

## **PRESS RELEASE**

### *Teleperformance Recognized as Top 100 Global Outsourcing Service Provider by IAOP*

IAOP's eleventh annual list awards companies for innovation, social responsibility and business growth



**PARIS, MAY 4, 2016** – Teleperformance, the global leader in outsourced omnichannel customer experience management, today announced it has been named as a 2016 Global Outsourcing 100 company by the International Association of Outsourcing Professionals® (IAOP). This achievement marks the second consecutive year that Teleperformance has been rated among the world's elite outsourcing companies.

The Global Outsourcing 100 honors outsourcing service providers that demonstrate excellence and commitment to the industry in five critical pillars: Size and Growth, Customer References, Awards and Certifications, Programs for Innovation, and Corporate Social Responsibility (CSR). Teleperformance received a full star – the highest possible honor – in all five categories, and as a result, was also recognized as an All Star Company Provider.

*“Businesses understand there are hundreds of qualified service providers and advisors out there, but what they really need to understand now is what makes each one exceptional,” said IAOP Chief Executive Officer, Debi Hamill. “The Global Outsourcing 100 and World’s Best Advisors lists have done just that. We’re proud to recognize Teleperformance for being among the highest rated companies in customer references, company awards and certifications, programs for innovation, corporate social responsibility and size and growth.”*

In addition to the Global Outsourcing 100 list, Teleperformance was included in IAOP's more specified sub-lists, including Best Leaders in Overall Revenue, Best Leaders in Number of Employees and Best Leaders in Number of Countries Worldwide.

*“Teleperformance’s continued recognition by IAOP is a testament to our growth and sustained leadership in the industry,” said Paulo César Salles Vasques, Worldwide Chief Executive Officer, Teleperformance Group. “As a customer experience provider today, having a well-rounded identity is more important than ever. Teleperformance not only continues to increase its focus on business drivers including innovation, reliability, security and growth, but also our contributions to communities worldwide through our commitment to CSR.”*

The industry's leading association and advocate for outsourcing professionals, IAOP boasts a global community of more than 120,000 members and affiliates worldwide. The list is based on applications received, and judging is based on a rigorous scoring methodology that includes an independent review by a panel of IAOP customer members with extensive experience in selecting outsourcing service providers and advisors for their organizations. The full scoring and process methodology document may be found here: <https://www.iaop.org/Download/Default.aspx?ID=1605>.

IAOP revealed the 2016 Global Outsourcing 100 list at the Outsourcing World Summit in Lake Buena Vista, Florida in February. The full list with distinguishing stars will be published on June 6, 2016 and can also be downloaded on IAOP's website at <https://www.iaop.org>.

## **ABOUT IAOP**

IAOP is the go-to association leading the way to improve outsourcing outcomes by bringing together customers, providers and advisors in a collaborative, knowledge-based environment that promotes professional development, recognition, certification and excellence. With over 120,000 members and affiliates worldwide, IAOP is not only on top of the latest trends but in front of them. Through its expansive global chapter network, premier training and certification programs, knowledge center, member community and more, IAOP helps members learn, grow and succeed. For more information and how you can become involved, visit [www.iaop.org](http://www.iaop.org).

## **ABOUT TELEPERFORMANCE**

Teleperformance (RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP), the worldwide leader in outsourced omnichannel customer experience management, serves companies around the world with customer care, technical support, customer acquisition and debt collection programs. In 2015, it reported consolidated revenue of €3.4 billion (\$3.7 billion, based on €1 = \$1.11).

The Group operates 147,000 computerized workstations, with close to 190,000 employees across 311 contact centers in 65 countries and serving more than 160 markets. It manages programs in 75 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: STOXX 600, SBF 120, Next 150, CAC Mid 60 and CAC Support Services. They also have been included in the Euronext Vigeo Eurozone 120 index since December 2015, with regard of the Group's performance in corporate responsibility.

For more information: [www.teleperformance.com](http://www.teleperformance.com)

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