

Teleperformance is the only call center company included in the select group of “Best Companies to Work For” of the prestigious Exame Magazine ranking

Public recognition by employees and the market for a company that respects and values people

São Paulo, September 2011 – The Exame Magazine ranking, which lists the “Best Companies to Work For”, is an in-depth and prestigious survey that started in 1997. In order to create the ranking, employees anonymously fill out questionnaires and a group participates in personal interviews. Additionally, the editorial department requests documents from the participating companies. The result of this process is a special ranking that features companies that, in the opinion of employees themselves, provide the best opportunities for employee attraction, retention and development.

Teleperformance, a leading company in customer relationship management, was included in the select group of “Best Companies to Work For” this year, and is the only company in its sector to appear on the list. The general assessment given by employees in terms of Working Environment Quality was 78.8. “Our dream has always been to transform Teleperformance into one of the best companies to work for in Brazil. On many occasions we were told that this was an impossible dream, especially given the sector in which we operate. Today we are reaping the fruits of a strategy that fully focuses on people”, says Paulo Cesar Salles Vasques, Teleperformance Brazil CEO, worldwide chief marketing officer and member of the board of directors.

It is not by chance that the company’s philosophy is “Transforming Passion into Excellence”. Each Teleperformance site has the ideal work environment to provide a good quality of life and convenient, innovative and modern facilities. “We create the best conditions for our employees to feel happy inside the company and this behavioral aspect has a direct positive impact on them when they are dealing with our clients’ customers”, explains Vasques. The company also offers career development plans, in-company English courses, and partnerships with universities for the granting of discounts to employees as well as corporate training programs focused on leadership development (JUMP). In addition, Teleperformance offers an internal career plan which provides employees outstanding employees with concrete opportunities for professional development.

All these benefits enable Teleperformance to stand out in its sector and allow the company to hire and retain talented personnel. The result is a significant decrease in absenteeism and turnover rates as well as an increase in the productivity and profitability of the company’s operations, therefore improving the productivity delivered to our clients.



About Teleperformance

Founded in 1978, in Paris, Teleperformance (NYSE Euronext Paris: FR 0000051807) is a company specialized in customer relationship management, focusing on the development of customized CRM/BPO (outsourcing) solutions. Operating in 50 countries, the company has a broad service network with 263 offices and 128 thousand employees (FTE). Teleperformance has been operating in Brazil since 1998 in six contact centres located in the city of São Paulo, where more than 14,000 employees fill up 8,000 workstations. Among the main services provided in these offices are: a Customer Service Hotline, technical support, business-to-business (B2B) sales centers, inbound and outbound telemarketing, surveys and collection services.

For further information, visit www.teleperformance.com