



Teleperformance

Transforming Passion into Excellence

PRESS RELEASE

Teleperformance in the Philippines Wins Top Employer of the Year at Asia CEO Awards



PARIS, OCTOBER 24, 2017 – Teleperformance, the worldwide leader in outsourced omnichannel customer experience management services, was named Top Employer of the Year at the 2017 Asia CEO Awards. Asia CEO Awards is the largest business awards event in Southeast Asia and brings together senior leadership teams from top corporations to recognize the most accomplished companies and leaders around the region who have demonstrated outstanding achievement and contributions in business and nation-building.

Teleperformance Philippines Managing Director Travis Coates graciously accepted the recognition on behalf of his team, in front of an audience of more than 1,000 peers gathered at the Marriott Grand Ballroom in Pasay City on October 17.

“It’s an honor to receive this award on behalf of our team and to be recognized among this wonderful group of companies. I’m also deeply humbled to lead Teleperformance in the Philippines, which now employs nearly 40,000 Filipinos,” said Coates. “Teleperformance has the most amazing workforce and we work very hard to give them the best possible employee experience. We are also very active in giving back to our communities and we will continue to work even harder to be the kind of employer of choice who ultimately wins awards like this. We truly appreciate this recognition and congratulate all of the winners.”

In the company’s first year of consideration, Teleperformance in the Philippines emerged as the winner of the Top Employer award over several other well-respected companies. All companies considered for the award had to demonstrate excellence across the categories of Management Achievement, Workplace Enhancement, International Recognition, Talent Development, Social Commitment and Work-Life Balance. Teleperformance in the Philippines showed excellence across all categories, particularly in sustained hiring growth, long employee tenure, proactive internal recognition and promotion, strong learning and development programs, diverse workforce, conducive working environment, promotion of work-life balance and implementation of sound corporate social responsibility projects.

Daniel Julien, Chairman and Global CEO, Teleperformance Group, added: *“The entire worldwide Teleperformance family is extremely proud of our Teleperformance management team in the Philippines. They wonderfully convey Teleperformance values and our culture of ‘passion for people, commitment to excellence’ while offering the young generation of talented Filipinos a world-class work environment and so many personal development opportunities.”*

Teleperformance was also named a top finalist for the Corporate Social Responsibility Company of the Year at the Asia CEO Awards for its admirable advocacy programs through its corporate social responsibility arm, Citizen of the World. Citizen of the World focuses on helping sick children and the elderly, as well as facilitating relief operations in times of natural disasters.

Teleperformance commits to be the “personal link” between employees and their careers, and between brands and their customers. In demonstrating this commitment, Teleperformance in the Philippines has successfully grown as an employer of choice for its nearly 40,000-person workforce.

For the past six consecutive years, Teleperformance has received the Frost & Sullivan Asia Pacific Contact Center Outsourcing Service Provider of the Year Award for its significant performance in revenue management, market share, capabilities, and overall contribution to the contact center industry. In addition, Teleperformance in the Philippines was awarded as Outstanding Employer and Outstanding Community Project of the Year 2017 by the Philippine Economic Zone Authority (PEZA) and has been recognized by Aon Hewitt as a Best Employer in the Philippines.

ABOUT TELEPERFORMANCE IN THE PHILIPPINES

Teleperformance began operations in the Philippines in 1996 and has grown to become a preferred offshore contact center outsourcing option. The company employs around 40,000 people in the country and operates nearly 30,000 workstations in 18 delivery centers located across Metro Manila, Antipolo, Baguio, Bacolod, Cebu, Cagayan de Oro, and Davao.

In 2017, Teleperformance marked its 21st year of continued excellence and leadership in the Philippines. This milestone highlights the company’s commitment to steadily provide the best employment experience for Filipinos, proactively support the nation’s ICT-BPO sector, and uphold its socio-civic engagements to create a difference in the lives of the Philippine community.

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: CAC Large 60, CAC Next 20, CAC Support Services, STOXX 600 and SBF 120. 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.

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