



Teleperformance Company Presentation

August 2020

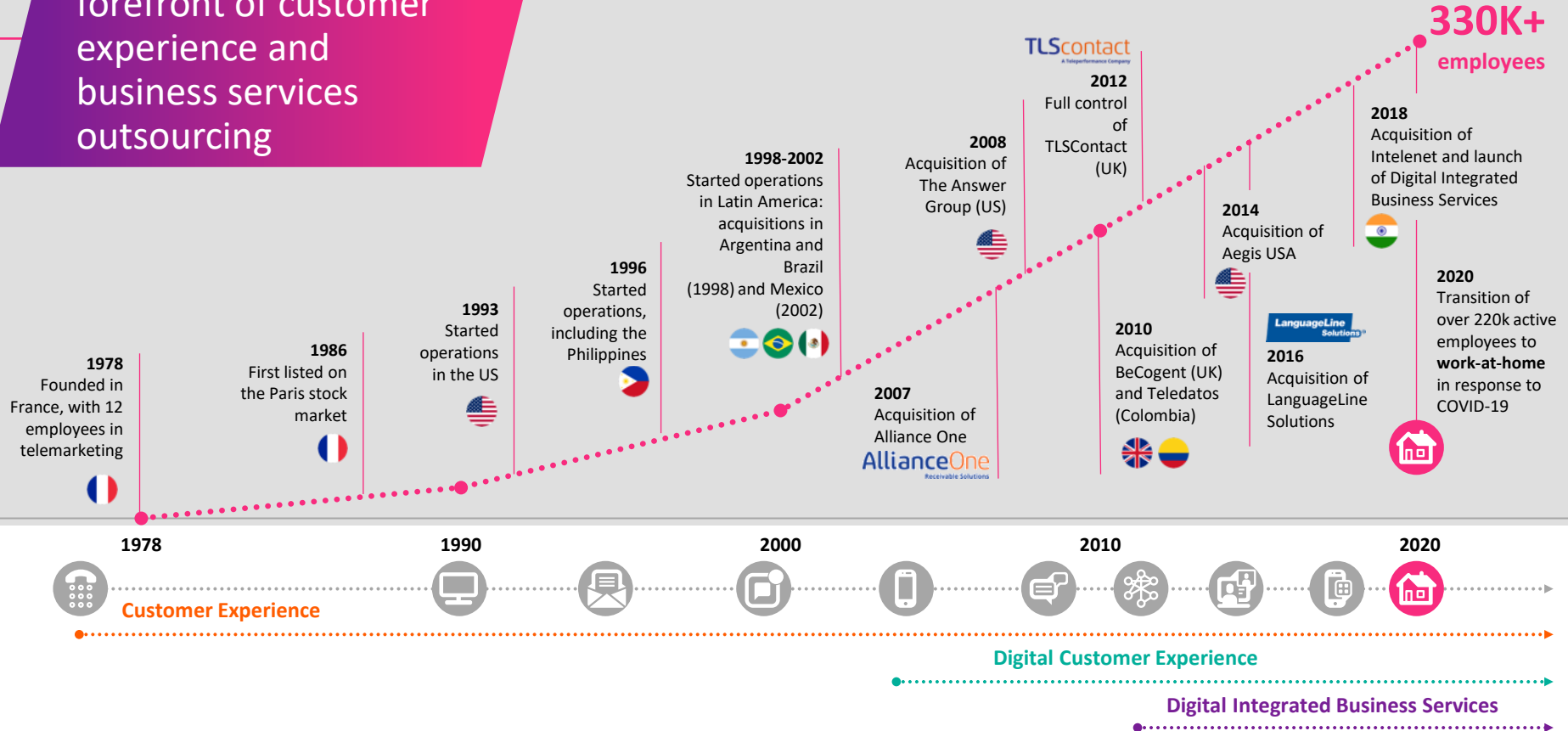


Company structure with a focus on the client, innovation, and efficiency

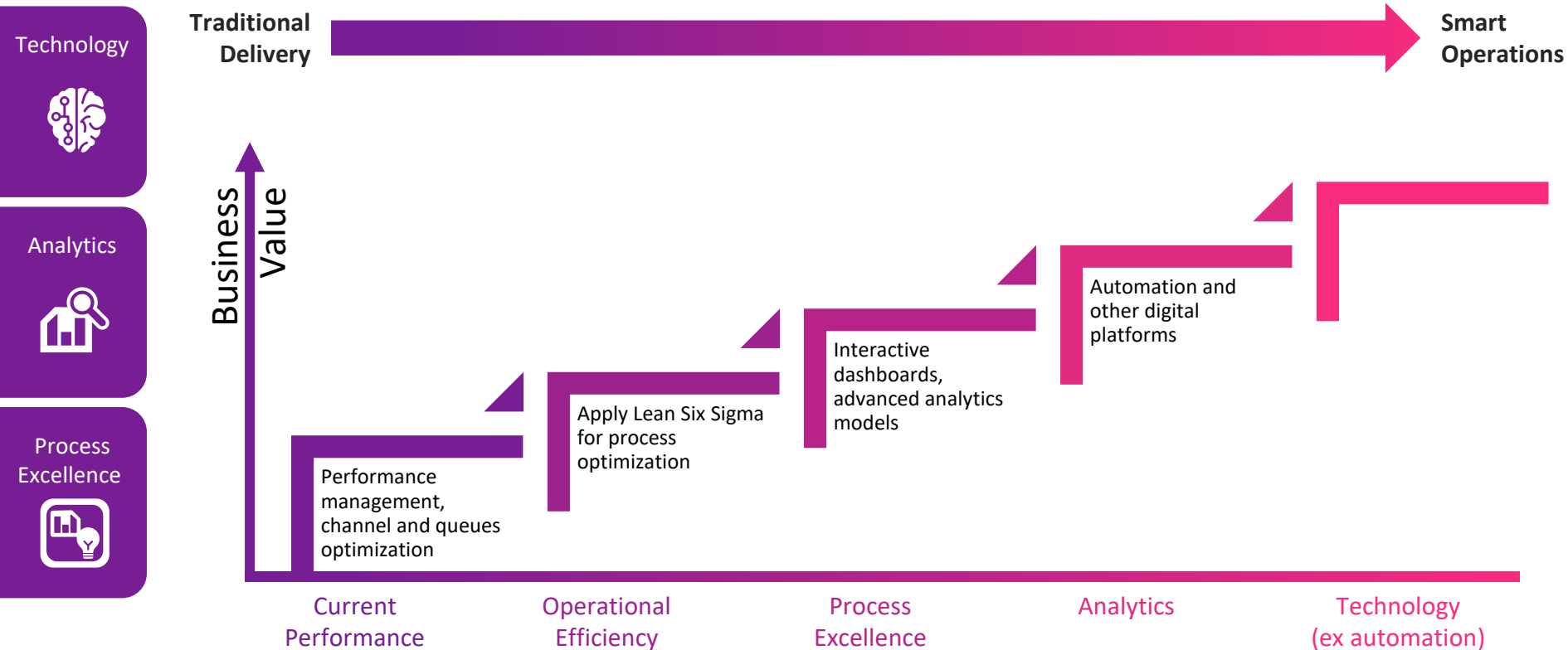


Teleperformance is a global, multicultural leader in Customer Experience Outsourcing and Digital Integrated Business Services with a presence in 80 countries.

Over 40 years in the
forefront of customer
experience and
business services
outsourcing



Business-led and market-driven digital transformation improves business outcomes.



Teleperformance



TP has the largest geographic footprint in the industry.

We can serve you anytime, anywhere.

We are a team of

330K+

people

We provide
services in

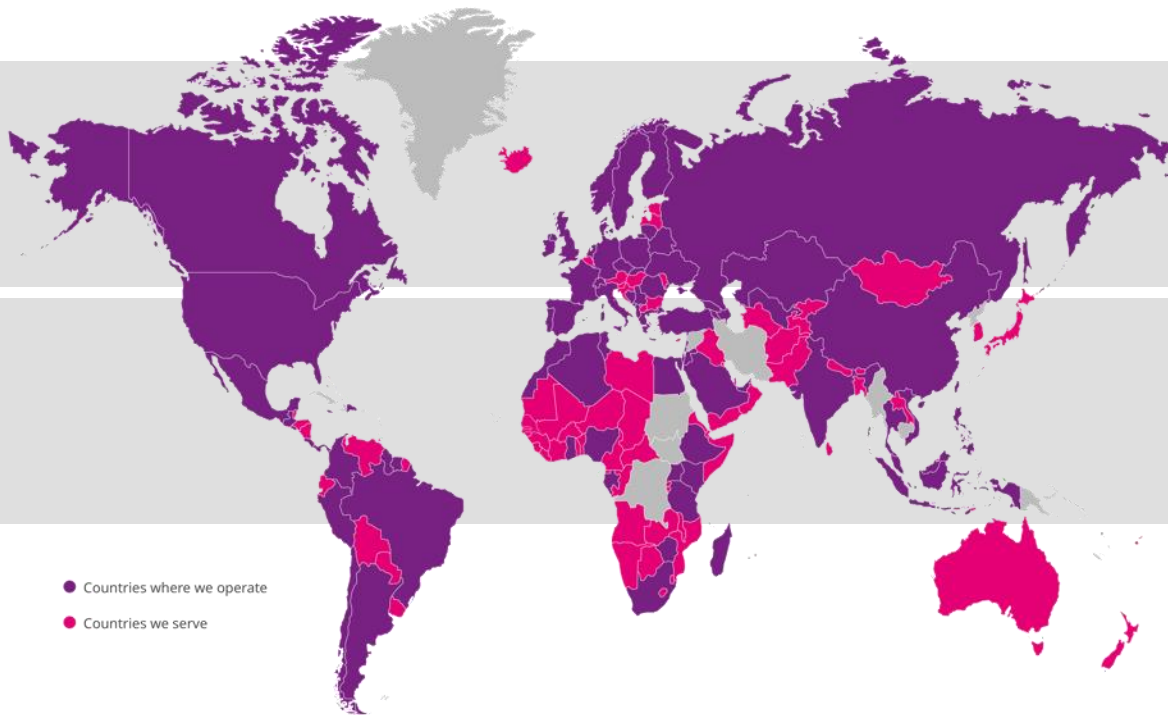
265

languages and
dialects

We have

460+

facilities



With

200K+

work-at-home agents

We are
present in

80

countries

We serve

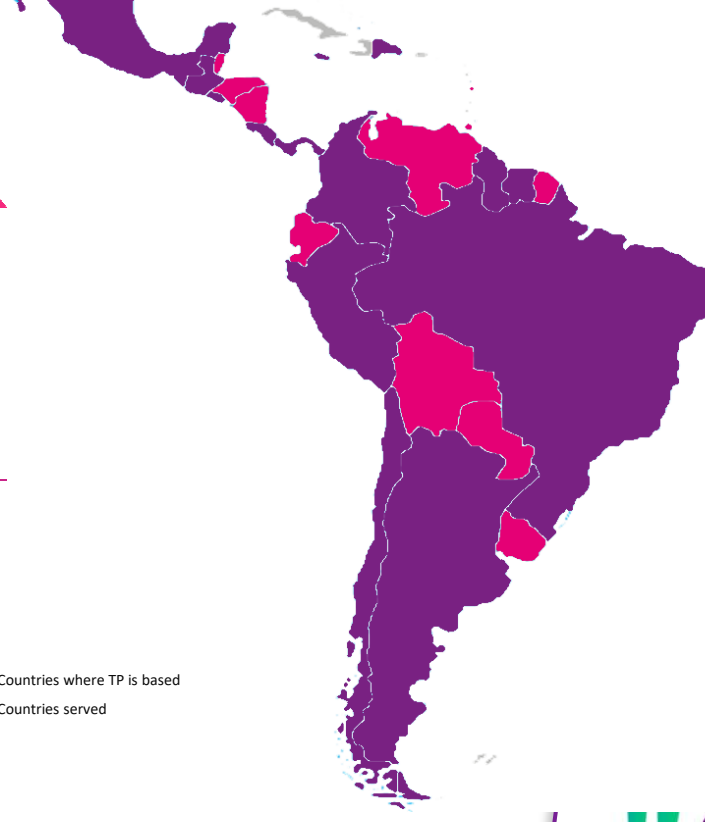
170+

markets

In Brazil we have more than **21 years** of experience

TP Brazil has been building a client portfolio in several economic business such as financial, insurance, technological, start ups, among others.

- Countries where TP is based
- Countries served



Foundation

1998

Clients

+50

Campus in
SP e RN


15

People

+23K

A diversified portfolio addresses the operation and transformation needs of any company, of any size, in any industry.

56% of Forbes
World's Most
Valuable Brands
are TP clients


**Customer
Experience
Services**


**Back-Office
Services**


**Knowledge
Services**

Customer
Care

Sales

Technical
Support

Accounts
Receivable

Social
Media

Content
Moderation

Industry-Specific
Services

Finance &
Accounting

HR Services

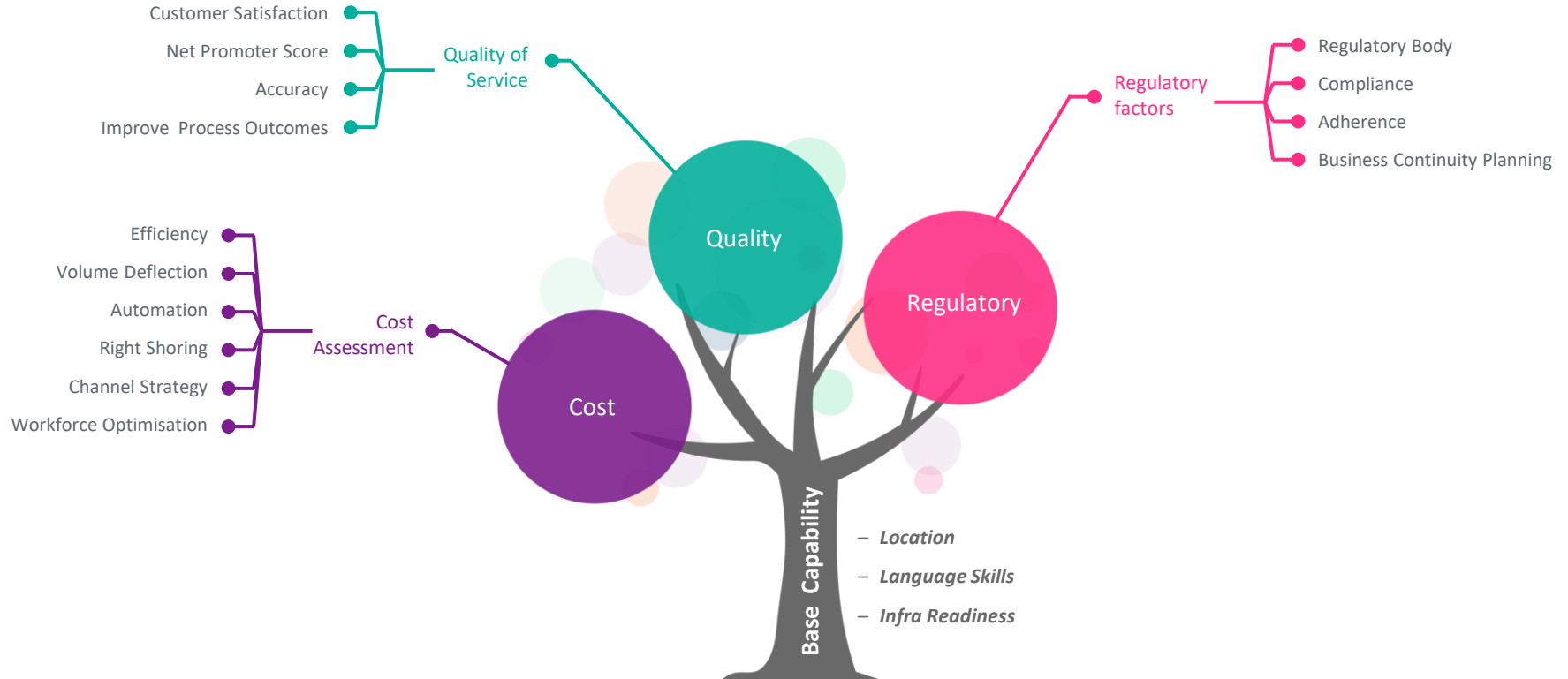
Logistics services

Consulting
Services

Advanced
Analytics

Intelligent Digital
Automation and
Transformation

Key Transformation Themes



During the global crisis, TP teams around the world adapted quickly, rapidly moving over 220,000 active employees to a work-at-home model.

The work-at-home solution protected employees and preserved client operations.

+220K

Work-at-Home
headcount

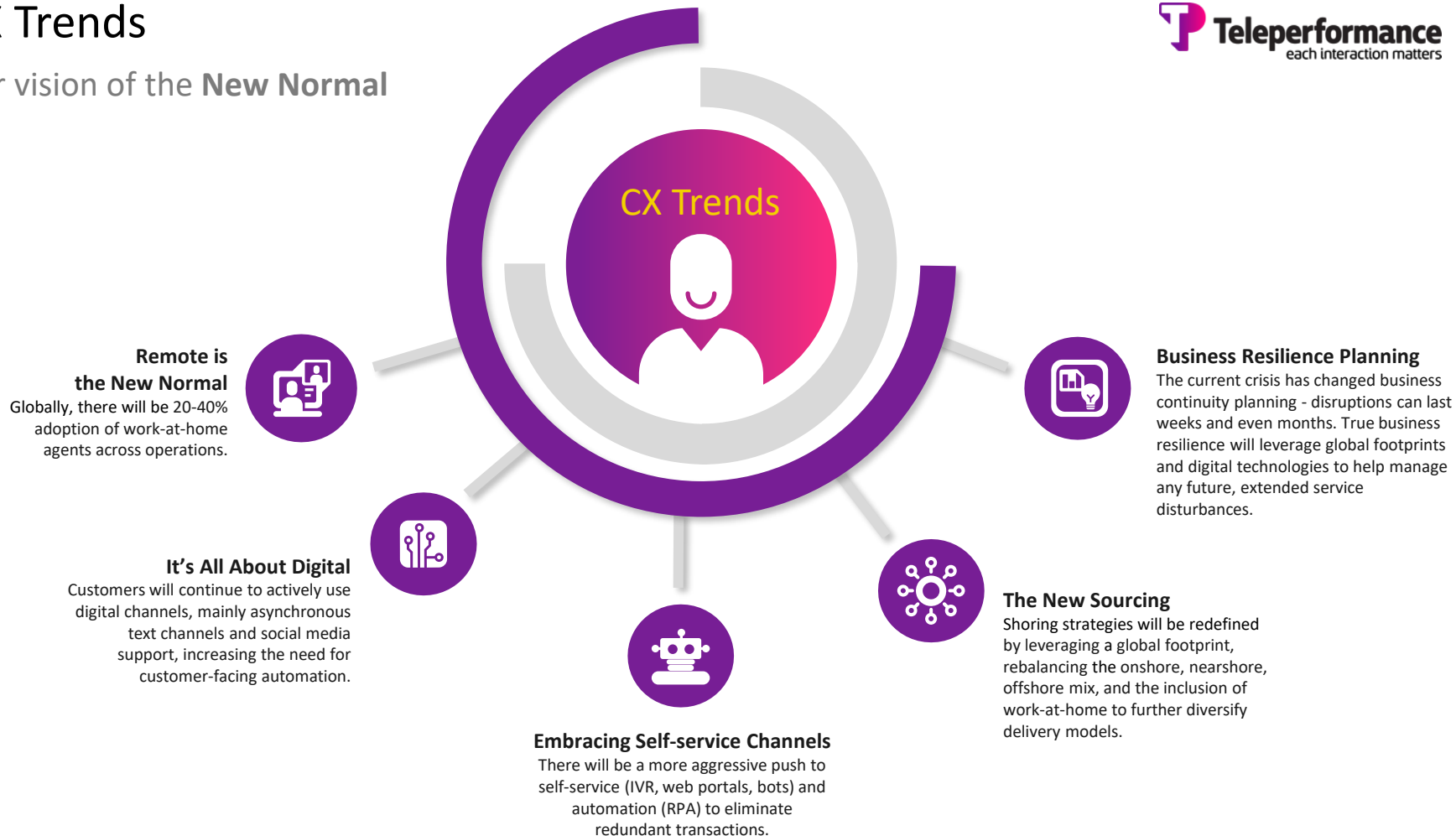
8,9K



Two month timeframe

CX Trends

Our vision of the New Normal



One thing is clear



For Companies



And Employees

Work-at-Home is here to stay

Teleperformance Cloud Campus is the model for delivering customer experience by remote and socially involved teams.

It was designed from scratch to offer a **socially rich working** environment for remote interaction experts.

And to provide a comprehensive, **remote talent management capabilities** including:

- Talent Acquisition
- Learning
- Working
- Feedback
- Coaching
- And yes - **Personal Development!**



Physical distance does not mean socially distant

Thanks!

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