



## PRESS RELEASE

# TLSccontact ranked a Best Company to Work<sup>®</sup> for in Greater China

---

**PARIS, APRIL 19, 2013** – Teleperformance, the global worldwide leader in customer experience management, is pleased to announce that TLSccontact, a Group full-owned subsidiary and the European leader in outsourced face-to-face contact center solutions, has been ranked one of the Best Companies to Work for<sup>®</sup> in all six of its locations in China. TLSccontact is one of the eight companies to receive this award in the first year of the Great Place to Work<sup>®</sup> Institute conducted the assessment in Greater China.

Held in last March, the Award Ceremony made official TLSccontact's status as a GreatPlace to Work<sup>®</sup>. This award is an extension of TLSccontact's worldwide initiative to continuously listen to employees and take action to build mutual trust and build a great working environment.

**Bertrand Weisgerber, CEO of TLSccontact stated:** *"Being a Great Place to Work<sup>®</sup> is essential for hiring and retaining the best talent in the industry. Our talented employees have built us to be the successful company we are today. We believe a happy employee makes a happy customer and a happy customer makes a happy client".*

## ABOUT GREAT PLACE TO WORK<sup>®</sup>

Great Place to Work<sup>®</sup> Institute began the search of the Best Companies to Work for<sup>®</sup> in 1981 and sees its mission in supporting companies to build Great Workplaces characterized by trust, pride and camaraderie. Great Place to Work<sup>®</sup> is in 45 countries with more than 5,500 organizations, representing over 10 million employees all over the world.

## ABOUT TLSCONTACT

TLSccontact, a Teleperformance company and the European leader in face-to-face contact center operation, has been serving diplomatic missions since 2007. The company currently operates 14 centers across Asia, Europe, Africa and the Middle East for a number of Schengen and other governments. The TLSccontact solution is based on a fully automated process flow, using a proprietary TLScconnect software management system. The system covers the entire process flow, integrating biometric data capture as standard.

## 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 2012, it reported consolidated revenue of €2,347 million (\$3,028 million, based on €1 = \$1.29).

The Group operates about more than 100,000 computerized workstations, with 138,000 employees across more than 270 contact centers in 46 countries serving 78 markets. 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



## CONTACT

### INVESTOR RELATIONS

QUY NGUYEN-NGOC, Investor Relations Director

Tel: + 33 1 53 83 59 87

[quy.nguyen@teleperformance.com](mailto:quy.nguyen@teleperformance.com)

For further information and media inquiries please visit the Teleperformance website at [www.teleperformance.com](http://www.teleperformance.com).