



12 January 2012

Teleperformance signs Deputy Prime Minister's Social Mobility Business Compact

Teleperformance has been congratulated by Deputy Prime Minister, Nick Clegg, today as one of the leading companies in opening their doors to young people from all walks of life.

Teleperformance is named as one of the signatories to the Business Compact, the Deputy Prime Minister's flagship scheme to create fairer opportunities to getting the best jobs.

Alistair Niederer, CEO of Teleperformance UK comments:

"Teleperformance UK is delighted to have signed up to the Social Mobility Business Compact. As a people company and a large employer in the UK, helping support the communities in which we are present across the UK is a high priority. We are particularly keen to encourage young people from areas of high unemployment into work and supporting them in their career progression. This initiative supports our global "Citizen of the World" social responsibility programme that brings our teams together to aid those in need in our communities."

Teleperformance – the largest global service provider for Relationship Management – runs the "Be all you can be" programme aimed at encouraging young people from areas of high unemployment to (1) aim for a life which is physically active, nutritionally healthy and addiction free and (2) understand possible local career paths. This is in collaboration with local services such as community police and education authorities.

Teleperformance run an apprenticeship scheme in partnership with Intec Business College aimed at leavers between the ages of 16 to 19. As well as employment, this

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scheme offers pre-employment training to support school leavers in finding employment. Once employed, it allows them to work towards NVQ qualifications up to level 3. In 2011, Teleperformance has progressed almost 250 young people through the NVQ qualification so far.

Deputy Prime Minister, Nick Clegg, said:

“This is an important step towards a society where it’s what you know, not who you know, that counts. Working with the Coalition, the biggest hitters in Britain’s business world are helping lead the way to a fairer, more open society.

“By opening their doors to young people from all walks of life, this marks the start of a culture shift at the heart of British business, driven by the belief that ability and drive should trump connections and privilege.

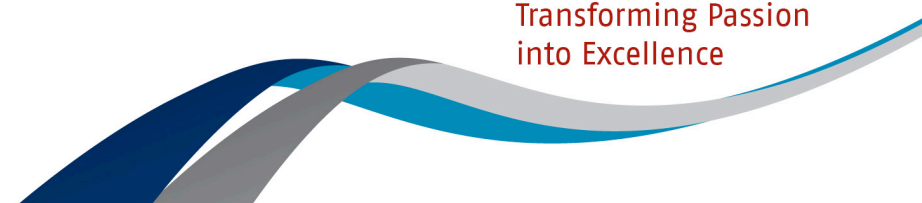
“I’d like to thank Teleperformance for signing up to the Business Compact. Today’s success makes me even more ambitious. This great news is just the beginning – I will be doing everything I can to bring even more businesses on board.”

More than one hundred of Britain’s biggest companies and top professional groups have signed the Business Compact, committing them to making entry into their professions fairer.

The Business Compact forms a key part of the Deputy Prime Minister’s Social Mobility Strategy, launched in April 2011, which sets out the Government’s determination to ensure every individual is free to achieve, regardless of the circumstances of their birth. Businesses which sign up to it must agree to:

- support communities and schools through reading and mentoring schemes or encouraging their staff go out to schools and inspire pupils about their careers.
- open opportunities to **all** young people by advertising their work experience places through schools, online and in other public forums, rather than just giving places to their mates.
- make access to internships open and transparent, paying interns the National Minimum Wage where they are legally entitled to it and providing

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financial support to ensure fair access, such as providing expenses and/or accommodation to those from less advantaged backgrounds to ensure they are not prevented from accessing opportunities by their financial circumstances

- recruit fairly and without discrimination, ensuring that their recruitment processes don't allow candidates to be inadvertently screened out because they went to the wrong school or come from a different ethnic group (including through using name-blank and school-blank applications where appropriate).

Rachel Robinson, Divisional Director, Public Sector Services and Jackie Lowe, HR Director of Teleperformance, will attend a reception tonight held by The Deputy Prime Minister who will thank all of the businesses who have signed up to the Business Compact.

Notes to editors

For media enquiries about Teleperformance and our pledge to help make access to future careers fairer, please contact julia.gibbs@teleperformance.com on 0782 795 2710. Our case study can be found here: <http://www.cabinetoffice.gov.uk/content/business-compact-case-studies>

1. For further detail about the Deputy Prime Minister's work on the Business Compact, please visit: www.dpm.cabinetoffice.gov.uk/businesscompact
2. Teleperformance is a global leader in customer experience, with a turnover of \$2.78 billion (£1.69bn) and more than 120,000 people across 268 contact centers in 50 countries. Teleperformance in the UK has 14 sites and over 6,600 people working for major brands and Government clients. www.teleperformance.com
3. Details of the Teleperformance Group "Citizen of the World" social responsibility programme can be found here:
<http://www.teleperformance.com/en/a-people-company/social-responsibility.aspx>

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