

PRESS RELEASE

Teleperformance wins major award for EMEA Corporate Social Responsibility

European Outsourcing Association (EOA) recognizes Group's charitable, environmental and community commitments

PARIS, MAY 16th, 2013 – Teleperformance, the Global Leader in outsourced Customer Experience Management has been honored with the top award for Corporate Social Responsibility for its operations in Europe, Middle East and Africa (EMEA) at the recent EOA Awards Ceremony at the NH Grand Hotel Krasnapolsky in Amsterdam. As one of the largest and most respected industry associations in Europe, the EOA (European Outsourcing Association) shares and recognizes local, regional and worldwide impacting best practices across CRM and BPO enterprises.

Since 2007, by working across 46 countries and engaging many of its 138,000 employees, Teleperformance raised and donated more than USD \$10 million in cash and in-kind donations to many charities via a commitment to the Clinton Global Initiative. The company created several internal CSR programmes "Citizen of the World" (COTW) launched in 2006 and "Citizen of the Planet (COTP)" launched in 2008.

COTW, which was the main focus of the EOA award, is a multifaceted programme that contributes to global efforts to meet the basic survival needs of some of the world's most vulnerable children with the ultimate aim to help them reach their individual potential.

Armand Angeli, EOA Board member and Co-Founder of the EOA France Chapter, said: *"Beyond the company's business performance, the EOA judges were impressed by the scope and scale of Teleperformance's commitment to leverage its resources, capabilities and people, across geographies to improve lives and environmental conditions. Despite the overall difficult economic climate, Teleperformance has integrated CSR into its way of doing business.*

Brigitte Daubry, President of the EMEA region and Member of the Teleperformance Executive Committee of, declared: *"We are proud that through this combination of individual and team efforts and the investment of our corporate capabilities and resources, Teleperformance's CSR initiatives are having a direct impact on lives and on the environment, something EOA has now recognized".*





Daniel Julien, Chairman and CEO of Teleperformance, and Paulo César Salles Vasques, Group Chief Marketing Officer and Member of the Teleperformance Executive Committee, added:

“Teleperformance is and always will be committed to all the communities where we live and work. We could not be more proud of our people across EMEA for their complete and unselfish dedication in helping people and the environment both locally and around the world. Last year, our people gave up their time, hearts and even their own blood in literally hundreds of Teleperformance efforts as volunteers and donors to help the planet and those less fortunate than themselves. We thank the EOA for this distinct honor and especially thank all of our great Teleperformance EMEA teammates who prove every single day that you can be great professionals and equally great human beings at the same time. All of you make us both proud and humble. A very best congratulations to each of you for this very special and well-earned award.”

ABOUT EOA

As one of the largest and most respected industry associations in Europe, the EOA shares and recognizes local, regional and worldwide impacting best practices across CRM and BPO enterprises. The coveted Corporate Social Responsibility (CSR) award evaluates the impact achieved by a combination of charitable, community development and green initiatives on an EMEA regional basis.

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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