



# Teleperformance

Transforming Passion into Excellence

## PRESS RELEASE

### *Teleperformance Awarded Full Enterprise-Wide Certification for Social Responsibility by Verego*

For the second consecutive year, all global sites met certification standards in Leadership, Ethics, People, Community and Environment



**PARIS, JUNE 8, 2017** – Teleperformance, the global leader in outsourced omnichannel customer experience management, announced that it has earned Enterprise-Wide Social Responsibility Standard (SRS) Certification, the greatest possible SRS achievement awarded by Verego.

For a second consecutive year, all Teleperformance’s global sites met the requirements of the exacting Verego Social Responsibility Standard for full certification in five key categories, defined by Verego as “AREAs”: Leadership, Ethics, People, Community and Environment.

Each Verego AREA measured essential components of social responsibility within Teleperformance:

- **Leadership** recognizes the company’s commitment to stakeholder, government and legal transparency.
- **Ethics** highlights the conduct and processes used by to procure goods and services.
- **People** focuses on human rights protection, and handling of critical employment policies and stakeholder issues.
- **Community** measures engagement and investment in the local districts where it operates.
- **Environment** illustrates the ability to effectively measure, report and improve its impact on the planet.

*“Teleperformance continues to integrate new practices and expand upon existing processes to further establish itself as a global leader in corporate social responsibility, said Carole Kerrey, Lead Certification Assessor at Verego. The 2016 SRS Enterprise-Wide Re-Certification reinforces Teleperformance’s industry-leading social responsibility practices worldwide – at the corporate level all the way through local site implementation.”*

*“Teleperformance is committed to a people strategy which guides all of our programs, processes and procedures, including our successful social responsibility initiatives, said Paulo César Salles Vasques, Worldwide Chief Executive Officer, Teleperformance Group. Our Verego SRS Certification recognizes the scale of the accomplishments across Teleperformance’s global footprint. I’m very proud of the entire team for ongoing progress worldwide to protect the environment and further our commitment to human rights, corporate citizenship and anti-corruption principles across our Group.”*

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

*Follow us on Twitter: [@teleperformance](https://twitter.com/teleperformance)*

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