

Transcom to close its contact center in St. Catharines, Canada

Press release

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For immediate release

Luxembourg, 29 October 2013 – Due to continued unsatisfactory profitability in Transcom's Canadian operation, the company's St. Catharines (Ontario) location will be closed at the end of February 2014. Approximately 260 employees will be affected. Volumes now handled in St. Catharines will be transferred to other existing Transcom contact centers in the North America & Asia Pacific region. As a result of this closure, Transcom will also be relocating its North American headquarters to its existing Denver, CO office.

This decision is part of Transcom's efforts to improve capacity utilization and profitability in its North American operation. The closure will not result in any significant one-off costs, and the company expects a positive contribution to margins beginning in Q2 2014.

"Over the past two years, we have been successful in improving Transcom's overall capacity utilization, with a positive impact on the company's profitability. The optimization of our capacity utilization in all locations is key to value creation, and will always be a central priority for Transcom. The decision to close our site in St. Catharines should be viewed in this context. In parallel, we are focusing on developing new business to be delivered from onshore sites in the United States, complementing our successful offshore business", commented Johan Eriksson, Transcom's President and CEO.

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About Transcom

Transcom is a global customer experience specialist, providing customer care, sales, technical support and credit management services through our extensive network of contact centers and work-at-home agents. We are 29,000 customer experience specialists at 62 contact centers across 26 countries, delivering services in 33 languages to over 400 international brands in various industry verticals. Transcom WorldWide S.A. Class A and Class B shares are listed on the NASDAQ OMX Stockholm Exchange under the symbols TWW SDB A and TWW SDB B.