



PRESS RELEASE

Teleperformance sees bright future in rapidly developing BRICS markets

PARIS, APRIL 8, 2013 – Teleperformance, the global leader in customer experience management, affirmed today the company remains “bullish on the BRICS” related to the next anticipated wave of industry contact center outsourcing growth opportunities.

The BRICS are Brazil, Russia, India, China and, more recently, South Africa. Teleperformance has operated in some of these countries for over 14 years and their current footprint boasts significant and state-of-the-art operations in all BRICS countries. Teleperformance’s strong positioning in rapidly developing markets has been recently highlighted and acclaimed by OVUM, a world renowned independent industry analyst firm.

Paulo Cesar Salles Vasques, Chief Marketing Officer and Member of the Teleperformance Executive Committee, said : *“We have been, are and will continue to be fully committed to the BRICS markets in both investments and in high quality operational delivery capabilities. We have great people and great facilities in all these countries. From a competitive standpoint, we are the only major player with a full BRICS footprint ; this presence is critical for the world’s largest companies we serve. While the huge growth of some of these markets has understandably slowed a bit, we continue to see a nice, steady climb in the BRICS that represents a large and sustained annuity for our business.”*

Peter Ryan, Practices Leader of Ovum’s Services Team, commented : *“Over 25,000 Teleperformance people are already embedded across the BRICS and this represents exceptional positioning to take advantage of both domestic and affiliated non-domestic market growth curves. In the simplest terms, you have one of the industry’s clear leaders in the contact center outsourcing space completely mobilized and scaled to serve half of the global population for the biggest brands in the world for the BRICS alone. This is indicative of the type of management planning and strategy that helps Teleperformance keep on breaking their own industry records year after year.”*

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



CONTACTS

INVESTOR RELATIONS

QUY NGUYEN-NGOC, Investor Relations Director

Tel: + 33 1 53 83 59 87

quy.nguyen@teleperformance.com

For further information and media inquiries please visit the Teleperformance website at www.teleperformance.com.