



PRESS RELEASE

Teleperformance Wins 5 Gold Medals from Contact Center World

Portugal & UK recognized with top awards for Europe, Middle-East and Africa (EMEA)

PARIS, JULY 25th, 2013 – Teleperformance, the global leader in outsourced multichannel customer experience management, has received 5 prestigious gold medal awards from Contact Center World for programs conducted in the EMEA region. Contact Center World is the largest worldwide association of contact center professionals with 137,000 members. Every year, the association evaluates contact center outsourcers and internal contact centers in each world region for best practices, quality and results excellence. Regional winners will compete for the overall top global awards in Las Vegas, USA during November of this year.

Teleperformance Portugal won four EMEA gold medals for:

- **Best Contact Center**
- **Best in Customer Service**
- **Best Contact Center Design**
- **Best Outbound Campaign**

Teleperformance United Kingdom added a fifth regional gold medal for **“Best Use of Social Media in the Contact Center”**.

CEO of Teleperformance Portugal, Joao Cardoso, commented: "According to the largest Global Association of professionals in our industry, we are ranked first in Europe with the best designed center, located at Parque das Nações, the best outbound campaign, the best contact center and the best customer service. Teleperformance Portugal is a worldwide center of excellence and these awards are another fantastic recognition of that fact."

Alistair Niederer, CEO of Teleperformance UK, stated: “We are delighted that our e-Performance program in the UK has been recognized through this international award. Social media has evolved to become an important part of a multichannel strategy for many of our clients. Today, we are working with leading national and global brands to help them focus on what matters – managing conversations with customers, whatever channel they prefer – and providing them with analytical insights on customer behavior to help inform and drive their customer experience strategy and business transformation.”

Paulo César Salles Vasques, Chief Executive Officer, Teleperformance Group, added: “These awards are reflective of the breadth, scope and constant effort for total excellence we exert for our clients not just in EMEA, but all over the world. EMEA can be a challenging operating environment and my understanding is over 600 companies in 28 countries were part of this highly competitive awards evaluation process. The sheer quantity of top awards we have received makes all of us proud and humble at the same time. We thank Contact Center World for this important recognition and I thank and congratulate Joao, Alistair and our entire Portugal and UK teams for their outstanding and innovative efforts in support of the EMEA markets and our clients.”



ABOUT TELEPERFORMANCE GROUP

Teleperformance, the worldwide leader in outsourced multichannel customer experience management, serves companies around the world with customer care, technical support, customer acquisition 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 more than 100,000 computerized workstations, with 138,000 employees across more than 270 contact centers in 46 countries. 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

www.teleperformance.com

CONTACTS

INVESTOR RELATIONS

QUY NGUYEN-NGOC

Tel: + 33 1 53 83 59 87

quy.nguyen@teleperformance.com

PRESS RELATIONS

MARK PFEIFFER

Tel: + 1 801-257-5811

mark.pfeiffer@teleperformance.com