

PRESS RELEASE

Teleperformance and Republic Polytechnic extend partnership to nurture customer experience professionals

Three year Memorandum of Understanding (MOU) will encompass scholarships, joint research projects, student attachments and site visits

Singapore, 03 July 2013 – Teleperformance Singapore and Republic Polytechnic (RP) have signed a three year Memorandum of Understanding (MOU) extending their partnership aimed at training and nurturing the next generation of customer experience professionals in Singapore. Teleperformance is a leading global provider of customer care, technical support and debt collection solutions, with more than 270 contact centres in 46 countries around the world.

Under the MOU, Teleperformance will offer 10 scholarships per year worth \$5,000 each to third-year students from the Diploma in Customer Relationship and Service Management programme at RP's School of Hospitality. Students who are awarded the scholarship will be enrolled in a one-year management trainee programme at Teleperformance upon graduation. The best performing scholars will be given short overseas stints during their attachment, allowing them to observe global industry best practices in action.

RP students will also benefit from internship opportunities and site visits that will provide them with valuable industry experience.

In addition, the MOU includes plans for joint research programmes and staff exchanges that will allow both organisations to share knowledge and expertise in the area of customer relationship and service management, with the aim of raising industry standards in Singapore and the region.

"We are pleased to offer RP students the opportunity to transform their passion into excellence. Our global network and emphasis on industry best practices will be invaluable as these young talents embark on a career of delivering excellent customer service," commented Jeffrey Nah, CEO, Southeast Asia, Teleperformance

Mr Albert Toh, Director, School of Hospitality, Republic Polytechnic said, "Over the years Singaporeans have become a lot more demanding when it comes to customer service, and companies will have to make a significant effort to raise the bar in this area and meet customers'

expectations. This is an important collaboration for Republic Polytechnic's Diploma in Customer Relationship and Service Management, as it allows our students to gain valuable industry experience, while at the same time keeping our faculty abreast of the latest industry trends to ensure that our curriculum is industry-relevant.”

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About Republic Polytechnic

The first educational institution in Singapore to leverage Problem-Based Learning approach for all its diploma programmes, Republic Polytechnic (RP) has six schools and two academic centres offering thirty-seven diplomas in Infocomm, Engineering, Applied Science, Technology for the Arts, Sports, Health & Leisure, Events and Hospitality, Enterprise, and Communication. Republic Polytechnic is committed to nurturing innovation and entrepreneurial learning in an environment that develops problem-solving skills and lifelong learning opportunities. Its holistic, broad-based curriculum, covering culture, enterprise development and cognitive processes, prepares students for an active and meaningful role in society. Republic Polytechnic strives for excellence and has achieved various international and national accreditations, including ISO9001, ISO14001, OHSAS 18001, SS540, Singapore Quality Class, People Developer, Innovation Class, and Service Class.

For more information, visit www.rp.edu.sg

About Teleperformance

Teleperformance is the largest and the world's renowned contact center provider being ranked first by multiple business analysts (Frost & Sullivan, Gartner, IDC, Datamonitor, Black Book of Outsourcing) for its leadership in innovation, financial strength, diversification and strength in end-user satisfaction, and excellence in customer service management. Teleperformance has been in the business since 1978 and is present in 46 countries with over 130,000 employees world-wide. It has been consistently ranked number one worldwide by renowned independent global analysts such as Frost & Sullivan, Gartner, IDC and Ovum. It offers end-to-end Customer Relationship Management from Customer Service, Customer Acquisition, Technical Support, Debt Collection, and Social Media Support. Teleperformance has been ahead of the competition driven by its Corporate Commitment to Quality and its philosophy focus on Employees and Customer Satisfaction.

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