

PRESS RELEASE

Teleperformance Recognized by Kincentric as a 2019 Best Employer in Multiple Countries

Teleperformance was recognized for effective leadership, organizational agility, talent focus, and employee engagement

Paris, December 11, 2019 – Teleperformance, the global leader in outsourced omnichannel customer experience management, today announced it has been recognized as a 2019 Kincentric Best Employer (formerly Aon Best Employer), in multiple countries: China, India, Morocco and Tunisia. Additionally, TLScontact, a Teleperformance company specialized in visa application management, was awarded the Best Employers 2019 certification for its operations in Algeria, Morocco and Tunisia.

*“The Best Employers program recognizes the outstanding achievements of organizations that demonstrate excellence in the workplace, foster an agile culture and consistently deliver strong, sustainable business results, said **Ken Oehler, Kincentric Global Culture and Engagement practice leader**. Teleperformance stands above the rest because it drives business outcomes through high employee engagement, profound organizational agility, engaging leadership and strong talent focus. We congratulate Teleperformance on achieving this recognition.”*

To achieve recognition through the Best Employers certification, Teleperformance was assessed on four measures:

1. **Employee Engagement:** Employees speak positively about their employer, intend to stay and are motivated to exert extra effort at work.
2. **Organizational Agility:** Employees see that the organization is highly adaptive, innovative, inclusive and responsive to the changing needs of its customers.
3. **Engaging Leadership:** Leaders are deeply connected with employees to drive engagement, communicate a clear vision and exert strong personal values.
4. **Talent Focus:** Employees see that the organization is focusing on attracting and retaining great talent and accelerating to the extraordinary people's potential.

Daniel Julien, Chairman and Chief Executive Officer, Teleperformance Group, said: *“We are truly delighted to be recognized once again as a Best Employer across diverse, multiple countries. Our people are by far our most valued asset so creating positive and enriching workplaces where everyone can thrive is essential as part of our DNA. A sincere thank you to our entire Teleperformance family for your commitment to each other and enabling the customer experience to be simpler, faster and safer on behalf of our clients”.*

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 dialects 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 / Follow us on Twitter @teleperformance

ABOUT KINCENTRIC BEST EMPLOYERS

With almost 20 years of experience in Best Employers research across the world, backed by more than 50 years of experience in employee research and a robust global database, the Best Employers certification compares organizations to identify those that strive to create sustainable competitive advantage through their people and become extraordinary employers. Formerly a part of Aon, the Best Employers program is now offered by [Kincentric](#), a new business unit of Spencer Stuart, following the close of Spencer Stuart’s acquisition of this business from Aon on July 1, 2019.

CONTACTS

PRESS RELATIONS

Americas and Asia-Pacific

Mark Pfeiffer

TELEPERFORMANCE

Tel : +1 801-257-5811

mark.pfeiffer@teleperformance.com

PRESS RELATIONS

Europe

Laurent Poinot – Karine Allouis

IMAGE7

Tel : +33 1 53 70 74 70

lpoinot@image7.fr

FINANCIAL ANALYSTS AND INVESTORS

Investor relations and financial communication

TELEPERFORMANCE

Tel : +33 1 53 83 59 15

investor@teleperformance.com