



Press Release

Teleperformance is recognized by the 2014 Aon Hewitt Best Employers™ Program

Global program evaluates employee opinions to measure engagement, leadership, performance culture and employer brand

PARIS, OCTOBER 21, 2014 – Teleperformance, the worldwide leader in outsourced multi-channel customer experience management, announced today that it has been certified by Aon Hewitt, the global talent, retirement and health solutions business of Aon plc (NYSE: AON), in its Aon Hewitt Best Employers™ program. With newly launched global methodology, the Aon Hewitt Best Employers Global Program measures and recognizes employer excellence worldwide.

Teleperformance has achieved certification from the Aon Hewitt Best Employers Global Program throughout ten countries around the world, including the U.S., China, India, the Philippines, Singapore, Portugal, Albania, Slovakia, Ukraine and El Salvador. Teleperformance also achieved best employer certification for the Asia Pacific Region.

"Teleperformance is really honored to be recognized by the Aon Hewitt Best Employers program in 11 separate and highly competitive geographies around the world," said Paulo César Salles Vasques, CEO, Teleperformance Group. "These prestigious certifications recognize the important contribution each and every Teleperformance person makes in maintaining and strengthening a culture that values integrity, effective leadership and hard work. I congratulate all of our Teleperformance countries and regions for their success in achieving ongoing and widespread employee satisfaction along with excellent performance levels. This recognition validates our people focus differentiation strategy is clearly linked to positive business outcomes. In short, happy and engaged employees benefit all of our clients by producing consistently better results globally."

The Aon Hewitt Best Employers program compares organizations to identify those that strive to create a competitive advantage through their people and become employers of choice. The program recognizes organizations with employees who speak positively about the company and intend to stay; are valued assets; are aligned to company goals and are rewarded for contributions; and are proud to say they are part of the company for which they work.

"Aon Hewitt Best Employers are organizations that empower results through high employee engagement, a compelling employer brand, effective leadership and a high performance culture. This translates into a committed and productive workforce that delivers stronger and sustainable business results," said Ken Oehler, Global Engagement Practice Leader, Aon Hewitt. "We congratulate Teleperformance on being recognized with this distinct honor."

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 2013, it reported consolidated revenue of €2,433 million (\$3,236 million, based on €1 = \$1.33).

The Group operates around 135,000 computerized workstations, with more than 175,000 employees across around 270 contact centers in 62 countries and serving more than 150 markets. It manages programs in 63 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: SBF 120, STOXX 600 and France CAC Mid & Small. Symbol: RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP

For further information, please visit the Teleperformance website at www.teleperformance.com.

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