




TP strengthens Specialized Services  
through the strategic acquisition of   
Better Together  
ZVRS & Purple Communications

Presentation

November 26, 2024



# 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](http://www.teleperformance.com). Teleperformance undertakes no obligation to publicly update or revise any of these forward-looking statements.



# Agenda

- Highlights & Strategic rationale
- Overview 'ZP Better Together'
- Q&A

*Thomas Mackenbrock*

*Scott Klein*

*All*



# Highlights & Strategic rationale

Thomas Mackenbrock

Deputy CEO

# Introduction

- TP has entered today into a **definitive agreement to acquire 'ZP Better Together' (ZP)**
- ZP is a fast-growing leader in providing **language solutions and technology platforms** to the **deaf and hard of hearing community** in the United States
- It will become part of TP's Specialized Services company **LanguageLine Solutions** and broaden its offering through the addition of critical services
- Further **strengthening LanguageLine Solutions'** position as one of the largest company of its kind in the world



# Highlights

## Key information on ZP Better Together

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- Founded in 2000, headquartered in Austin, Texas
- #2 player in providing language solutions and technology platforms to the deaf and hard-of-hearing community across the United States
- Offering Video Relay Service (VRS), Video Remote Interpreting (VRI), and On-Site Interpreting
- Annual revenue: US\$230m+ (2024E) and double-digit growth rate over the last 7 years (2018-2024E)

## Key transaction and financing data

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- Enterprise Value (EV): US\$490m
- TP EPS<sup>1</sup> expected to be accretive from year 1
- Closing expected in early 2025, subject to customary regulatory approvals
- Full financing through debt
- Expected TP debt leverage ratio below 2x EBITDA at the end of 2024 and 2025
- Meets TP's capital allocation priorities focused on long-term value creation with strong cash returns

<sup>1</sup> Before purchase price allocation

# Strategic rationale

- ✓ **Strengthening Specialized Services** with added-value activities requiring **distinctive expertise**
- ✓ **Enhancement for LanguageLine Solutions** by broadening its services portfolio, technology solutions, and client base, offering additional growth opportunities
- ✓ **ZP as an essential business services company** with **excellent leadership, fantastic community, innovative processes** and **strong culture**
- ✓ **EPS-accretive<sup>1</sup> transaction expected**, focus on value creation and preserving TP's strong balance sheet
- ✓ **Strong values and deep cultural fit**, helping people in their day-to-day lives

<sup>1</sup> Before purchase price allocation



# Overview

**Better Together**  
ZVRS & Purple Communications

Scott Klein

CEO of Specialized Services



# Overview of 'ZP Better Together'

**Mission:** ensuring communications access and societal equity by providing a set of innovative solutions and technology platforms for the deaf and hard of hearing community

## A one-stop-shop for communication access for deaf and hard of hearing

**Video Relay Services (VRS)**



Solution enabling deaf or hard-of-hearing to communicate through ASL<sup>1</sup> agents over video phone calls

**Community interpreting (CI)**



Interpretation services through on-site interpreters

**Video remote interpreting (VRI)**



Communication solution where hearing and deaf are in the same room and interpreter is remote

<sup>1</sup> American Sign Language



# Overview of 'ZP Better Together'

A proprietary technology stack and industry-leading network infrastructure supporting Video Interpretation operations

## SCALABLE



IT infrastructure provides a robust and scalable video platform to support the market share needs

## FLEXIBLE



Standard base, interoperable with custom implementation

## HIGH CAPACITY

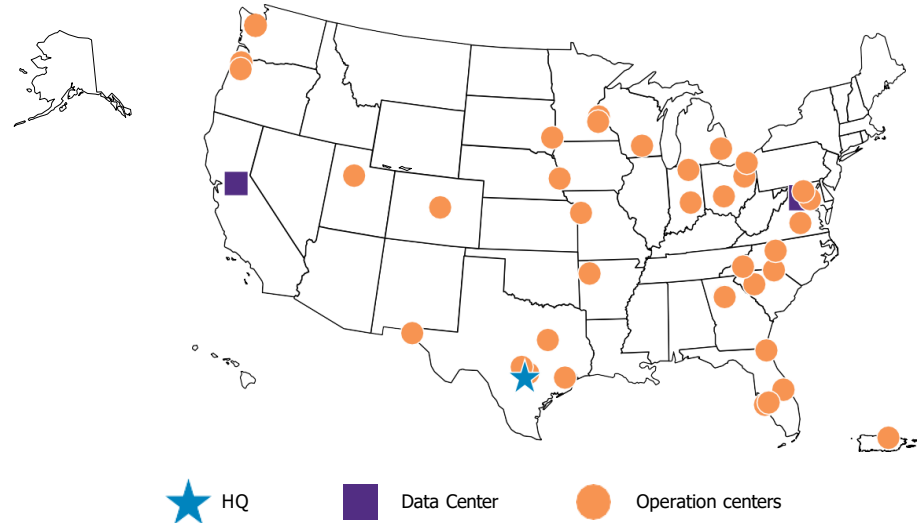


Handles millions of minutes of conversations every month

## NEXTGEN PRODUCTS SUITE



At Home, at Work and On-the-Go solutions





# Key aspects of 'ZP Better Together' platform



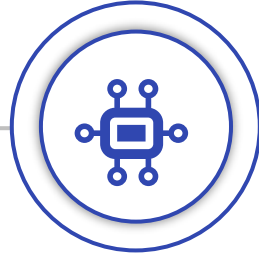
## COMMUNITY

**Dedicated towards the community** with ~55% of the non-interpreter workforce being deaf or hard of hearing



## PROCESSES

**Best-in-class network** and premier technology to provide paramount video call experience



## CAPACITY

**Industry-leading platform** in capacity to support VRS



## ATTRACTIVENESS

**Proven success in hiring, training and retaining best ASL<sup>1</sup> interpreters**

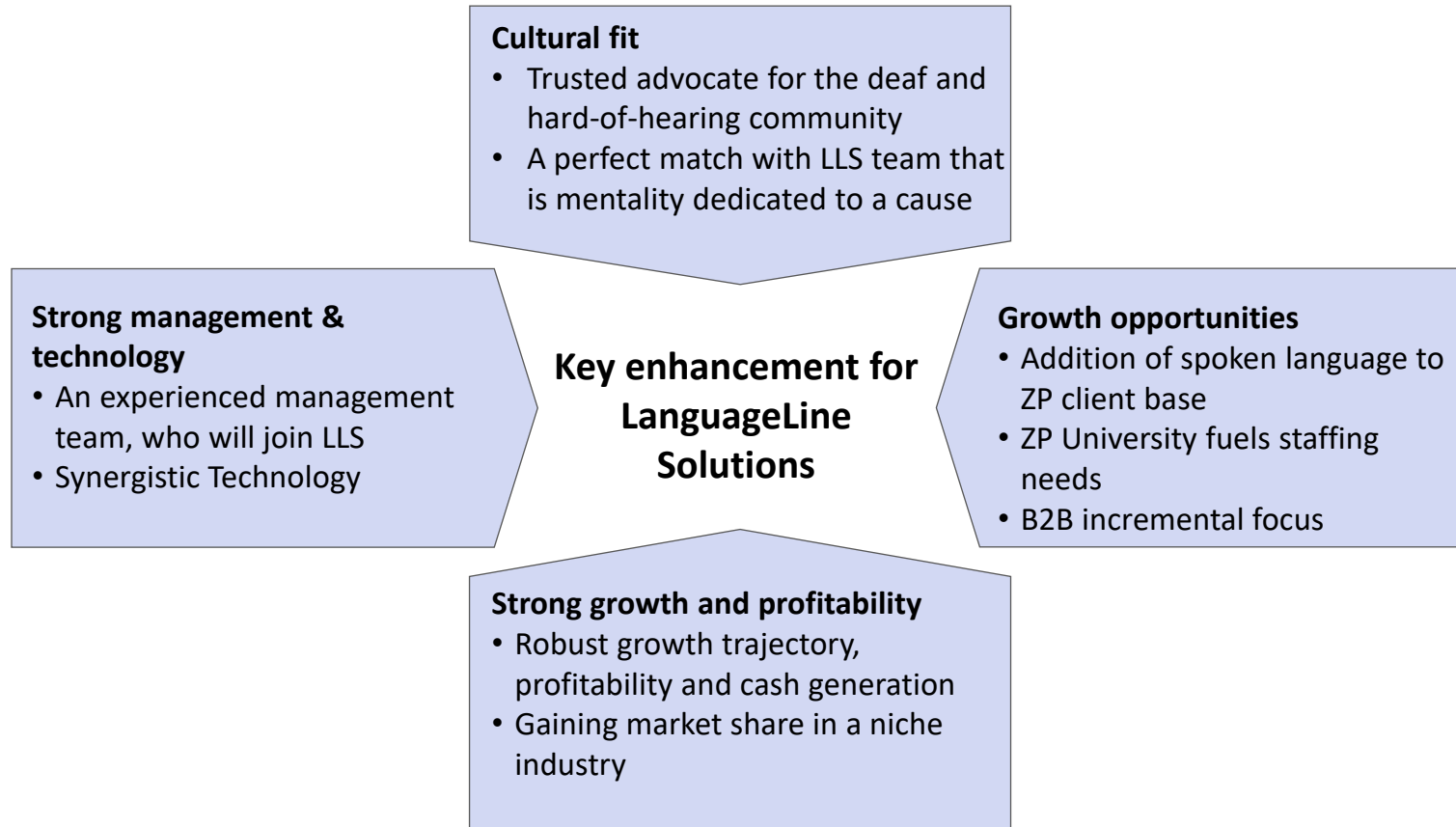


## PROXIMITY

**Strong network infrastructure** with strategically located centers

<sup>1</sup> American Sign Language

# Value proposition





Q&A

