



## Press Release

Paris, 31 January 2011

### **BUSINESS REORGANISATION PROJECT IN FRANCE:**

- **THE INFORMATION AND CONSULTATION PROCESS INVOLVING THE STAFF REPRESENTATIVE BODIES HAS CONCLUDED**
- **AN AGREEMENT HAS BEEN SIGNED WITH THE UNIONS**

Teleperformance France has signed an agreement on the Employment Protection Plan (*Plan de Sauvegarde de l'Emploi* or PSE) following receipt of the final opinions of the Central Works Council (Comité Central d'Entreprise or CCE) and the Works Councils (Comités d'Entreprise or CEs). Following the signature of this agreement, the implementation of the PSE will begin on 31 January 2011.

This reorganisation of Teleperformance France's production facilities is a key component of the company's reorganisation plan.

*"In addition to the implementation of this Employment Protection Plan, Teleperformance France has, since April 2010, been carrying out an in-depth transformation aimed at increasing our expertise as world No. 1 in call center customer relations with all our partners"* explained **Jean-Hervé Jenn, Chairman of Teleperformance France.**

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