

October , 2023

Foundever



**We are
Foundever™**

A foundation of expertise. Ever evolving.

Started in

1994

Founded with an entrepreneurial spirit...

From our origins as Groupe Acticall built by co-founders Laurent Uberti and Olivier Camino

With a heritage of supporting customer experiences for

+40 years

... and grounded in proven CX expertise...

Backed by long-term shareholders, Creadev, we've grown as a global brand, both organically and through strategic acquisition of global CX providers in 2015 and 2021



2023

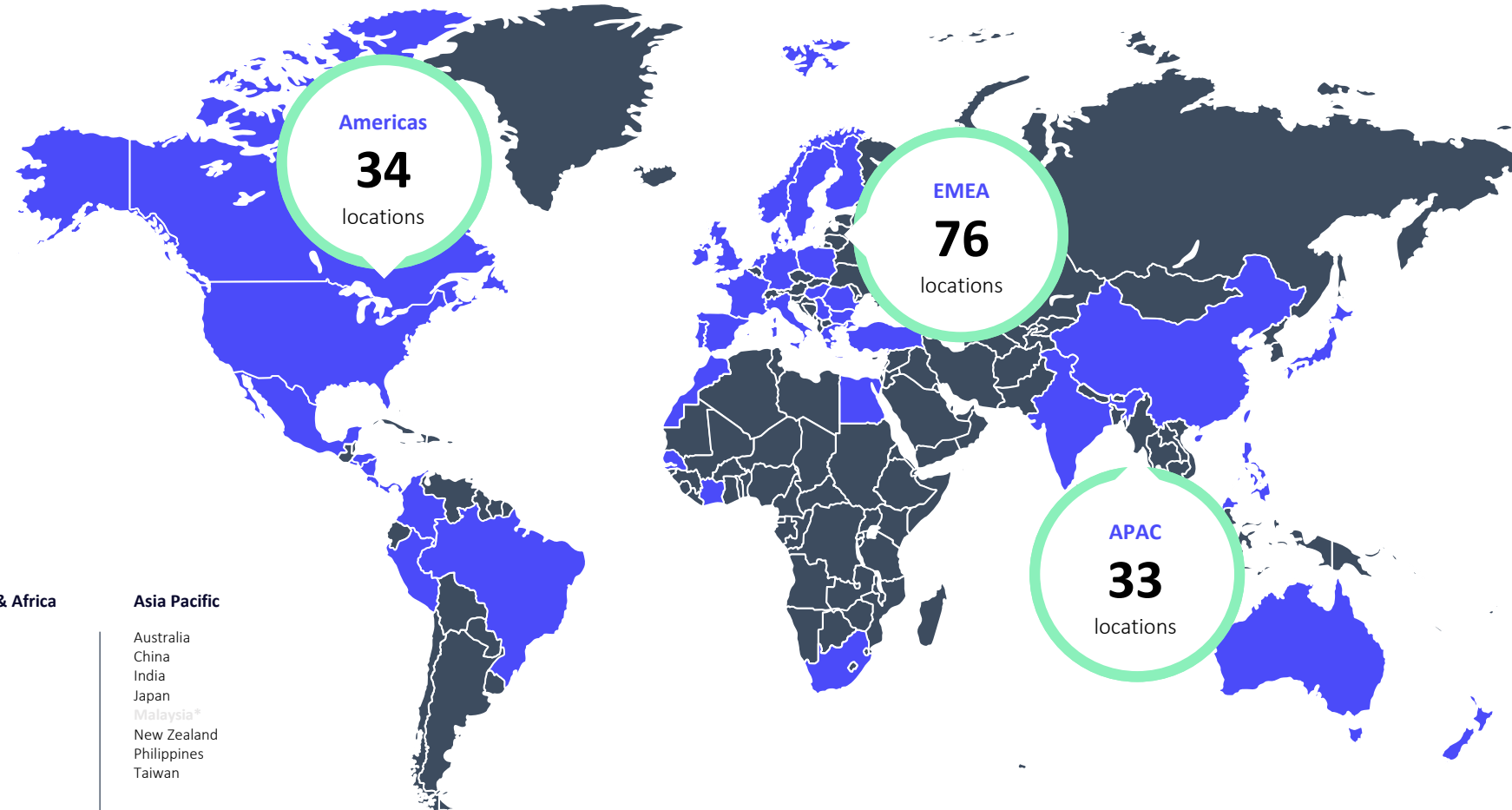


...today, we're an innovative CX leader

Combining global scale, award-winning culture and digital know-how, we're creating the future of CX for the world's leading brands

Truly global

Connect your Future to a world of experience



Americas

Brazil
Canada
Colombia
Costa Rica
El Salvador
Honduras
Mexico
Nicaragua
Panama
Peru*
United States

Europe

Bulgaria
Cyprus
Denmark
Finland
France
Germany
Greece
Hungary
Ireland
Italy
Luxembourg

Netherlands
Norway
Poland
Portugal
Romania
Serbia
Spain
Sweden
Turkey*
UK

Middle East & Africa

Egypt
Ivory Coast
Morocco
Senegal
South Africa*

Asia Pacific

Australia
China
India
Japan
Malaysia*
New Zealand
Philippines
Taiwan

* Countries in indigo are new locations in 2023

Key global facts

Foundever at a glance

We're one of the largest customer
experience companies in the world

Foundever combines global strength and scale with the
agile, entrepreneurial approach of our founder-led culture.

170K

associates
across the globe

+60

languages
supported

9M

customer experiences
delivered daily

45

delivery
countries

+750

brands partner
with Foundever

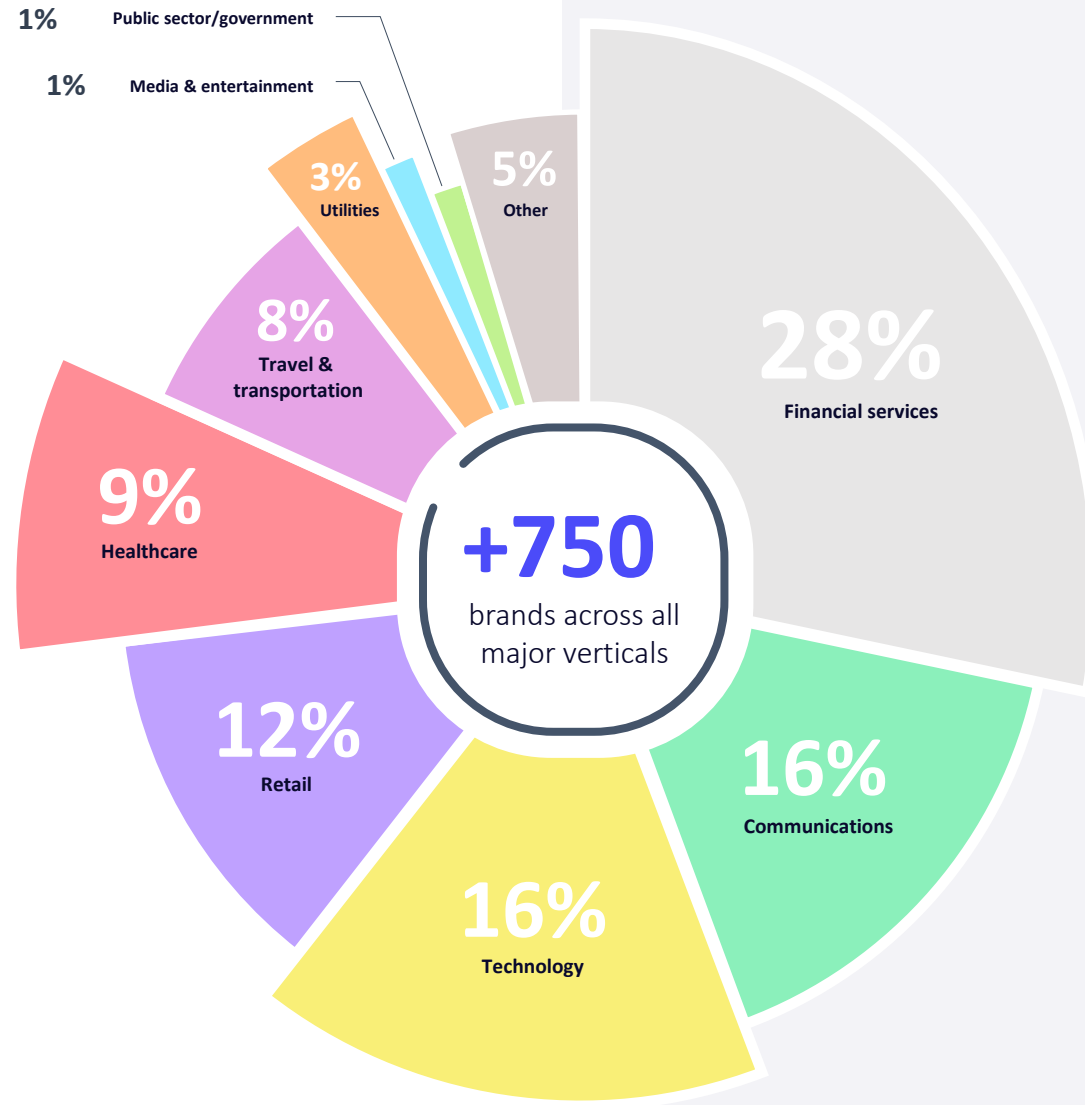
57%

of our team
working from home

Vertical expertise

Your industry is our expertise

The top 10 customers in our portfolio represent just over 25% of our 2022 revenue — pointing to a well-diversified customer and vertical concentration



Local Overview

Portugal

Foundever is operating in Portugal since 1999 and have three physical locations in strategic premium areas, one in Porto and two in Lisbon. Established delivery locations offering breadth and depth of skills with high maturity for multilingual contact center services. Local, Pan-European and Global organizations choose our multilingual centers in Portugal due to our capability of creating more value for money, while providing native speakers with the required flexibility.

+2,000

seats

3

locations

+20

languages

- **Supporting best-loved brands;**
- **Thrive in the tech industry;**
- **Quality of Life – Work from anywhere in Portugal;**
- **Language and Cultural Experience;**
- **Global Networking Opportunities;**
- **Supportive Work Environment.**

Porto**2015** opening
+ 500 seats**Santos, Lisbon****2016** opening
+ 900 seats**Sete Rios, Lisbon****2019** opening
+ 500 seats

Our locations

Workplaces designed to engage

➤ Immersed in our clients brand

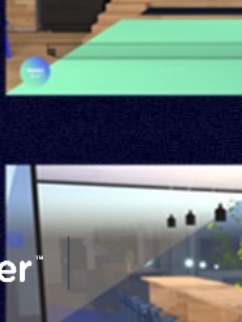
We work with our clients to develop brand immersive environments that are an extension of your culture

➤ Workplaces to be proud of

Recognized by Comparably as a company with the coolest office layout, our workplaces are surprisingly different from the traditional contact center

➤ At the heart of the community

With places to connect, share and learn for employees and for those wishing to develop in the CX industry



ESG

At Foundever, we're a force for good

Our impact is driven
by our sense of purpose

Purpose drives change and creates action. With a strong vision and common goal, together we can reach new peaks.

Our 170,000 associates across 45 countries connect as a global #ForceForGood to make an impact for a better tomorrow.



People

We empower our teams, creating opportunities for growth and pathways for future success.

Planet

We protect our environment and our natural resources through more efficient planning and operations.

Prosperity

With community programs, we promote corporate citizenship and grow prosperity within teams and the places we work.



Enhancing the associate Experience

People are our core business and are the driver of your Customer Experience.



Growth

Career opportunities
Job stability & security
Internal Mobility
New hard skills for life
New soft skills for life
Education and training



Wellbeing

Flexible working schedules
Work from Home
On-site experiences
EverBetter wellness program



Belonging

Flat Organisation
Supportive teams
Caring Culture
Open Communication
Living our values
Communities



Purpose

Impact sourcing
Jobs in distressed areas
Education programs
Charity programs
Spreading Wellness
Environmental consciousness

Supported by



We offer several Benefits that enhance your experience.

- Attractive starting Salary & Complements (Tenure, Skill, etc)
- Signing & Referral Bonuses
- Monthly Performance Bonus
- Paid Vacations & Paid Lunch Break
- Meal Allowance
- Private Health Insurance & Doctor & Nurse Onsite
- Employee Discounts
- Hub Amenities (Gym, Playroom, etc) and Wellness Programme