



PRESS RELEASE

## Teleperformance

### Teleperformance Colombia opens one of the most modern Contact Centers in the country

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- With the highest global standards in terms of technology, innovation and environmental sustainability, this is the first site in the Teleperformance group to be LEED certified.
- This is the seventh Operations Center of the Company in Colombia
- A great work environment for people.

**PARIS—MARCH 29, 2012--**Teleperformance, the largest global provider of customer experience management outsourced services, announced today that it opens one of the most modern Contact Centers in Colombia. Teleperformance Colombia thus continues to consolidate its leading position in the Contact Center and BPO market in this country.

The new and modern site, with the highest global standards in terms of technology, innovation and environmental sustainability, enables the company to enter the **Nearshore** market . Capable of accommodating 1,727 employees across a surface area of 26,000 square feet, including 1,100 new bilingual English - Spanish workstations, it will allow the demanding American market to be served to the highest standards.

This new operations center will strengthen the delivery of Teleperformance services from Colombia to the world. Today Teleperformance Colombia has 8,000 employees, distributed among its 7 sites in Bogota and Medellin.

*“We feel extremely pleased with this new business achievement consolidated in this modern site, from which we will serve the growing demand for Contact Center and BPO services in Colombia. This is a highly strategic investment for the Group, which will allow us to demonstrate to our clients the huge benefits that the country has regarding qualified talent, infrastructure and technology”, asserts Juan Rodrigo Hurtado, the Company’s CEO in Colombia.*

Likewise Daniel Julien, global Chairman and CEO of Teleperformance, emphasized *“This new site is absolutely beautiful, it is one of our best sites in the world, and what I’ve seen in terms of facilities, management process and true commitment to our people makes me sure there is a great future for Teleperformance Colombia”.*

#### **CONTACT CENTER WITH LEED CERTIFICATION**

The Company’s new operations center in Colombia, built under the strictest environmental and sustainability regulations, will obtain LEED (Leadership in Energy and Environmental Design) certification. This certification, developed by the U.S. Green Building Council, gives ratings on sustainability, water saving, efficient energy use, materials, air quality, design innovation and



regional issues. Buildings given this endorsement can reduce energy consumption, CO2 emissions, water use and solid waste.

## **Teleperformance Colombia**

Teleperformance Colombia currently excels in providing services to the domestic market, as well as the Nearshore (United States) and Offshore (Spain) markets. Today it serves more than 50 companies in Colombia from the health, transportation, energy, food and entertainment sectors, among others, in addition to European and American multinationals in the telecommunications sector.

## **ABOUT TELEPERFORMANCE**

**Teleperformance, the world's leading provider of outsourced CRM and contact center services**, serves companies around the world with customer acquisition, customer care, technical support and debt collection programs. In 2011, it reported consolidated revenue of €2,126.2 million (US\$2,955.4 million) based on €1 = US\$1.39).

The Group operates 98,000 computerized workstations, with more than 130,000 full-time equivalent employees across 248 contact centers in 49 countries. It manages programs in more than 66 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the NYSE Euronext Paris market, Compartment A, and are eligible for the deferred settlement service. Teleperformance is included in the following indices: SBF 120, STOXX 600 and France CAC Mid & Small.

Symbol: RCF - ISIN : FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP

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

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