

**PRESS RELEASE**

## Teleperformance achieves environmental ISO certification for all its sites in the Nordics

*Teleperformance achieves ISO 14001 certification for all its sites in Sweden, Denmark, Finland and Norway*

**Stockholm, Sweden, 13 December 2019** – Teleperformance, the worldwide leader in outsourced omnichannel customer experience management, is pleased to announce that it has been awarded the ISO certification for Environmental Management Systems (ISO 14001:2015) for all its sites in the Nordic region, spanning Copenhagen, Oslo, Tampere, Stockholm and Gothenburg.

The certification comes one year after Teleperformance’s Nordic headquarters in Stockholm and its site in Gothenburg were certified in 2018.

*“We are pleased to achieve our 2019 ambition to further strengthen our sustainability initiatives and implement ISO 14001 across the rest of our sites in the Nordics. Teleperformance’s goal is to lower its carbon footprint despite the increase in size and number of employees. The ISO 14001 environmental management system is one of the ways that will help us achieve this,”* said **Jonas Olsson, Chief Executive Officer of Teleperformance Nordic**. *“I believe that we have a responsibility to promote sustainability in our workplace, with our clients and within our supply chain, and to continually encourage our 2.300+ employees in the Nordics to do their share in protecting the planet.”*

Teleperformance is also a signatory of the United Nations Global Compact (UNGC) and is committed to all its principles.

*“As an organization which employs 300.000 people across 80 countries, we, at Teleperformance, are aware of our duty to lessen the environmental impact of our business operations. This certification is a great supplement to both our longstanding commitment to the universal principles of the UN Global Compact and to Teleperformance’s existing environmental initiatives and Corporate Social Responsibility programs such as ‘Citizen of the World’ and ‘Citizen of the Planet’,”* said **Yannis Tourcomanis, President of Teleperformance Continental Europe Middle East & Africa**.

An environmental management system helps organizations identify, manage, monitor and control their environmental issues relevant to its operations, such as air pollution, waste management, climate change mitigation and adaptation as well as resource use and efficiency. The system also includes the need for continual improvement of an organization’s performance and approach to environmental concerns.

### **ABOUT TELEPERFORMANCE GROUP**

Teleperformance (TEP – ISIN: FR0000051807 – Reuters: ROCH.PA – Bloomberg: TEP FP), the global leader in outsourced omnichannel customer experience management, serves as a strategic partner to the world’s leading companies in a wide variety of industries. Its customer care, technical support, customer acquisition,

consulting & analytics, digital integrated business service solutions and other high-value specialized services ensure consistently positive customer interactions that are reliable, flexible and intelligent. The company has established the highest security and quality standards in the industry and uses proprietary deep learning technology to optimize flexibility on a global scale.

The Group's 300,000 employees, spread across 80 countries, support billions of connections annually in 265 languages and enhance the customer experience with every interaction. In 2018, Teleperformance reported consolidated revenue of €4,441 million (US\$5,256 million, based on €1 = \$1.18).

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 Large 60, CAC Next 20, CAC Support Services, STOXX 600, SBF 120, S&P Europe 350 and MSCI Global Standard. They have also been included in the Euronext Vigeo Eurozone 120 index since December 2015 and the FTSE4Good Index since June 2018 with regard to the Group's performance in corporate responsibility.

Teleperformance Nordic, part of Teleperformance Group, is present in Sweden, Denmark, Finland and Norway, with a nearshore site in Crete, Greece.

For more information: [www.teleperformance.com](http://www.teleperformance.com). Follow us on Twitter @teleperformance

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