

TLScontakt Environmental Responsibility Policy

TLScontakt has a Global Corporate Social Responsibility committee which is responsible for creating and overseeing its worldwide social responsibility strategy. This includes developing policies and ensuring compliance with Teleperformance and the UN Global Compact principles, to which we have been a signatory since 2011.

Our Corporate Social Responsibility strategy includes our approach to environmental protection. This approach is centred around our Citizen of the Planet initiative which tracks, manages, and promotes green practices in an effort to reduce our impact on the environment. We also monitor, record, and report the environmental impact of our operations in line with our responsibilities as a signatory of the UN Global Compact.

To minimise the environmental impact of our activities we:

- Encourage work from home initiatives for non-operations employees and conduct online meetings whenever possible to reduce carbon emissions associated with travel to the workplace.
- Promote best practices in energy usage, water and paper consumption, recycling, and donation of used equipment, etc.
- Participate in local initiatives to support environmental engagement activities (Citizen of the Planet initiative) and raise environmental awareness among employees.
- Aim to procure ethically (and locally whenever possible), ensuring that those within our supply chain act responsibly towards the environment they operate in.
- Consider energy & environmental building certifications (such as LEED and BREEAM) as part of the selection process for our premises.

Our leadership is committed to integrating our Corporate Social Responsibility principles in our core business functions.

Currently:

- 44% of our suppliers have ISO 14001 certification;
- 35% of our locations are LEED (or equivalent) certified;
- 44% of our locations have electricity consumption reduction programmes in place; and
- 50% of our locations have paper consumption reduction programmes in place.

In addition:

- We monitor our carbon footprint and gather data about our energy use (water, paper, air travel and fuel consumption). As part of the Teleperformance Group we engage in activities aimed at monitoring and measuring the impact of our business operations on the environment we operate in and taking steps to reduce our carbon footprint. For example:

- In 2016, we introduced scanning of supporting documents for visa applications, to help move the visa application process away from a purely paper-based system. Since that time, over 242 million pages of supporting documentation have been submitted digitally, instead of being printed. This has resulted in an estimated saving of 943 tons of carbon.

- We have moved to digital transmission of CCTV data from our Visa Application Centres to our government clients, instead of shipping data on DVDs. This has allowed a 75% decrease in annual physical shipments of CCTV data, from 260 to 52 at each site.

- We host our IT systems in best-in-class, energy-efficient, low carbon data centre infrastructure backed up by renewable energy generation. The aim of our data hosting provider is to achieve 100% renewable energy powering its data centres by 2040.

- We provide guidance, visual reminders and promote environmental awareness among our employees to minimise unnecessary water use and reduce wastage.

- We take measures aimed at reducing the impact of components and parts of end-of-life electronics and IT equipment by cooperating with certified waste management companies to collect and dispose appropriately of our e-waste. We also donate unused equipment whenever possible.

- Our new sites include separate waste collection, e-waste management, sustainability certifications, installed water saving devices, and installed energy saving sensors.

Our company strategy is to raise environmental awareness amongst our staff and ensure that we continue to reduce the environmental impact of our activities. We will continue to monitor activity whilst leveraging on best practices and industry developments to ensure that we remain at the forefront of environmental sustainability.