

PRESS RELEASE

Teleperformance Wins Frost & Sullivan's Competitive Strategy Innovation and Leadership Award in Brazil

Company honored for visionary innovation, performance and creativity in contact center outsourcing services

Paris, February 11, 2019 – Teleperformance, the global leader in outsourced omnichannel customer experience management, today announced it was honored with the 2018 Competitive Innovation and Leadership Award in the contact center outsourcing industry in Brazil by Frost & Sullivan.

Frost & Sullivan analysts independently evaluated strategy innovation and customer impact of market participants, across areas like effectiveness, stakeholder integration and customer experience. Teleperformance was recognized for unique competitive advantages that enable it to stand out among competitors, including consistency of global operations, advanced security practices and strategy of training and developing people.

"Frost & Sullivan analysis confirms that Teleperformance is constantly innovating and always looking to provide the best-in-class service experience to its customers," said Juan Gonzalez, Research Director, Information & Communications, Frost & Sullivan. "Key components of the company's global strategy, such as the quality of its operations, global best practices, management model, and personnel development, enabled it to have an extremely positive year in 2018 and grow considerably more than the total market."

Daniel Julien, Chairman and CEO, Teleperformance Group, added: *"I commend the team in Brazil for their work to ensure that each customer interaction matters. Our people are the key to Teleperformance's success. Investing in their growth has been a top priority globally and in Brazil, where over four million hours was spent on personnel training in 2018. This award by Frost & Sullivan recognizes that Teleperformance is well-prepared to support evolving client needs and customers' expectations."*

Teleperformance has garnered over 30 Frost & Sullivan Awards over the last eight years in every major region of the world. It has been recognized for excellence in categories such as Customer Value Enhancement, Growth Excellence of the Year, Industry Innovation and Advancement, Market Leadership, Company of the Year in all world regions, Outsourcer of the Year, Product Differentiation Excellence, Competitive Strategy Innovation, Customer Service Leadership and Green Excellence.

ABOUT TELEPERFORMANCE GROUP

Teleperformance (TEP – ISIN: FR0000051807 – Reuters: ROCH.PA – Bloomberg: TEP FP), the global leader in outsourced omnichannel customer experience management, serves as a strategic partner to the world’s leading companies in a wide variety of industries. Its customer care, technical support, customer acquisition, consulting & analytics, digital integrated business service solutions and other high-value specialized services ensure consistently positive customer interactions that are reliable, flexible and intelligent. The company has established the highest security and quality standards in the industry and uses proprietary deep learning technology to optimize flexibility on a global scale.

The Group’s 300,000 employees, spread across nearly 80 countries, support billions of connections annually in 265 languages and enhance the customer experience with every interaction. In 2017, Teleperformance reported consolidated revenue of €4,180 million (US\$4,720 million, based on €1 = \$1.13).

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, SBF 120, S&P Europe 350 and MSCI Global Standard. They have also been included in the Euronext Vigeo Eurozone 120 index since December 2015 and the FTSE4Good Index since June 2018 with regard to the Group's performance in corporate responsibility.

For more information: www.teleperformance.com

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ABOUT FROST & SULLIVAN

Frost & Sullivan, the Growth Partnership Company, works in collaboration with clients to leverage visionary innovation that addresses the global challenges and related growth opportunities. For more than 50 years, Forst & Sullivan has been developing growth strategies for the global 1000, emerging businesses, the public sector and the investment community. For more information: <http://www.frost.com>.

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