

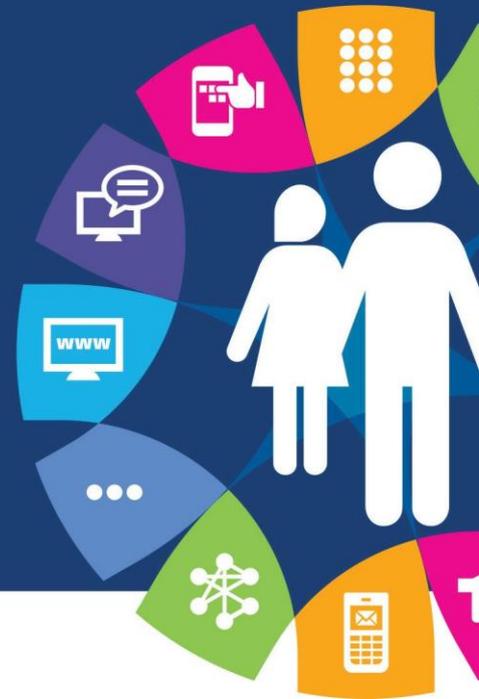


Teleperformance
Transforming Passion into Excellence

PRESS RELEASE

Teleperformance Recognized as a Top Service Provider by IAOP 2015 Global Outsourcing 100® List

Prestigious Industry Award Honors Excellence in Delivery, Programs
for Innovation, Corporate Social Responsibility, Size and Growth



PARIS, May 12, 2015 – Teleperformance, the worldwide leader in outsourced multichannel customer experience management, today announced it has been named to the International Association of Outsourcing Professionals® (IAOP) 2015 Global Outsourcing 100® List. Marking its 10th Anniversary, the prestigious Global Outsourcing 100 honors outsourcing service providers that demonstrate excellence and commitment to the industry in four distinct areas: Delivery, Programs for Innovation, Corporate Social Responsibility (CSR), Size and Growth.

Teleperformance received a full star – the Highest Rating honor – in the areas of Size and Growth and CSR and a Distinguished Rating in the area of Programs for Innovation. In addition to the Global Outsourcing 100 list, Teleperformance was included on the IAOP’s sub-lists, including Best Leaders in Overall Revenue, Best Leaders in Number of Employees and Best Leaders in No. of Countries Worldwide.

“Teleperformance is proud to be selected as one of the world’s best overall outsourcing service providers in any sector and as the top-rated provider in our own sector by the IAOP” said Paulo César Salles Vasques, CEO, Teleperformance Group. “Delivering an exceptional customer experience every time is a key differentiator that sets Teleperformance apart from other service providers. Year after year, Teleperformance increases our focus on key business drivers including innovation, security, omnichannel capabilities and our people initiatives, including CSR, so we are the very best partner possible for our clients. I think it is also important to note IAOP helps set the standards for our industry. As the global leader we also have a special responsibility to set increasingly high performance bars for ourselves to help the industry improve overall. This recognition clearly shows we are continuing to help to set the pace for our industry.”

The industry’s leading association and advocate for outsourcing professionals, IAOP boasts a global community of more than 120,000 members and affiliates worldwide. Judging for the Global Outsourcing 100 is based on a rigorous scoring methodology that includes a review by an independent panel of IAOP customer members with extensive experience in selecting outsourcing service providers and advisors for their organizations. The Global Outsourcing 100 and its sub-lists showcase companies from around the world that provide a wide range of outsourcing services, including information technology, business process outsourcing, facility services, real estate and capital asset management, management and logistics. The lists are considered to be important references for brands selecting service providers and advisors.

“The ten-year milestone made it the perfect time to expand and build upon the Global Outsourcing 100’s growing recognition and value,” said Michael Corbett, IAOP Chairman. “We’ve done that with a greater emphasis on making it easier to find companies and the excellence required to make the list. We’re pleased to once again recognize the field’s top outsourcing providers and advisors at the 2015 Outsourcing World Summit and in FORTUNE magazine. Being named to The Global Outsourcing 100 list is no easy task. IAOP is pleased to recognize Teleperformance for their excellence and achievement.”

IAOP revealed the 2015 Global Outsourcing 100 List® at the Outsourcing World Summit in Phoenix in February. The full list is published in a spring 2015 special outsourcing feature in FORTUNE Magazine and can also be downloaded on IAOP's website at <http://www.iaop.org/FORTUNE>.

ABOUT TELEPERFORMANCE GROUP

Teleperformance, the worldwide leader in outsourced multichannel customer experience management, serves companies around the world with customer care, technical support, customer acquisition and debt collection programs. In 2014, it reported consolidated revenue of €2,758 million (\$3,665 million, based on €1 = \$1.33).

The Group operates around 135,000 computerized workstations, with more than 182,000 employees across around 270 contact centers in 62 countries and serving more than 160 markets. It manages programs in 75 languages and dialects on behalf of major international companies operating in a wide variety of industries.

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: STOXX 600, SBF 120, Next 150, CAC Mid 60 and CAC Support Services.

Symbol: RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP

For more information: www.teleperformance.com
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ABOUT IAOP

IAOP is the go-to association leading the way to improve outsourcing outcomes by bringing together customers, providers and advisors in a collaborative, knowledge-based environment that promotes professional development, recognition, certification and excellence. With over 120,000 members and affiliates worldwide, IAOP is not only on top of the latest trends but in front of them. Through its expansive global chapter network, premier training and certification programs, knowledge center, member community and more, IAOP helps members learn, grow and succeed. For more information and how you can become involved, visit <http://www.IAOP.org>.

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