



PRESS RELEASE

Teleperformance India Named a Top 10 Best Workplace in India by Great Place to Work® Institute

Teleperformance India was the highest ranking business process outsourcing organization in the entire country



PARIS, AUGUST 1, 2017 – Teleperformance, the worldwide leader in omnichannel customer experience management, announced today its operation in India was recognized as a Best Workplace by the prestigious Great Place to Work® (GPTW) Institute for the fifth time. Teleperformance India ranks No. 8 out of 100 companies selected for inclusion on the 2017 list of 'India's Best Workplaces'. Teleperformance India was presented with an award in recognition of the achievement at the GPTW awards ceremony held in Mumbai, India. Of the overall best 100 companies in all industries, Teleperformance India was also the highest ranking BPO on the list.

To be considered for India's Best Workplace award, companies undergo a rigorous evaluation process that measures perceptions of employees, as measured by the Great Place to Work Trust Index® Survey. The strength of people-related management practices is also evaluated using a people-practice assessment framework developed by the institute.

"In a huge and intensely competitive global industry not always noted for high employee satisfaction, Teleperformance stands out in the way it deals with its employees and gives them flexibility at work," said Prasenjit Bhattacharya, Chief Executive Officer, Great Place to Work® Institute India. "What is outstanding about this organization is how it is able to link employee experience with customer experience and delight clients. This is a case study for all companies that work with a large population of young professionals."

"People is the strongest pillar of our 5Ps culture, which is a unique multiplier in everything that we do," said Sanjay Mehta, Managing Director, Teleperformance India. "Our people build the passion and drive performance with a purpose shared across the company. Being recognized as a 'Best Workplace' for the fifth time reaffirms our trust in this strategy of putting people first, and in each member of the Teleperformance family. We accept this recognition with great humility, and are inspired to continue delivering the best experience for our employees and customers alike."

"Teleperformance India is known for its exceptional services and passionate team of professionals, so this important recognition is not only well-deserved but celebrated by the entire Teleperformance family," said Paulo César Salles Vasques, Worldwide Chief Executive Officer, Teleperformance Group. "We look forward to supporting the continued success of our Teleperformance India team."

ABOUT GREAT PLACE TO WORK

Great Place to Work® Institute began the search of the Best Companies to Work for® in 1981 and sees its mission in supporting companies to build Great Workplaces characterized by trust, pride and camaraderie. Great Place to Work® is in 45 countries with more than 5,500 organizations, representing over 10 million employees all over the world.

ABOUT TELEPERFORMANCE

Teleperformance (RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP), the worldwide leader in outsourced omnichannel customer experience management, serves companies and administrations around the world, with customer care, technical support, customer acquisition (Core Services), as well as with online interpreting solutions, visa application management services, data analysis and debt collection programs (Specialized Services). In 2016, Teleperformance reported consolidated revenue of €3,649 million (US\$4,050 million, based on €1 = \$1.11).

The Group operates 163,000 computerized workstations, with 217,000 employees across 340 contact centers in 74 countries and serving 160 markets. It manages programs in 265 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. They also have been included in the Euronext Vigeo Eurozone 120 index since December 2015, with regard to the Group's performance in corporate responsibility.

For more information: www.teleperformance.com

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