



Teleperformance

Transforming Passion into Excellence

PRESS RELEASE

Teleperformance Expands China Operations into Kunming and Foshan, Further Develops Existing Sites

Teleperformance Celebrates 10 Years in the Chinese Market



PARIS – MARCH 30, 2017 – Teleperformance, the worldwide leader in outsourced omnichannel customer experience management, today announced the expansion of its Chinese operations into Kunming and soon to Foshan. In China, Teleperformance now has 20 sites and over 5,500 employees offering services in 13 languages and dialects.

With the launch of Kunming, together with expansion of existing Beijing, Nanning, Xi'an facilities, Teleperformance China offers a comprehensive multilingual solutions hub to cover Greater China, Japan, Korea and the South East Asia region.

*“In 2017, we estimate Teleperformance’s rank will lead the pack among all global players and to see a healthy boost in market share, said **David Rizzo, President, Teleperformance Asia Pacific**. Teleperformance is outperforming local competition thanks to best-in-class practices, processes, tools and security.”*

The opening of the Foshan facility, in April 2017, will make Teleperformance China the most complete language solution in its market. The Cantonese market operation, plus the typical Mandarin language capability, allow it to provide customers with even more complex services.

*“Teleperformance is making rapid progress in the Chinese market as we enter our second decade of operations there, said **Paulo César Salles Vasques, Worldwide Chief Executive Officer, Teleperformance Group**. We are the most established global customer management provider in the China Market – Teleperformance serves more major multinationals than any other provider which positions us very well for major growth opportunities.”*

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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