



## Teleperformance gathers its activities in France

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**PARIS, 20 JANUARY 2009** – Teleperformance, the global leader in the market of outsourced contact centers, announces the grouping of its activities in France. In November 2008, the project was presented to the staff representative bodies of the companies concerned: Cash Performance, Comunicator, Infomobile, TechCity Solutions France, Teleperformance France, Teleperformance Midi-Aquitaine, Teleperformance Nord, Teleperformance Rhône-Alpes. The new entity will be called Teleperformance France.

The operation is being performed via two distinct legal operations carried out simultaneously: on the one hand, all of the companies listed above were merged under one single management structure and, on the other hand, four operational companies were created and set up on a regional basis: Teleperformance Nord-Champagne, Teleperformance Centre-Est, Teleperformance Centre-Ouest, Teleperformance Grand-Sud. The process involves gathering in a coherent and structured entity companies that were previously legally separate and autonomous from one another.

The set-up of this new organization aims to:

- serve customers better,
- present companies with innovative solutions,
- provide employees with new prospects,
- strengthen Teleperformance's position as number one in France.

### **The objective: make contact center activity an essential value-creation channel**

Since its creation in 1978, Teleperformance has kept on growing by multiplying its geographic locations and by expanding its skills and know-how. This development and innovation policy, whether occurring through business creations or acquisitions, enabled Teleperformance to win over a 20% market share in France and to become the world leader in early 2008.

In order to serve its new ambition and thus make contact center activity an essential value-creation channel for its clients as well as for clients' customers and its own employees, Teleperformance is evolving.

By gathering together, under one single management, all its know-how, its research and development capacities and the experience of its principal managers, Teleperformance France is offering an exceptional solution for managing companies' customer relationship strategies.



## Quality as an essential vector of progress

By grouping its contact centers within four new entities, Teleperformance France is increasing its internal mobility, facilitating the sharing of expertise and improving its execution speed, thus boosting commitment and quality standards to the highest level. Already shared by all its employees within each grouped entity, its values – integrity, respect, professionalism, innovation and commitment – remain the pillars of the Group's culture.

By combining its strengths and expertise, the new unit will be able to increase its current market share and win over new business sectors. This new organization, having no impact on employment, is also opening up new career prospects for employees. Note that the groupings initiated by the company, over the past five years, have made it possible to boost Teleperformance's business and workforce in France by over 50%. Today, Teleperformance has more than 12,500 employees dedicated to the French market.

Jean-François Guillot, Chairman of Teleperformance France declares :

*"Every day, 600,000 French consumers make their purchasing choices, use the products and services they purchase in the best possible way, discover new services set up by companies and find solutions to their everyday problems thanks to Teleperformance agents. The new organization of Teleperformance France makes it possible to strengthen the relationship between a brand and its customers by presenting all companies with innovative solutions".*

## ABOUT TELEPERFORMANCE

Teleperformance (NYSE Euronext Paris: FR 0000051807), the **world's leading provider of outsourced CRM and contact center services**, has been serving companies around the world rolling out customer acquisition, customer care, technical support and debt collection programs on their behalf. In 2008, the Teleperformance Group achieved €1.755 billion revenues (US\$2.6 billion – average exchange rate: €1 = US\$1.48).

The Group operates nearly **79,800 computerized workstations, with more than 88,000 employees (Full-Time Equivalents) across 248 contact centers in 46 countries** and conducts programs in more than 66 different languages and dialects on behalf of major international companies operating in various industries.

[www.teleperformance.com](http://www.teleperformance.com)

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