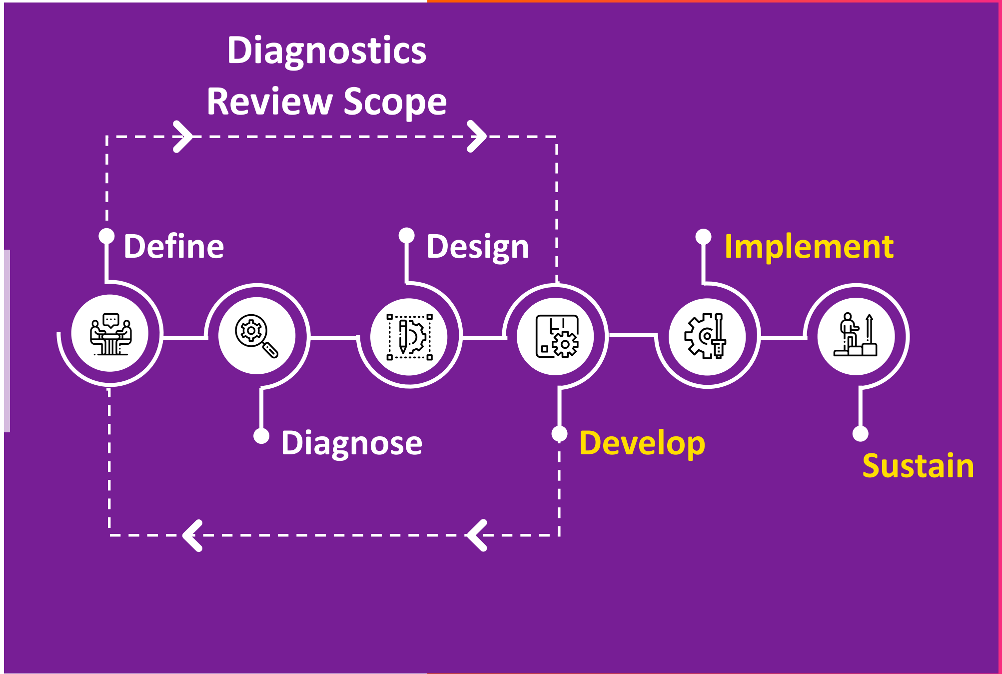
Digital Integrated Business Services

From largely labour cost arbitrage to solutions leveraging technical, process and industry know-how, and expertise

A Technology, Analytics and Process (T.A.P™) team of 1,200+ experts to quickly identify transformation opportunities based on:

- **A knowledge services team**[1]
  - **500+** digital transformation experts
  - Consulting experience in digital transformation, analytics and automation engagements
- **Regional teams**[1]
  - **700+** digital transformation experts
  - Regional teams with expertise in technology, automation, analytics and process optimization
- **Continuous improvement in efficeincy at the Group scale**
  - **> 10,000 bots** deployed today
  - All operations and support functions are trained in the Lean Six Sigma method, to continuously improve performance

Simpler, Faster, Safer



1 – Includes senior IT/RPA professionals, developers, data analysts, data scientists and process engineers

Digital Integrated Business Services

Digital proprietary solutions available to clients

Not exhaustive

Omnichannel contact center tools

Client	Observer	TP connect	TP simulation	TP gamification	TP voice2messaging
Omnichannel and workflow mgmt tool	Real-time floor management and security monitoring	Real-time dashboard with key business metrics	Simulator for quick, accurate, effective knowledge transfer	Platform for reward and gamification on operations floor	TP's Voice to messaging service
All industries	**All industries**	**All industries**	**All industries**	**All industries**	**All industries**

Analytics and AI tools

TP prompto	TP interact	TP recommender
Analytics for unstructured data, sentiment analysis	Speech analytics	Recommends next best alternative products or services
All industries	**All industries**	**All industries**

Automation tools

TP RPA	TP chat bot	TP video assistant	TP email bot	TP unify
Optimization RPA/RDA projects with TP methodology	Automated conversational AI projects	Smart Visual Assistant/ Visual IVR	Automated E-mail responses through AI	Unify several applications on one screen with RPA
All industries	**All industries**	**All industries**	**All industries**	**Banking**

Industry specific solutions

TP travel	TP flow	TP optify
Automates calculating refunds and change charges	Workflow for an F&A process end to end management	Automate manual process of medical coding CPT/ICD
Travel (airlines)	**Financial**	**Healthcare**

Digital Integrated Business Services

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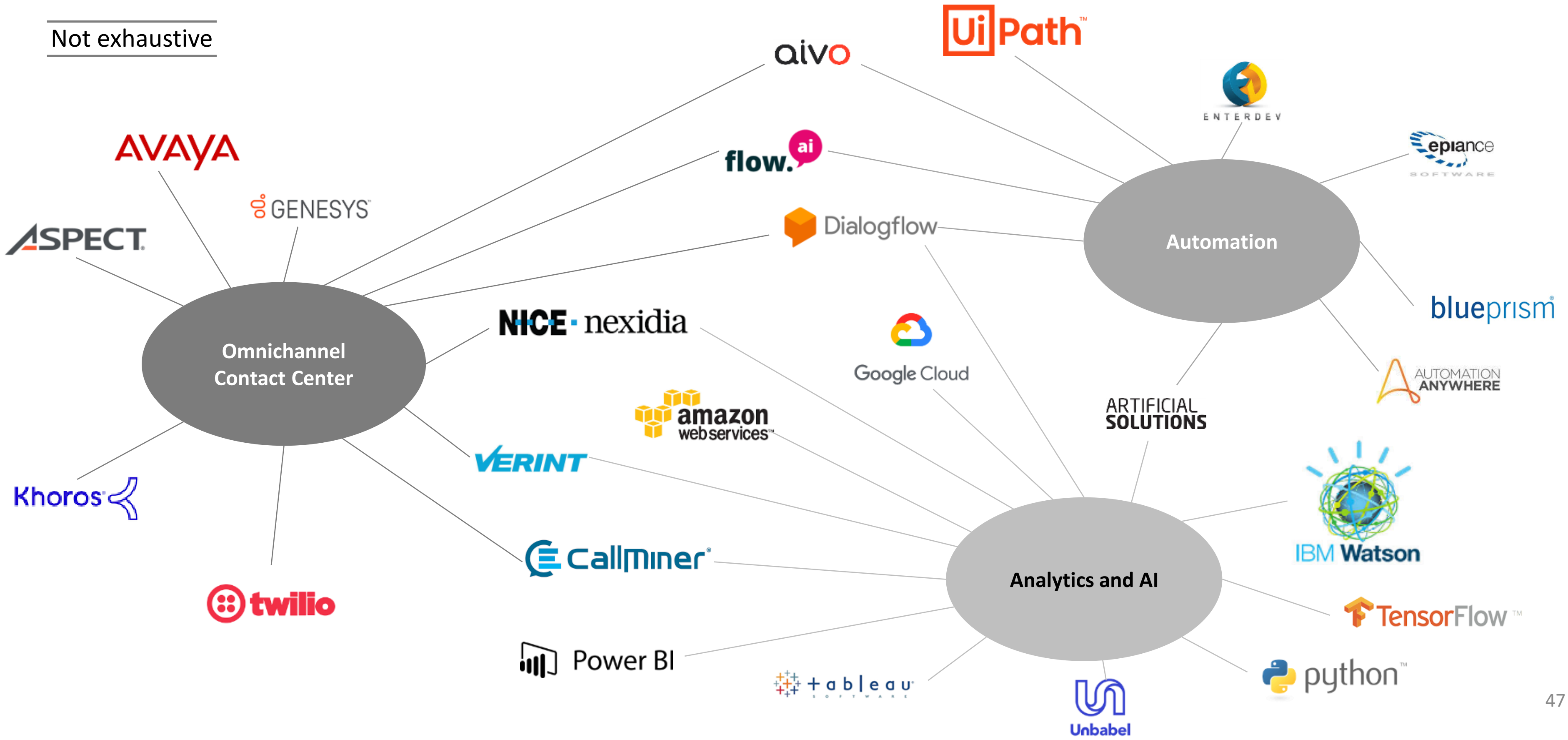
Leveraging an ecosystem of technology players and partners

Not exhaustive



Digital Integrated Business Services

Teleperformance
each interaction matters

Case study: TP Recommender (Predictive Analytics) in Outbound Sales in Europe

START

TP Receives data of potential product-services buyers

TP Recommender captures sociodemographic and transactional patterns

New Leads Priority

Prediction for **Cold Calling**

H2O.ai

+

Prediction for **Upselling**

H2O.ai

Upsell Priority (prepaid to contract)

Data leader uploads the new database to the Computer Telephony Integration (CTI) -> **easing advisor task by making it more automated** (CRM /outbound dialer/advisor)

Execution of the calling strategy based on new prioritization

ROI validation *(AB Testing ie performance comparison)*

END

PRE

- **TP Contacts 90% of the leads with no intelligence in the prioritization**
- **Trial and error, to find the Best Time to Call**

POST

- **Predictive score to call high probability clients**
- **AB Testing to define the best strategy in terms of ROI generation**

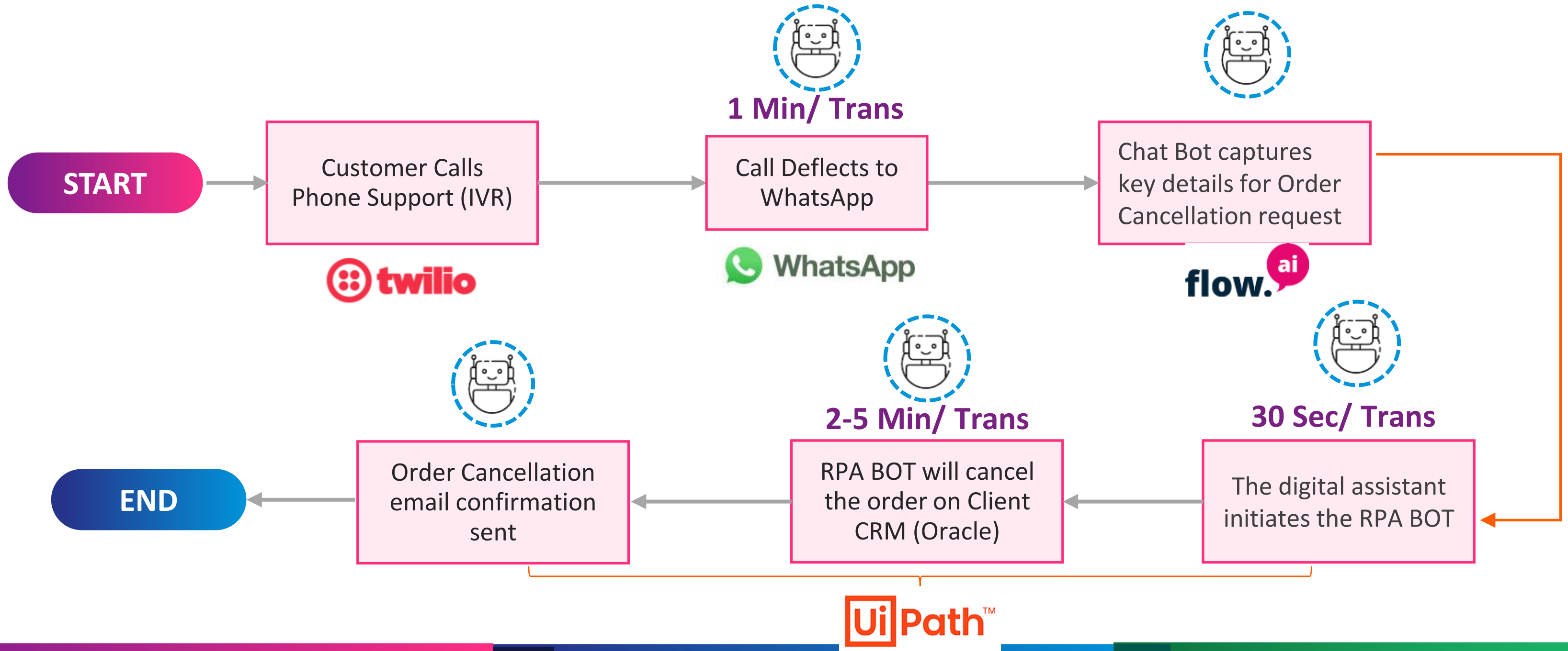
Benefit

- **Benefits for Teleperformance and the client**
- **Higher efficiency**

Digital Integrated Business Services

Teleperformance
each interaction matters

Case study: Automated Order Cancellation solution for a leading retailer in Europe



PRE

- **Order cancellation was 30% of overall call volumes**
- **Fixed monthly billing model**
- **Agent manually processed cancellations**

POST

- **Automatic order cancellation on phone channel through Voice to Message (call deflection)**
- **Integration of digital assistant with RPA**
- **Compliant with client requirements to track everything in Oracle Service Cloud**

Benefit

- **Teleperformance annual cost saving**
- **Improved the Service Level Agreements by ~30%**
- **Increased customer satisfaction (C.SAT) and Net Promoter Score**
- **Ensured business continuity**

APPENDICES

Market and competitive environment

Market and competitive environment

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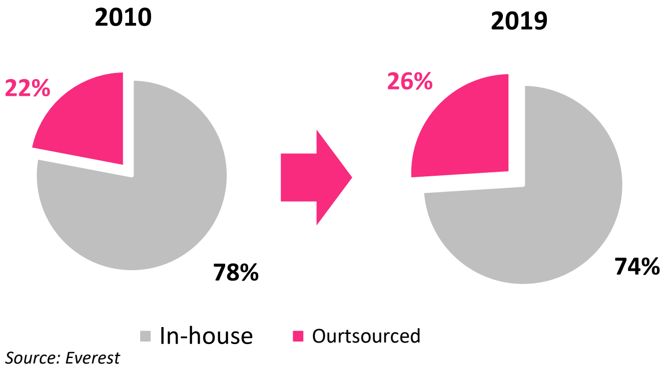
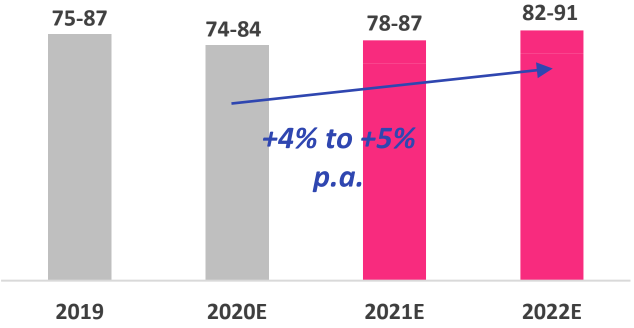
#1 WW in a growing CX core market still poorly outsourced

CX outsourcing rate in 2019 vs. 2010 *(%)*



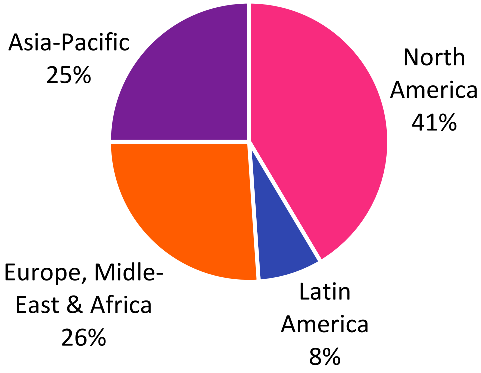
Source: Everest

CX outsourced market size *($US bn)* and growth *(%)*



Source: Everest (2020) for the high-end of the range and Frost & Sullivan (2020) for the low-end

CX outsourced market breakdown by region in 2020E *(% of total market)*



Source: Frost & Sullivan (2020)

CX outsourced market growth by region *(2020-2024E CAGR)*

Source: Frost & Sullivan (2020)

Market and competitive environment

Teleperformance's transformation is leading to a broader competitive environment (1/2)

- **Worldwide leader** in the outsourced CX market ($74-84B in 2020E*) with a **unique global diversified positioning**
- Group's transformation leads to:
  - **Significant outperformance vs. CX peers**
  - **Enlarged addressable market:** the worldwide business process management market

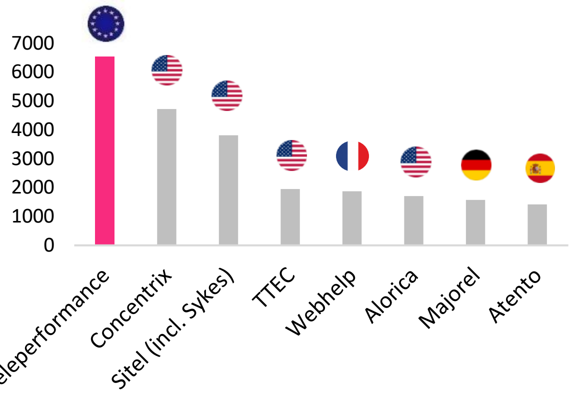
Top market players by number of operating countries (2020)

#	Competitors	Country
1	Teleperformance	83
2	Webhelp	49
3	Concentrix	40
4	Sitel (incl. Sykes)	39
5	Majorel	29
6	TTEC	22
7	Transcom	22
8	Telus International	20
9	Sutherland	16

Source: Internal estimates and companies annual reports

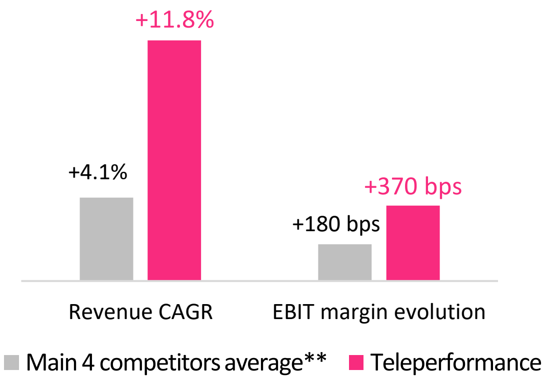
Main competitors in the customer experience management (CX) market

(Revenue in US$m – FY 2020)



Source: Companies annual reports and internal estimates

Financial track record of the main competitors over 2012-2020



Source: Companies annual reports

** Source: Frost & Sullivan (2020), Everest (2020)*

*** Sample includes: Atento, Concentrix (combination of Concentrix and Convergys data for 2012), Sykes and TTEC*

Market and competitive environment

Teleperformance's transformation is leading to a broader competitive environment (2/2)

- **Enlarged competitive environment** reflects **growing complexity and increasingly integrated** demand from the clients

Direct competitors (CCO)*
Atento
Concentrix
Sykes
TTEC
Telus International
Webhelp

** Contact Center Outsourcing*

Enlarged and growing business process management market: 4 to 6 times larger than the CX market

ITO/BPO companies**	Consulting Firms
Cognizant	Accenture
EXL	Cap Gemini
Genpact	
Infosys	
Tata Consultancy Services	
Wipro	
WNS	

*** IT Outsourcing/Business Process Outsourcing*

APPENDICES

Health Advocate acquisition overview

Health Advocate acquisition overview

A complete platform for consumer health management

- **Health Advocate is a leading consumer-focused health platform for the employer market,** utilizing human-touch, data-driven health insights, and technology to simplify and personalize the healthcare experience for members

HealthAdvocate℠

Navigation & Advocacy

Telephonic and digital navigation solutions supporting clinical and administrative healthcare decisions

Health & Well-Being

Complete suite of health and well-being solutions spanning wellness and engagement, behavioral health and chronic care management

Expert healthcare guidance delivered by personal health advocates

Data analytics platform delivering member and population health insights

Proprietary CRM platform enabling consumer experience

Digital tools to enhance the member experience

Health Advocate acquisition overview

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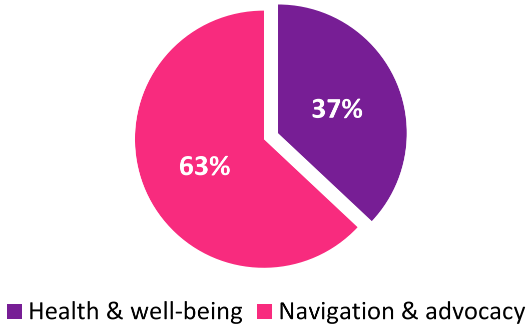
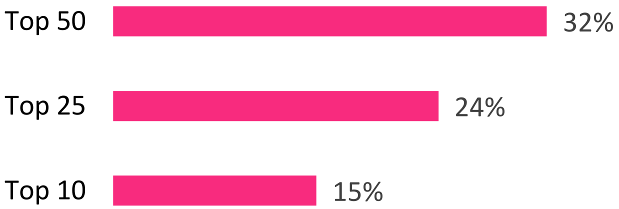
Key figures

- 700 health advocates that are specialists in the complex US healthcare system
- 8,400 clients, including many Fortune 100 companies
- **27m+** consumers covered
- Annual revenue of US$140m, **EBITDA margin of 36% and EBITA margin of 27%**, with strong momentum
- Consistent growth delivered by a resilient subscription-based business model: **+9% LFL Revenue CAGR***
- Growing addressable market : US$23B forecasted in 2024 vs. US$14-16B today, or **+7-10% CAGR**

2020E revenue breakdown by solution *(% of total revenue)*



Diversified customer base *(% of total revenue)*



** 2017-2019*

APPENDICES

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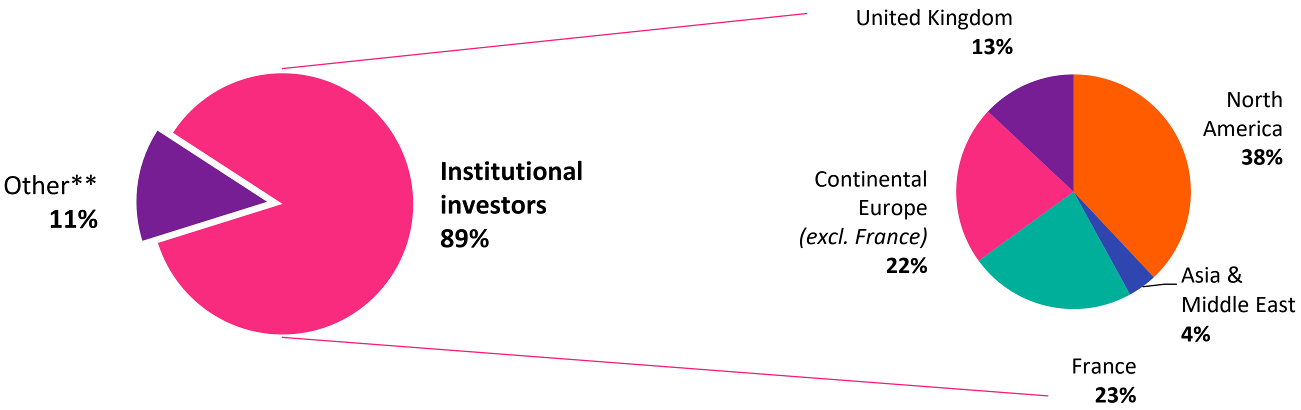
Others

Shareholding structure

International capital ownership*

- Listed on Euronext Paris market – **free float ~100%**
- An **international shareholding** structure reflecting the Group's global footprint



** Other includes	% capital
Daniel Julien	2%
Retail investors, incl. TP's employees	7%
Brokers	2%

Teleperformance shares are traded on the Euronext Paris market, Compartment A, and are eligible for the deferred settlement service. They are included in the following indices: CAC 40, CAC Support Services, STOXX 600, S&P Europe 350 and MSCI Global Standard. In the area of corporate social responsibility, Teleperformance shares are included in the CAC 40 ESG index, the Euronext Vigeo Eurozone 120 index, the FTSE4Good index and the Solactive Europe Corporate Social Responsibility index (formerly Ethibel Sustainability Excellence Europe index).

* As of April 2021

Alternative performance measures

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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.

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.

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

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

Diluted earnings per share (net profit attributable to shareholders 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.

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