

PRESS RELEASE

Teleperformance Received the 2019 Competitive Strategy Innovation and Leadership Award from Frost & Sullivan for Security and Compliance Best Practices

For the second consecutive year, Teleperformance was honored for industry-leading best practices

Paris, June 24, 2019 – Teleperformance, the global leader in outsourced omnichannel customer experience management, today announced it received for the second year in a row the Competitive Strategy Innovation and Leadership Award from Frost & Sullivan for global best practices in compliance, security and privacy.

Teleperformance's differentiated offerings that contributed to the recognition include:

- A dedicated security organization that operates autonomously from the IT division;
- A Security Risk Assessment (SRA) that examines clients' operations in detail to provide complete security diagnostics, vulnerabilities, risk mitigation, and reduction plans, as well as ongoing monitoring of government regulations;
- A world-class, C-level Security Council created to discuss, track and evaluate Global Essential Security Policies (GESP), procedures and market threats as well as oversee changes to company policy;
- A secure environment, the Virtual Briefing Center (VBC), where clients and prospects can safely conduct an extensive, real-time, high definition virtual tour of multiple sites;
- Binding Corporate Rules (BCRs) approval both as a data controller and data processor.

*"Our completely independent analysis concluded that Teleperformance has made a significant investment to take a rigorous and integrated approach to compliance, security and privacy, **said Michael DeSalles, Principal Analyst, Digital Transformation, Frost & Sullivan.** With more than 100 certified security analysts, Teleperformance's experts carry out industry-leading security strategies that utilize the latest available technology to proactively combat on behalf of their clients data breach and fraud."*

Daniel Julien, Chairman and Group CEO, Teleperformance Group, added: "Excellence in global security, privacy and compliance including GDPR and BCRs, is critical for Teleperformance and our clients. As the worldwide leader in our industry our goal to set the highest standards and best-in-class practices possible for client and customer protection and satisfaction. We are again honored to be independently recognized by Frost & Sullivan for excellence."

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 80 countries, support billions of connections annually in 265 languages and enhance the customer experience with every interaction. In 2018, Teleperformance reported consolidated revenue of €4,441 million (US\$5,256 million, based on €1 = \$1.18).

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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