

# Teleperformance Greece

## *Where Diversity makes the Difference*

September 25, 2020



# TP Greece

## In brief



Founded in

**1989**



Has

**8**

Multilingual Hubs



with

**11.650+**

Agent workstations



A total of

**9.300+**

Employees



of which

**8.100+**

are Agents



Serving

**140+**

markets



in

**40**

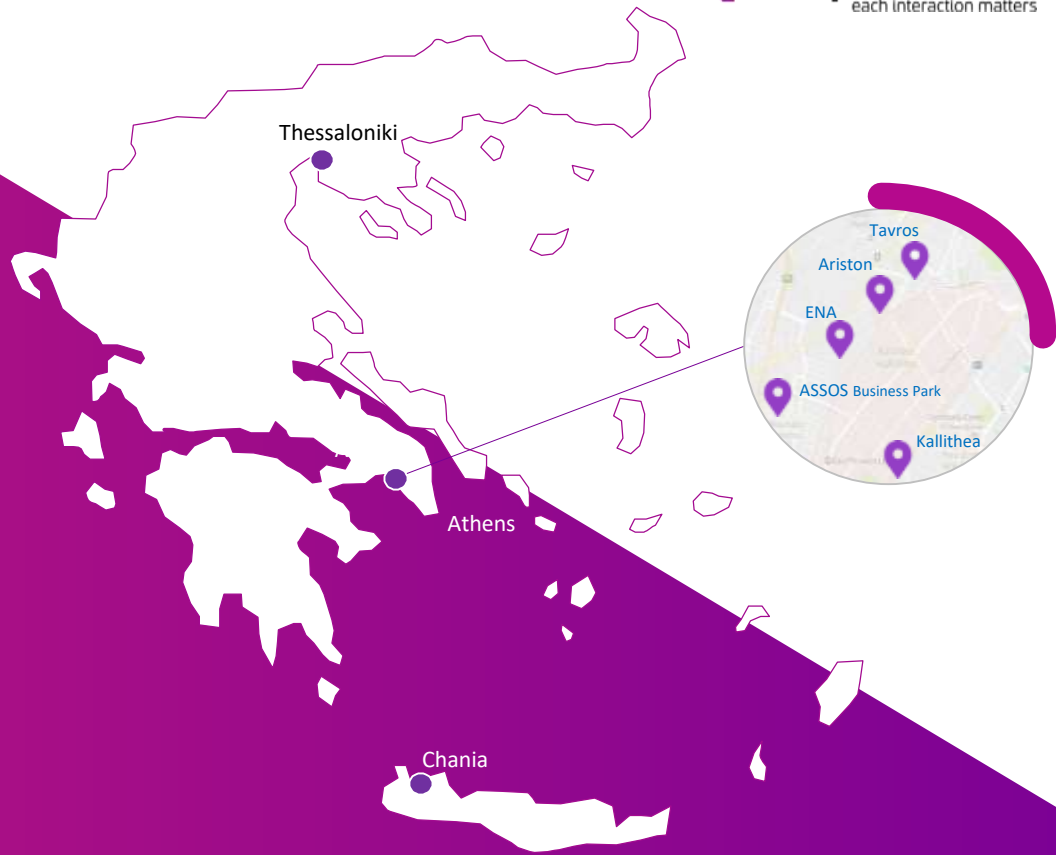
Languages & dialects



and handling over

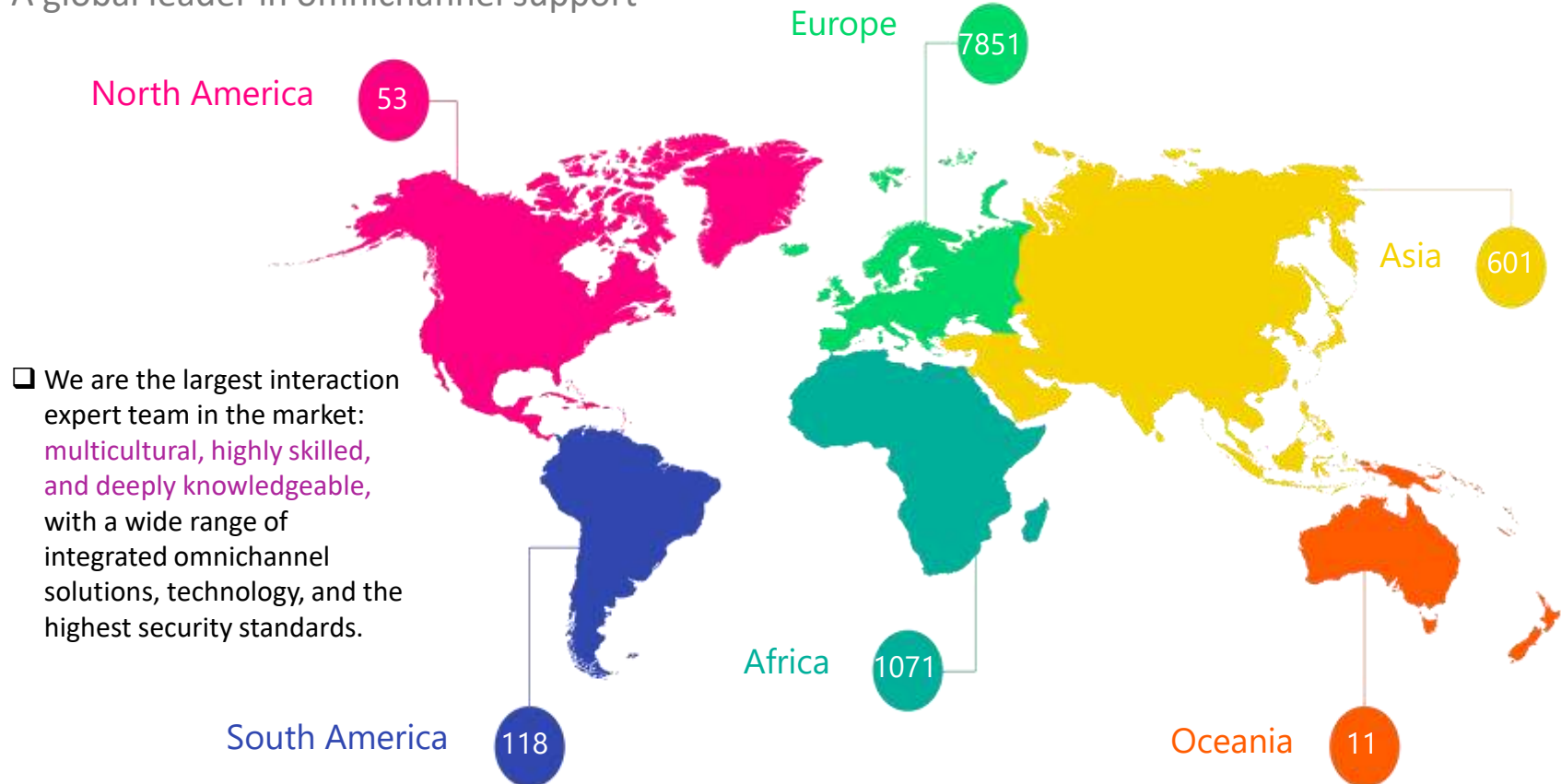
**145 mil.**

interactions annually



# Teleperformance Greece

A global leader in omnichannel support



- We are the largest interaction expert team in the market: **multicultural, highly skilled, and deeply knowledgeable**, with a wide range of integrated omnichannel solutions, technology, and the highest security standards.

# Teleperformance Greece

Our mission and values



## Our Genetic

**Cosmos**  
Integrity  
I say what I do,  
I do what I say.



**Earth**  
Respect  
I treat others  
with kindness  
and empathy.



**Metal**  
Professionalism  
I do things right the  
very first time.



**Air**  
Innovation  
I create and  
improve.



**Fire**  
Commitment  
I'm passionate and  
engaged.



## OUR MISSION:

At Teleperformance, we deliver an outstanding customer experience at every single opportunity as a result of our commitment, passion, and dedication to excellence. In so doing, we create opportunities and value for employees, clients, customers, communities, and shareholders.



# Teleperformance Greece

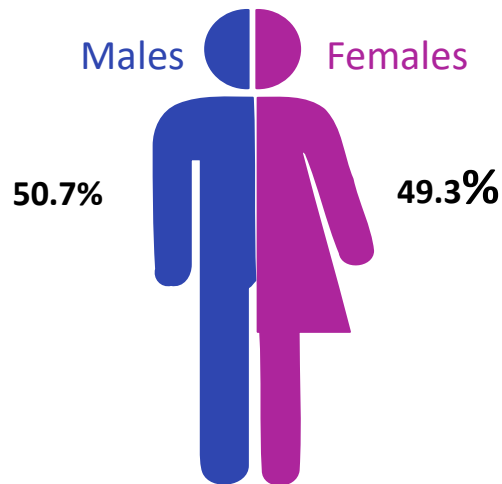
Our multicultural campuses



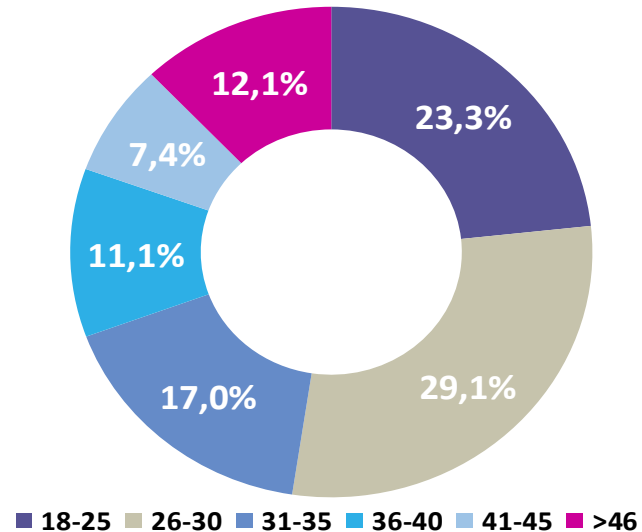
# Teleperformance Greece

What makes us so unique?

## GENDER BREAKDOWN



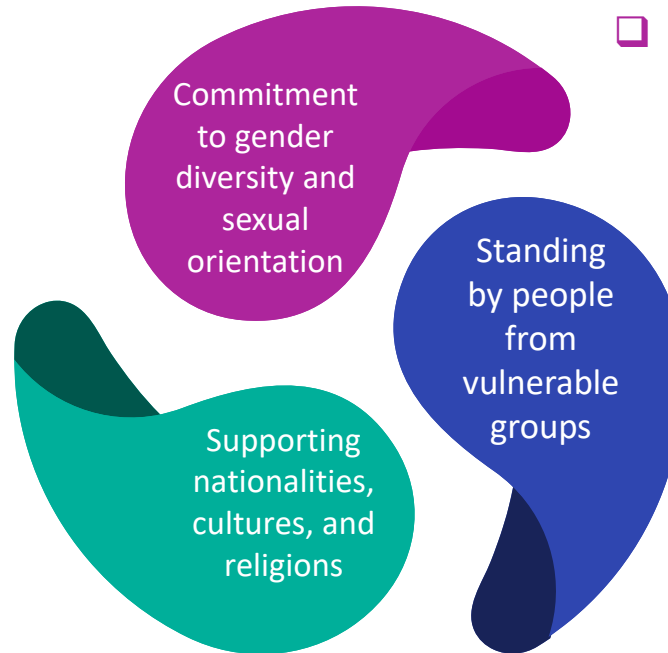
## AGE BREAKDOWN



# Teleperformance Greece

We take pride in our multicultural DNA

- ☐ Hires from 109+ Nationalities
- ☐ Cultural Events
- ☐ Prayer Rooms



- ☐ TP Women
- ☐ Equal Opportunities
- ☐ TP Pride

- ☐ Impact Sourcing
- ☐ CSR Initiatives

**We are in close collaboration with:**

**In order to provide job opportunities to:**





# Teleperformance Greece

## Diversity policies & HR practices



### **1. Diversified Recruitment**

40 recruiters addressing each candidate's individual culture and speaking their own language

### **2. Legal Support & Off-boarding**

Visa issuance, guest invitation letters, residence permit

### **3. Relocation & Onboarding**

Transportation & accommodation, extra private health package, house search & free real estate agency fee, welcome event/onboarding process

### **4. HR Daily Support**

Complaint management, internal investigation, 1:1 meetings, counseling support line, adaptation to Greek Culture

# Teleperformance Greece

## TP Pride campaign

- ❑ June is the **Pride month**. However, we could not celebrate -as we do in the last years- due to social distancing.
- ❑ Therefore, we decided to launch the first **"TP Pride"** digital campaign on our social media channels. We gave the floor to our **proud LGBTQI+ employees** to talk about how they feel about working in a diverse and inclusive environment.



# Teleperformance Greece

Celebrating diversity



# Teleperformance Greece


## All about respect to diversity

- ❑ In 2019, **Teleperformance Greece** signed the **Diversity Charter**.
- ❑ By offering **equal opportunities** regardless of **gender, ethnicity, religion, culture, and age**, we create a work environment that fosters motivation and encourages all our employees to make the most of their talents and reach their potentials.
- ❑ Our core values are **integrity and inclusion**, and we constantly work on providing an environment that supports diversity, differentiation, and respect.
- ❑ At Teleperformance Greece, **for us, this effort never stops**. We will continue to fight for non-discriminatory practices and promote tolerance and awareness. Doing this is in our DNA.



# Teleperformance Greece

Where diversity makes the difference



*"We cannot change what we are not aware of, and once we are aware, we cannot help but change."*


*- Sheryl Sandberg*

# Thank you!

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 **Teleperformance**  
each interaction matters

