

Cultural Diversity: Our DNA



Teleperformance Greece

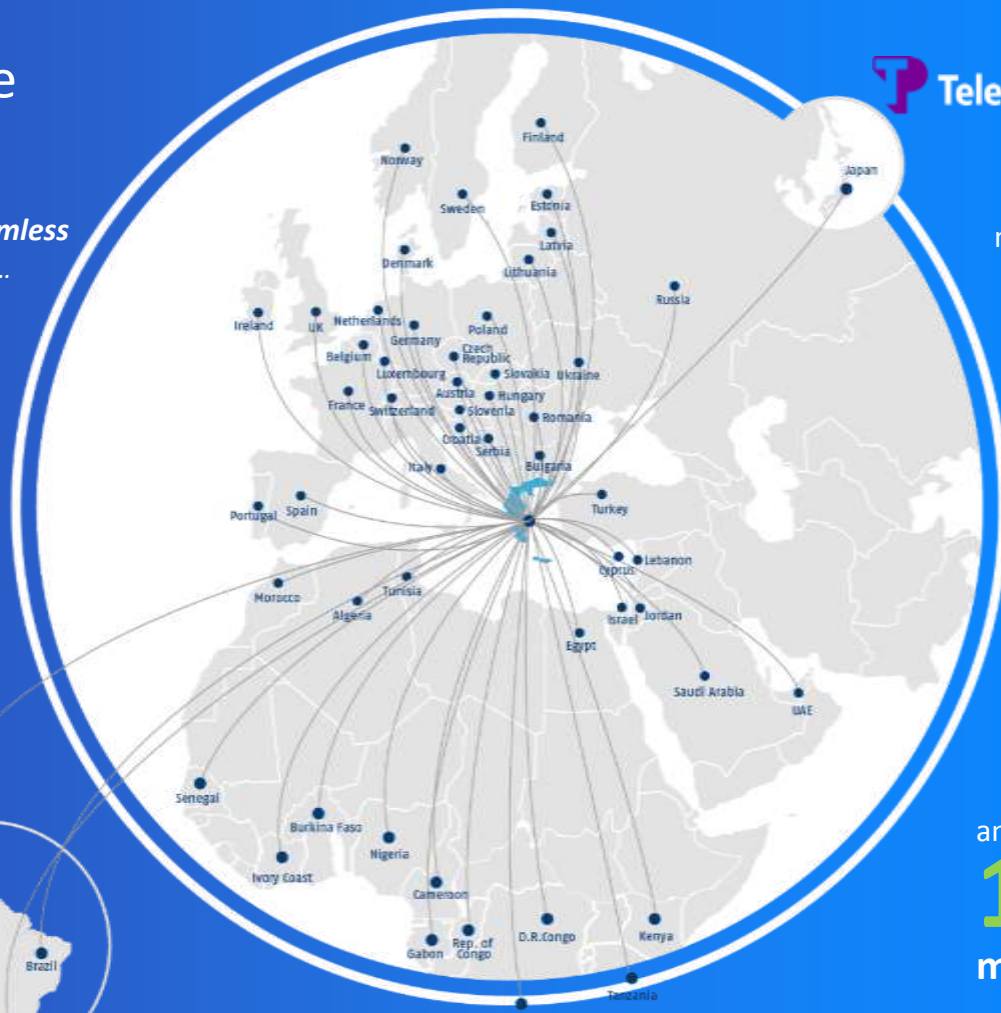
Our Multilingual footprint



...our Athens Multilingual Euro Hubs provide a **seamless and enriched customer experience** since 2004...

with
7,000+
Passionate
multilingual employees

from
91
nationalities



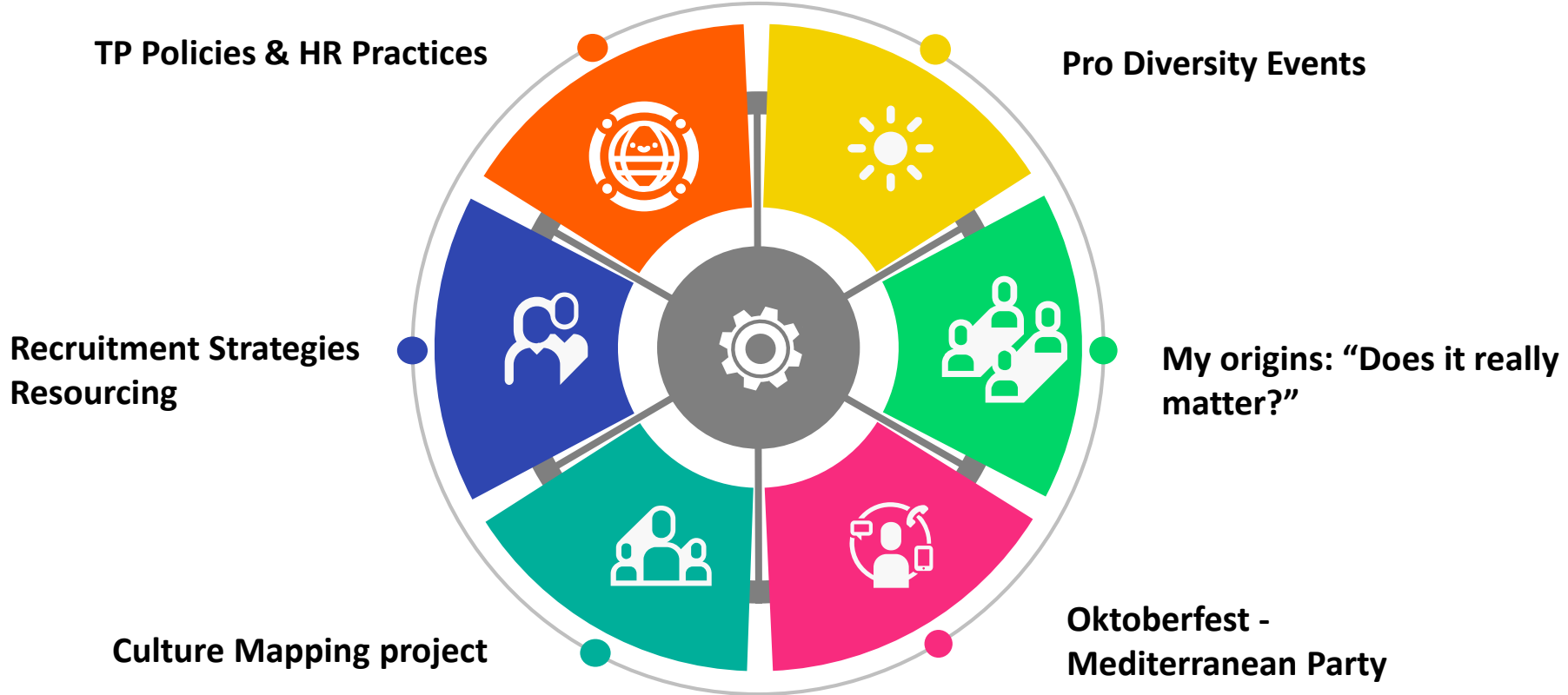
managing programs in

36
languages
& dialects

and serving
140+
markets

● Key Markets served

Teleperformance Greece Overview



1

Culture Mapping Project

Culture Mapping Project

Qualitative Research - Findings



TP'S ORGANIZATIONAL CULTURE

AS SEEN BY EMPLOYEES

- **Balanced culture**
- Predominantly perceived as **Market and Hierarchy**
- **Preferred shift towards more Clan**
- Would prefer **more innovations and less Market**

TP'S ORGANIZATIONAL CULTURE

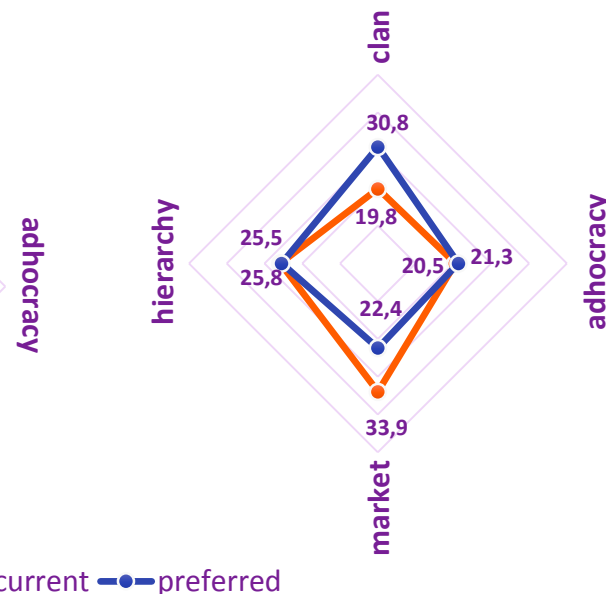
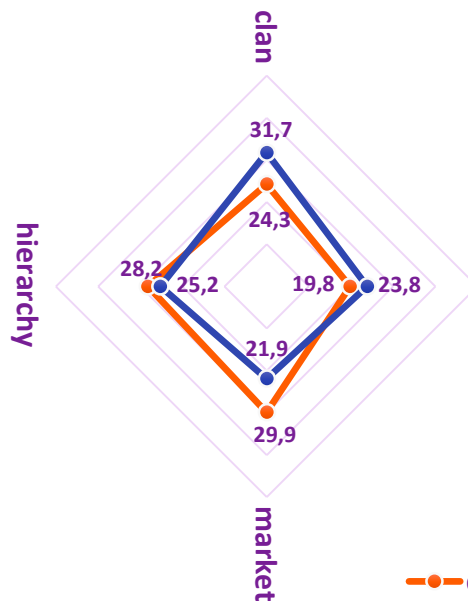
AS SEEN BY MANAGERS

- **Adhocracy & hierarchy** currently are at the preferred levels
- **Similar views with employees on preferred culture, but not on adhocracy model**

Due to our massive diversity rate, Teleperformance Greece ran an extensive research through Questionnaires, Discussion groups and 10 one-to-one hourly meetings with C-level representatives

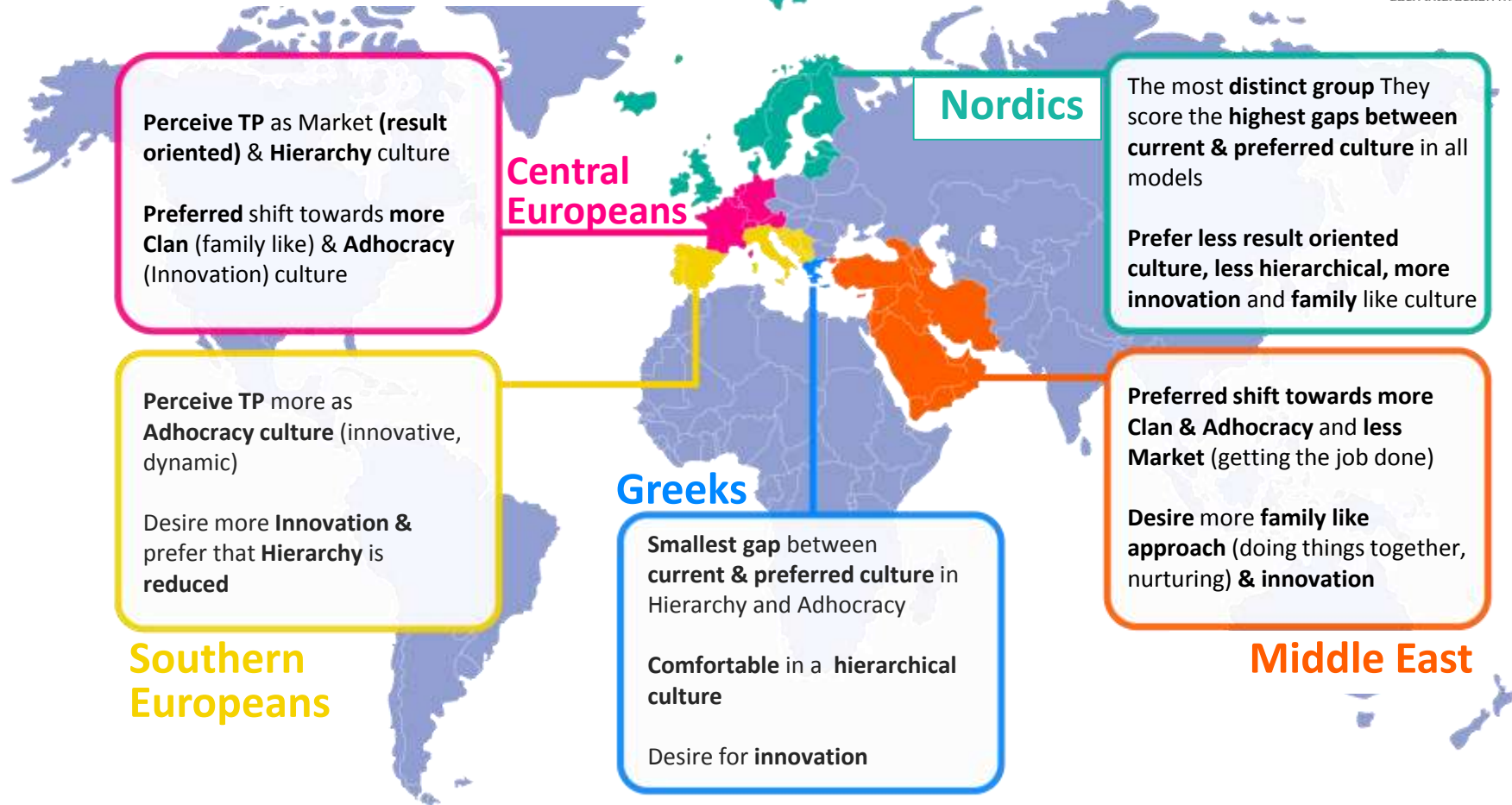
Aiming to examine:

- Existing organizational culture
- Culture desired by the employees
- So that we are able to respond to their individual needs in the best possible way!



—●— current —●— preferred

The voice of Subcultures!



2 Policies & Practices



Diversity Policies & HR Practices

Teleperformance Greece

We always strive towards **understanding**, **respecting** and **encouraging** the **diversity** among our employees.

We **allow each individual to be himself/herself** with their own **cultural, religious, political** and other **personal beliefs and life choices**.

Any kind of **discrimination, disqualification, intimidation** or **embarrassment** due to the above, is **unacceptable**.

Diversified Recruitment

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

Relocation & Onboarding

- Transportation & Accommodation
- Extra Private Health package
- House Search & Free Real Estate Agency fee
- Welcome Event / On boarding process

Legal Support & Off-boarding

- Visa issuance
- Guest invitation letters
- Residence permit

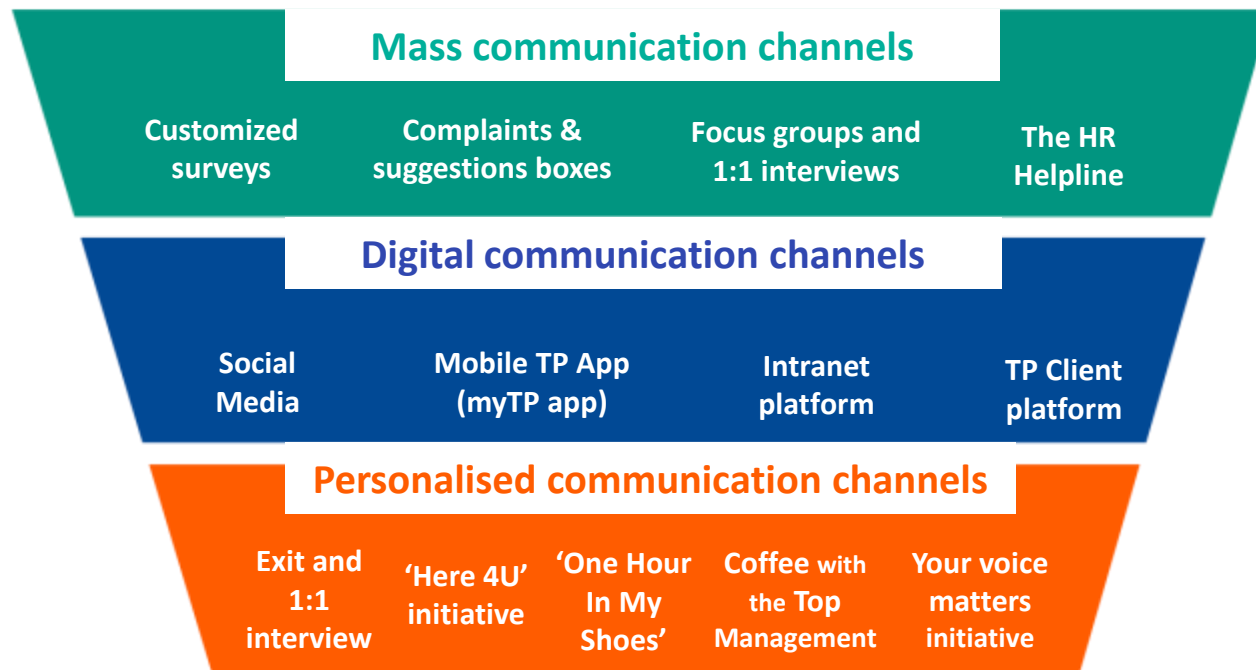
HR daily support

- Complaint management
- Internal Investigation
- 1:1 meetings
- Counseling support line
- Adaptation to Greek Culture

Multiple Communication Channels

ensuring everyone is able
to provide feedback

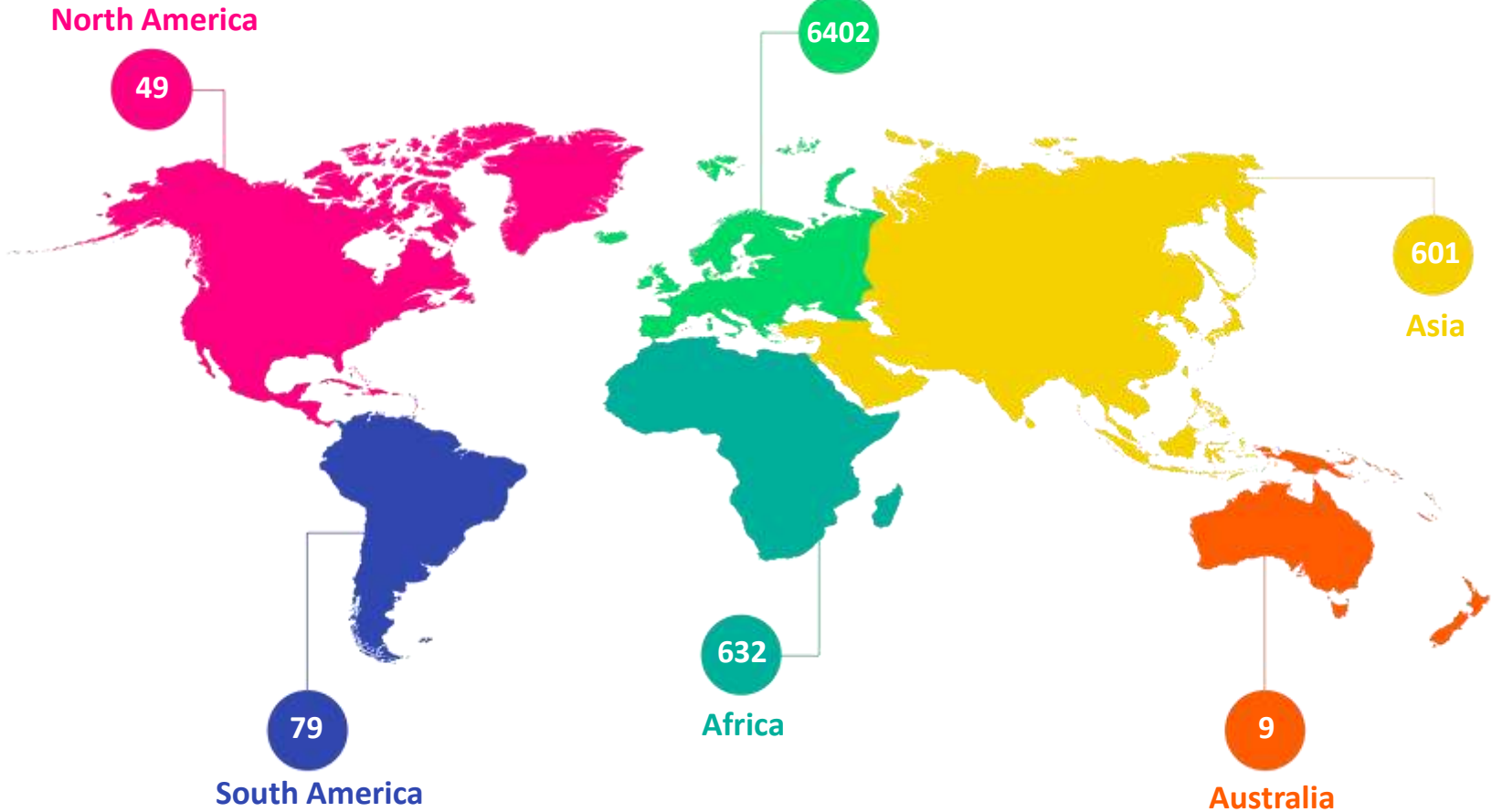
We listen to our people
and we plan events and
activities deriving from
their feedback



3 What make us unique?

What make us unique?

Gender/Sexual Orientation/Respect of Religion/Nationality



What make us unique?

Gender/Sexual Orientation/Respect of Religion/Nationality

Gender/ Sexual Orientation



Respect of Religion

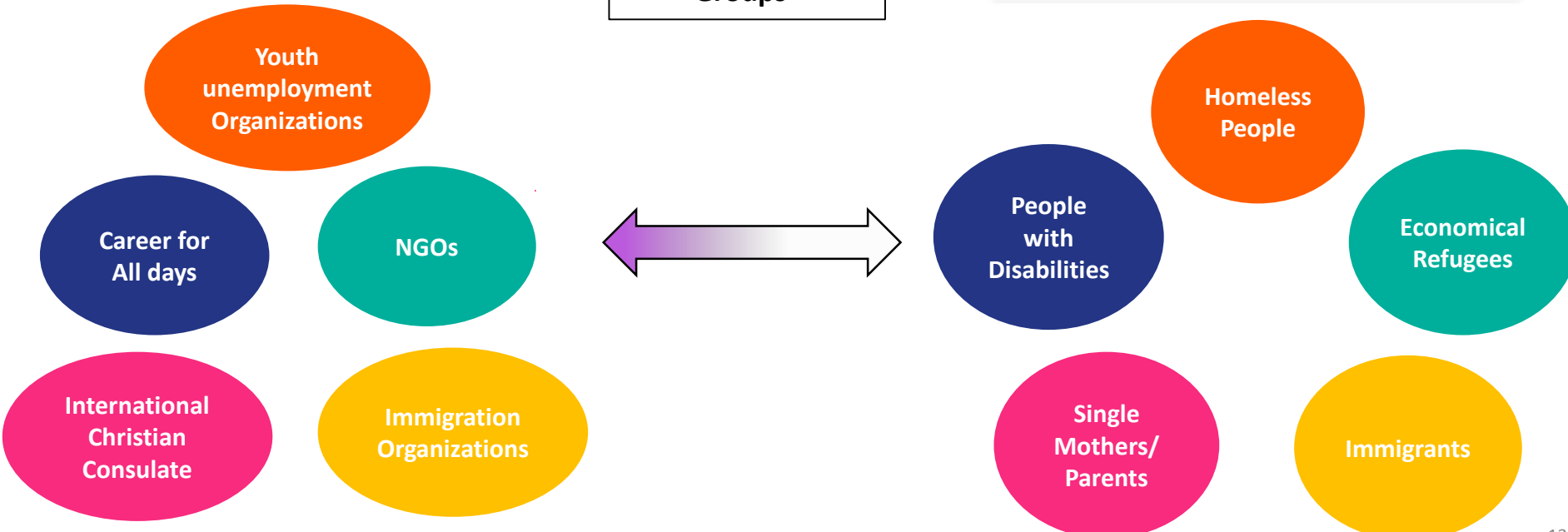


What make us unique?

Impact Sourcing



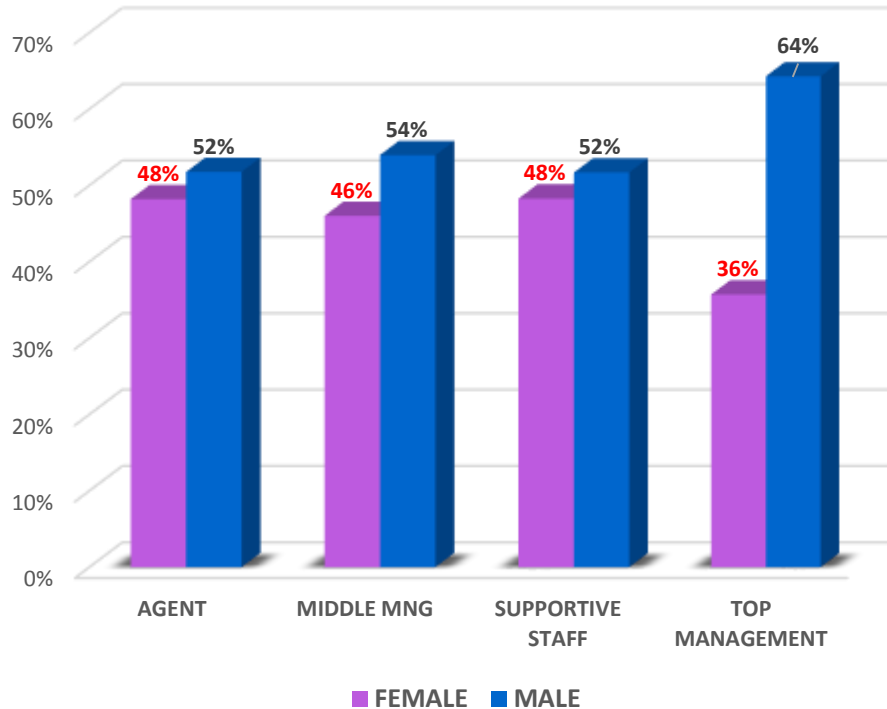
More than
100 Full Time
Employees
Recruited from
“Vulnerable
Groups”



What make us unique?

Gender/Sexual Orientation/Respect of Religion/Nationality

Gender Mix in Teleperformance Greece



110
Nationalities

8500+
Passionate
Employees

36
Languages &
Dialects



Thank you!

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