

## PRESS RELEASE

# Teleperformance rewarded for the “Best progression among SBF 120 index companies” for its financial information.

**PARIS, OCTOBER 2<sup>ND</sup>, 2013** – Teleperformance, the global leader in outsourced multichannel customer experience management, announced today that the company has received the award of the “Best progression among SBF 120 index companies” for the transparency of its regulated information. The prize was awarded by the jury of the 4th *Grands Prix de la Transparence* at a ceremony held in Paris yesterday.

The annual event is organized by a scientific committee of representatives of the French financial community. The Financial Transparency Awards acknowledge best practices in regulated information. The regulations concerning financial communication are becoming increasingly stringent, and these awards are designed to reward French listed companies that make an extra effort in their approach to communication.

This year, the jury awarded 12 prizes among the 120 listed companies in Paris. Companies are assessed on the basis of their financial information materials, specifically the registration document and the investor relations part of the corporate website, using 105 criteria divided into four categories: accessibility, precision, comparability and availability.

**Olivier Rigaudy, Chief Financial Officer of Teleperformance Group, commented:** *“This prize highlights our commitment to providing our shareholders with clear, transparent information on a regular basis. It rewards the efforts we have made over the past few years to improve our corporate governance by introducing best practices. We would like to thank the jury of the Grand Prix de la Transparence for their encouragement and we pay tribute to Teleperformance’s teams who strive for continuous improvement in all our relations with Group’s stakeholders.”*

**Paulo César Salles Vasques, Worldwide Chief Executive Officer of Teleperformance Group, added:** *“Integrity is the very first principle in Teleperformance’s set of five shared values which define our culture and shape our operating approach. Professionalism is another. This means transparency is a really critical part of who we are and how we manage the business. As the global leader in our industry and one of the world’s larger employers, I believe we have an obligation to continuously set the highest standards possible to challenge both ourselves and others. We are both proud and humbled by this recognition which reflects well on both our business management and our values of who we are as people”.*

### Members of the 2013 scientific committee

A scientific committee representing the financial community guarantees the transparency and impartiality of the awards. The methodology, criteria and results are all subject to its approval.

Valentine Bonnet - AFG

Viviane Neiter - APAI

Yves-Alain Ach - EMLV

Alain Pithon - Paris EUROPLACE

Aldo Sicurani - F2iC

Alain Martel - IFA

François Houssin - NYSE EURONEXT

Jean-Paul Pierret - SFAF



## 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](http://www.teleperformance.com)**

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