

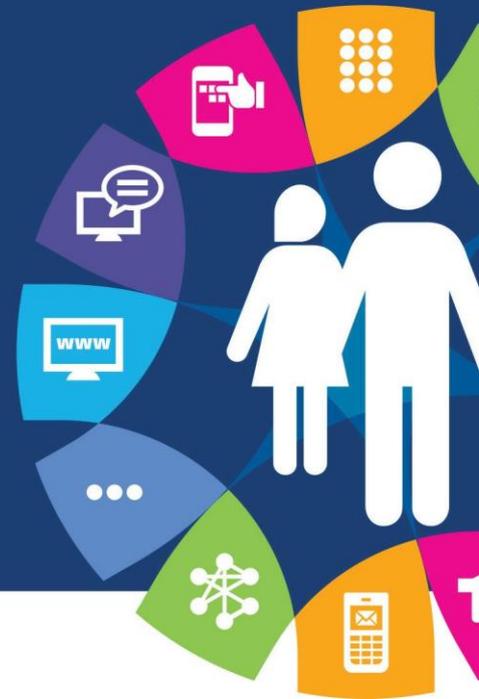


**Teleperformance**  
Transforming Passion into Excellence

## PRESS RELEASE

### *Teleperformance Brazil Wins Coca-Cola FEMSA Gold Award for Quality and Sustainability*

The Premium Suppliers Coca-Cola FEMSA Program assessed the performance of 158 internal and external suppliers



**PARIS, December 1, 2015** – Teleperformance, the worldwide leader in outsourced multichannel customer experience management, today announced that its operations in São Paulo, Brazil has been recognized with a Premium Suppliers Coca-Cola FEMSA Gold Award for its dedication to quality of service and sustainable operations. Teleperformance Brazil helps Coca-Cola FEMSA Brazil manage relationships with its sales customers and consumers, and the Teleperformance team received stellar reviews for its performance as a supplier in 2014.

The Premium Suppliers Coca-Cola FEMSA awards ceremony took place in 2015 at the Centro Universitário Senac, located in the neighborhood of Santo Amaro, in São Paulo. Companies were recognized for their exceptional services, products and/or raw materials in four categories: Diamond, Gold, Silver and Bronze. Teleperformance received a score of 95% which made Teleperformance the best-of-the-best of all 158 evaluated companies for the year.

Coca-Cola FEMSA Brazil places the highest degree of importance on its commitment to quality products and service for more than 70 million customers. The Premium Suppliers Coca-Cola FEMSA program was established to acknowledge and encourage best practices within the main suppliers of the company.

The Premium Suppliers Coca-Cola FEMSA Award aims at encouraging suppliers' structured and disciplined development projects in a sustainable way, in the search for improvements and optimization in services that can consequently have a positive and effective impact on Coca-Cola FEMSA Brazil, customers and consumers.

*"Recognition by Coca-Cola FEMSA is evidence of the highest quality in all possible areas, including raw materials, service and product suppliers and other business segments," said Jose Ramon Martinez, Chief Executive Officer, Coca-Cola FEMSA Brazil. "We honor companies whose greatest priority is that our customers and consumers can be directly or indirectly, positively impacted."*

*"At Teleperformance, we pride ourselves on treating our clients' businesses like our own," said Paulo César Salles Vasques, Worldwide Chief Executive Officer, Teleperformance Group. "As a global corporation, we also take our responsibility to protect our planet as seriously as our responsibility to perform for our customers. We constantly strive to meet the needs of our employees, our clients and their customers and being a good and responsible corporate citizen. Teleperformance Brazil receiving the Coca-Cola FEMSA's Gold Award is a great honor and really gratifying recognition of our hard work."*

*"This award is the result of the values Teleperformance and Coca-Cola FEMSA Brazil have in common," said Alberto Ferreira, Chief Executive Officer, Teleperformance Brazil. "Both companies share a passion for excellence in everything we do, including valuing people, communities and the planet. This great recognition makes everyone at Teleperformance feel very proud. Scoring as the very best of 158 outstanding companies positions us as a pace-setter and this means we have a large and clear responsibility to continue to perform*

*at exceptional levels.”*

The assessment criteria were aligned in accordance with suppliers’ performance targets and the goals laid out by Coca-Cola FEMSA Brazil. The suppliers are divided into three groups: services, materials and rights. According to suppliers’ operations segment, they are fitted into one of the aforementioned options, which in turn have assessment items with different scores (logistics, quality, safety, commercial and sustainability).

All suppliers are classified according to their effectiveness from semi-annual assessments, feedback meetings and action plans into the following categories: diamond (100 percent), gold (92-99 percent), silver (83-91 percent) and bronze (74-82 percent). Those who achieve below 74 percent in performance are not recognized with a Premium Suppliers Coca-Cola FEMSA Award.

## **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](http://www.teleperformance.com)

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