



Teleperformance

Transforming Passion into Excellence

PRESS RELEASE

New Credit Rating

Teleperformance has been assigned an investment grade rating of BBB- by Standard & Poor's, the highest credit rating received in the industry.



PARIS, MARCH 15, 2017 –Teleperformance SE, the worldwide leader in outsourced omnichannel customer experience management, today announced that it has received its first public long-term corporate credit rating.

Standard & Poor's (S&P) has assigned Teleperformance SE an **investment grade rating of BBB-** with a stable outlook, the highest credit rating received in the industry.

This notably reflects the Group's leading market position, its good service capabilities and its diversified client base and geographical mix. These key differentiating assets enable Teleperformance to maintain an organic growth rate of about + 5%, which is higher than the industry average and better than its direct peers, and to deleverage after undertaking a number of significant acquisitions in recent years.

Teleperformance was advised by Rothschild, Financial Advisor, on the credit rating process.

Daniel Julien, Executive Chairman, and Paulo César Salles Vasques, Chief Executive Officer, Teleperformance Group, expressed their thoughts on the occasion: *"We are delighted and proud to announce that Teleperformance has been recognized as a strong and solid company by S&P by being assigned an investment grade rating of BBB-. This is the first time that a company in the worldwide customer experience industry has been assigned an investment grade rating. It confirms the confidence of the financial community in Teleperformance's business model and in its ability to serve its clients throughout the world."*

Jebby Jacob, Credit Analyst, Standard & Poor's, commented: *"Teleperformance has consistently demonstrated an organic growth rate that is higher than the industry average and better than its direct peers. This, combined with its acquisitive track record, has enabled the Group to achieve pro forma revenues of €3.9 billion in 2016. Its superior growth trajectory is supported by its global base—with Teleperformance operating 340 centers in 74 countries—its numerous language capabilities, and its focus on servicing global blue chip clients."*

"We also believe that the Group will maintain a disciplined financial policy toward acquisitions and shareholder return." he added.

INVESTOR CALENDAR

First-quarter 2017 revenue:	April 27, 2017
Annual general meeting:	June 23, 2017
First-half 2017 results:	July 25, 2017
Third-quarter 2017 revenue:	November 13, 2017

ABOUT TELEPERFORMANCE

Teleperformance (RCF - ISIN: FR0000051807 - Reuters: ROCH.PA – Bloomberg: RCF FP), the worldwide leader in outsourced omnichannel customer experience management, serves companies and administrations around the world, with customer care, technical support, customer acquisition (Core Services), as well as with online interpreting solutions, visa application management services, data analysis and debt collection programs (Specialized Services). In 2016, Teleperformance reported consolidated revenue of €3,649 million (US\$4,050 million, based on €1 = \$1.11).

The Group operates 163,000 computerized workstations, with 217,000 employees across 340 contact centers in 74 countries and serving 160 markets. It manages programs in 265 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 to the Group's performance in corporate responsibility.

For more information: www.teleperformance.com

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