

United Nations Global Compact

2014 Communication on Progress



Teleperformance

Transforming Passion into Excellence

This report covers the period between
July 31st, 2013 to July 31st, 2014



Dear Stakeholders,

I am pleased to report that our overall Corporate Social Responsibility (CSR) and related United Nations Global Compact (UNGC) initiatives continue to make tangible progress. As one of the larger private sector employers on the planet, Teleperformance not only recognizes, but embraces the fact that we play a special role in the lives of our 149,000 people, the communities where we live and work and the world as a whole.

Regarding CSR and UNGC management activities and policies, Teleperformance established six CSR sub-committees (SC's), since our last report. This helps us mentor and develop future CSR leaders, further imbues the UNGC principles into our culture and creates greater efficiencies and oversight for all related CSR activities. These sub-committees address the environment, corporate philanthropy, legal issues related to policy making and management. Three of the SC's are focused on UNGC activities including education, communication and training. We also plan to implement four new policies in 2014 including Occupational Health and Safety, Equal Opportunity, Supplier Conduct and Data Privacy.

Regarding the environment, our Citizen of the Planet programs saw great success this past year. We won a second Frost and Sullivan Green Excellence Award for developing our fourth LEED facility in Bogota, Colombia (we also have a fifth LEED-certified facility in Beijing, China). We are humbled to be the only player in our industry to have won this award and, despite operating out of leased facilities, we were able to reduce our carbon

Paulo César Salles Vasques - CEO

footprint per employee by over 7%. Teleperformance people also conducted hundreds of local environmentally related campaigns across all world regions.

From a philanthropic perspective, our Citizen of the World (COTW) program had another record year. Our great Teleperformance people raised over \$4 million (USD), in cash and in-kind donations to support charitable initiatives around the globe. Thanks to the generosity of our people, we achieved 400% our annual Clinton Global Initiative (CGI) charitable objective and we have raised over \$14.5 million (USD) since COTW inception in 2006. In addition to monetary contributions, Teleperformance people volunteered approximately 41,147 hours to support worthwhile charitable causes in their local communities.

While we are pleased with our progress, we are equally committed to doing more each year for CSR-related actions and to support the UNGC. I encourage you to read the following report and please do not hesitate to contact us with questions, concerns or suggestions.

Sincerely,

Paulo César Salles Vasques
Teleperformance Chief Executive Officer

Corporate Values



Cosmos | **Integrity**
Absolute. Harmomious.
Universal.



Earth | **Respect**
Deep. Nurturing. Abundant.



Metal | **Professionalism**
Crafted. Solid. Reliable.



Air | **Innovation**
Inspiring. Renewing.
Dynamic.



Fire | **Commitment**
Steady. Strong. Radiant.

Index

1 *Human Rights*

2 *Labor Standards*

3 *Environment*

4 *Anti-Corruption*

A close-up photograph of a man with dark hair and a light beard, smiling broadly while talking on a mobile phone. He is wearing a light blue button-down shirt. The background is a soft, out-of-focus light blue. A large, semi-transparent purple circle is overlaid on the right side of the image, containing the text.

1 *Human Rights*

Principle

1

Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle

2

Make sure that they are not complicit in human rights abuses.

Teleperformance's values, in particular, Integrity and Respect, fully embody our commitment to protecting universally proclaimed human rights. We respect and promote human rights throughout our company, among our employees, clients, contractors and stakeholders and in the communities where we operate.

6



Human Rights

@Teleperformance



CSR Governance



Paulo César Salles Vasques
Chief Executive Officer



Mark Pfeiffer
EVP, Global Management Team and President of CSR Committee



Olivier Rigaudy
Chief Financial Officer

Ad Hoc Special CSR Advisor



Allison Junoy
Chief Legal Officer



Jenny Rodriguez
Social Responsibility & Employee Initiatives Coordinator



Gabriel Toscana
Sustainability Senior Global Advisor



Sonia Pereira
CSR Manager Brazil



Quy Nguyen
Investor Relations



Annette Engelsgaard
VP Share

CSR Governance

Teleperformance CSR Committee

Established in January 2013 the Teleperformance CSR Committee is led by Mark Pfeiffer, Executive Vice President of the Global Management Team. It consists of permanent members and relies on a team of experts from different areas and entities in the Group to advise on various activities, such as drafting policy and replying to sustainability inquiries. The Committee meets regularly and submits a half year report to the Board of Directors. Compliance and audit support is provided through our Internal Audit Team.



Since last year's report (July 2013) the Teleperformance CSR Committee met seven times and developed two new policies: Teleperformance Code of Ethics and Teleperformance Environmental Policy. Four additional policies are programmed to be issued by the end of 2014: a Supplier Policy, an Equal Opportunity Policy, a Data Privacy Policy and an Occupational Health and Safety Policy.

The CSR Committee does not limit its activity to producing policies, it also aims to maintain the highest level of awareness in the Group while monitoring implementation. For this reason, a CSR tracking tool has been developed. This tool tracks and measures the policy implementation level in each country. The data is then compared with how the company is perceived by employees and clients in terms of how Teleperformance acts as an employer and a partner in accordance with CSR policies.

 For CSR long version video
<http://www.youtube.com/watch?v=etCd-4wXFZU>

 For CSR short version video
<http://www.youtube.com/watch?v=Eevwjy8J65o>

 UNGC Report 2013
<http://www.youtube.com/watch?v=45pnmSeYvPQ>

 CSR Report
<http://teleperformance.com/en-us/people-company/social-responsibility>

As part of its efforts to embrace and adhere to the ten principles of the United Nations Global Compact, and with a view towards improving organization of the Group's CSR initiatives, the CSR Committee implemented six sub-committees, each chaired by a Committee member. Three of these are especially focused on UNGC.

CSR Governance

Teleperformance CSR sub-committees



By implementing the sub-committees, Teleperformance intends to leverage expertise, promote training and compliance with the UNGC and develop a "deeper bench" of future CSR leaders.

To further enrich the exchange of ideas and to ensure broad, multicultural representation from throughout the Teleperformance Group, the CSR sub-committees include members from Brazil, the United States, Canada, Mexico, China, the United Kingdom, the Netherlands, the Philippines, Sweden and France.

Out of the 16 current members, 9 are women (56%).

The mission of the sub-committees:*

UNGC:

- Internal Communication: enhancing awareness around the four areas of Human Rights, Labor Standards, Environment and Anti-Corruption by finding tangible links to our business, our processes and our standards, as well as to the communities where we operate.
- External benchmark: understanding how other companies implement the ten principles of UNGC and identifying best practices.
- Self-assessment: assessing the maturity of our organization in terms of adherence to the ten principles of UNGC, identifying gaps and highlighting best practices.

Sustainability:

- Identifying and pursuing actions which allow us to operate in a more environmentally friendly way and continue to lead our industry in sustainability initiatives. Our efforts include, but are not limited to:
- Pursuing LEED Certifications;
- Conducting energy and water-reduction projects;
- Leading mitigation programs (such as planting trees, cleaning beaches, etc.);
- Promoting environmental education both inside and outside the company in different associations and educational institutions;
- Pursuing relevant environmental / CSR awards;
- Raising awareness about environmental issues through internal and external communication channels.

Philanthropy:

- Ensuring our philanthropic efforts are systematic and participative for all Teleperformance people and entities;
- Uniting in a worthy common cause compatible with local needs;
- Maximizing giving levels and encouraging our colleagues, clients and other audiences to join our significant humanitarian commitment; and
- Elevating the pride, loyalty and engagement of our people.

**The Legal Issues Sub-Committee will be set up by the end of 2014.*

Teleperformance CSR New Hire orientation is designed to raise awareness around Corporate Social Responsibility and to involve the Group's employees in CSR-related initiatives right from the start. It was launched in September 2013 and an updated version was released in May 2014. This training is mandatory for all new hires and is delivered face-to-face during the Onboarding phase (see page 26).

CSR New Hire Training



The training focuses on:

- Corporate Social Responsibility history and main milestones;
- The importance of Corporate Social Responsibility for Teleperformance and how we imbed CSR in our strategy (calendar of our CSR activities, policies issued, how our internal processes reinforce CSR, etc.)
- Teleperformance's CSR activities and how employees can get involved (Group's global initiatives, such as Citizen of the World, Citizen of the Planet, UNGC and other local and global initiatives).

CSR New Hire Training (Global)

% of new hires who received the CSR New Hire Training since launch (Sept 2013)

77.4%

Code of Ethics

In September 2013, the CSR Committee launched the Teleperformance Code of Ethics. The code is based on 2 fundamental principles from the CSR Committee's Mission Statement:

- The CSR committee recognizes that it has a very important responsibility to set very high standards of compliance with ethical principles, and;
- All companies in the Group must apply all CSR principles in the way we operate to ensure honesty, fairness, equality, sustainability, transparency and basic human decency.

The objective of the policy is to define the rules, conduct, actions, behavior and relationship that we adopt towards our employees, officers, service providers, vendors, clients, customers, community, media, public agencies and non-profit organizations and shareholders. The policy reflects Teleperformance's core values and the respect for diversity.

The Code of Ethics is available in Albanian, Arabic, Brazilian Portuguese, Chinese (Mandarin), Czech, Danish, Dutch, English,

Finnish, French, German, Greek, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Slovak, Spanish, Swedish and Turkish.

The implementation of the code is monitored bi-annually and evaluation of ethical behavior will take place through our yearly employee satisfaction survey and client satisfaction survey.

Code of Ethics (Global)

72.4%

% of employees trained

72.9%

% acknowledgment

Employee Satisfaction Survey



Every year since 2008, Teleperformance conducts an Employee Satisfaction Survey (E.Sat) in which all employees from across the Group are encouraged to participate. In its 6th Global Edition (2013), the E.Sat survey involved 42 countries in all world regions and 77,041 people.

The goal is to give our people the opportunity to express their satisfaction with Teleperformance as an employer, enabling us to improve work conditions and employee well-being on a continuous basis via tailored action plans.

The survey is managed by two external partners: GN Research and Aon Hewitt. In addition to more than 100 satisfaction items, we focus our attention on two key indicators: Net Promoter Score (NPS™*) and Engagement.

Since 2011, the year Teleperformance joined the UNGC, the total NPS™ for the Group has increased by 27 points overall.

In 2013, the Engagement score was higher than the external benchmark by 9 points.

The external benchmark is provided by Aon Hewitt by consolidating the engagement results from different companies of different sizes across 30+ countries (over 4 million employees surveyed in more than 50 verticals).

Best Employer Certification

In 2014, Teleperformance will join Aon Hewitt's Best Employer Certification Program. The aim is to be evaluated and compared to other leading Employers of Choice. The comparison will be based on four axes: 'Engagement', 'Leadership', 'Performance' and 'Employer Brand.'

Results will be available in Q4 2014.

Employee Satisfaction	2011	2012	2013
% Increase on NPS™	+11 pt	+2 pt	+14 pt
% Increase on Engagement	n/a	-4 pt	+6 pt

*NPS™ is a trademark of Fred Reichheld, Satmetrix and Bain & Co

Data Privacy

Information Security and Privacy are key factors for the success of our business; for this reason, Teleperformance has strict processes in place to protect our employee, client and customer data.

Some of the privacy requirements Teleperformance complies with include:

PCI DSS (Payment Card Industry Data Security Standard), **ISO 27001, SOC1 and SOC2** (Service Organization Controls 1 and Service Organization Controls 2), **FISMA** (Federal Information Security Management Act), **NIST SP800-53** (National Institute of Standards and Technology Special Publication 800-53), **European Union Data Privacy Directive, EU Member State Privacy Laws, HIPAA** (Health Insurance Portability and Accountability Act), **HITRUST** (Health Information Trust Alliance), **Client Specific Privacy Requirements and many others.**

The CSR Committee is developing a Data Privacy Policy that will be issued in Q4 2014.



Supply Chain

In 2013, our EWAP Region (English World Asia Pacific) developed a Statement of Procurement Practices to ensure that the manner in which procurement is conducted within Teleperformance is transparent and understood by all key stakeholders.

This statement sets a range of expectations pertaining to how business will be conducted with our suppliers.

The procurement statement explicitly indicates that Teleperformance requires its suppliers to embrace, support and comply with the UNGC 10 principles. Furthermore, it includes a supplier qualification questionnaire evaluating business practices, including: labor, human rights, environment, anti-corruption, business continuity management, health and safety, ethics and business integrity.

These practices align us with our clients' expectations in terms of social responsibility, reflect our operating philosophies and core values and establish unwavering support of integrity in all procurement activities.

The Teleperformance CSR Committee is developing a global Supply Chain Policy based on EWAP's Statement of Procurement Practices. The policy will be released in Q4 2014.



2013 Teleperformance Social Responsibility

Community Involvement

Citizen of the World Initiative



\$2,615,922

in donated in-kind items, such as clothing, school supplies, and other needed items.



\$1,464,923

in cash donations by the Teleperformance family.



1,671

computers donated to poor schools.



\$4,080,845

in total cash and in-kind donations that went towards feeding, clothing, and bringing joy to the needy.



41,147

Employee donated volunteer hours.



39,620

underprivileged infants and children received toys during Holiday Seasons.

All values in U.S. Dollars / COTW 2013 fiscal year is November 1, 2012 – October 31, 2013.

In 2013, Teleperformance, through Citizen of the World (COTW), has raised more than \$4 million in cash and in-kind donations and volunteered more than 41,000 hours all helping to feed, clothe, educate, and cheer up children and families over the world. Furthermore, Teleperformance employees donated 1,600 liters of blood, helping to save nearly 10,500 lives.*

More than 2,500 local charitable campaigns were executed in 2013. A key partnership in the United States is with Feed The Children in which employees contributed nearly \$670,000 in cash and donations and volunteered a great number of hours to distribute truckloads of food, essentials and other services to thousands of children and families in 14 cities.

*Each blood donor saves about 3 lives each time they donate blood. <http://www.redcrossblood.org/learn-about-blood>

Since the beginning of Citizen of the World in 2006, Teleperformance has maintained a global crisis fund, which was used this year for disaster relief in Russia, the U.S., Mexico, and the Philippines.

In fact, when Typhoon Haiyan struck the Visayas Region in Central Philippines, Citizen of the World responded immediately. Teleperformance recognizes both the responsibility and the opportunity to help in such unfortunate events, and its people are ready to lend a hand whenever the need arises.

A detailed 2013 Citizen of the World Report is available in video format, as well as pdf.



 *COTW video and Social Responsibility Report*
http://www.youtube.com/watch?v=S_2lvbDu7H4

Community
Involvement

Clinton Global
Initiative

In 2013, Teleperformance raised more than \$4 million in cash and in-kind donations, far exceeding its Clinton Global Initiative* annual commitment of \$1 million.

Over the last 7 years, under the Citizen of the World (COTW) initiative, Teleperformance employees have donated an equivalent of \$14.5 million in cash and in-kind donations, including 177,451 employee donated volunteer hours, 9,403 computers and 309,066 toys resulting in countless improved lives. Since our membership in 2006, Teleperformance has exceeded its Clinton Global Initiative commitment every year.



Cash & In Kind (COTW)
Collected yearly (000)

2011

\$1,930,000

2012

\$2,866,000

2013

\$4,080,000

* Clinton Global Initiative (CGI) is a non-political global summit of selected government and business leaders to address the world's biggest issues. More information regarding CGI can be found at www.ClintonGlobalInitiative.org.

Awards



2013 - EOA Corporate Social Responsibility Award

In May 2013, Teleperformance was honored with a major award for Europe, Middle East and Africa (EMEA) Corporate Social Responsibility by the European Outsourcing Association (EOA).

The EOA is one of the largest and most respected industry associations in Europe, sharing and recognizing local, regional and worldwide best practices across CRM and BPO enterprises.

Armand Angeli, EOA Board member and Co-Founder of the EOA France Chapter, said: *"Beyond the company's business performance, the EOA judges were impressed by the scope and scale of Teleperformance's commitment to leverage its resources,*

capabilities and people, across geographies to improve lives and environmental conditions. Despite the overall difficult economic climate, Teleperformance has integrated CSR into its way of doing business."



2014 - AT&T 2013 Supplier Diversity Crystal Award

On April 3, 2014, AT&T announced the winners of the AT&T 2013 Supplier Diversity Crystal Award – a select group of Prime Suppliers that attained and/or exceeded the established AT&T Supplier diversity Utilization targets in 2013. Teleperformance was selected as a recipient of the award, which is exemplary of Teleperformance's commitment to collaborating with clients, suppliers and local communities alongside AT&T. Notably, the award recognizes Teleperformance's contribution to AT&T's diversity spend target for its Prime Supplier program.



2013 Community Project of the Year Award

Teleperformance Philippines CSR efforts were recognized on April 18, 2013 by the Philippine Economic Zone Authority with the Outstanding Community Project of the Year Award.



2013 Social Responsibility Award

Teleperformance Portugal was distinguished by IFE – International Faculty for Executives with the award of Social Responsibility in Call / Contact Center, evaluating the solidarity program developed throughout 2013.



2014 - Gold Medal for Best Community Spirit

At the recently concluded APAC finals of the Contact Center World Awards, Teleperformance India was awarded the Gold Medal for its Community Service Program.

2014 - Teleperformance Turkey – “Respect for Humans” Award

The “Respect for Humans” Award is given every year by Kariyer.net, the largest job portal, to recognize the efforts of Human Resources departments and to encourage them to reply to all applicants in a timely manner. This year’s award ceremony took place at the Human Resources Summit in Istanbul on 12th and 13th February 2014. The Teleperformance Turkey Human Resources Department received the “Respect for Humans” award for having the highest rate of timely responses to job applicants in 2013.



2

Labor Standards



Principle

3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle

4

The elimination of all forms of forced and compulsory labor;

Principle

5

The effective abolition of child labor; and

Principle

6

The elimination of discrimination in employment and occupation.

As an employer, Teleperformance plays a crucial role in ensuring our employees' acceptable work conditions, well-being and good quality of life. We base our labor practices on our 7 management principles: great work environment, fair compensation and promotion, two-way communication, objective processes, measurement and proactive corrections, satisfaction and social responsibility.

Labor Standards

@Teleperformance



Teleperformance: Our rules of people management



Teleperformance complies with all national and international laws in terms of labor.

Labor Framework

Under no circumstances, do we use forced or compulsory labor.

We do not engage nor support the use of child labor as defined in any national or international law and no person below the minimum legal age for employment, for each respective country in which we work, is employed.

Employees under 18 years of age are not employed for any night work. All our employees are free to leave their employment after reasonable notice and in compliance with national laws.

Our employees' work weeks consist of no more than 48 hours, with at least one day off following 6 consecutive days of working. We pay all employees in accordance with applicable wage laws and regulations, including those relating to minimum wages, overtime hours and legally mandated benefits.

Selection & Integration

The nature of our activities (multichannel customer experience management) requires a very specific profile: therefore, Teleperformance places great importance to hiring and integrating the right talents.

Best R&S

The aim of BEST Recruitment & Selection, launched in 2013, is to assist organizations in recruiting and hiring their employees. This is performed through the creation of a set of processes and tools which will ensure consistency in our approach and application of recruitment processes across Teleperformance.

In particular, BEST R&S Process is designed to ensure:

All applications are reviewed following clear criteria to avoid biases;

- Non-discriminatory rules are clearly followed; and
- Candidates are the right fit for the company

Overall implementation is 46% across all the Group. We expect to reach full implementation by Q3 2015.

Onboarding

The objectives of the Onboarding process for new employees are:

- Know and understand the organization and the business;
- Learn the business, become operational, and feel confident;
- Give the employee visibility to a potential career path.

The benefits of the Onboarding process for new employees are:

- Build confidence, sense of belonging;
- Improve performance and pride;
- Create a feeling of security for his/her future at Teleperformance.

The first onboarding package was created for our advisors, representing 80% of our workforce. The package, covering the first 90 days of an advisor's employment, was launched in December 2013.

The current overall implementation is at 71%. We expect full implementation in Q1 2015.

Current Implementation

71%

The 2nd Onboarding package, for new hires in Business Development, was launched in June 2014. The Business Developer's onboarding path covers the first 180 days. We expect full implementation by Q1 2015.

Equal Opportunities

As one of the larger employers in the world, Teleperformance is committed to equality and valuing diversity within our workforce. Our goal is to ensure that these commitments, reinforced by our values, are embedded in our day-to-day working practices with all of our customers, colleagues and partners.

All of our management practices are based on respect for personal dignity, integrity and privacy of our clients, customers, shareholders, employees, contractors, vendors, competitors and entities, regardless of position or title employed.

Teleperformance has a strong focus on operational processes and enterprise standards in order to ensure consistent, transparent and fair people management in recruitment, training and coaching of our employees.

The **Teleperformance Quality Assurance Process (BEST QA)** provides a clear, structured approach to implement and manage quality in all our companies, with the objective to improve the satisfaction of our customers and our clients while at the same time developing our people fairly.

Compliance	2011	2012	2013
BEST QA	n/a	+24 pt	+8 pt



BEST Recruitment & Selection is described under "Selection & Integration" page 28.

The Teleperformance Operational Processes and Standards (TOPS) describes the general Operation Standards and Procedures that must be followed by all Teleperformance companies.

TOPS involves the activities needed to effectively manage operations during the shifts, improving results and increasing employee satisfaction (E.Sat). For each advisor, it ensures consistent support and feedback from first line managers and it helps to highlight each advisor's improvement points.

Finally, in terms of gender distribution within the Group, by December 31, 2013 women represented 53.9% of all employees and 46% of management.

Career
Management

Development of our employees is a strategic move for Teleperformance. Our approach is to assure employee recognition, leadership development and continuous education and development.



Apart from all the training provided Teleperformance Institute provides all Group management staff with executive level education. Based on our global presence including more than 60 cultures and languages, our development focus is based on e-learning.

Our e-learning platform provides more than 400 courses plus a custom content capability from our in-house e-learning development team. The modules cover themes ranging from English language lessons, Microsoft Office®, leadership, values, skills acquirement to Corporate Social Responsibility.

In 2012, the platform provided 86,750 hours of training. In 2013, 278,819 hours were provided. An increase of more than 200%.

When it comes to face-to-face sessions, the local companies provide a range of modules, from CSR New Hire training, to soft skills



JUMP! is a development program created to identify and prepare high-potential employees to take on leadership positions in the company. The objective is to prepare employees to become leaders: from agents to supervisors, from supervisors to coordinators and, finally, from coordinators to managers. The JUMP! program is based on a training program that offers technical and behavior training, as well as personal development plans.

The JUMP program is managed locally based on a training plan that combines behavioral and technical training, as well as a personal development plan. The aim is to help employees become leaders, by progressing from Contact Center Advisor, through supervisor and coordinator to manager.

Coaching 2.0

Coaching 2.0 is a new worldwide program, launched in the beginning of 2014, aimed at developing the coaching culture of our organization.

The target audience is all Managers at Teleperformance, and most specifically our more senior managers. Participants will attend a workshop and will be provided with a "toolkit" to develop their teams further through leading by example.

In addition to the initial workshop, during the year there will be a series of newsletters, webinars and white papers to ensure all our managers remain invigorated and focused to apply these skills and make coaching a habit and not an event. Coaching –it's not what we do, but how we do it.

COACHING 2.0
GROWing. Together.

Everyone can GROW! Coaching is the way to achieve this and as a company we must make sure that we develop our skills on a daily basis.

We must focus on developing the quality of interactions we have with our team and consider the following every minute of every day with our teams;

- Every interaction is a possible coaching opportunity.
- "Ask" and not "Tell".
- Be free from opinions on what you think is the issue.
- Ask great questions to unlock learning.
- Act as a catalyst.
- Use the power of silence.

As the Chinese proverb once said,
"Don't give them the fish, but teach them how to fish"

Make it happen!

It's not what we do, it's how we do it.

Teleperformance
Institute

Social Dialog

Social dialog takes place at different levels within the company and may exist in different forms depending on standards, practices and applicable regulations in the various countries. Teleperformance has set a number of initiatives that are monitored periodically, such as focus groups, chat with the CEO and a direct line to the CEO via email.

Furthermore, regular meetings, which usually take place on a monthly basis, are organized between management and staff representatives or trade union representatives, where they exist (which is the case for approximately 50% of our sites).

Given the practices and legislation specific to each country, one third of our companies have their own collective bargaining agreements. Where applicable, this agreement provides for the number of working hours, salary

increases, leave and length of parental leave, remuneration on public holidays and team scheduling.

If there is no specific agreement, the employment law in the country in question applies and is often supplemented by collective bargaining agreements signed with the staff representatives on an annual basis.

Health & Safety

Teleperformance Anti-Stress Program

Because our business is stressful, Teleperformance prioritizes work place ergonomics, leisure areas, flexible schedules as well as specific anti-stress programs with the objectives of promoting well-being, minimizing the stress of our employees and cultivating the feeling of belonging.

Five years ago, Teleperformance broke the mold of employee engagement by implementing an ambitious, dynamic competition among our employees to share their passion for art, music and dance. To compete, contestants had to record themselves singing, dancing, playing, or creating.

Since our For Fun Festival first started in 2009, over 20,000 employees have submitted more than 5,000 videos. In 2013, nearly 7,500 employees across 35 countries submitted 1,715 video entries, a 58% increase compared to 2012. 2013 was also the year when Teleperformance shared its talent with the world, holding the competition on Facebook, with over 44,500 votes being cast to elect the winner of each

category. More information may be found in our 2013 For Fun Festival Report Video.

Teleperformance also promotes physical and mental wellness and high quality of life through play, fun, and camaraderie. Among the most popular of our employee engagement initiatives is Teleperformance Sport Club. In 2013, the Group fielded 1,110 soccer teams (893 male and 217 female) and 215 mixed volleyball teams, as well as a variety of other team sports such as basketball, tennis, bowling, badminton and softball. Compared to 2012, the number of teams created increased by approximately 164%. For more information, please refer to our 2013 Sport Club report Video.



For Fun Festival Report 2013

<http://www.youtube.com/watch?v=QLfx1RHpKKc>



Sport Club Report 2013

<http://www.youtube.com/watch?v=nEJyfdkvmjE>



Teleperformance Physical Security Controls

In April 2013, 8 specific security controls were launched. Based on reported figures, here is an overview of the compliance:

- Employee Safety Fire Extinguishers and Exits (81%)
- Facility Emergency Response Team (83%)
- Facility Lockdown (76%)
- Facility Evacuation (93%)
- Facility Gun and Weapon Ban (98%)
- Crisis Communication (91%)
- Facility Preparedness (77%)
- Employee Necessities (82%)

While the above 8 controls are specific to health and safety, Teleperformance manages 38 physical security controls which are audited as part of our annual PCI DSS audits.

Teleperformance Health and Safety Policy

Teleperformance CSR Committee will release a Group Health and Safety Policy in Q4, 2014.

Best WFM

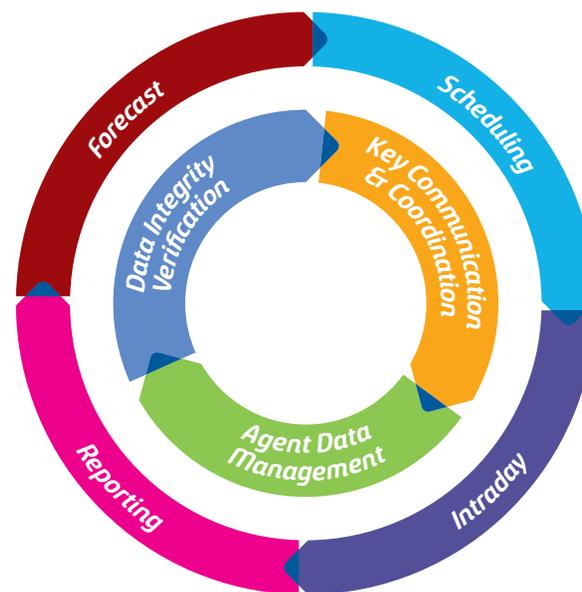
The work of employed staff is organized in strict compliance with work time legislation, which varies from country to country.

The weekly working hours ranges from 35 in France, 37.5 in Norway and 39 in Spain to a maximum of 48 in Egypt and the UK.

Teleperformance has developed a BEST WFM User Guide describing the general Workforce Management standards and procedures that must be followed by all countries.

Teleperformance BEST WFM involves all the activities needed to respect the labor law requirements, as well as accommodating individual needs for preferred working hours, days and shifts.

Like all our process standards, BEST WFM has been designed to provide a basis for COPC compliance. For this reason, the processes have been designed to be aligned with the requirements from the COPC-2000 CSP Standard Release 5.0.



Premises Standard

Since 2009, Teleperformance has deployed a Global Premises Standard to guarantee a healthy and pleasant work environment.

The standard covers 12 topics (such as lighting, acoustics, IT & Security, Safety, Hands-on-Management/Proximity, Sustainable Development, Cleanliness and Wellbeing) across 8 areas, such as operations, cafeteria, training rooms, etc.

The standard provides blueprints and guidelines for recruitment & training, workplace design, as well as common areas and leisure areas.

The standard is reviewed on a yearly basis – via internal & external benchmarks in order to ensure that it is in line with market evolutions, business needs and in compliance with building and layout safety standards specific to each country.

Every year, each site is evaluated on an overall compliance level, according to minimum requirements (Bronze), and more desirable levels (Silver and Gold).

From 2012 to 2013, there has been improvement in group compliance, by approximately 5%.

Overall Group Compliance	2011	2012	2013
Bronze	79%	82%	86%
Silver	74%	78%	82%
Gold	68%	74%	78%

2014 UNGC Communication on Progress

Labor Standards

Yearly, Teleperformance companies are required to self-assess all of their sites across 321 items, each linked to the 12 different topics and 8 areas mentioned above.



Progress per TOPIC	2012	2013
Lighting	+3 pt	+3 pt
Acoustics	+3 pt	+2 pt
Well-being	+3 pt	+3 pt
Handicap accommodations	+5 pt	+4 pt
Sustainable development	+9 pt	+4 pt
Security	+6 pt	+3 pt
Safety	+3 pt	+2 pt
Proximity & Hands-on-management	+7 pt	+2 pt
Welcoming and professional atmosphere	+18 pt	+2 pt
Cleanliness & order	+3 pt	+1 pt

Awards

Great Place to Work®

Since our last Communication on Progress (page 12), Teleperformance has now also been awarded GPTW® in El Salvador, Mexico, TLScontakt China, Portugal and Brazil.

Great Place to Work® Institute began the search for the Best Companies to Work for® in 1981 and sees its mission as supporting companies to build Great Workplaces characterized by trust, pride and camaraderie.



2014 - Teleperformance Mexico - Great Place to Work®

Teleperformance Mexico Domestic is pleased to announce the 2014 Great Place to Work® (GPTW) Certification. Teleperformance Mexico Domestic obtaining this recognition is reinforcing the high emphasis on excellence and the commitment to have the best working conditions for all its employees, all of this certified by one of the leading firms in this area.



*2014 - Teleperformance
Portugal is the Greatest Place
To Work with more than 1000
employees*

Celebrating a history of 20 years in Portugal, Teleperformance was once again distinguished by the Great Place to Work Institute in a ceremony, in Rio's restaurant, in Oeiras. For the 5th time in a row, Teleperformance Portugal was considered one of the greatest places to work – the first with more than one thousand employees.



*2014 - Great Place To
Work® in Central America
for Teleperformance
El Salvador*

Teleperformance, the global leader in outsourced multichannel customer experience management, announced today that its operations in El Salvador were named among the best workplace locations for 2014 in Central America by the prestigious Great Place to Work® Institute.



*2013 - Great Place To Work®
Brazil*

Teleperformance, global leader in client relationship management, is elected one of the 70 "Best Companies To Work For" in Brazil. The award was bestowed by the Great Place to Work Institute (GPTW), in partnership with the magazine Época, published by Editora Globo.



2013 - Great Place to Work® TI And Telecom Brazil

Teleperformance, global leader in client relationship management, which employs 18,000 people in Brazil, has been recognized as one of the “Best Companies to Work For” according to the Great Place to Work Institute in partnership with the magazine Computer World. For the fourth consecutive year, the company excelled in IT and Telecom category for his performance in the industry. This year, Teleperformance won the 31 th place in the ranking of the awards.



2013 - HEWITT

A Teleperformance, líder global na gestão de relacionamento multicanal com o cliente, conquistou pelo quinto ano consecutivo a premiação “As Melhores na Gestão de Pessoas”, no Brasil. A premiação é realizada pela AON Hewitt, uma conceituada consultoria de Recursos Humanos, em parceria com o jornal Valor Econômico.



3
Environment

Principle 7 *Businesses are asked to support a precautionary approach to environmental challenges;*

Teleperformance is committed to minimizing negative environmental impacts by acting in a sustainable manner to ensure future generations have the ability to meet their own needs.

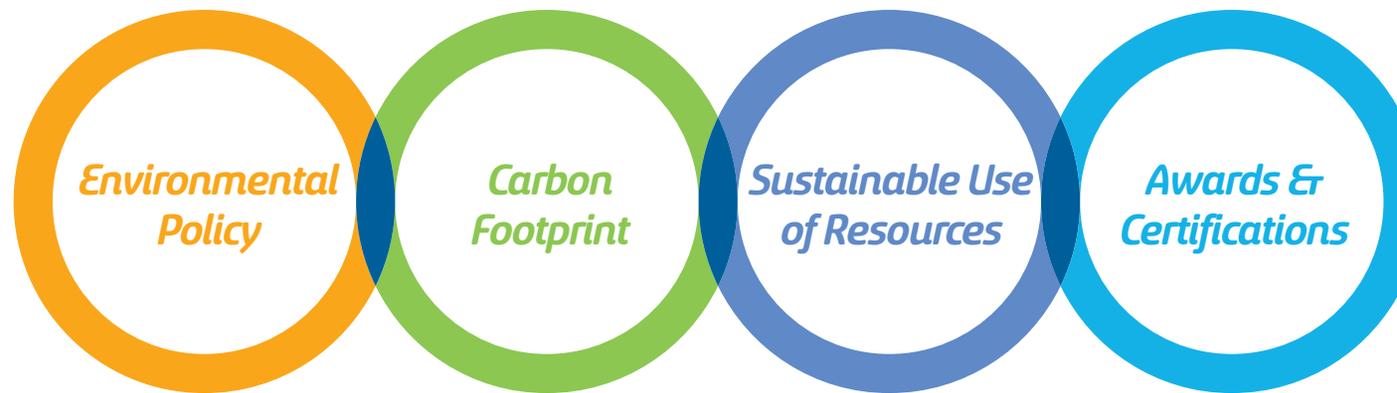
Principle 8 *Undertake initiatives to promote greater environmental responsibility; and*

Principle 9 *Encourage the development and diffusion of environmentally friendly technologies*



Environment

@Teleperformance



Environmental Policy

In December 2013, Teleperformance released its Environmental Policy, which defines the actions, behaviors and relationships that Teleperformance's employees shall adopt to act in an environmentally responsible way, inside and outside of the workplace.

Teleperformance is the largest network of contact centers in the world; we recognize that our operations result in emissions to air and water, and the generation of waste. We commit to comply with relevant legislation and regulations and other requirements to which our organization subscribes, while also seeking to continually improve our environmental systems to minimize the environmental impacts of our operations.

The ultimate objective of the Environmental Policy is to minimize our overall Carbon Footprint on a worldwide basis, enhance the experience of working in our facilities, educate our personnel to be better occupants on the planet and lead the industry in sustainable operations.

The Environmental Policy is available in Albanian, Arabic, Brazilian Portuguese, Chinese (Mandarin), Czech, Dutch, English, French, German, Greek, Italian, Japanese, Korean, Polish, Romanian, Russian, Slovakian, Spanish and Turkish.

Environmental Policy (Global)

64.8%

% of employees trained

50.9%

% acknowledgment

Carbon Footprint Citizen of the Planet Initiative

Citizen of the Planet (COTP) is a global corporate initiative aimed at ensuring Teleperformance operates in an environmentally friendly and responsible manner.

We commit to helping our planet by improving facilities to create “sustainable sites” (i.e., water, paper and other waste reductions) and striving towards “paperless” environments, as well as promoting recycling, and incentivizing energy and atmosphere improvements. Key focus areas are to minimize our overall Carbon Footprint on a worldwide basis, enhance the experience of working in our facilities, educate our personnel to be better occupants on the planet, and lead the industry in sustainable operations.

Carbon Footprint attainment results vary by country and individual facility and are landlord dependent in many cases. Our 2014 goal is to reduce our average CF per employee between 0.5% and 2.5%.

More information on our Citizen of the Planet Initiative may be found in Teleperformance 2013 Corporate Social Responsibility Report as well as in our 2013 Citizen of the Planet video report.

Carbon Emissions	2011	2012	2013
Carbon Footprint per Employee (CFE)	0.84	0.84	0.78
kWhr/year per employee	138	141	132
Liter/year per employee	527	590	526



Citizen of the Planet Report 2013

<https://www.youtube.com/watch?v=WDh0Uv-2xwg&list=PLC072F6F4C561ABAD>



Social Responsibility Report 2013

<https://www.youtube.com/watch?v=Eevwjy8J65o&list=PLC072F6F4C561ABAD>



In 2013, our total measured carbon emissions were 106,077 tons with a carbon footprint per employees (CFE) of 0.78 tons. A 7.14% decrease in our CFE (2013 Vs. 2012)

2013 Carbon Footprint in Metric Tons

% of Total Carbon Footprint per source



Observations:

Electricity is the total annual consumption in kWh of all Teleperformance call centers worldwide.

Paper includes both "bond" paper and toilet paper.

Air Travel is based on the standard calculation using a web tool designed for this purpose.

Indirect electricity consumption emissions are calculated with the "emission factor" for each country. With respect to paper, we are using

an estimate of 6.73 tons of CO2 per each ton of paper consumed.

TLS Contact facilities are in the "emissions base lining phase" and not included in totals. TP Singapore only reported January's consumption.

Argentina, Canada, Denmark, Finland, Norway, Spain and Sweden did not report water consumption.

Sustainable Use of Resources

In order to meet our environmental and sustainable goals, Teleperformance performs a comprehensive set of initiatives involving management, employees, suppliers and clients. Our combined efforts are aimed at helping our planet by:

- Upgrading facilities to “sustainable sites” by performing waste reduction activities via global recycling policies;
- Making sure that new buildings are in line with the “Teleperformance Premises Standard,” which incorporates principles from LEED standard;
- Improving the quality of the indoor environment;
- Issuing guidelines to reduce the consumption of electricity, paper, water, gas and oil;
- Encouraging carpooling or public transportation and supporting the reduction of business travel (air & local);
- Promoting employee education and involvement to extend efforts to their homes and neighborhoods in addition to the workplace;
- Associating with suppliers displaying the most conscientious implementation of environmental management systems.

Sustainable use of Resources	2011	2012	2013
Total water consumption* (cubic meters)	764,216	865,799	855,757

* Where traceable, as virtually all of Teleperformance's facilities are leased.

Awards and
Certifications

As mentioned in last year's Communication on Progress, Teleperformance is ISO 14001 certified in Germany and the UK as well as LEED certified in Colombia and TLS China.

*Frost & Sullivan Green
Excellence award 2014 –
Teleperformance Colombia*

Frost & Sullivan recognized Teleperformance Colombia with the 2014 Latin America Frost & Sullivan Award for Green Excellence. Teleperformance Colombia has clearly demonstrated its commitment to environmental conservation through the design, construction, and operation of four Leadership in Energy and Environmental Design (LEED)-certified contact center sites – CONNECTA A, B, C and F.





4
Anti-Corruption



Principle
10

Businesses should work against corruption in all its forms, including extortion and bribery.

Teleperformance condemns all forms of corrupt behavior involving employees, clients, contractors, vendors, business partners and stakeholders. We strive to ensure that our day-to-day business is performed in a legal, transparent and ethical way through education and training, as well as internal and external audits.

Anti-Corruption

@Teleperformance



Anti-Corruption Policy

Teleperformance has developed an Anti-Corruption Policy incorporating the definitions of corrupt behavior and what actions to take to avoid or eliminate the risk of corruption.

As a responsible company, we have a zero-tolerance towards any corrupt and fraudulent behavior.

The Anti-Corruption policy is available in Albanian, Arabic, Brazilian Portuguese, Chinese (Mandarin), Czech, Dutch, English, French, German, Greek, Indonesian, Italian, Polish, Portuguese, Romanian, Russian, Slovak, Spanish and Turkish.

The implementation of the policy is monitored bi-annually and the evaluation of ethical behavior will take place through our yearly employee satisfaction survey and client satisfaction survey.

Since our last Communication on Progress, Teleperformance has not been involved in any legal proceedings related to bribery or corruption.

Anti-Corruption Policy (Global)

73.5%

% of employees trained

76.2%

% acknowledgment

Internal Audit

Teleperformance set up an internal control system aimed at ensuring:

- compliance with laws and regulations, including, compliance with anti-corruption laws, and
- proper functioning of the Group's internal processes.

The internal control system is monitored by the Group Executive Committee, supervised by Teleperformance SA's Board of Directors, to ensure that the system is relevant and in harmony with the Group's objectives.

Every day, Teleperformance employees process personal customer data, such as credit card details, health care data, and other confidential information. To ensure maximum confidentiality is observed and eliminate any risk of information leakage, we have developed a clean desk and clear screen policy.

29% of Teleperformance companies have reached 100% implementation of the policy. Another 9% have achieved above 50% implementation. 100% compliance will be achieved by September 1st 2014.

Clean-Desk Policy

*Anti-Fraud
program*

The Fraud Risk Assessment is a specialized service provided by the Teleperformance Security Practice to proactively analyze, discover and document the methods by which fraud could occur within a program. There are two primary goals with this this assessment, including preventing fraud and identifying fraud early.

The Fraud Risk Assessment produces a detailed report of the findings with the risks prioritized. The single most effective method to prevent fraud is the creation of awareness of the fraud controls and the high likelihood that these controls will identify individuals engaging in fraud. Therefore, the report provides one or more preventive controls and/or early detection controls for each identified risk.

TPObserver is now offering a near real time fraud alert that is triggered if an advisor accesses a client's record without having the client on the phone. This solution records the advisor-customer record activity for evidence purposes. This tool has proven to be a strong fraud deterrent.



Teleperformance

Transforming Passion into Excellence

For more information:

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Teleperformance UNGC report July 2014. For additional information please go to www.teleperformance.com