

April 25th, 2019

Re: Response to Business & Human Rights Resource Center about Teleperformance's Vigilance Plan

Dear Danielle and Bobbie,

We appreciate the opportunity to provide our company's perspective on the Syndex report regarding our Vigilance Plan, as we take these matters very seriously.

Teleperformance is committed to respecting Human Rights in every country in which we operate, and we apply the same principles and the same high standards of ethical conduct across all the Teleperformance companies.

Contrary to what is suggested in the Syndex report, operating in countries where Human Rights are particularly at risk does not mean that Teleperformance does not respect Human Rights in those countries. In fact, Teleperformance is considered a highly-respected, valued employer in those countries, making a positive impact on local employment and the local economy and helping improve the lives of people in the countries where we operate. As noted in the Syndex report, Teleperformance has obtained Verego Social Responsibility Standard certification in all our facilities around the world.

Teleperformance has been a signatory to the UN Global Compact since 2011, and we have developed and implemented global policies aligned with the following 10 UNGC principles in all our subsidiaries:

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

These principles are displayed and deployed in the 350 sites of the group, and our site managers are committed to making them a reality.

These principles are also addressed in our framework of global policies, which incorporate the UNGC principles into our day-to-day business operations. We closely monitor the implementation of our global policies and routinely audit their effectiveness.

We have established our Vigilance Plan in full compliance with the law. We originally developed our Vigilance Plan by consulting key stakeholders, primarily internally, and will continue the evolution of our Vigilance Plan by deepening our risk analysis and involving more stakeholders. In that regard, we intend to further develop our Vigilance Plan by partnering with one or more impartial international NGOs.

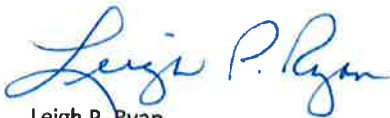
We conducted an exhaustive CSR Risk Mapping, including social, ethical, Human Rights, anti-corruption, and environmental aspects. This risk mapping includes all regions, countries, and job functions across the entire Teleperformance group of companies and across the entire value chain.

In our risk assessment, we identified data security, health & safety, and employee engagement as our main risks. These three areas represent some of our highest strategic priorities, as they are reflective of who we are as a company. We have developed specific policies, programs, controls and initiatives to mitigate and monitor these risks. As further demonstration of the importance of these priorities, our Executive Officers' incentive remuneration is tied to the company's performance in these areas.

To facilitate the reporting of risks, we added to our internal communication channels by launching a Global Ethics Hotline, where internal and external stakeholders can report on any incident (ethics, corruption, fraud, human rights violations, etc.). The Global Ethics Hotline policy, available on our corporate website, details the procedure.

Being a trusted partner and a responsible employer are areas of specific focus and attention for the company. As part of this focus, we recently enlarged our CSR organization articulated around a new CSR director, and will continue to enhance our CSR programs across the group.

Yours very truly,



Leigh P. Ryan
Chief Legal Officer and
Chief Compliance Officer



Clementine Gauthier
Global Director
Corporate Social Responsibility