



Teleperformance

Transforming Passion into Excellence

PRESS RELEASE

Teleperformance India Recognized as 2016 Aon Global Best Employer

Aon Best Employers Program measures and recognizes employer excellence worldwide and salutes companies that create advantages through their people



PARIS, MAY 19 2016 – Teleperformance, the global leader in outsourced omnichannel customer experience management, today announced that its operations in India have been named as a 2016 Aon Global Best Employer by Aon Hewitt, the global talent, retirement and health solutions business of Aon plc (NYSE: AON).

The Aon Best Employers program measures and recognizes employer excellence worldwide. Teleperformance was one of two winners that received the coveted recognition in the global category and the only company in the commercial and professional service industry. This is the third consecutive year Aon has recognized Teleperformance India as an Aon Best Employer.

The award was presented to Teleperformance India at the “Aon Best Employers’ 2016” awards ceremony held in Gurgaon, India on March 30, 2016.

“We congratulate Teleperformance India on being adjudged an Aon Best Employer. Teleperformance India’s investment in talent development through learning and mobility sets it apart in the industry. Such initiatives are rare in this industry, given the growth rate. However, Teleperformance India continues to invest in its talent, creating a conducive work environment, and people’s strong commitment,” **said Tarandeep Singh, Partner, Talent & Performance Consulting, Aon Hewitt India.**

“It is a huge recognition of the team’s effort and a moment of pride for Teleperformance as we receive this award from Aon Hewitt. This is the third time in a row that we have been recognized by this prestigious organization, and 2016 is at the global benchmark level,” **added Sanjay Mehta, Managing Director, Teleperformance India.** *“We truly believe that positive employee experience is the key driver of exceptional and sustained delivery of customer experience, and it is the main differentiator for businesses today. Employees love companies where they feel engaged and respected, and clients want to work with companies whose employees approach every interaction with a positive attitude.”*

The Aon Best Employers Program measures and recognizes employer excellence worldwide and salutes the achievements made by organizations that create competitive advantage through their people. To achieve recognition through the Aon Best Employers program, Teleperformance India was assessed on four measures:

1. Engagement Index: Teleperformance India’s employees speak positively about their employer, intend to stay and are motivated by their employment experience to do their best work every day.
2. Leadership Index: Teleperformance India’s leaders clearly define the vision for the future, recognize employees’ critical importance and lead them to success.

3. Performance Culture Index: Teleperformance India's employees are aligned to company goals and are rewarded and recognized for their contributions.
4. Employer Brand Index: Teleperformance India's employees are proud of the company they work for and know what makes the company distinctive as a place to work.

Teleperformance India offers several country specific employee engagement programs in addition to the seven major programs operated by Teleperformance globally.

"We are honored to be acknowledged as a 2016 Aon Global Best Employer for our work in India," said Paulo César Salles Vasques, Worldwide Chief Executive Officer, Teleperformance Group. "Aon recognizes our commitment to drive long-term performance through cultivating a positive working environment. Our leadership team really takes pride in treating our people as valued members of the Teleperformance family because they are at the very core of our great company culture."

The Aon Best Employers program was first conducted in 2001. The 2016 study was conducted in partnership with Businessworld and Bloomberg TV India. In Asia, it runs in 12 markets: China, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, Singapore, Taiwan, Thailand, Australia and New Zealand.

ABOUT AON

Aon plc (NYSE: AON) is a leading global provider of risk management, insurance brokerage and reinsurance brokerage, and human resources solutions and outsourcing services. Through its more than 69,000 colleagues worldwide, Aon unites to empower results for clients in over 120 countries via innovative risk and people solutions. For further information: <http://aon.mediaroom.com>.

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 social responsibility.

For more information: www.teleperformance.com

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