

PRESS RELEASE

Teleperformance earns 10th consecutive Great Place to Work® certification in Portugal

Outstanding employer status is based on independent employee trust audit

- Evaluation Criteria heavily weighted on employee trust in Teleperformance
- 95 nationalities employed by Teleperformance in Portugal; a highly diverse workforce
- 2020 GPTW® certification is the 10th consecutive year Teleperformance in Portugal has been recognized
- 70% of Teleperformance employees worldwide work in certified 'top employer' operations
- Safeguarding employment and the health & safety of employees remain top global priorities

PARIS, June 25, 2020 – Teleperformance, a leading global group in digitally integrated business services, announced today its award-winning multilingual hub operations in Portugal received the prestigious Great Place to Work® Institute's independent certification for an unprecedented 10th consecutive year. Teleperformance employs over 10,500 people from 95 different nationalities in Portugal, delivering key business services across all major industry sectors in 36 languages for the world's top companies. Teleperformance maintains 11 state-of-the-art campus in Portugal. Almost 100% of the staff are deployed through its innovative 'Cloud Campus' work-at-home (WAH) model.

Both the GPTW® 2020 certification and Teleperformance's rapid, successful conversion to WAH in Portugal are particularly positive developments due to worldwide Covid-19 pandemic operating challenges.

Mauricio Korbivcher, CEO and Country Manager, GPTW® Portugal, said: *"Our team congratulates Teleperformance for its 10 consecutive years of being recognized by its own employees and certified as a Great Place to Work®. To earn a Great Place to Work® certification once is very challenging for any company, but to achieve it 10 consecutive years in a row represents a huge and long journey. This sustained recognition reflects continuous hard work at strengthening the employee value proposition and aligning HR policies and practices packages offered by company to benefit their people. Pandemic or not, this outstanding consistency in employee trust shows Teleperformance in Portugal remains laser-focused on taking care of its highly diverse staff; taking care of people means you are taking care of the business. Employees voluntarily participated in confidential surveys by rating Teleperformance with GPTW® methodology TRUST = credibility, respect, fairness, pride and camaraderie (same methodology in 60 countries)."*

Joao Cardoso, CEO, Teleperformance Portugal, said: *"Receiving this award again from the Great Place to Work® Institute is an enormous honor. It is independent recognition of our continuous commitment to our employees, to quality training programs, to the right tools for the professional growth of our people and to a high-quality working environment and infrastructure. We have grown together over the years in talent management, training and organizational culture. Work-Life balance has also been a priority for us. Being distinguished in this field by the GPTW® institute, based largely on the confidential surveys of our own people, is important reinforcement that we are making a positive difference."*

With a top global priority of employee well-being, twenty-one (21) separate Teleperformance country operations including Portugal are currently recognized as top employers by third party evaluators: Albania, Argentina, Brazil, China, Colombia, Costa Rica, Dominican Republic, El Salvador, Greece, Germany, India, Kosovo, Madagascar, Malaysia, Mexico, Morocco, Philippines, Portugal, Saudi Arabia, Tunisia and United Arab Emirates.

Teleperformance Chairman and Chief Executive Officer Daniel Julien, said: *“Teleperformance in Portugal is a consistently outstanding overall benchmark for both our Group and the industry as a whole. Our especially diverse operations there, represented by 95 different nationalities, serve as a key proving ground for multilingual hub delivery across CEMEA, as a global customer experience innovation lab and as a testbed for our new worldwide Cloud Campus work-at-home model among other initiatives. Employee care always remains a top Group priority. Earning the Great Place to Work® Institute’s certification for 10 years in a row requires a truly special commitment; this accomplishment is reflective of a highly motivated and successful team of professionals that truly care about each other as a family while performing without limits.”*

ABOUT TELEPERFORMANCE GROUP

Teleperformance (TEP – ISIN: FR0000051807 – Reuters: TEPF.PA - Bloomberg: TEP FP), a leading global group in digitally integrated business services, serves as a strategic partner to the world’s largest companies in many industries. It offers a One Office support services model combining three wide, high-value solution families: customer experience management, back-office services and business process knowledge services. These end-to-end digital solutions guarantee successful customer interaction and optimized business processes, anchored in a unique, comprehensive high tech, high touch approach. The Group's 331,000 employees, based in 80 countries, support billions of connections every year in over 265 languages and 170 markets, in a shared commitment to excellence as part of the “Simpler, Faster, Safer” process. This mission is supported by the use of reliable, flexible, intelligent technological solutions and compliance with the industry’s highest security and quality standards, based on Corporate Social Responsibility excellence. In 2019, Teleperformance reported consolidated revenue of €5,355 million (US\$ 6 billion, based on €1 = \$1.12) and net profit of €400 million.

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 40, CAC Support Services, STOXX 600, S&P Europe 350 and MSCI Global Standard. In the area of corporate social responsibility, Teleperformance shares have been included in the Euronext Vigeo Eurozone 120 index since 2015, the FTSE4Good index since 2018 and also the Ethibel Sustainability Excellence Europe index (confirmed in 2019).

For more information: www.teleperformance.com Follow us on Twitter: @teleperformance

CONTACTS

FINANCIAL ANALYSTS AND INVESTORS

Investor relations and financial
communication department
TELEPERFORMANCE
Tel: +33 1 53 83 59 15
investor@teleperformance.com

PRESS RELATIONS

Europe
Laurent Poinot – Karine Allouis
IMAGE7
Tel: +33 1 53 70 74 70
teleperformance@image7.fr

PRESS RELATIONS

Americas and Asia-Pacific
Mark Pfeiffer
TELEPERFORMANCE
Tel: + 1 801-257-5811
mark.pfeiffer@teleperformance.com