



PRESS RELEASE

Teleperformance Named a Best Place to Work in Greece

Great Place to Work® Institute recognizes Teleperformance Hellas

PARIS, APRIL 25, 2013 – Teleperformance, the Global Leader in Outsourced Customer Experience Management, announced today that its operation in Athens, Greece has been named a Best Workplaces location for 2013 by the prestigious Great Place to Work® Institute.

Teleperformance Hellas, a multilingual contact center hub, began operations in 1989 and helped pioneer the industry in both Greece and regionally. Today, it continues to set performance, quality and people standards for the industry and has attained critical certifications for COPC (Customer Operations Performance Center), PCI (Payment Card Industry data security standards), and ISO among other advanced operating methods. Teleperformance Hellas employs a truly multi-cultural staff representing over 90 nationalities - the Athens hub serves the world's largest multinationals in over 25 languages.

Yannis Tourcomanis, CEO of Teleperformance Hellas and Regional Director for Southeast Europe and Middle-East Operations, declared: *"Being voted a Best Workplaces organization for 2013 recognizes our many years of efforts, passion and focus in driving our people strategy in Greece and in the region. Teleperformance is able to attract the best candidates from around the world. We offer them an exceptional working environment and an opportunity to continuously improve their skills and knowledge to service our clients and to grow both professionally and personally. We continuously strive to offer our Teleperformance Hellas team an exceptional work environment. We are truly honored this has been recognized by such a respected independent institute."*

Dimitris Ganoudis, General Manager, Great Place to Work® Hellas Institute, stated: *"Teleperformance Hellas has achieved a tremendous positive change in the work environment which can serve as a powerful model for many companies in all industries. They operate in a challenging industry, employing people from around the world, and have managed to create a unique and collaborative team environment. Teleperformance Hellas has done this by establishing effective communication feedback mechanisms to ensure their promises to staff are consistently met. This has cultivated trust and respect throughout the entire organization. Today, the world desperately needs companies like Teleperformance."*

Daniel Julien, Worldwide Chairman and CEO and Paulo César Salles Vasques, Worldwide Chief Marketing Officer and Executive Committee Member, Teleperformance, jointly commented: *"We are particularly proud our Athens multilingual hub has achieved this important Best Workplaces honor. As the era of global customer mobility expands, offering clients strategically located multilingual and multi-channel hubs staffed by motivated and happy professionals is a lynchpin in our delivery model. The execution of our people strategy is central to both our core values and our global results excellence commitment to our clients. Best congratulations to Yannis and the entire Teleperformance Hellas team on this outstanding achievement."*



ABOUT GREAT PLACE TO WORK®

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

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, Eurolist-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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