

Published 2024

Teleperformance UK Ltd

Gender Pay Gap Report



At Teleperformance, we celebrate the strengths that come from a diverse team.

Our executive leadership team and I are steadfast in our commitment to promoting equality and diversity for every employee. We strive to create an inclusive environment that enables our people to achieve personal success, which in turn translates into success for our organisation, our clients, and their customers.

We have focused on promoting flexible working, including work-from-home where possible, and providing equitable pay and rewards for our people, irrespective of gender or background. We ensure that we not only provide opportunities to all but also reward our staff based on the role they perform, not their gender.

I am particularly proud to announce that for the third consecutive year, in 2023, Teleperformance UK was recognised as one of the best workplaces for women by the Great Place to Work authority. This recognition is a testament to the actions we are taking to ensure equality and inclusivity in our workplace.

In 2023, we conducted a review of our gender pay gap. I am pleased to report that our gender pay gap remains lower than the UK and industry average. However, we acknowledge that there is still work to be done, particularly in attracting female applicants into traditionally male-oriented careers like IT and sales.

In May 2023, we joined the Minister for Social Mobility, Youth and Progression for a roundtable at an event sponsored by Teleperformance with Purpose Coalition members to explore the challenges women face in the workplace during the menopause, and discuss how employers can best support women to boost recruitment, retention, and productivity.

Looking ahead to 2024, we are in the process of being awarded a Menopause Friendly accreditation. This follows the instrumental changes and support we have provided to our female employees through awareness campaigns, support groups such as “Menopause and More”, and dedicated training for managers to best support their employees.

Our commitment to providing development and skills gap development for all groups of employees will be a focus. Teleperformance is first and foremost a people business. To maintain our status as an employer of choice, we strongly believe that attracting, retaining, and developing talented individuals, regardless of gender, is critical to the success of our business. **Our mission and values represent how we think and act day to day to achieve our main goal: happiness from inside out.**

Gary Slade

Chief Financial Officer – UK, Ireland, South Africa, Kenya, Nigeria



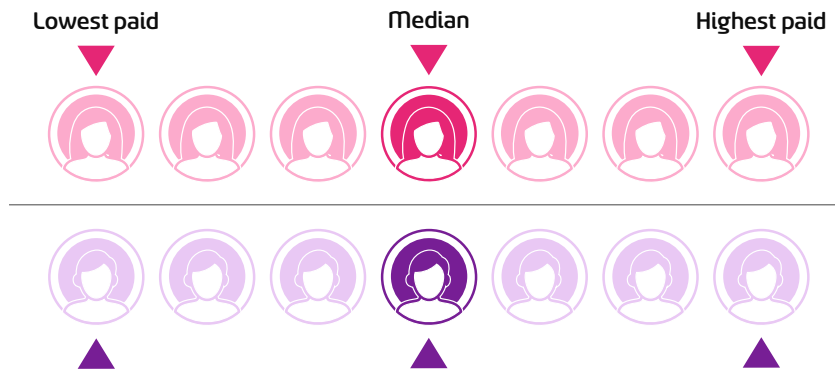
Gender pay gap definitions

The **gender pay gap** is the difference in the average hourly rate of pay between males and females. This is different from the issue of equal pay which is a legal requirement for men and women to be paid the same for equal work. Rather, the gender pay gap can be driven by a number of factors including a lack of women in more senior roles.

The calculation method for gender pay calculations is clearly set out by the legislation and all organizations must follow the same approach.

Distinguishing between median and mean

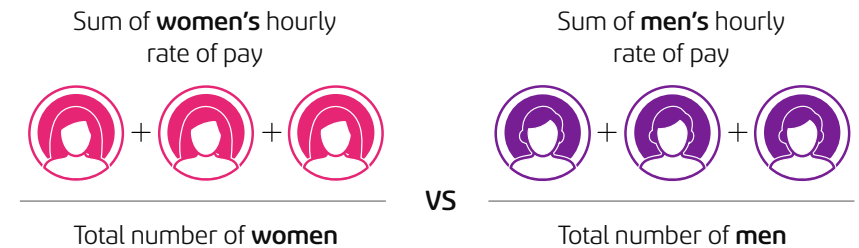
Median calculation



The median means the half-way point. It is the number which lands in the middle of a range of numbers. For the median gender pay gap this is like lining up all relevant employees from the lowest to the highest earners and then comparing the difference between the middle female employee and the middle male employee.



Mean calculation



The mean is calculated from adding together the wages from all relevant employees and then dividing this by the number of employees.

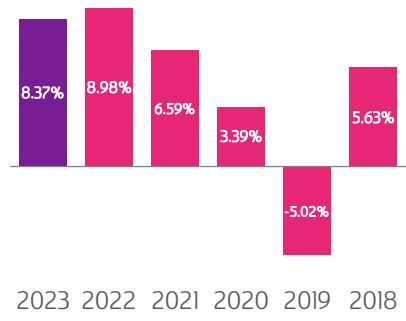
The mean gender pay gap is then calculated on the difference between the mean pay of males and females.

Mandatory Metrics on a page

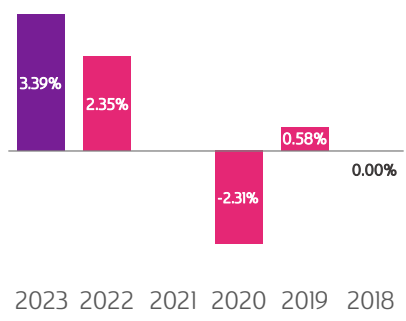
Gender Pay Gap

Difference between men and women across TPUK

Mean Average Gender Pay Gap



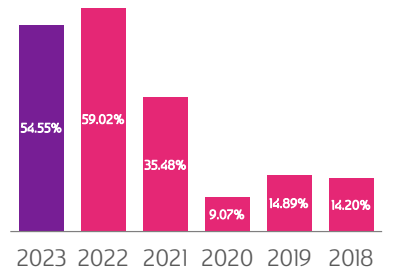
Median Average Gender Pay Gap



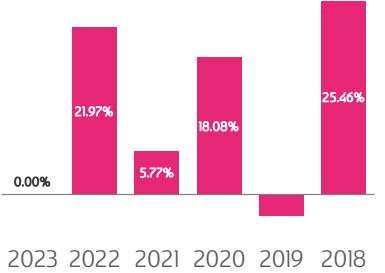
Bonus Gap

Difference between men and women across TPUK

Mean Bonus Pay



Median Bonus Gap



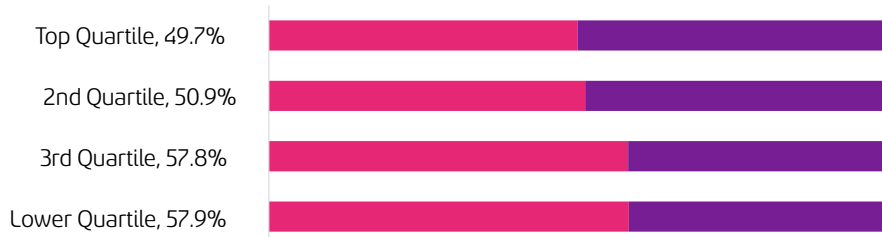
Copyright © 2024 Teleperformance SE. All rights reserved.
Complete or partial external use or reproduction is strictly forbidden

Mandatory Metrics on a page

Proportion of men and women getting a bonus



Proportion of men and women in each of the four pay quartiles



Female representation in our Top Quartile has remained broadly the same as last year however the 3rd and lower quartile have both increased. **This is because most roles we hire are front line, customer facing roles which offer attractive work at home benefits and flexible working patterns and we have filled more of those roles with females than males over the review period. As a consequence the overall Gender Pay Gap % does increase as a consequence.**





Jennifer Stephenson

VP of People Operations – HR (UK & Ireland)

As we did last year for this year's Gender Pay Gap report (results for 2023/24), we have invited leaders from our People Operations team to reflect on what the results are showing us as an organisation, and the impact that key activities and events have had on our results from this period.



While our overall headcount has increased compared to last year, there has been a decrease in the female demographic from 60% to 57%, resulting in an increase in the male demographic to 43% from 40%.

This indicates that our efforts over the past two years to enhance flexible working options have been accessible to all employees. Despite only marginal improvement, the increase in male employees has helped narrow the gap.

Compared to 2022/2023, our overall pay gap variance has seen marginal improvement, now standing at 8.37%. This means that for every £1 paid to males, females received 92p—an increase of 1p from last year.

While the gap still favours males, female representation has increased across all quartiles, except for the 2nd quartile level, which has remained relatively unchanged.

It's encouraging to note the increase in female representation in senior executive roles, with only a marginal 0.3% difference between genders.

While many of our hires are front-facing (in the lower quartile), the continued high representation of females in this quartile has also led to a slight increase in females being promoted or entering roles at the 3rd quartile level. As a result, this has positively influenced the mean bonus pay gap.

As we reflect on the past year, we take pride in our ongoing efforts to cultivate a positive workplace culture that actively promotes flexible working arrangements, including remote work where feasible.

These initiatives have contributed to Teleperformance's continued recognition as one of the best workplaces for women by the Great Place to Work authority.



Moving forward, we remain committed to reviewing and enhancing our pay and reward packages for all quartile roles, aligning them with a new job grading system to foster greater parity in compensation levels.

Additionally, we will continue in our efforts to work with underrepresented and disadvantaged candidate groups, focusing on increasing their skills and employability.

We will also continue to prioritize transparent and accessible routes to progression, nurturing the talent, experience, and skills of our employees to help them realise their full potential. This includes driving forward succession planning for existing roles.

Furthermore, we are dedicated to supporting women in the workplace during menopause and aim to achieve a Menopause Friendly accreditation.

We will also review and refresh our policies to ensure they remain relevant to current needs, both internally and externally.

Jennifer Stephenson
Vice President of People Operations – HR (UK & Ireland)

Women in TP Spotlight



Siobhan Craig
Assistant Contact Center
Manager UKVI

Siobhan joined Teleperformance in October 2018 following a short break from working in the contact centre industry for over 15 years in a part-time role to support her financially, alongside running her small business.

She joined the Teleperformance team in Airdrie and has since worked in our Cuprum and City Park sites. Over the years, Siobhan has worked with Teleperformance and she has progressed in her career from being an agent on phone to Grad Bay Support to being a Project Trainer and currently holds the position of Assistant Contact Center Manager. Being recognised at each of these levels with superstar, culture awards and support of her colleagues has allowed Siobhan to learn, grow and enjoy her time with Teleperformance.



I joined Teleperformance as I was self-employed, running my own business. As a busy mum of three, I wanted to ensure certain financial areas were always catered for. A part-time role suited me perfectly and allowed the flexibility to support my family and run my business.

It is a very fast paced and challenging environment, which I settled back into very quickly. As I had previously worked in this environment, I quickly realised that Teleperformance had more to offer me and I also had just as much to offer them. The decision quickly came to close my business and take the step to full-time and I have never regretted it. The support encouragement and development have been amazing.

I am now in my fifth working at Teleperformance and during this time I have worked with many different campaigns. I am now in a very different financial position that allows me to support my family. More importantly for me I have been able to grow and develop myself and discover skills and abilities that I did not even know I had through the support of our great teams.



Women in TP Spotlight



Katie Garden

Customer Service Representative

Katie joined Teleperformance in April 2018, looking for a part time role to support her financially as she began college, studying contemporary art practice. She joined Teleperformance as her first job since leaving school in early 2018.

Katie joined Teleperformance on site in Airdrie, quickly settling into the work environment. In her time with Teleperformance, Katie has progressed to be a mentor and buddy to new agents, provided training support and taken on a more senior agent role within the campaign, which has been recognized through multiple nominations for culture and superstar awards by the management team and her peers.



I joined Teleperformance as a way of financially supporting myself through college. Prior to starting with Teleperformance I had struggled to find an employer willing to offer me my first job opportunity, so it was pleasing to be offered the chance to begin working and will always be grateful to Teleperformance for that.

It is a very fast paced and challenging environment, I started working on site in Airdrie and during Covid moved to a Home Working role. This was a challenging period but one that was supported by Teleperformance to allow me to adapt and adjust to the Work from Home environment and importantly allowing me to retain a job during Covid.

I am now in my fifth year working at Teleperformance, remaining with the same campaign. I am also in my 5th year at university, working towards my Masters degree in contemporary art practice and while the attainment of my degree will see my time at Teleperformance draw to an end as I move into my chosen field of work in the art world, it will be a period that has seen me grow as a person.



Women in TP Spotlight



Jennifer Reid

Account Director BFSI,
Client Solutions

Jennifer joined Teleperformance in 2002 as a part time Customer Service Representative whilst at University. After graduating Jennifer went on to secure various Team leader positions winning Team leader of the year in 2015 before moving into a Change Management position. In 2018 Jennifer joined the Client solutions team as an Account Manager aligned to the retail sector, before moving to the BFSI sector where she managed client relations, contract deliverables and growth opportunities across three Financial services campaigns. In June 2022 Jennifer was promoted to the role of Account Director and currently manages a portfolio of three Financial Services campaigns across the UK and South Africa.



I am proud of my career journey with TP. What started out as part time job whilst at university, turned into a flexible career path for me whilst raising a young family which then opened up a wealth of opportunities to fulfil my career aspirations. I can honestly say Teleperformance has afforded me so much scope for career development and progression. My journey with Teleperformance has been a long and varied one, and I have had the opportunity to work with fantastic, diverse range of people along the way, all of which I have learned from. I am proud to work in a team that promotes diversity, equality and inclusion across the board.





Karl Wise

Chief Financial Officer – UK, Ireland, South Africa, Kenya, Nigeria
(and accountable board executive for gender pay equality)



With this updated gender pay gap report for Teleperformance UK, it is pleasing to see the trend going in the right direction with some favourable movements in a number of metrics. After the 2020 pandemic we have all been adapting to new ways of working with a higher proportion of female employees taking up our flexible, work-from-home roles which tend to be front line roles in the organisation.

Furthermore the gap remains below the UK norm and many other organisations in our sector. Although there remains more to do, we remain slightly ahead of the FTSE 100 average.

Further, I am extremely pleased and proud that in 2023 and again in 2024 Teleperformance UK was independently recognised as a Great Place to Work. We were also listed in the UK's Best Workplaces for Women™ 2024 list. This marks not just an isolated instance but a continued tradition, as we celebrate our 4th year in a row on this distinguished list.



Teleperformance is a leading provider of digitally integrated business services. We provide end-to-end service delivery including solution design, business optimisation and transformation strategies, customer support and journey management, integration of back-office functions, and tech support. With more than four decades of deep, industry-specific expertise and service innovation, Teleperformance offers the market's most comprehensive service portfolio.

These end-to-end digital solutions guarantee successful customer interaction and optimized business processes, anchored in a unique, comprehensive high tech, high touch approach.

