



PRESS RELEASE

Teleperformance among the “Best Companies to Work For”

The Great Place to Work® Institute survey, in partnership with Época magazine, highlights the company as a benchmark in working environment and best practices in people management in Brazil

PARIS, SEPTEMBER 3rd, 2013 – Teleperformance, the global leader in outsourced multichannel customer experience management, has again been selected as one of the “Best Companies to Work For” in Brazil. The award was bestowed by the Great Place to Work® Institute (GPTW), in partnership with Época magazine, one of the leading publications for businesses in the Brazilian market.

Sergio Souza, President Teleperformance Brazil commented: *“We are proud of this recognition and sincerely thank all of our great people for their efforts. This result reinforces the special position of Teleperformance as it relates to our focus on people strategy. We continuously invest in professional development, respect and quality of life for all of our people not just in Brazil, but everywhere in the world.”*

Teleperformance stood out in the study for its culture which values each employee and for overall working conditions featuring comfortable, state-of-the-art facilities. Teleperformance has also developed comprehensive programs for training, benefits, recognition and awards. *“Based on our approach, we are able to select and retain the best professionals in our field. Besides increasing the productivity of our operations, we are able to raise the quality of our service even higher and this ensures the satisfaction of our clients’ customers,” Sergio Souza added.*

Worldwide CEO of Teleperformance Group, Paulo César Salles Vasques, emphasizes that the people driven strategy has been a clear differentiator from a client perspective: *“Sergio and his entire team embody the spirit of our people focus and I congratulate our entire Brazil family for this accomplishment. Clients recognize the relentless drive we have in pursuing excellence through our people approach is a unique brand attribute of Teleperformance. Our clients are extremely sophisticated and performance driven - they include the largest and most successful companies in the world. In short, our clients know through actual results that our people-based culture makes a positive tangible difference on the bottom line”* he explained.



ABOUT GREAT PLACE TO WORK®

The Great Place to Work Institute is present in 49 countries. The objective of the study is to encourage companies to create excellent working environments and people management practices. The consultancy evaluates business practices based on a methodology formulated two decades ago, which measures the level of trust of the employees in relation to the company and the quality of the relationships between the management and staff.

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

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