



Teleperformance
Transforming Passion into Excellence

PRESS RELEASE

Teleperformance UK's Public Sector Services accredited the GSA's Global Sourcing Standard for Service Providers.



BRISTOL, June 29th, 2017 – Teleperformance, the global leader in outsourced omnichannel customer experience management, announced today its public sector services programme in the UK has achieved accreditation to the Global Sourcing Standard for Service Providers.

Teleperformance is the first supplier globally to achieve the accreditation and follows the BBC as only the second organization to achieve accreditation with merit.

Matt Sims, chief executive of Teleperformance UK and South Africa, said: *“Accreditation to the Global Sourcing Standard is a wonderful achievement. I am especially proud of our public sector team, and this well-deserved accolade recognises the rigour and governance that has underpinned our work supporting UK public sector services for almost twenty years.”*

Kerry Hallard, Chief Executive of the GSA added, *“I am delighted to confirm the accreditation of Teleperformance to the GSA Standard for its public sector services. I am particularly pleased to announce Teleperformance UK as the first ever supplier to have achieved accreditation and warmly congratulate them on their accomplishment.”*

Nearly nine years in the making, the Standard has been a significant development towards the GSA's vision of a unified sourcing industry operating to a single global standard of practice. With an increasing requirement for ever greater solution complexity, the Standard offers consistency and confidence. It is a unique global standard that has been critiqued by over 200 organisations worldwide.

Rachel Robinson, executive vice president of public sector services at Teleperformance UK, commented: *“I would like to express my thanks to the team for all their hard work over these past months and for the great work they do every day in supporting our client programmes and members of the public. Working towards accreditation has provided us with greater insight into our existing best practices as well as identified further opportunities for improvements and adding value, to the benefit of our business and that of our clients in public sector.”*

Chris Halward, standards director at the GSA said, *“I was particularly impressed with the professionalism and diligence of the Teleperformance team in their approach to the entire process. I am in no doubt the instruments of review and documentation produced as part of the Standard accreditation process will be of great value to Teleperformance in its ongoing endeavours to support its public sector programmes.”*

The announcement took place in London at the GSA’s Annual Symposium on the occasion of its 30th anniversary celebrations which were held on Wednesday, June 28th 2017.

ABOUT TELEPERFORMANCE GROUP

Teleperformance (RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP), the worldwide leader in outsourced omnichannel customer experience management, serves companies and administrations around the world, with customer care, technical support, customer acquisition (Core Services), as well as with online interpreting solutions, visa application management services, data analysis and debt collection programs (Specialized Services). In 2016, Teleperformance reported consolidated revenue of €3,649 million (US\$4,050 million, based on €1 = \$1.11). The Group operates 163,000 computerized workstations, with 217,000 employees across 340 contact centers in 74 countries and serving 160 markets. It manages programs in 265 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: STOXX 600, SBF 120, Next 150, CAC Mid 60 and CAC Support Services. They also have been included in the Euronext Vigeo Eurozone 120 index since December 2015, with regard to the Group’s performance in corporate responsibility.

For more information: www.teleperformance.com

ABOUT the Global Sourcing Association

The Global Sourcing Association is the industry association and professional body for the global sourcing industry. The home of the Global Sourcing Standard, a world first for the provision of a portfolio of best practice methodologies and accreditation programmes supported by both buyers and suppliers of sourcing.

The GSA is a not-for-profit membership association with fully licensed, affiliate and associate members, and serves to share best practice, trends and connections across the globe.

The Global Sourcing association has a presence across the globe and provides guidance in economies such as The United Kingdom, France, Germany, Italy, Belgium, The Netherlands, Spain, Norway, Poland, Romania, Bulgaria, Russia, Egypt, China, India and the United States.

ABOUT the GSA Global Standard for Service Providers

The Standard is a comprehensive end-to-end strategic sourcing best practice framework that is underpinned by a full Competencies and Capabilities system, Social Inclusion Charter, Transparency Principles and an Industry Code of Conduct.

The Standard has proven to save organisations £millions annually and it has also been recognised globally as a means of providing exemplar quality assurance for clients, customers and other stakeholders including regulatory bodies.

The Standard has been adopted by international outsourcing associations throughout the world, from Russia to China, Poland to India, and Latin America to South Africa. It is governed by a global Standard Advisory Group, which is responsible for providing market intelligence, quality oversight and the ongoing development of the Standard.

For more information: www.gsa-uk.com/about-us/global-sourcing-standard/

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