

TLScontact maintains certification to ISO/IEC 27001:2005 for the Information Security Management System

Luxembourg – 24 July 2013

After four weeks of independent audits, TLScontact was re-certified for compliance with ISO 27001:2005 Certification by the British Standards Institute (BSI) in June 2013. The on-site audits in TLScontact face-to-face contact centers covered 40% of current locations and resulted in maintaining TLScontact's worldwide certification.

TLScontact operates an Information Security Management System certified to ISO/IEC 27001:2005 for the provision of outsourced visa application services. This includes service centers, offices and remote data centers worldwide involved in the provision of customer services to visa applicants. TLScontact is committed to developing and maintaining an effective Information Security Management System throughout its global operations.

TLScontact COO James Kite states: "I am proud that we at TLScontact retain an unparalleled breadth and depth of Information Security Management Systems certification in the face-to-face contact center industry. After the BSI Excellence Award earlier this year this re-certification is yet another success of our highly skilled teams, reinforcing the message that security is everybody's responsibility."

Visa applicants applying for a visa in one of the TLScontact centers worldwide can be assured of the secure handling of any of their personal data provided during the application process. This is not just our commitment but it is certified once more by the independent external auditor BSI.

TLSCONTACT, the European leader in face-to-face contact center operation has been serving diplomatic missions since 2007. The company currently operates visa application centers at 15 locations across Asia, Europe, Africa and the Middle East for a number of Schengen governments.

The TLScontact solution is based on a fully automated process flow, using a proprietary TLSconnect software management system. The system covers the entire process flow, integrating biometric data capture as standard.

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 2012, it reported consolidated revenue of €2,347 million (\$3,028 million, based on €1 = \$1.29).



The Group operates about more than 100,000 computerized workstations, with 138,000 employees across more than 270 contact centers in 46 countries serving 78 markets. 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. They are 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

For further information and media inquiries please visit the TLScontakt corporate website at <http://corp.tlscontact.com>.

