



Startek Recognized as a Leader in the IAOP Global Outsourcing 2020

April 15, 2020

Sustained Excellence as a Leader for the Last 10 Consecutive Years

GREENWOOD VILLAGE, Colo. & MUMBAI, India--(BUSINESS WIRE)--Apr. 15, 2020-- Startek (NYSE: SRT), a global provider of customer experience management solutions, has been featured in the Leaders category of the 2020 Global Outsourcing 100 list produced by the International Association of Outsourcing Professionals® (IAOP®).

Startek was recognized as one of the leading worldwide outsourcing service providers with sustained excellence for the tenth consecutive year across services categories. The IAOP list features the world's best outsourcing providers across all industries, areas of specialization and sizes. In addition to being cast as a Leader in the 2020 Global Outsourcing 100, Startek has also received honors in the following sub-categories for 2020:

- Customer References
- Awards & Certifications
- Programs for Corporate Social Responsibility

"It is a proud moment for us to be featured as a Leader in this coveted list for the first time under the brand name Startek," said Rajiv Ahuja, President, Startek. "As a global brand catering to an ever-evolving set of tech-savvy customers, our focus is now on building exceptional customer experience platforms and digital transformation practices. This consistent recognition further validates our commitment to leading the global market with digital innovation and customer experience strategies."

"Buyers understand there are hundreds of qualified service providers and advisors out there, but what they need to understand now is what makes each one exceptional," said IAOP CEO, Debi Hamill. "The Global Outsourcing 100 list has done just that. We're proud to recognize Startek for being among these companies this year."

Being featured in the Global Outsourcing 100 list is a matter of pride for service providers, as the list helps prospective buyers shortlist preferred vendors based on an independent, objective assessment.

Through its presence across 12 countries and 54 delivery campuses, with over 47,000 diverse experts, Startek will continue to invest in innovation and strive to move up the value chain with transformational business process services, omni-channel capabilities and industry-specific business offerings to further enable clients to meet their corporate goals.

About IAOP

IAOP is the global association that brings together customers, providers, and advisors in a collaborative, knowledge-based environment that promotes professional and organizational development, recognition, certification, and excellence to improve business service models and outcomes. Our members and affiliates worldwide are digging deep at IAOP conferences, learning at IAOP chapter meetings, getting trained and certified at IAOP courses and workshops, and connecting through IAOP social media, all with one goal: better business results. Whether you are a customer, provider or advisor, new to collaborative business models like outsourcing, or you are an experienced professional, IAOP connects you and your organization to our growing global community and to the resources you need to get the results your company deserves and demands. For more information and how you can become involved, visit www.IAOP.org.

About Startek

Startek is a leading global provider of technology-enabled business process outsourcing solutions. The company provides omni-channel customer experience management, back office and technology services to corporations around the world across a range of industries. The company has more than 47,000 outsourcing experts across 54 delivery campuses worldwide that are committed to delivering transformative customer experience for clients. Services include omni-channel customer care, customer acquisition, order processing, technical support, receivables management and analytics through automation, voice, chat, email, social media and IVR, resulting in superior business results for its clients. To learn more about Startek's global solutions, please visit www.startek.com.

Forward-looking statements

The matters regarding the future discussed in this news release include forward-looking statements as defined in the Private Securities Litigation Reform Act of 1995. Such forward-looking statements are intended to be identified in this document by the words "anticipate," "believe," "estimate," "expect," "intend," "may," "objective," "outlook," "plan," "project," "possible," "potential," "should" and similar expressions. As described below, such statements are subject to a number of risks and uncertainties that could cause Startek's actual results to differ materially from those expressed or implied by any such forward-looking statements. Readers are encouraged to review risk factors and all other disclosures appearing in the Company's form 10-K for the fiscal year ended December 31, 2019, as filed with the SEC on March 12, 2020, as well as other filings with the SEC, for further information on risks and uncertainties that could affect Startek's business, financial condition and results of operation. Copies of these filings are available from the Securities and Exchange Commission, the company's website or the company's investor relations department. Startek assumes no obligation to update or revise any forward-looking statements as a result of new information, future events or otherwise. Readers are cautioned not to

place undue reliance on these forward-looking statements that speak only as of the date herein.

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Source: Startek