

## INTEGRATED STATEMENT OF DIRECTION

### QUALITY – HEALTH AND SAFETY AT WORK – IT SECURITY – DATA PRIVACY

Teleperformance is a world leader in Contact Center services.

**Teleperformance Albania (AMS Sh.p.k.)** orients its activities oriented towards the complete fulfillment of the requirements of its customers and human resources through the achievement of quality standards and safety at work, aimed at guaranteeing and protecting the environment inside and outside the company, as well as guaranteeing and protecting data security through a consolidated information security network for access control and management control and information system user permissions.

It promotes Digital Transformation, through research and development, aimed at positively transforming the method of working in all areas of the company, from top management to agents, with the support of innovative digital solutions that allow to digitalize activities and processes, increasing the efficiency and quality of services provided.

**Integrity, Respect, Professionalism, Innovation and Commitment**, are the values that Teleperformance staff inspire and believe in.

At Teleperformance we believe that the principles that make up the **United Nations Global Compact** are not only in complete harmony with our 5 corporate values of **Integrity, Respect, Professionalism, Innovation and Commitment**, but also serve as a literal extension to our creed.

We are committed to applying these principles in the way we operate to ensure honesty, fairness, equality, sustainability, transparency and basic human decency.

***We are a people company that works for people.***

Teleperformance, with a view to continuous improvement, develops in a documented way and maintains:

- A quality management system compliant with the **UNI ISO 9001** standard;
- A Health and Safety at Work management system compliant with **ISO 45001**;
- An information security management system to and from the customer, relating to integrated Customer Relationship Management services compliant with the **ISO/IEC 27001** standard;
- A management system compliant with **GDPR**-Global data Protection Regulation and **ISO/IEC 27701** standard.

Such Integrated Management Systems, structured and integrated with one another, are aimed at:

1. Achieving complete Client Satisfaction;
2. Pursuing adequate growth of the New Business;
3. Making current workloads more profitable by streamlining operating costs;
4. Operating while guaranteeing efficiency, effectiveness and reliability using all the necessary resources to ensure compliance with the principle of willingness to work, transparency and correctness;
5. Acting in accordance with the norms for the prevention and protection of the work environment:

- The relevant regulation of the Telecommunications sector with an impact on the workplace; any possible provision signed by the Company;
  - The New European Regulation on Data Protection no. 2016/679 (GDPR).
  - Respecting the Legal provisions, Statutes, regulations or contractual obligations and any criteria related to information security, minimizing the risk of legal or administrative sanctions, significant losses, or damage to reputation;
6. Operating through an Integrated Management System where information exchange and synergy between functions represent strategic value;
  7. Ensuring that security concerns are included in all phases of design, development, operation, maintenance, assistance, and termination of use of IT systems and services;
  8. To operate towards the continuous involvement of staff and for the development of competencies, through the organization of training/information moments, aiming at increasing growth, awareness, and sense of responsibility for all employees, to guarantee a high level of professionalism of human resources, at management/administration and operating level;
  9. Rationally and sustainably managing natural resources and energy by evaluating utilization and reducing costs;
  10. Overseeing company processes with adequate monitoring and control tools;
  11. Maintaining a transparent and cooperative relationship with the public authorities and/or the competent Control Bodies;
  12. Preventing accidents and damage to workers' health, committing to the continuous improvement of safety and health in the workplace;
  13. The Company has prepared a specific document in order to identify specific company indicators that allow the monitoring of the degree of achievement of short-term objectives;
  14. Progressively increase the qualitative "standard" of health and safety and IT security through improvement methods based on improvement programs and management and control systems that allow to undertake an adequate risk assessment and corrective actions;
  15. Minimizing the health and safety risk for employees by adapting appropriate measures for evaluation and protection, feasible in relation to the activities being held;
  16. Creating and maintaining healthy and safe work environments;
  17. Communicating the necessary information on any risk related to the activities being held to the personnel;
  18. Ensuring that the Company Policy is upheld at all levels of the Company's organization;
  19. Involving and consulting employees regarding issues related to Safety at Work and IT Security;
  20. Encouraging the continuous improvement of the individual skills of each resource and the establishment of the best corporate climate;
  21. Ensuring that only authorized persons have access to information exchanged Confidentially;
  22. Ensuring that information is protected from false denial of receipt, transport, creation, transmission, and delivery (Non-Repudiation);
  23. Authenticating, which consists in ensuring that only authorized persons will have access to resources;
  24. Ensuring the full Awareness of the personnel (employees and collaborators) who work on behalf of Teleperformance Albania on information security issues;

25. Ensuring the continuity of Teleperformance Albania activity and the possible timely resumption of services provided that they may be affected by significant abnormal events, reducing the internal and external consequences for the company;
26. Creating an unfavorable environment for corruption, increasing the ability to discover cases of corruption, and enhancing the transparency of the business and organization;
27. Encouraging the reporting, in good faith, of unlawful, certain, or suspected acts, ensuring the anonymity of the whistleblower, without any fear of retaliation.

Furthermore, the company management undertakes to ensure that:

1. All aspects related to Health and Safety are considered as essential contents in the process of defining new activities or in the reviewing of existing ones;
2. Digitalization covers a large part of operational processes, for purposes of simplification and effective savings.
3. All workers are trained, informed, and sensitized to carry out their tasks safely, in compliance with the requirements;
4. All personnel working in the company comply with the training plans provided for in the European Regulation on Data Protection, n. 2016/679 (GDPR);
5. The entire company structure participates, according to its own powers and skills, in achieving the assigned objectives, including those on Health and Safety;
6. Security Standards are maintained through ISO 27001 and 27701 Certifications;
7. OSP Standards are maintained through the COPC Certification;
8. The Teleperformance Group standards are maintained through the Certification of BEST Practices;
9. There is surveillance and identification of information system vulnerabilities, monitoring any flaws in the applications and hardware used;
10. Risk analysis allows the company to gain awareness and visibility on the level of risk exposure of its integrated management system. On the basis of this level, suitable security measures are identified;
11. Its activities and affairs are conducted in such a way as to avoid involvement in any corruption or other illegal situations.

Teleperformance Albania undertakes to effectively implement and continuously improve its Integrated Management System, ensuring and periodically verifying that the Policy is documented, active, reviewed, disclosed, and made available to all staff through publication on the Intranet and on the company Blog.

Date: 18 January 2022

Firma CEO  
