



**Teleperformance**  
Transforming Passion into Excellence

## PRESS RELEASE

### *Teleperformance India Named a Best Company to Work For by Great Place to Work®*

Distinguished Honor Determined by High Level of Employee Satisfaction



**PARIS, JULY 4, 2016** – Teleperformance, the worldwide leader in outsourced omnichannel customer experience management, today announced that it was recognized as a ‘Best Company to Work for’ in India by the prestigious Great Place to Work® (GPTW) Institute India. Teleperformance India was ranked 4th out of the 100 companies that were selected for inclusion on the ‘India’s Best Companies to Work For in 2016’ list, and ranked as No. 1 within the Business Process Outsourcing industry category. Teleperformance India was presented with an award in recognition of the achievement at the well-attended GPTW awards ceremony held in Mumbai on July 1, 2016.

This is the fourth time Teleperformance India has been recognized by the respected Great Place to Work® Institute. To be considered for this prestigious list, companies undergo a rigorous evaluation process that measures perceptions of the organizations’ employees, as measured by the Great Place to Work Trust Index© Survey, and the strength of people related management practices assessed using a people practice assessment framework developed by the Institute based on its years of research on great workplaces. Nearly 800 organizations applied to be assessed this year and over 155,000 employees were surveyed, making this the largest and most comprehensive survey of workplace culture in corporate India.

*“Teleperformance’s people practices reflect the core assumption that by treating employees and customers with equal importance the company is able to attract talent and win business,” said Prasenjit Bhattacharya, CEO, Great Place to Work® Institute, India. “The success of Teleperformance in India demonstrates how respect for employees here translates into great customer service globally.”*

*“This recognition is a huge testament to our people who drive innovation and allow Teleperformance to maintain its leadership status in the BPO industry. Our journey as a Great Place to Work is focused on treating our employees as internal customers and creating a great experience for them through an open communication culture,” said Managing Director, Teleperformance India, Sanjay Mehta.*

*“Our team in India is committed to Teleperformance’s values of providing the best talent development practices and putting people first. By nurturing a great workplace culture, our employees are committed to and take pride in providing exceptional customer experiences,” said Paulo César Salles Vasques, Worldwide CEO, Teleperformance Group. “This recognition from Great Place to Work Institute speaks of our commitment to building an outstanding work environment for our team to drive better results for our clients.”*

Teleperformance India began its operations in Gurgaon in 2001 and provides support ranging from Customer Care, Technical Support, Debt Collection, Customer Acquisition, Social Media, Data Analytics, Back-Office and other specialized services to global clients across industry verticals. With over 7,000

employees across three cities, Teleperformance India offers unique employee engagement programs to build respect and commitment within the teams.

## ***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 (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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