



Teleperformance Ltd

Statement on Modern Slavery

January 2017

INTRODUCTION

This statement is made pursuant to Section 54, Part 6 of the Modern Slavery Act 2015 and sets out the steps the Company has taken to ensure that slavery and human trafficking is not taking place in any of its' supply chains and to ensure there is transparency in our own business and approach.

Teleperformance is the world's leading provider of outsourced omnichannel customer experience management, contact centre and back office processing solutions.

In the UK, our nationwide network consists of over 20 centres, providing award-winning services for both private and public sector clients.

Our services are tailored to individual commercial requirements and business needs. These include customer service and CRM, customer acquisition, back office processing, debt collection, multilingual services and technical support.

We currently have over 6000 agent seats across our operational sites in the UK located in: Ashby, Bristol, Gateshead and Nottingham in England, Bangor, Newry and Enniskillen in Northern Ireland and Airdrie, Glasgow and Erskine in Scotland. We also have a number of 'in-sourced' operations including Linlithgow, Kilmarnock, Bishopbriggs, Perth, Swindon, Norwich, Newark and Telford.

Further details of the organisation's structure can be found at www.teleperformance.com.

Teleperformance fully supports the aims of the Act and is committed to tackling slavery and human trafficking where it can. We expect the same high standards from all of our contractors and suppliers.

OUR APPROACH

To ensure a zero tolerance approach to modern slavery and human trafficking, and to act ethically in all business relationships, Teleperformance in the UK has set out a number of due diligence controls.

To tackle slavery and human trafficking, we have:

1. Incorporated anti-slavery and human trafficking obligations into contractual agreements with new suppliers on a risk assessed basis;
2. Encouraged all of our suppliers to have their own suitable anti-slavery policies and processes;
3. Instructed all suppliers to complete annual questionnaires on their approach to the modern slavery and human trafficking legislation;
4. Ensured that there are systems in place to encourage the reporting of concerns through our whistle blowing policy;

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- 5. Educated relevant employees to ensure a high level of understanding of the risks of slavery and human trafficking;
- 6. Informed employees the whistle-blowing procedure can be utilised to report any suspected slavery or human trafficking, whilst protecting whistle-blowers; and the Company will:
- 7. Continue to report on its commitments, policy, actions and effectiveness in tackling slavery and human trafficking as part of annual reporting.

Teleperformance does not and will not support or deal with any business knowingly involved in slavery or human trafficking.

REPORTING

Teleperformance UK will report on the steps taken to combat slavery and human trafficking at the end of each financial year and this will include information about:

- 1. The business and its supply chains;
- 2. The due diligence processes in sourcing suppliers, in annual checks of existing suppliers and during the course of any mergers or acquisitions;
- 3. The steps taken to manage the risks in both the business and the supply chain;
- 4. The provision of training to ensure that employees have the appropriate knowledge and skills required to fulfil their obligations; and
- 5. An evaluation of the effectiveness of ensuring that slavery and human trafficking is not taking place in any part of the business or supply chains.

This policy statement will be reviewed annually and published.

SIGNED:

DATE:

24th January 2017

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