

PRESS RELEASE

Teleperformance Ranked Best Place to Work in Russia

Prestigious certification based on employee feedback and independent audit

- Evaluation criteria assess employee pride, fairness, respect and trust in Teleperformance
- More than 80% of staff respondents ranked Teleperformance in Russia as an excellent employer
- 2021 Best Place to Work Award is first for Teleperformance operations in Russia
- More than 85% of Teleperformance employees work in certified best employer operations globally

PARIS, March 11, 2021 – Teleperformance, a leading global group in digitally integrated business services, announced today its operations in Russia received its first Best Place to Work (BPTW) certification following a comprehensive audit by the prestigious Best Places to Work Institute. Highlights of Teleperformance evaluation scores in Russia include a robust employee confidence in the company, with more than 80% of survey respondents citing Teleperformance as an excellent employer. Besides work-from-home staff, Teleperformance operates nine facilities in seven cities for a total workforce of nearly 4,000 employees based in the country.

With the world still facing employment challenges and disruptions from the Covid-19 pandemic, Teleperformance's Russia operations attaining 2021 BPTW certification is a significant milestone, especially under lockdown conditions.

Best Places to Work is a leading third-party expert on workplace culture assessment. BPTW evaluation framework ranks companies' culture based on multiple factors that showcase employee trust, fairness, respect, and pride and reflect the latest best employer workplace trends.

Hamza Idrissi, Global Program Manager BPTW, said: *"We congratulate Teleperformance in Russia for this recognition. Having achieved the Best Places to Work certification in Russia demonstrates the commitment of Teleperformance to the development of its human capital. The organization ensures that every employee is always put in a position to do its job in the best possible way, so that everybody can take an active contribution to the business strategy and the overall ambition."*

Ekaterina Osina, CEO, Teleperformance Russia, commented: *"We are extremely happy to be certified as a Best Place to Work in Russia. It was achieved thanks to our team, their constant efforts to create the best workplaces and their consideration of employees' needs and expectations. We will analyze the findings for continuous improvement to reinforce this accomplishment and so we always aim higher."*

With a top global priority of employee well-being, 28 separate Teleperformance country operations including Russia are currently independently recognized as best employers by third party evaluators: Albania, Argentina, Brazil, China, Colombia, Costa Rica, Dominican Republic, Egypt, El Salvador, Greece, Germany, India, Indonesia, Kosovo, Madagascar, Malaysia, Mexico, Morocco, Peru, Philippines, Portugal, Russia, Saudi Arabia, Spain, Tunisia, United Arab Emirates, United Kingdom and the United States of America. This represents 87 % of the worldwide Teleperformance workforce.

Teleperformance Chairman and Chief Executive Officer Daniel Julien, said: *"Teleperformance established operations in Russia over 20 years ago. It is great to achieve a best employer status there and we are gratified our employees especially recognize Teleperformance is totally committed to the safety, well-being and professional growth of our more than 380,000 people all around the world. With 87% of our entire worldwide staff now working in independently certified best employer operations, we have set a strong benchmark for large global enterprises and we are not finished raising the bar."*

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 380,000+ employees, based in 83 countries, support billions of connections every year in over 265 languages and over 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 2020, Teleperformance reported consolidated revenue of €5,732 million (US\$6.5 billion, based on €1 = \$1.14) and net profit of €324 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 are included in the Euronext Vigeo Eurozone 120 index, the FTSE4Good index and the Solactive Europe Corporate Social Responsibility index (formerly Ethibel Sustainability Excellence Europe index).

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

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