

Customer Experience

Starbucks and Teleperformance are both **“built for connection,”** looking to create deep relationships by **“nurturing the human spirit”** with **“Safe, Familiar & Convenient”** experiences.

Culture of Belonging

Partners & Agents are the **“The Heartbeat of our organization.”** We invest in and develop our people in a **culture of warmth and belonging** where everyone is welcome.

Global Influence

Impacting lives every day with 400,000 Green Aprons & 380,000 TP Interaction Experts. We **“never underestimate the power of one,”** one person, one idea can make a difference, **All Ideas Matter.**

Feeling the good vibes of the perfect blend

Giving Back

Our Citizen of the World and Citizen of the Planet initiatives **“aspire to give back more”** to **our people, our communities** and **the environment.**

“Boldly imagining the future”

Using Transformation to drive continuous improvement. balancing **“Being Human In A Digital World”** with TP’s **“High-Tech / High-Touch Approach.”**

Security

Data Privacy and Security are paramount, use of **advanced fraud detection** and prevention technologies.

Financial Stability

The stability to **continually invest** in our company, products, and our partners.



BEST Quality Assurance

Benefits:

- **Consistent quality and performance management processes for all Teleperformance contact centers worldwide**
- Meet and exceed the client's quality requirements
- Maximize customer satisfaction (CSAT)
- Measure effective skills and ensure regulatory compliance
- Ensure continual improvement of KPIs through independent measures

Quality framework and continuous improvement based on:

- **Assessment of Quality:** Transaction Monitoring/Verification process collects data on interactions
- **Ensuring Consistency:** through calibration sessions and revision of evaluation guidelines
- **Reporting and Feedback:** Reporting, Analysis, and Coaching/Closed Loop feedback; basic reports include Outliers, stack rankings, trended reports, behavior scorecard, Top Call Driver, etc.
- **Process Level Improvements:** identify root cause behaviors, trends, and outliers, and design corrective action plans – grounded on DMAIC (Lean Six Sigma)
- **Key Communication and Coordination:** all areas – operations, training, recruiting, IT, WFM – are involved in receiving input for performance/process improvement that is required



Teleperformance Information Security



A global security initiative, implemented with one of the world's top 5 banks

Teleperformance takes a proactive approach to security threat prevention, detection and response leveraging the following components to increase the safety of our clients' data and help them avoid financial losses and a negative impact on their brand:



Our goal for data security: Provide the best data security for our clients period, validated by external benchmarking such as Bitsight security rating

Highly Trained People

Our team members are fully trained on industry best practices and certifications

Cutting-Edge Technology

Teleperformance invests in enterprise class, industry leading tools to support and protect the data in our care.

Well-Defined Security Processes

We have designed global security processes aligned to the NIST Cyber Security Framework and ISO international standards

Security Global Monitoring and Response

State of the art "follow the Sun" Global Monitoring team using cutting edge cloud technology to provide 24x7 monitoring and response .

Stringent Policies

Our policies, aligned with industry standards like ISO 27000, PCI-DSS and the NIST Cyber Security Framework, aim to enhance our clients' data security.

- 24x7 SOC Operations & increased logging
- Endpoint Detection & Response
- Multifactor Authentication
- Proxy for All
- Privileged Access Management
- Threat Intelligence
- Asset Management
- Mobile Device Management
- Network Segmentation
- Network Access Controls
- Third Party Risk
- Data Loss Prevention for All



Delivering Industry-Leading Security

Simpler. Faster. Safer.

Protect Against
Rogue Access

★ 100% of remote access to Teleperformance IT infrastructure requires a secured connection using Multifactor Authentication

Protect against
Lateral Movement

★ 24x7x365 monitoring of the Teleperformance environment by our Global Security Operations Centers ensures timely response to any indicator of compromise

★ Partnership with best-in-class End Point Detection and Response (EDR) provider, CrowdStrike, deployed to every user system and server worldwide

Protect against
Advanced Persistent
Threats

★ Deployment of Network Access Control and Network Segmentation capabilities to limit access to authorized devices and provide isolation from security events

★ Regional Computer Security Incident Response Team (CSIRT) capabilities tasked to provide contextual threat intelligence and minimize the impact of incidents

★ Partnership with third party monitoring service to provide proactive Threat Hunting capabilities; searching for threat actors and indicators of compromise in near real time

