

PRESS RELEASE

Upgraded Credit Rating

Standard & Poor's upgrades Teleperformance to BBB, the highest credit rating received in the industry

PARIS, November 22, 2021 – Teleperformance, a leading global group in digitally integrated business services, announced today that its public long-term corporate credit rating has been upgraded. Standard & Poor's (S&P) has assigned Teleperformance SE an investment grade rating of BBB with a stable outlook, vs. BBB- previously.

This reflects Teleperformance's leading market position worldwide, good service capabilities, strong operating performance, compelling prospects driven by digital transformation, and solid cash flow generation. These key differentiating assets enable the Group to maintain a much higher organic growth rate than the industry average and to deleverage after undertaking several significant acquisitions in recent years.

Teleperformance Chairman and Chief Executive Officer Daniel Julien said: *"We are delighted and proud to announce that Teleperformance has won further recognition from our partners as a strong company. Our upgraded credit rating by S&P is the highest received in the industry. It confirms the ongoing confidence of the financial community in Teleperformance's business model and in its ability to develop its activities worldwide while maintaining solid financials."*

ABOUT TELEPERFORMANCE GROUP

Teleperformance (TEP – ISIN: FR0000051807 – Reuters: TEPRF.PA - Bloomberg: TEP FP), a leading global group in digitally integrated business services, serves as a strategic partner to the world's largest companies in many industries. It offers a One Office support services model combining three wide, high-value solution families: customer experience management, back-office services and business process knowledge services. These end-to-end digital solutions guarantee successful customer interaction and optimized business processes, anchored in a unique, comprehensive high tech, high touch approach. The Group's 380,000+ employees, based in 83 countries, support billions of connections every year in over 265 languages and over 170 markets, in a shared commitment to excellence as part of the "Simpler, Faster, Safer" process. This mission is supported by the use of reliable, flexible, intelligent technological solutions and compliance with the industry's highest security and quality standards, based on Corporate Social Responsibility excellence. In 2020, Teleperformance reported consolidated revenue of €5,732 million (US\$6.5 billion, based on €1 = \$1.14) and net profit of €324 million.

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: CAC 40, CAC Support Services, STOXX 600, S&P Europe 350 and MSCI Global Standard. In the area of corporate social responsibility, Teleperformance shares are included in the Euronext Vigeo Eurozone 120 index, the FTSE4Good index and the Solactive Europe Corporate Social Responsibility index (formerly Ethibel Sustainability Excellence Europe index).

For more information: www.teleperformance.com Follow us on Twitter: @teleperformance

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