

TLScontakt Carbon Reduction Plan

Commitment to achieving Net Zero

TLScontakt, a wholly owned entity of Teleperformance SE, is committed to achieving Net Zero emissions by 2040, ten years ahead of the Paris Agreement.

Baseline Emissions Footprint

Baseline emissions are a record of the Greenhouse Gases (GHG) that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

Baseline Year: 2019 (01/10/2018 to 30/09/2019)	
Additional Details relating to the Baseline Emissions calculations.	
<p>TLScontakt manages visa and consular services for government clients around the world. TLScontakt's environmental reporting period begins on 01 October and ends on 30 September the following year, in line with internal reporting requirements of Teleperformance SE. Therefore, the Baseline emissions cover the period from 01 October 2018 to 30 September 2019. This is also the baseline year of Teleperformance SE for its adopted and validated Science-Based Targets (SBT), which have been audited by KPMG and reported in the 2022 Universal Registration Document (regulatory annual report) – see document p.148ff.</p> <p>As part of these SBT, Teleperformance SE, including TLScontakt, has committed to reduce its Scope 1 and 2 Green House Gas (GHG) emissions by 49% per FTE against the 2019 baseline by 2026, as well as to reduce its Scope 3 GHG emissions by 38% per FTE over the same period.</p> <p>Any reference and mention of Teleperformance SE in this document also directly refer to TLScontakt, which is a fully owned subsidiary of Teleperformance SE.</p>	
Baseline year emissions – TLScontakt: 01 October 2018 to 30 September 2019	
EMISSIONS	TOTAL (tCO2e) per FTE (and Absolute Value - AV)
Scope 1 + 2	2.68 tCO2e / FTE (AV: 4,284 tCO2e) Of which: Scope 1 = 0.51 tCO2e / FTE (AV: 785 tCO2e) Scope 2 = 2.18 tCO2e / FTE (AV: 3,499 tCO2e)

Scope 3	5.06 tCO2e / FTE (AV: 7,992 tCO2e) Of which: Business Air Travel: 0.60 tCO2e / FTE (AV: 968 tCO2e) Employee Commuting: 0.70 tCO2e / FTE (AV: 985 tCO2e) Purchased Goods and Services: 3.76 tCO2e / FTE (AV: 6,039 tCO2e)
Total Emissions 7.74 tCO2e / FTE (AV: 12,276 tCO2e)	

Emissions Reduction Targets

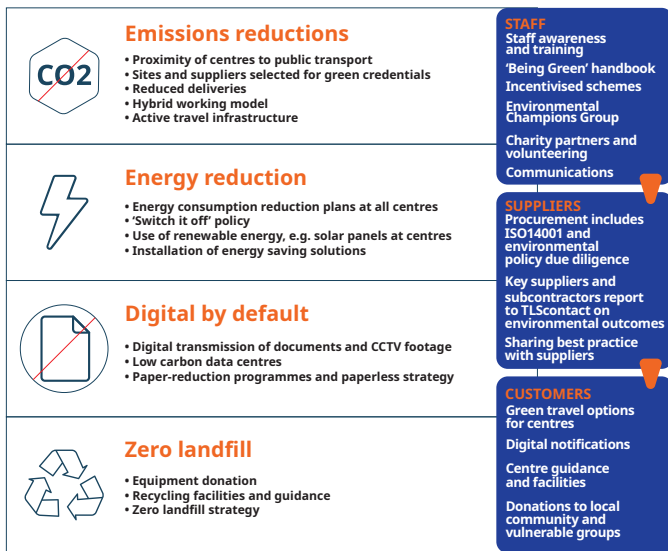
Teleperformance SE has set a global carbon ambition to be Net Zero in financial year 2040 with Science-Based Targets (SBT) set at a global level. Regional targets are now in place across all Teleperformance SE Group companies, including TLScontakt, to deliver on the global ambition.

Teleperformance SE, including all its operating entities has adopted SBT. As such, it has committed to reducing its Scope 1 and 2 GHG emissions by 49% per FTE from a 2019 baseline by 2026, and to reducing its Scope 3 emissions from Purchased Goods and Services, Employee Commuting, and Air Travel by 38% per FTE between 2019 baseline and 2026. Teleperformance SE is the first BPO company which joined the Climate Pledge and as such committed to Net Zero by 2040.

TLScontakt has in place a solid Corporate Social Responsibility (CSR) team to help implementing an Environmental Responsibility Strategy for the company globally. Building on the Group's targets and guidelines, TLScontakt commenced full implementation of its Environmental Responsibility Strategy at the beginning of calendar year 2023.

TLScontakt Environmental Responsibility Strategy and Approach

TLScontakt's **Environmental Responsibility Strategy** consists of 4 main pillars revolving around: Emissions Reduction, Energy Reduction, Digital by Default, Zero Landfill. Each pillar covers a specific focus and entails specific activities against which TLScontakt reports regularly. The 4 pillars are underpinned by 3 focus areas where TLScontakt involves 3 main stakeholders in the strategy delivery: its staff, suppliers, and visa applicants



The Environmental Responsibility Strategy Approach, in line with applicable relevant laws and regulations, consists of 5 main areas of focus, such as:

- 1) Commit:** where TLScontact sets out Science-Based Targets (SBT) in line with Group requirements.
- 2) Monitor and Report:** against its SBT and adjusts its activities based on evidence gathered through regular reporting and audits. The Scopes of reporting revolve around 3 main pillars, as per applicable law:

Scope 1:

Vehicle & Generator Fuel and Refrigerants (if directly owned).

Scope 2:

Electricity.

Scope 3:

E-Waste, Paper, Air Travel, Third Party Vehicles/Fuel, Employee Commuting, Purchased Goods and Services.

- 3) Reduce:** As part of its continuous improvement approach, TLScontact integrates environmental standards across all departments, in its company outputs and workstreams, implementing innovative energy efficient solutions across its premises and processes.

- 4) Restore:** TLScontact, in order to offset its carbon emissions and to support global reforestation, has joined the Teleperformance SE Group efforts in its partnership with One Tree Planted. Every penny donated contributes to plant a tree: "Only together we can make an Impact!".



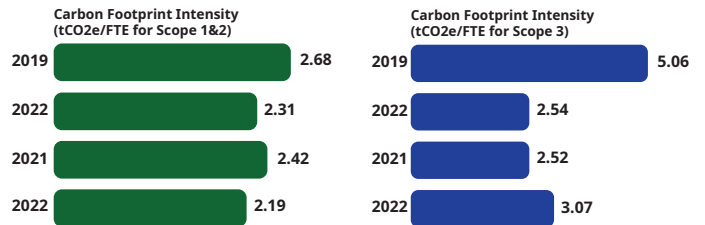
Measuring outcomes

We have calculated our carbon footprint (total carbon dioxide and methane emissions, measured as carbon dioxide equivalent (CO2) and put in place a tangible Carbon Reduction Plan.

Progress against TLScontact Environmental Responsibility Strategy

TLScontact is already making progress towards achieving the committed GHG emission reduction targets, which is in alignment with the Net Zero commitment by 2040.

The left graph below illustrates our progress as of 2022, where total **Scope 1 and 2** emissions per FTE **decreased by 18.3%** against the baseline year to 2.19tCO2e.

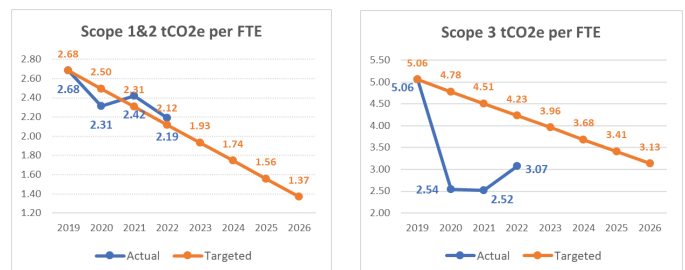


Scope 3 emissions per FTE over the same period, as depicted in the right graph, have **decreased by 39.3%** to 3.07tCO2e; out of which Air Travel and Employee Commuting have seen the strongest decrease, with 68% and 62% respectively.

From 2019 to 2021 it can be noted a gradual decrease of **Scope 3** emissions, which were mainly due to Covid restrictions and partial temporary closure of some sites in certain regions.

In 2022, an increase in **Scope 3** emissions – particularly from Air Travel – can be seen, which was expected after Covid restrictions were lifted on a large scale globally. During this period the same also applies to emissions from Employee Commuting and Purchased Goods and Services, which have seen an increase due to TLScontact business activities resuming to "normal" levels, and some staff returning to the office to work.

The following two graphs depict the Actual versus Targeted Emission Reductions for TLScontact from baseline year until 2026 for Scopes 1 & 2 and Scope 3.



Regarding **Scope 1 and 2 emissions** in the graph above, the Actual data is consistent and closely aligned with our anticipated year-on-year reduction targets. A temporary increase from 2020 to 2021 can be attributed to the easing of Covid related restrictions, allowing TLScontact's face-to-face business activities to resume to an extent. From 2021 to 2022, **Scope 1** emissions per FTE continue to decrease again (-9.4%).

With regards to **Scope 3**, the sharp actual reduction against our targeted reductions in 2020 and 2021 can be partially attributed to the impact of globally imposed Covid restrictions on travel and commuting. With the gradual, large-scale lifting of these restrictions globally in the second half of 2021, TLScontact business activities resumed to more “normal” levels and some staff returned to the office to work. This led to the increase in emissions per FTE from 2021 to 2022, as can be seen in the graph above. Nevertheless, despite this increase, our Actuals are still comfortably below our Targeted Emission Reductions, and well on track to achieve TLScontact’s committed reduction target of 38% by 2026 from the baseline year 2019.

Carbon Reduction Projects

TLScontact aims to achieve its newly announced Net Zero targets by, inter alia, the following actions and approaches:

1. Public commitment to achieve **Net Zero** in financial year 2040.

2. **Transparency**: constant monitoring and reporting. Implementation of Corporate Social Responsibility Reporting Dashboard to follow-up on the progress vs targets. Providing TLScontact teams with tools that enable them to calculate, then work to reduce the carbon emissions when carrying out client work.

3. Reducing office electricity usage and procuring, wherever available, **Renewable Energy** for our remaining needs. This is in line with the TLScontact target to increase Renewable Energy usage, where available, by 30% by 2026. To note that as of 2023, TLScontact increased its Renewable Energy use in the European Region **by 33%** compared to the baseline year 2019.

4. TLScontact is committed to implement **energy efficiency measures** in its premises and processes, through awareness campaigns and education opportunities via dedicated environmental training. Aligned with the Group’s best practices, TLScontact has produced “Being Green Essentials” guidelines to help all employees to implement environmental best practices in their daily work.

5. TLScontact’s **Environmental Sustainability Guidelines** include global premises standards which comply with LEED (Leadership in Energy and Environmental Design) standards and favour green buildings wherever possible. Environmental infrastructural improvements are integrated into the selection criteria and refurbishment for new facilities.

6. TLScontact is implementing **energy monitoring devices** across its premises to ensure a responsible use of energy and monitor consumption and costs.

7. Investing in services and solutions that help TLScontact clients profitably decarbonise their businesses and provide **innovative solutions** to other sustainability challenges and opportunities such as work-from-home solutions and moving to more digitalised internal processes and external services. A dedicated TLScontact **Paper Reduction Procedure** is in place to encourage the digitalisation of internal processes and reduction of paper consumption and related costs.

8. Engagement with key stakeholders (employees, clients, suppliers) to raise awareness and action for climate change. TLScontact is committed to cascade environmental standards to all vendors through its new **digital vendor and contract management platform**, which manages suppliers from a compliance and a legal perspective, with integrated targets when it comes to environmental processes and objectives.

9. Using **nature-based solutions** and carbon-reduction technologies to offset more carbon than TLScontact emits from the atmosphere each year. In January 2023, a global partnership was signed by Teleperformance SE with One Tree Planted. Under the terms of this partnership, Teleperformance commits to planting 500K trees across five world regions. TLScontact has joined this initiative.

10. Through TLScontact’s new **Corporate Social Responsibility Policy**, the company is committed to engage with its employees, vendors, and clients also through awareness and volunteering initiatives globally. Through the Teleperformance SE initiative Citizen of the Planet (COTP) TLScontact allows its employees to engage with local charities to contribute to the development of local environmental community projects.

TLScontact’s Environmental Responsibility Strategy will continue to align with these key actions.

Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans. Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the Teleperformance and TLScontact Reporting Protocol corporate standard and uses the appropriate Government emission conversion factors for greenhouse gas company reporting¹.

This Carbon Reduction Plan has been signed off by the TLScontact Executive Team.

Publication date: 11th August 2023

1. <https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>