

PRESS RELEASE

Teleperformance

Teleperformance Portugal Wins Third Consecutive Great Place to Work Award

2012 Award from Great Place to Work® Institute Ranks Teleperformance as the Best Company to work for in Portugal with more than 1,000 employees

PARIS, APRIL, 17, 2012 – Teleperformance, the largest global provider of customer experience management outsourced services, announced today that Teleperformance Portugal has been recognized for the third consecutive year by the Great Place to Work® Institute, as one of the five best companies to work for in the country with more than 251 employees. Additionally, and according to the official rankings presented by Great Place to Work® Institute, Teleperformance Portugal is the best company to work for in Portugal among all companies from any and all industries with more than 1,000 employees.

Companies nominated for “Best Companies to Work For” lists must go through a rigorous application process and are selected and ranked predominantly on the basis of employees’ response to the Great Place to Work® Trust Index© Survey which counts for two-thirds of the total score and measures employee perception of the workplace. Scoring criteria also includes a Workplace Culture Assessment and employees comments. The Great Place to Work® Model further defines how relationships play out in five dimensions: Credibility, Respect, Fairness, Pride and Camaraderie.

Companies featured on Great Place to Work® Best Companies lists have the highest levels of trust, strongest evidence of employee engagement and demonstrate the best applied management practices and programs as defined by the Great Place to Work and Giftwork® models.

“The pleasant and friendly working environment, the clear communications of the work expectations, the cooperation between colleagues as well as the pride in the Company’s results are included in the basis of recognizing Teleperformance as one of the Best Companies to Work For in 2012. All of these aspects reveal an above average trust level by people in the work environment, relationships between employees, job functions and management leadership” said Sandrine Lage, Founder of the Great Place to Work Institute - Portugal.

Joao Cardoso, CEO – Teleperformance Portugal, added, *“The commitment to our people and our clients including their customers has led to this wonderful recognition for the past three consecutive years. We are also very humbled to be named one of the top six Portuguese companies for young employees. I extend a sincere thanks to the Institute for this award and a special thanks to all of our great clients and our Teleperformance people who have made us a leading company here in Portugal. I would also like to thank our worldwide Teleperformance family for all of their great and consistent support which has made us a stronger and better organization over the years.”*

Worldwide Chairman and CEO of Teleperformance, Daniel Julien, commented, *“Teleperformance is working very hard to be known as a great place to work everywhere in the world. As the number one global leader in our industry, we believe applying the Great Place to Work® criteria to the highest standards possible helps us strengthen and grow our number one worldwide position. Our collective cultural belief is happy and committed people drive the best customer experiences and therefore the best*



client and shareholder results. We congratulate Joao and our entire Teleperformance Portugal team for this outstanding achievement and leadership example of which we are all very proud."

ABOUT TELEPERFORMANCE

Teleperformance, 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 2011, it reported consolidated revenue of €2,126.2 million (US\$2,955.4 million) based on €1 = US\$1.39).

The Group operates 98,000 computerized workstations, with more than 130,000 full-time equivalent employees across 248 contact centers in 49 countries. It manages programs in more than 66 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the NYSE Euronext Paris market, Compartment A, and are eligible for the deferred settlement service. Teleperformance is included in the following indices: SBF 120, STOXX 600 and France CAC Mid & Small.

Symbol: RCF - ISIN : FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP

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