



Press Release

Teleperformance Wins 2014 Grand Prize in the Consumer Services Category for the Transparency of its Regulatory Communication

PARIS, OCTOBER 14, 2014 – Teleperformance, the worldwide leader in outsourced multi-channel customer experience management, announced today that for the second straight year it has been recognized for the transparency of its regulated information. At a ceremony in Paris last October 7, the Group was awarded the 2014 Transparency Grand Prize in the Consumer Services category.

The annual event is organized by a scientific committee of representatives of the French financial community. The Transparency Awards acknowledge best practices in regulated information. The regulations are becoming increasingly stringent, and these awards are designed to reward French listed companies that make an extra effort in their approach to communication.

During the event, held for the fifth year running, the jury presented 14 Grand Prizes to winners selected from a panel of 120 companies listed on the NYSE Euronext Paris stock exchange. Companies are assessed on the basis of their regulated information materials, such as the registration document, the half-year financial report, the investor relations part of the corporate website and the notice meeting to annual shareholders meeting, using 120 criteria divided into four categories: accessibility, precision, comparability and availability.

Olivier Rigaudy, Chief Financial Officer of Teleperformance Group, commented: “We would like to thank the Transparency Grand Prize jury for honoring once again our efforts to continuously improve corporate governance, which are based on best market practices”.

“Integrity is the very first principle in Teleperformance's set of five shared values which define our culture and shape our operating approach. This means transparency is a really critical part of who we are and how we manage the business. As the global leader in our industry, I've felt that our duty is to consistently set the highest possible standards in the information we deliver to all our stakeholders. For the second straight year, we are both proud and humbled by this recognition which reflects well on both our business management and our values of who we are as people”, **added Paulo César Salles Vasques, Chief Executive Officer of Teleperformance.**

Members of the 2014 scientific committee

A scientific committee representing the financial community guarantees the transparency and impartiality of the awards. The methodology, criteria and results are all subject to its approval.

Valentine Bonnet - AFG

Viviane Neiter - APAI

Yves-Alain Ach - EMLV

Alain Pithon - Paris EUROPLACE

Aldo Sicurani - F2iC

Alain Martel - IFA

François Houssin - NYSE EURONEXT

Jean-Paul Pierret - SFAF

Martine Léonard - SFAF (Sustainable development dpt)

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.

CONTACTS

INVESTOR RELATIONS

QUY NGUYEN-NGOC

Tel: +33 1 53 83 59 87

quy.nguyen@teleperformance.com

PRESS RELATIONS

MARK PFEIFFER

Tel: +1 801-257-5811

mark.pfeiffer@teleperformance.com