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A recognized model —

Teleperformance has received numerous awards for market leadership and world-class services in the industry, as well as for HR development strategy, security and innovation capacity, and commitment to social and environmental responsibility.



Teleperformance was recognized as the Global Leader in Customer Experience Management (CXM) and in Work-at-home Customer Experience Management (WAHA) by Everest Group.



Frost & Sullivan awarded seven recognitions to Teleperformance as a customer experience leader in all its operating regions.



Teleperformance was recognized as a leader in digital services by ISG.



Teleperformance was recognized as a leader in the “Global Omnichannel Customer Service Outsourcers wave” by independent market research company Forrester.



28 countries certified

Albania, Argentina, Brazil, China, Colombia, Costa Rica, Dominican Republic, Egypt, El Salvador, Germany WAHA, Greece, India, Indonesia, Kosovo, Madagascar, Malaysia, Mexico, Morocco, Peru, Philippines, Portugal, Russia, Saudi Arabia, Spain, Tunisia, UK, United Arab Emirates, USA.



Verego Social Responsibility Standard

Enterprise-Wide Social Responsibility Standard (SRS) Certification for the 7th time in a row. Teleperformance achieved certification in all five defined areas at a Group-wide scope.



Teleperformance was named top 100 Global Outsourcing Service Provider and Impact Sourcing Champion by the IAOP (Internal association of outsourcing professionals).



Included in the **euronext** Vigeo Eurozone 120 Index since December 2015.



Included in the **FTSE4Good** Index since June 2018.



ESG ratings agency
MSCI
AAA rated



Reconfirmed in the Solactive Europe Corporate Social Responsibility Index (formerly Ethibel Sustainability Excellence Europe Index).



EcoVadis renewed its **golden medal** to Teleperformance France, and awarded **silver medal** to Teleperformance Portugal, and bronze medal to Teleperformance Italy.