



PRESS RELEASE

Emily Abrera appointed to the Teleperformance Board of Directors

PARIS, DECEMBER 21, 2012 – At its meeting on Tuesday, November 27, 2012, the Teleperformance Board of Directors unanimously appointed Emily Abrera as a Director to replace Martine Dassault, who has resigned. The ratification of this appointment and the renewal of her mandate for a four-year term will be submitted to the vote of the Company's next Annual Shareholders Meeting on May 30, 2013.

Emily Abrera is independent within the meaning of the AFEP-MEDEF Corporate Governance Code.

Daniel Julien, Chairman of the Teleperformance Board of Directors, said: *"A Philippine national, Emily Abrera has held positions of the highest responsibility within the McCann Eriksson media group in Asia-Pacific. She is an important person in the world of culture and communication throughout the region. Her international expertise and in particular her in-depth understanding of economic, social and environmental issues in the Philippines, a key market for the customer experience management at Teleperformance, will enhance quality of the work and governance of the Group's Board of Directors. I am delighted that someone of her calibre is to join our Board."*

Emily Abrera has been Chairman-Emeritus of McCann-Erickson Philippines since May 2004. Involved in a wide range of public interest causes, she has been Chairperson of the Children's Hour Philippines since 2009 and is a Board Member of the Philippine Eagle Foundation, the Philippine Board on Books for Young People and the Philippine Cancer Society. She also serves as Chairperson of the Cultural Center of the Philippines and CCI Asia (Living Asia Channel) and President of the Foundation for Communication Initiatives. In addition, she is an independent director of Pioneer Insurance and Splash Corporation. Emily Abrera studied journalism at the University of the Philippines in Quezon City.

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 million (\$2,955 million, based on €1 = \$1.39).

The Group operates about 98,000 computerized workstations, with more than 130,000 full-time equivalent employees across 250 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. They are 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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