

## PRESS RELEASE

# Teleperformance earns first Great Place to Work® certification in the UK

*Outstanding employer status is based on independent employee trust audit*

- Over 3,800 UK employees participated in anonymous surveys rating Teleperformance
- Survey respondents included both work-from-home & facilities-based staff
- Evaluation Criteria heavily weighted on employee trust in Teleperformance
- 2020 GPTW® certification is first for Teleperformance in the UK
- 75% of Teleperformance employees worldwide now work in certified Top Employer operations

**PARIS, October 1<sup>st</sup>, 2020** – Teleperformance, a leading global group in digitally integrated business services, announced today its UK operations received the prestigious Great Place to Work® (GPTW®) Award for the first time. Highlights of the 2020 GPTW® recognition include high employee survey participation rates and strong scores for all evaluation areas. The GPTW® 2020 certification is particularly significant with the world currently engulfed in the Covid-19 pandemic which has caused significant worldwide employment challenges and disruptions.

**Benedict Gautrey, Managing Director, GPTW® UK, said:** *“Over 3,800 of Teleperformance’s employees in the UK participated in Great Place to Work’s Trust Index survey that assesses honest employee experiences about the organization on credibility, respect, fairness, pride and camaraderie. Survey responses are independently cross-validated with rigorous field audits covering everything from employee engagement, the quality of physical work facilities and employee amenities to corporate culture. It is a fantastic achievement that the UK operation was able to attain its first certification as a Great Place to Work in such a challenging year. We are very pleased to recognize Teleperformance as being Great Place to Work-Certified™ and we look forward to seeing where they rank on our 2021 UK’s Best Workplaces™ list next year.”*

**Gary Slade, CEO, Teleperformance UK & South Africa, commented:** *“Here in the UK the well-being of our staff is our very top priority. Currently, we employ over 7,600 people in 19 locations, and, based on the extraordinary circumstances affecting the world in 2020, almost 70% of our employees are now working from home. I could not be more proud and pleased, especially during these challenging times, our people rated us so highly via an independent and unbiased audit, our UK operation is now officially certified as a Great Place to Work® for the first time in its history.”*

The Group is a leading global reference for work environments. Teleperformance operations are currently recognized as top employers in 25 countries by third party evaluators including: Albania, Argentina, Brazil, China, Colombia, Costa Rica, Dominican Republic, Egypt, El Salvador, Greece, Germany, India, Kosovo, Madagascar, Malaysia, Mexico, Morocco, Peru, Philippines, Portugal, Saudi Arabia, Spain, Tunisia, United Arab Emirates and the UK. In total, 75% of the Group’s employees now work at a subsidiary certified as a Great Place to Work®.

**Teleperformance Chairman and Chief Executive Officer Daniel Julien, said:** *“Respect, care and the well-being of our employees are all deeply embedded in our core culture. I reiterate, the health, safety and professional growth of our people remain top priorities for the Group; we are now independently certified as a top employer in 25 countries*

comprising 75% of our worldwide workforce. We are pleased both the third-party Institute's audit findings, along with the high levels of trust and confidence expressed in Teleperformance by thousands of our own employees, have made us a Great Place to Work® in the UK."

## 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](http://www.teleperformance.com) Follow us on Twitter: @teleperformance

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