



Teleperformance
Transforming Passion into Excellence

PRESS RELEASE

Teleperformance Netherlands Named Best Performing Employer in Contact Center Sector

The National Institute of Business Success Award Honors Teleperformance Netherlands for its Encouragement of Employee Success



PARIS, JULY 21, 2016 – Teleperformance, the worldwide leader in outsourced omnichannel customer experience management, today announced that its operations in the Netherlands was named ‘Best Performing Employer 2016’ in the contact center sector from the National Institute of Business Success Award (NBSA).

In collaboration with the local labor market, NBSA inspected employers in various sectors and judged them on the level of employee satisfaction, employee initiatives undertaken by the company and if the overall business model is successful as a result. Out of nine organizations in the contact center sector, Teleperformance Netherlands was selected on the basis of its differentiation to deliver excellent customer service while still maintaining high levels of trust and approval from its employees, evident by low staff turnover and absenteeism.

Teleperformance Netherlands uses an extremely focused recruitment policy by hiring employees based on traits that make a successful customer service agent: empathy, a positive attitude and good decision-making skills. Additionally, Teleperformance Netherlands offers special engagement programs to ensure the welfare of its employees, and according to the NBSA jury report, “respects an out-performer that is aware that employees represent enterprises’ real capital.”

Founded in 2011, NBSA is the largest success and research agency in the Netherlands. The institute annually reviews numerous companies year-round for qualities of properly performing employers that empower their employees to be successful and achieve professional growth.

“I am very proud of the hard work and passion our employees deliver on a daily basis and their commitment connecting services to the needs of our clients,” said Norbert van Liemt, Chief Executive Officer, Teleperformance Benelux, Surinam & Eastern Europe. “As a result of their dedication, Teleperformance Netherlands has established itself as the star in the contact center field.”

“The success of a business is determined by the success of its employees,” said Paulo César Salles Vasques, Worldwide Chief Executive Officer, Teleperformance Group. “At Teleperformance Group, we take our recruitment seriously to ensure that we are hiring the best, most motivated employees. This recognition from NBSA in the Netherlands demonstrates that the process by which Teleperformance uses to hire and train successful representatives for our clients is effective and enables us to excel throughout multiple geographies of the world.”

The top performing employer in each sector will go on to compete in the overall ‘Best Performing Employer of 2016’ and be awarded 100,000 euros from former Prime Minister Jan Peter Balkenende on a Dutch televised broadcast called Arbeidsmarkt TV.

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

Follow us: [Twitter @teleperformance](#)

CONTACTS

PRESS RELATIONS

MARK PFEIFFER

Tel: + 1 801 257 5811

mark.pfeiffer@teleperformance.com

INVESTOR RELATIONS

QUY NGUYEN-NGOC

Tel: + 33 1 53 83 59 87

quy.nguyen@teleperformance.com