

**FOR IMMEDIATE RELEASE**

**Firstsource to open new contact centre in Middlesbrough**

**London & Mumbai June 9, 2010:** Firstsource, a leading global provider of Business Process Outsourcing (BPO) solutions, announced today its intention to expand into Middlesbrough, by setting up a new contact centre, which will employ more than 500 people. The location will be a newly renovated building at Fountain Court in the centre of Middlesbrough.

Mumbai-headquartered Firstsource is one of the UK's leading investors and according to the FT FDI Index, is the largest foreign investor in the contact centre and shared services sector during the last three years. The company already has three UK contact centres that employ over 1900 people in Belfast and Londonderry. Firstsource won the UK Trade & Investment (UKTI) investor of the year award at the UK India business awards in 2009.

**Matthew Vallance, Jt. Managing Director & CEO designate** of Firstsource, said: "We are delighted that the latest phase of our UK expansion will be located in Middlesbrough which promises to be a highly favourable location for us. Our UK business is continuing to show robust growth and the new Middlesbrough centre will complement our existing UK and international operations and provide our clients with a greater choice of operational facilities and talent."

**One North East Chief Executive, Alan Clarke**, said: "This is a real vote of confidence by Firstsource in the North East economy. They recognise the ability of the Tees Valley's workforce to provide excellent services for their clients.

"I am delighted that One North East has been able to support this investment, which has been supported closely by public sector partners to ensure the firm has everything it needs to establish this facility in the Tees Valley."

One North East contributed to this investment through the Grant for Business Investment initiative which is part of 'Solutions for Business', the Government's package of publicly funded support products offering help to companies to start, grow and succeed. Solutions for Business makes it easier for companies to get the advice and assistance that they need.

**Notes to Editors**

1. One North East is the regional development agency for North East England. It is leading sustainable economic growth in the region through a targeted programme of investment of around £250m per year to get 70,000 more people into work and create 22,000 new businesses by 2016. For further information on packages of support available to businesses in the region please visit [www.businesslink.gov.uk/northeast](http://www.businesslink.gov.uk/northeast) or Tel: 0845 600 9006. The Grant for Business Investment (GBI) initiative delivered by One North East is part funded by the European Regional Development Fund 2007-13.

2. For more information on the FT FDI Reports – visit [www.fdireports.com](http://www.fdireports.com)

**About Firstsource**

Firstsource (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL@IN) is a leading global provider of customized BPO services to the Healthcare, Telecom & Media and Banking & Financial Services industries. Its clients include Fortune 500, FTSE 100 & Nifty 50 companies. Firstsource has a “rightshore” delivery model with operations in India, U.S., UK and Philippines. ([www.firstsource.com](http://www.firstsource.com)).

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