

PRESS RELEASE

Teleperformance announced the winners of the *Botathon*, a global campaign to drive innovation through ideas, technology, and employee engagement

Partners Automation Anywhere and UiPath help support global contest where employees worldwide collaborate on bot development to enable superior customer experiences

PARIS, June 14, 2021 – Teleperformance, a leading global group in digitally integrated business services, today announced the winners of the inaugural Teleperformance Botathon, part of the company’s larger [All Ideas Matter](#) initiative to spark innovation, collaboration and digital transformation. The tournament, which launched in March in partnership with Automation Anywhere and UiPath, challenged Teleperformance employees to submit their best “automation framework” ideas to improve business workplace and culture, and help advance the digital workforce. The goal of the campaign was to reinforce the knowledge from the various business areas surrounding key automation concepts, enable skilled and talented members within Teleperformance, give employees an opportunity to learn, and to help shape the future of work throughout the process.

“The future of automation is happening now. Digital transformation is the need of the hour for all our clients, whether they are the disruptors, or the ones getting disrupted. Embracing key technologies, like Robotic Process Automation (RPA), Optical Character Recognition (OCR), Natural Language Processing (NLP) and Machine Learning can only help drive up human productivity, boost employee morale and elevate customer service,” said Sidharth Mukherjee, Global Head of Transformation & Knowledge Services. “This was never more true than in 2020. The Teleperformance Botathon was inspired from the need to democratize digital and equip every employee with the skills needed for the Future of Work.”

This year’s winners from 11 top finalists are:

- First Place: Nestor Gaspar (IberoLatam) - “Verification and Updates RPA”
- Second Place: Alba Lungari and Fatos Brahimi (CEMEA) - “Work Scheduling Enhancements”
- Third Place: Veronica Marconetti (CEMEA) - “Password Processing Efficiencies”

“The Teleperformance Botathon was a new and amazing experience. The best thing was seeing the commitment and support of so many people. This award is for all of us!” observed **Alba Lungari**, one of the finalists of the 2021 contest.

The Process

In its first year, Teleperformance Botathon, included teams from 15 countries and nearly 1,400 participants.

In a three-stage process, the teams formed across different regions throughout the world submitted ideas for approval and selection from a panel of senior executive judges. Then the participants who were selected took a framework training course. From there, those selected joined a “robot factory” to create their own bots to see their

ideas and solutions come to life. The winning solutions developed in the tournament were judged to be best to help boost agility, drive productivity, and improve the responsiveness to Teleperformance clients and their customers.

“We have a passion for combining the best minds with the best technologies to inspire new ideas, and the Teleperformance Botathon is a great way to see our creativity in action” said **Daniel Julien, Chairman and CEO, Teleperformance**. *“We are very proud of our employees for coming together to bring their creative talent and passion to help shape the future by improving workplace processes and the overall customer experience.”*

ABOUT TELEPERFORMANCE GROUP

Teleperformance (TEP – ISIN: FR0000051807 – Reuters: TEPRF.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 CAC 40 ESG index, 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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