



PRESS RELEASE

Teleperformance named Best Outsourcing Company of the Year at European Outsourcing Awards

Teleperformance Customer Experience Lab Wins Major Award for Innovation in Outsourcing

PARIS, AUGUST 1ST, 2014 – Teleperformance, the global leader in outsourced multichannel customer experience management, announced today that the company swept up two of the top awards at The European Outsourcing Association (EOA) Awards, including the Best Outsourcing Company of the Year and the Award for Innovation in Outsourcing for its Teleperformance Customer Experience (CX) Lab.

One of the largest and most respected industry associations in Europe, the EOA acknowledges excellence in pan-European outsourcing at its annual awards event, which was held on July 10, 2014 in London. The event was organized in association with the UK National Outsourcing Association (NOA) Symposium, an annual conference attracting the top buyers, suppliers and advisers in the outsourcing industry. Eric Dupuy, President Business Development EMEA, and members of his team represented the Teleperformance Group and collected the awards at the EOA event.

*“We are extremely proud to be recognized as the Best Outsourcing Company of the Year and to be honored for innovation in outsourcing by the EOA, **said Paulo César Salles Vasques, Worldwide CEO, Teleperformance Group.** As the global industry leader, our #1 goal is to utilize our greatest asset – our people – and help our clients differentiate themselves from their competitors by delivering excellent customer care on each and every interaction. These awards are a testament to the dedication and passion of the Teleperformance team in meeting and exceeding the high customer service standards of our clients.”*

*“Congratulations to Teleperformance for winning the EOA Award for Best Outsourcing Company of the Year and for being honored for the company’s far-reaching commitment to innovation that is driving the European outsourcing industry forward, **said Kelly Hallard, CEO, EOA.** Teleperformance is a shining example of how a company can leverage its resources, capabilities and people to achieve year on year growth and provide true business transformation for its clients across Europe and around the world. Teleperformance was selected for its dynamic strategy that sets out to lead the industry and for its strong dedication to training and development, which underpins the company’s ability to drive more value for clients.”*

Honored with the Award for Innovation in Outsourcing, the Teleperformance CX Lab conducts both single and multicultural market research across geographies and industries, focusing on changing customer behaviors and satisfaction drivers. The CX Lab is equipped to research and analyze customer interaction preferences in more than 20 languages and can explore multiple channels and the use of mobile devices. Teleperformance uses this research capability to not only analyze present behavior, but to also explore potential future trends.



ABOUT EOA

Founded in 2004 by the British National Outsourcing Association, The European Outsourcing Association operates as a pan-European federation of country-specific bodies that act as independent non-profit organizations whose shared objective is to leverage effective business and process outsourcing. Currently, the Association includes over 1,000 corporate members. The annual EOA Awards held in Amsterdam (Netherlands) attract the world-leading service providers, clients, and consultants in the outsourcing business domain.

To learn more about the EOA Awards, go to <http://www.noa.co.uk/index.php/site/eoaawards>

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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