

Commitment to achieving Net Zero

TLScontact, a wholly owned entity of TP SE (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 (01/01/2019 to 31/12/2019)	
Additional Details relating to the Baseline Emissions calculations.	
<p>TLScontact manages visa and consular services for government clients around the world.</p> <p>In 2024, TP set new GHG emission reduction targets approved by the Science-Based Targets initiative (SBTi). The carbon reduction targets for Scope 1 and 2 are compatible with the scenario of limiting global warming to 1.5°C.</p> <p>TP, including TLScontact, is committed to reducing Scope 1 and Scope 2 emissions by 56.7% by 2030, compared to the 2019 baseline, and reducing Scope 3 emissions by 27.5% over the same period, both in absolute terms. Thanks to this commitment, TP is moving towards measures that aim to make it more resilient and better prepared for a carbon-constrained world.</p> <p>To ensure the consistency of the greenhouse gas (GHG) emission reduction targets, the Group carried out an inventory covering all Scope 1, 2 and 3 emissions within the minimum limits of the GHG Protocol, without exclusion. This inventory was verified by the SBTi. TP is assessing the impact of climate change scenarios on its business plans and potential decarbonization pathways.</p> <p>Any reference and mention of TP SE in this document also directly refer to TLScontact, which is a fully owned subsidiary of TP SE.</p>	
Baseline year emissions – TLScontact: 01 January 2019 to 31 December 2019	
EMISSIONS	TOTAL tCO2e (Absolute Value - AV)
Scope 1 + 2	3,764 tCO2e
Scope 3	1,346 tCO2e
Total Emissions 5,110 tCO2e	

Emissions Reduction Targets

TP 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 TP SE Group companies, including TLScontact, to deliver on the global ambition.

TP SE, including all its operating entities has committed to reducing Scope 1 and Scope 2 emissions by 56.7% between 2019 and 2030, and to reducing Scope 3 emissions by 27.5% over the same period, both in absolute terms.

The Group’s Scope 1 and Scope 2 GHG emission reduction targets are compatible with the 1.5°C trajectory validated by the SBTi, in line with the cross-sector reduction trajectory. The Group has committed to reducing Scope 1 and Scope 2 emissions by 56.7% between 2019 and 2030, and to reducing Scope 3 emissions by 27.5% over the same period, both in absolute terms.





TP was also one of the first companies to join the Climate Pledge, a collaborative initiative of over 400 companies identifying and sharing best practices to reduce their emissions throughout the value chain and implementing decarbonization strategies.

TLScontact 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, TLScontact commenced full implementation of its Environmental Responsibility Strategy at the beginning of calendar year 2023.

TLScontact Environmental Responsibility Strategy and Approach

TLScontact’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 TLScontact reports regularly. The 4 pillars are underpinned by 3 focus areas where TLScontact involves 3 main stakeholders in the strategy delivery: its staff, suppliers, and visa applicants

 <p>Emissions reductions</p> <ul style="list-style-type: none"> • Proximity of centres to public transport • Sites and suppliers selected for green credentials • Reduced deliveries • Hybrid working model • Active travel infrastructure 	<p>STAFF Staff awareness and training 'Being Green' handbook Incentivised schemes Environmental Champions Group Charity partners and volunteering Communications</p>
 <p>Energy reduction</p> <ul style="list-style-type: none"> • Energy consumption reduction plans at all centres • 'Switch it off' policy • Use of renewable energy, e.g. solar panels at centres • Installation of energy saving solutions 	<p>SUPPLIERS Procurement includes ISO14001 and environmental policy due diligence Key suppliers and subcontractors report to TLScontact on environmental outcomes Sharing best practice with suppliers</p>
 <p>Digital by default</p> <ul style="list-style-type: none"> • Digital transmission of documents and CCTV footage • Low carbon data centres • Paper-reduction programmes and paperless strategy 	<p>CUSTOMERS Green travel options for centres Digital notifications Centre guidance and facilities Donations to local community and vulnerable groups</p>
 <p>Zero landfill</p> <ul style="list-style-type: none"> • Equipment donation • Recycling facilities and guidance • Zero landfill strategy 	

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!".

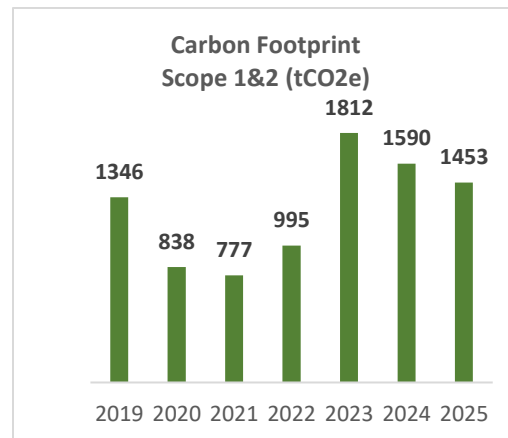


Measuring outcomes

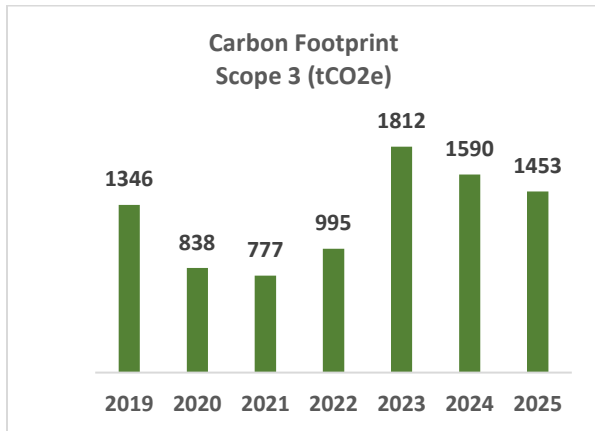
We have calculated our carbon footprint (total carbon dioxide and methane emissions, measured as carbon dioxide equivalent (CO₂) and put in place a tangible Carbon Reduction Plan.

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 graph below illustrates our progress as of 2025, where total Scope 1 and 2 emissions **decreased by 19.8%** against the baseline year to 3,017 tCO₂e.

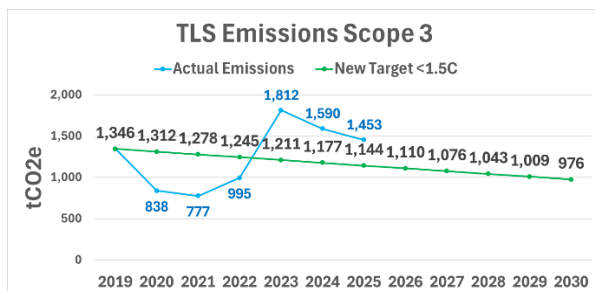
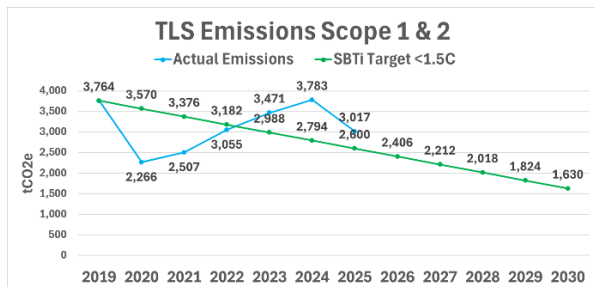


Scope 3 emissions the same period, as depicted in the graph below, have increased by 7.9% to 1,453 tCO₂e; A downward trend has been observed since 2024, a decrease of 8,6% in 2025 compared to 2024.



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.

The following two graphs depict the Actual versus Targeted Emission Reductions for TLScontact from baseline year until 2025 for Scopes 1 & 2 and Scope 3.



Between 2024 and 2025, significant reductions were achieved, with electricity consumption decreasing by 18.4%, fuel consumption by 40.7%, and air travel by 14.3%.

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.
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. TP'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.

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 **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 TTP 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 TP and TLScontact Reporting Protocol corporate standard and uses the appropriate Government emission conversion factors for greenhouse gas company reporting.

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

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