

FOR IMMEDIATE RELEASE
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IT'S OFFICIAL! HGS CANADA ANNOUNCES TECUMSEH MALL AS THE SITE FOR THEIR NEWEST CONTACT CENTRE IN WINDSOR, ONTARIO

Windsor-Essex County, Ontario - Tuesday, January 13, 2014 – The groundwork for HGS's expansion began on September 23, 2014 when they announced they selected Windsor, Ontario as their newest and 12th contact centre location.

At a media conference today held at the new HGS site in Tecumseh Mall (former Zellers store) **Ross Beattie, the President and CEO of HGS Canada** was welcomed by **City of Windsor Mayor, Drew Dilkens** and **Sandra Pupatello the CEO of the Windsor Essex Economic Development Corporation**.

HGS will begin hiring and training employees for a February 2nd start date. They will begin with an initial 120 employees that will be in training and located in temporary facilities that they have arranged with Tecumseh Mall. They expect that upon successful completion of training, they will be in live production as of February 25th.

HGS will begin advertising in the community immediately and pointing applicants to www.joinhgs.com. This will be followed by a second job fair to be held onsite once the permanent location at Tecumseh Mall is ready.

"We are absolutely thrilled to be able to establish HGS in the City of Windsor to gain access to the superb labor force and become a contributing member of the local business and economic community. Through the coordinated efforts of the City of Windsor, the Economic Development Office of Windsor-Essex and the Ministry of Economic Development from the province of Ontario, we feel this new Centre in Windsor has the ability to be a cornerstone operation for HGS in Canada," said **Ross Beattie, the President and CEO of HGS Canada**.

"It is my pleasure to welcome HGS to the City of Windsor. HGS is well-known and respected in the industry for their innovation and their customer and community focus. I want to thank HGS for their confidence in Windsor and our talented workforce, and I want to thank all of the partners that have worked together to bring this important investment to the city," said City of Windsor **Mayor Drew Dilkens**.

"We are delighted that HGS has a new address right here in our region. An initial creation of 120 employees with a full compliment of **over 600 employees** within the year is a big win for the City of Windsor and the Region", added **Sandra Pupatello, CEO of the WindsorEssex Economic Development**.

HGS is a company that is aware of its social responsibility and positively encourages their employees to become active in this local community. As a demonstration of HGS's commitment to their new community, the company presented a \$5,000 donation to the Downtown Mission of Windsor. **Ron Dunn the Director of Community Relations and Development** accepted the donation on behalf of the Mission.

ABOUT HGS -

HGS Canada is a world leader in optimizing the Customer Experience and helping clients to become more competitive. HGS provides a full suite of Business Process Management services from Marketing and Digital Enablement services, Consumer Interaction services, such as Technical Support, Customer Care, and Customer Loyalty, to Platform Enabling Back Office Business services. HGS Canada is part of HGS Global Solutions and has a presence of 59 delivery centres across North America, Latin America, Europe, Asia, and Africa employing close to over 28,000 employees worldwide.

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