

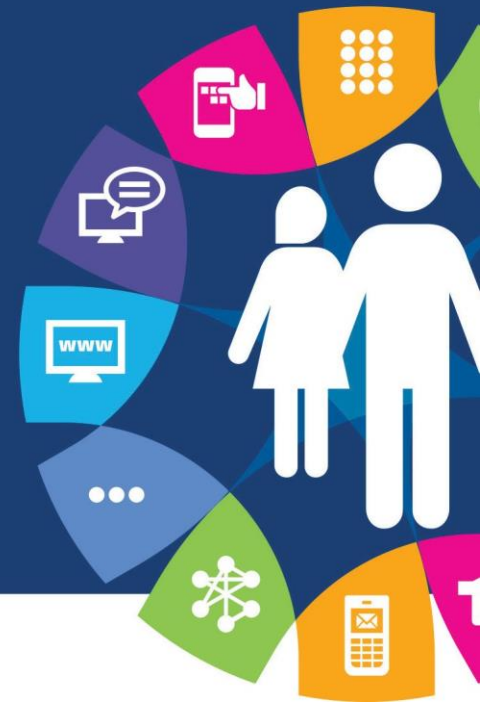


**Teleperformance**

Transforming Passion into Excellence

## PRESS RELEASE

### *Teleperformance Expands Global Footprint to Australia*



**PARIS, MAY 26, 2016** – Teleperformance, the global leader in outsourced omnichannel customer experience management, today announced the opening of a 300 workstation contact center in Australia. Located 16 kilometers outside of Melbourne in Burwood, Victoria, the facility is close in proximity to residential communities and colleges, including Deakin University, and offers opportunities for both part and full-time employment.

Teleperformance employees in Burwood will provide a broad range of services for global technology brands in the Australia and New Zealand (ANZ) market, plus English support for the Asia Pacific region. By 2017, the site is expected to double in size through growth with both local and global companies operating domestically or outside of the country.

The new contact center continues to ramp-up after officially going online on March 14. In the subsequent week from its launch, the Burwood facility was able to exceed its customer satisfaction targets by double digits.

*“We are excited to grow our footprint in Australia and offer new opportunities to the community of Melbourne,” said Paulo César Salles Vasques, Worldwide Chief Executive Officer, Teleperformance Group. “The opening plays an important role in driving our continued and expanding support for the ANZ market. The growth we are seeing is a testament to the professionalism and performance of our people and the superior service they provide our customers. We are really happy to welcome a new team of talented and passionate people to our Teleperformance family in Australia.”*

*“Today’s announcement is a major milestone for our continued expansion into the ANZ market,” said Dave Rizzo, President, Teleperformance Asia Pacific. “We are proud of the local team led by Executive Vice President Hannah Do. The success of the site is only possible due to everyone’s dedication and commitment to our clients, our customers and our Burwood center. There is no doubt of more success stories to come from Burwood and Teleperformance Australia.”*

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

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