

PRESS RELEASE

Teleperformance Mexico Named a Great Place to Work

Great Place to Work® Institute Names Teleperformance Among Best Workplace Locations for 2014 in Mexico, Central America and the Caribbean

PARIS, June 12th, 2014 – Teleperformance, the global leader in outsourced multichannel customer experience management, announced today that its domestic operations in Mexico City have been recognized by the prestigious Great Place to Work® Institute as one of the best workplace locations in Mexico, Central America and the Caribbean for 2014.

Teleperformance Mexico was established in 1996. The operation is the current leader in outsourced integrated direct marketing services provided to well-known Mexican organizations and U.S. Fortune 500 companies targeting the Mexican market. Teleperformance Mexico City was recognized as an “outstanding place to work” among companies in the 500 to 5,000 employee company size in the Mexico, Central American / Caribbean Region.

Paulo César Salles Vasques, Worldwide CEO, Teleperformance Group, commented: *“For 18 years, our Teleperformance team in Mexico has demonstrated a higher standard of excellence in the workplace leading to this award. To each and every one of our great people there, I offer my thanks and congratulations for a job well done in shaping a positive and passionate work culture. We take great pride in our people care commitment because we know it is the true foundation for delivering exceptional results for both our clients and our shareholders.”*

Companies nominated for Great Place to Work® list go through a rigorous application process and are selected and ranked predominantly on the basis of employees’ response to the Great Place to Work Trust Index® Survey. It takes into account employees’ perception of the workplace, but the scoring criteria also include Workplace Culture Assessment and employees’ comments.

Jorge Ferrari, President of Great Place to Work Mexico, Central America, the Caribbean and China, added: *“This is the second year Great Place to Work® gives special recognition to companies in Mexico that have made great efforts for the benefit of their employees. More companies are concerned with maintaining great workplaces and are becoming increasingly aware of the benefits to be derived from it, both in their work environment and business results. We extend our congratulations to the companies certified as excellent workplaces by Great Place to Work®, and we extend our invitation to more companies to join our mission to improve society transforming organizations in excellent workplaces.”*

ABOUT GREAT PLACE TO WORK®

Great Place to Work® Institute began the search of the Best Companies to Work for® in 1981 and sees its mission in supporting companies to build Great Workplaces characterized by trust, pride and camaraderie. Great Place to Work® is in 45 countries with more than 5,500 organizations, representing over 10 million employees all over the world.



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 2013, it reported consolidated revenue of €2,433 million (\$3,236 million, based on €1 = \$1.33).

The Group operates 110,000 computerized workstations, with close to 149,000 employees across around 230 contact centers in 62 countries and serving more than 150 markets. It manages programs in 63 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the Euronext Paris market, 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

For further information, please visit the Teleperformance website at www.teleperformance.com.

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