

PRESS RELEASE

Teleperformance earns fourth consecutive Great Place to Work® award in China

Outstanding employer recognition is based on independent employee trust audit

- This is the fourth consecutive year that Teleperformance in China has been recognized as a Great Place to Work®
- Teleperformance is one of just 38 companies in mainland China, Hong Kong & Taiwan to be recognized in 2021
- Teleperformance in China scored more than 90% on all ranked topics (credibility, respect, fairness, camaraderie, pride, and overall trust)
- Teleperformance Group was also recently named as one of the 25 World's Best Workplaces™ in 2021 by Fortune and Great Place to Work®

PARIS, December 9, 2021 – Teleperformance, a leading global group in digitally integrated business services, announced today its award-winning operations in China received the prestigious Best Workplaces in Greater China® Award by Great Place to Work® (GPTW®) for the fourth consecutive year. Highlights of Teleperformance in China independent workplace audit and employee survey evaluation include very strong scores across all measurement categories and especially in credibility (92%), fairness (92%), overall trust (91%), and camaraderie (91%).

Achieving the GPTW® 2021 certification is a particularly noteworthy distinction as only 38 companies in mainland China, Hong Kong and Taiwan earned this special status. In addition to work from home, Teleperformance operates six mainland China facilities and client sites in Beijing, Xi'an, Nanning, Kunming, Foshan, and Shanghai.

*"We are very delighted to recognize once again Teleperformance in China as a 2021 Great Place to Work®" said **Jose Bezanilla, Chief Executive Officer for Great Place to Work® China.** "Our assessment asks employees about how behaviors such as credibility, respect and fairness, are expressed in the workplace, in order to evaluate the trust they have in the organization they work for, which is the most critical factor for creating a great workplace. Congratulations to the Teleperformance team in China!"*

Joseph Wai, Executive Chairman of Teleperformance China, commented: *"On behalf of China Leadership teams, I wish to take this opportunity to express our sincere appreciation to our employees! This year is the 15th anniversary of Teleperformance establishment in China. With your support, we have been certified for the fourth time as Great Place to Work®. This confirms our determination to continue to build a more trustworthy, fair, friendly, and enterprising Teleperformance workplace!"*

With a top global priority of employee well-being, sixty separate Teleperformance country operations are currently independently recognized as great employers by third party evaluators: Albania, Algeria, Argentina, Belarus, Bosnia and Herzegovina, Brazil, Canada, Chile, China, Colombia, Costa Rica, Czech Republic, Denmark, Dominican Republic, Egypt, El Salvador, Finland, France, Germany, Ghana, Greece, Guatemala, Guyana, Honduras, India, Indonesia, Italy, Japan, Kenya, Kosovo, Lebanon, Lithuania, Madagascar, Malaysia, Mexico, Morocco, Netherlands, Nicaragua, Nigeria, North Macedonia, Peru, Philippines, Poland, Portugal, Romania, Russia, Saudi Arabia, Singapore, Spain, Suriname, Sweden, Switzerland, Thailand, Togo, Tunisia, Turkey, Ukraine, United Arab Emirates, United Kingdom and the United States of America. This represents over 90% of the worldwide Teleperformance workforce.

Teleperformance Chairman and Chief Executive Officer Daniel Julien, said: *“We were very humbled to have recently been recognized globally by Fortune and Great Place to Work® as one of the 25 World’s Best Workplaces™ for 2021. Being a great place to work everywhere we operate is a top global priority for our Group and I am proud of the consistency our Teleperformance team in China has shown in employee care, safety and well-being. Today, more than 90% of the Teleperformance worldwide staff work in independently certified great employer operations. This is important, because it is directly based on the feedback of more than 183,000 of our employees that have rated Teleperformance highly as a caring, trustworthy and fair global employer.”*

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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