

PRESS RELEASE

Teleperformance Receives Client Global Contact Center Award

Leader's staff recognized for third time by **Sharp Europe**

PARIS, SEPTEMBER 12th, 2013 –Teleperformance, the global leader in outsourced multichannel customer experience management announced today its Germany-based contact center operations have received the “Global Call Center Award” from Sharp Europe. The award, established by Sharp in 2011, is presented annually to the best contact center agents dedicated to Sharp operations. 2013 marks the third year Teleperformance has received this special client recognition.

The Sharp team of Teleperformance Germany was honored by **Bjoern Bauer, Manager Customer Service Europe Sharp Electronics** who commented: *“Beside the quality of our products, an outstanding customer service experience is a key factor in increasing customer satisfaction and loyalty. This requires highly skilled and dedicated employees, in-depth product knowledge, a sophisticated work environment and state-of-the-art information technologies. Maximum data security and protection is also an especially critical component. We find this all with Teleperformance”.*

“We appreciate the reliability, consistency and professionalism of the staff and management of Teleperformance. Sharp sees this as we work together with Teleperformance as partners in our daily business and also on special business projects where they advise us on new requirements or process improvements. We also appreciate and understand the high importance of the sustainability of our partnership with Teleperformance. Sharp has worked with Teleperformance for fifteen years and we have successfully expanded our activities during this time together in a variety of European countries. We are also currently working to expand our partnership further”, he added.

Gabriele Grossecker, CEO of Teleperformance Germany, remarked: *“We are very excited about this award and our amazing collaboration with Sharp for over 15 years. It is truly a relationship based on mutual trust and a focus on sustained excellence. Sharp Corporation’s CS Promotion Group initiated this global excellence competition to drive focus on continuous improvement of customer satisfaction and customer loyalty. Once more this distinction verifies our outstanding quality and performance approach to our clients and our customers and the great talent and high motivation of our employees”.*

Paulo César Salles Vasques, Worldwide Chief Executive Officer of Teleperformance Group, stated: *“Multichannel contact center services have become increasingly important in enriching the customer experience in the world of consumer electronics. This is an industry segment which is experiencing relentless change and continues to grow in complexity and consumer choice. I congratulate Gabriele and our entire dedicated team in Germany on their outstanding, long term performance which has built an exceptional partnership with Sharp. We receive our fair share of recognition as the global market leader in our industry, but there is no award we value more than an award from a long term and highly valued client like Sharp. We thank them for this award, and, even more importantly, we thank them for their continued trust in Teleperformance.”*



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 2012, it reported consolidated revenue of €2,347 million (\$3,028 million, based on €1 = \$1.29). The Group operates more than 100,000 computerized workstations, with 138,000 employees across more than 270 contact centers in 46 countries. It manages programs in more than 66 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the NYSE Euronext Paris market, Eurolist-Compartment A, and are eligible for the deferred settlement service. They are included in the following indices: SBF 120, STOXX 600 and France CAC Mid & Small.

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

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