



PRESS RELEASE

Teleperformance

Teleperformance Sets Multi-Year Frost & Sullivan Awards Records

PARIS—FEBRUARY 20, 2012-- Today, growth consulting company Frost & Sullivan confirmed that **Teleperformance**, the largest global provider of customer experience management outsourced services, has received eleven Frost & Sullivan awards over the past three years.

The awards recognize accomplishments in operations and leadership, and since 2009, Teleperformance has garnered more of them than any of its industry peers. Significantly:

- Teleperformance was the first company in its industry to receive recognition from Frost & Sullivan for information security, and is the only company in its space to have been recognized twice in this area.
- Teleperformance was the first company in its industry to be recognized as Outsourcing Company of the Year in two different regions of the world in the same year.
- The company also has been recognized for industry excellence and leadership five times in a single year, an accomplishment none of its peers has matched.

A complete list of these awards and over thirty Teleperformance industry awards and ratings may be accessed through this link: <http://www.teleperformance.com/en/a-people-company/awards-and-recognition.aspx>

Jeff Frigstad, Global Director of Best Practices, Frost & Sullivan said, "In any given year, taking home a single Frost & Sullivan Award is no easy task, and it's important to note that these awards are not purchased or even applied for. We rely on comprehensive processes and unbiased criteria to determine which companies receive recognition. Teleperformance should be proud of all that it has accomplished. Clearly, this is a global entity that is very well-managed, and that has become the leader in its industry."

Daniel Julien, Chairman and CEO of Teleperformance commented, "We thank Frost & Sullivan for their objective evaluations of our performance and their recognition of our constant efforts to set challenging standards for ourselves and the rest of our industry to follow. As the global market and industry leader we have the responsibility to pave the way for our clients, our people and our shareholders. We are extremely gratified and humbled by this recognition but we promise not to become complacent. None of these accolades would be possible without the people that comprise the Teleperformance family all over the world. You are truly the best and I thank and congratulate each of you for your past, current and future accomplishments."



ABOUT TELEPERFORMANCE

Teleperformance (NYSE Euronext Paris: FR 0000051807), **the world's leading provider of outsourced CRM and contact center services**, serves companies around the world with customer acquisition, customer care, technical support and debt collection programs. In 2010, it reported consolidated revenue of €2,058 million (US\$2,738 million based on €1 = US\$1.33).

The Group operates about 83,000 computerized workstations, with more than 128,000 full-time equivalent employees across 263 contact centers in 50 countries. It manages programs in more than 66 languages and dialects on behalf of major international companies operating in a wide variety of industries.

www.teleperformance.com

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