



PRESS RELEASE

Teleperformance Appoints Paulo César Salles Vasques as CEO

PARIS, MAY 31^h, 2013 – Teleperformance, the global leader in outsourced customer experience management, announced today that Group’s Board of Directors, chaired by Daniel Julien, has appointed Paulo César Salles Vasques as Chief Executive Officer at the Board meeting on May 30 2013. Mr. Vasques served as the company’s Worldwide Chief Marketing Officer prior to his appointment as CEO.

In connection with the separation of the offices for the Chairman and Chief Executive Officer to be made from this date, the Board of Directors decided to confirm Daniel Julien’s position as Chairman of the Board of Directors.

PC Vasques, 43, graduated from the Mackenzie University, Sao Paulo (Brazil) - chemical engineer - and has a post graduate degree in management obtained at the Fundação Getúlio Vargas, Sao Paulo. He has 14 years of successful experience in the contact center world in major companies. He joined the Group in 2005 and succeeded as CEO of Teleperformance Brazil in building one of the most successful companies of the Group in a remarkably short time span.

Daniel Julien, Chairman of the Board of Teleperformance, commented: *“We actually mentioned this move quite some time ago so now it is formalized. Teleperformance is blessed with an exceptionally capable and stable senior management team. This is a fact often noted as a clear differentiator by many Group’s observers and stakeholders. We are well-positioned with our management capabilities and appointing Paulo César to the CEO role strengthens us even more.*

He is a young, smart and passionate leader who knows all aspects of our business on a global scale. Paulo César not only transformed Teleperformance Brazil when he was CEO there, he also is the creator of our worldwide people culture strategy. I congratulate him on his new role and look forward to our collaboration to ensure Teleperformance’s remarkable journey continues both now and for many more decades. “

Paulo César Salles Vasques, Chief Executive Officer, Teleperformance said: *“Daniel Julien, with help from his entire management team, has created the undisputed global leader in our industry. This represents a unique worldwide competitive operating advantage for Teleperformance we intend to maintain and strengthen. Right now, we have an incredible global opportunity to extend our industry dominance by really partnering with our clients and providing them with exceptional solutions. Our*



current and planned solutions are designed to meet and exceed constantly evolving and emerging customer experience expectations and trends.

I thank Daniel Julien, the Board of Directors and the entire Teleperformance management team for their confidence in my leadership. Together, we will concentrate on growing our business by delivering real value for our clients, investors, people and all other stakeholders. I am honored, humbled and excited to be the CEO of Teleperformance and I am completely committed to attaining and exceeding all of our objectives.”

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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