

## **AccèsD offices in Montreal moving to the Montréal Tower in 2018**

*Nearly 500 new jobs to be created over the next few years*

**Montreal, March 7, 2016** – Desjardins recently finalized a 15-year deal with the Olympic Installation Board (RIO) to rent out a part of the Montréal Tower in the Olympic Park for all of AccèsD's 1,000 employees located in Montreal.

AccèsD employees in Montreal are currently spread over three sites. Plans to bring all the teams together in a single office space have long been in the works. The move, which is slated for 2018, is expected to provide efficiency gains as well as offer employees a more fun and stimulating work environment.

During the request for proposal process, RIO's proposal stood above the rest in several areas: location, easy access to public transit (including two metro stations), a safe work environment and a range of services for employees. Plus, 60% of AccèsD employees live in that part of the city.

### **More calls and more jobs**

The current offices, including the main location on Boulevard de l'Assomption, no longer meet AccèsD's needs, particularly in terms of space. Call volumes have surged recently; in 2015, AccèsD answered nearly 9 million calls compared to 3.5 million in 2012. Desjardins mobile services and AccèsD Internet boast close 3 million users. Due to this sustained growth, Desjardins expects to create approximately 500 new jobs over the next few years, and the space in the Montréal Tower can accommodate AccèsD's growing team.

"This is great news for our teams, for RIO and for the borough of Mercier-Hochelaga-Maisonneuve. We're confident that the influx of a thousand employees to the area will enhance the liveliness of the neighbourhood and its local economy," said André Lesage, Vice-President of AccèsD.

The Montréal Tower can house more than 1,400 workstations. Desjardins will focus on creating a modern space with break rooms and training rooms, a kitchenette, a cafeteria, bicycle parking, showers and an outdoor space designed specifically for employees.

Desjardins will retrofit the space between October 2017 and June 2018. Employees will begin moving in gradually by the end of the Q2 2018 and are expected to be completely settled in over the summer.

Michel Labrecque, RIO's President and General Manager is looking forward to welcoming the new tenants. "This agreement confirms the efforts we've put into reviving the Olympic Park since 2012, and it allows us to leverage our position to bolster the local economy," stated Mr. Labrecque.

AccèsD will occupy nearly 155,000 square feet on seven floors of the Montréal Tower—that's roughly 80% of its available space.

AccèsD has three other client care centres across Quebec: Trois-Rivières, which saw 300 new jobs created when it was first opened in 2014, Gaspé and Granby.

**COPC-certified for 12 years**

Customer service is AccèsD’s top priority, and it shows. For 12 years straight AccèsD has received Customer Operations Performance Centre (COPC) certification—one of the most rigorous in the industry. No other organization has received COPC certification consistently over such a long period of time. Recipients must fulfill a set of management requirements, as well as measure and meet the objectives of over 450 performance indicators for productivity, quality and client satisfaction on a monthly basis.

**About AccèsD**

AccèsD is a client care centre that was first opened in 1999 and today counts more than 1,500 employees. In 2015, AccèsD handled nearly 9 million calls from both individual and business members and clients. Desjardins mobile services and AccèsD Internet boast close 3 million users. AccèsD is an extension of the caisse’s services and offers members and clients the freedom to do their banking anytime, anywhere.

**About Desjardins Group**

Desjardins Group is the leading cooperative financial group in Canada and the sixth largest cooperative financial group in the world, with assets of \$248.1 billion. It has been rated one of the Best Employers in Canada by Aon Hewitt. To meet the diverse needs of its members and clients, Desjardins offers a full range of products and services to individuals and businesses through its extensive distribution network, online platforms and subsidiaries across Canada. Considered North America’s strongest bank according to Bloomberg News, Desjardins has one of the highest capital ratios and credit ratings in the industry.

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