

Teleperformance - Business Results 2009

- Revenues 2009:
 - +3.5% - Based on published data
 - -1.1% - On a comparable basis*

* Excluding foreign exchange and scope of consolidation effects

PARIS, FEBRUARY 4, 2010 – Today, Teleperformance published its fourth quarter 2009 and annual consolidated revenues.

REVENUES

in millions of euros	2009	2008	Changes Excluding foreign exchange and scope of consolidation effects	Changes Based on published data
Revenues over the past 12 months	1,847.7	1,784.7	-1.1%	+3.5%
Revenues – Q4	475.5	519.3	-7.5%	-8.4%

- The Teleperformance Group's consolidated revenues in 2009 amounted to €1,847.7 million, increasing by 3.5% based on published data, versus €1,784.7 million in 2008. Excluding foreign exchange and scope of consolidation effects, the Group reported a negative organic growth rate of 1.1% in 2009.
- In the fourth quarter 2009, consolidated revenues amounted to €475.5 million versus €519.3 million at the same period last year, a decline of 8.4% based on published data. Excluding foreign exchange and scope of consolidation effects, the Group reported a negative organic growth rate of 7.5% in the fourth quarter 2009.

REVENUE DISTRIBUTION BY REGION

(in millions of euros)	2009	2008	Growth	
			Excluding foreign exchange & scope of consolidation effects (in %)	Based on published data (in %)
AT DECEMBER 31				
Europe	923.6	977.2	-4.3	-5.5
NAFTA*	782.7	706.4	-3.5	+10.8
Other	141.4	101.1	+48.8	+39.9
TOTAL	1,847.7	1,784.7	-1.1	+3.5
4TH QUARTER				
Europe	245.8	288.1	-13.7	-14.7
NAFTA*	179.6	192.9	-6.0	-6.9
Other	50.1	38.3	+30.5	+30.9
TOTAL	475.5	519.3	-7.5	-8.4
3RD QUARTER				
Europe	207.7	207.4	+2.1	+0.2
NAFTA*	192.9	162.5	+0	+18.7
Other	24.9	15.8	+78.7	+57.4
TOTAL	425.5	385.7	+4.0	+10.3
2ND QUARTER				
Europe	246.8	260.0	-4.6	-5.1
NAFTA*	213.1	184.5	-4.0	+15.4
Other	39.7	23.5	+79.8	+69.3
TOTAL	499.6	468.0	-0.3	+6.7
1ST QUARTER				
Europe	223.3	221.7	+2.1	+0.7
NAFTA*	197.1	166.5	-3.7	+18.3
Other	26.7	23.5	+27.9	+13.6
TOTAL	447.1	411.7	+1.0	+8.6

* North America and Mexico

- During the fourth quarter 2009, the Group reported a decline in business volumes across the whole network, except for the “Other” region, which covers South America and Asia. Revenues significantly increased in this region mainly as a result of strong business volumes in South America (Argentina & Brazil).
- Revenues achieved in the **NAFTA** region during the fourth quarter include the acquisition of The Answer Group. Excluding foreign exchange and scope of consolidation effects, revenues achieved in the NAFTA region decreased by 3.5% in 2009.
- Excluding foreign exchange and scope of consolidation effects, revenues slightly increased throughout **Europe** in 2009, except for France where revenues significantly declined compared to 2008.

REVENUE DISTRIBUTION BY BUSINESS SEGMENT

In 2009 the **Inbound** activity increased by 4% and now stands for 76% of the Group's total revenues, versus 72% in 2008.

(in %)	2009	2008
AT DECEMBER 31		
Inbound services	76	72
Outbound services	20	24
Other*	4	4
TOTAL	100	100
AT SEPTEMBER 30		
Inbound services	76	72
Outbound services	20	24
Other*	4	4
TOTAL	100	100
AT JUNE 30		
Inbound services	75	72
Outbound services	21	24
Other*	4	4
TOTAL	100	100
AT MARCH 31		
Inbound services	75	72
Outbound services	21	25
Other*	4	3
TOTAL	100	100

* Mainly standing for market research and training operations

BUSINESS DEVELOPMENTS

- **Foreign exchange effects**

- **During the fourth quarter 2009** foreign exchange effects overall resulted in a **net negative impact of €23.9 million**.

-	NAFTA	-€21.6 million
-	Europe	-€2.5 million
-	Other	+€0.2 million

- **On an annual basis**, foreign exchange effects overall resulted in a **net negative impact of €20.9 million** in 2009.

-	NAFTA	+€7.5 million
-	Europe	-€19.4 million
-	Other	-€9.0 million

In the **NAFTA region**, the positive translation effect amounting to €7.5 million may be broken down as follows:

USD:	+€27.6 million
Mexican Peso:	-€20.1 million

As for **Europe**, it was impacted by the rise of the Euro against all currencies. The negative translation effect may be analyzed as follows:

Pound Sterling:	-€10.9 million
Swedish Crown:	-€2.6 million
Rouble:	-€2.4 million
Other:	-€3.5 million

In the **"Other" region**, the negative translation effect amounting to €9.0 million may be broken down as follows:

Brazilian Real:	-€3.8 million
Argentinean Peso:	-€4.4 million
Other:	-€0.8 million

- **Scope of consolidation effects**

In **2009**, the net impact of the scope of consolidation effects amounted to **€104.8 million**, including:

-	Europe	+€8.0 million
-	NAFTA	+€96.8 million

In the **fourth quarter 2009**, the scope of consolidation effect represented a **positive impact of €20.5 million**, including:

-	Europe	-€0.6 million
-	NAFTA	+€21.1 million

The scope of consolidation effect only resulted from **external growth transactions**, which were completed in **2008**:

- In Europe: Acquisition of a controlling interest in the GN RESEARCH Group, which was consolidated as of July 1, 2008.
- In the NAFTA region: Acquisition of THE ANSWER GROUP in the United States, which was consolidated as of December 31, 2008.

To be noted that the business results achieved by the Colombian company TELEDATOS, which acquisition was completed at the end of December 2009, have not been included in the consolidated revenues for 2009 and shall only be consolidated as of December 31, 2009.

KEY DATES

Revenues 2009: March 2, 2010 after market

ABOUT TELEPERFORMANCE

Teleperformance (NYSE Euronext Paris: FR 0000051807), the world's leading provider of outsourced CRM and contact center services, has been serving companies around the world rolling out customer acquisition, customer care, technical support and debt collection programs on their behalf. In 2009, the Teleperformance Group achieved €1.848 billion revenues (US\$2.6 billion – average exchange rate at December 31, 2009: €1 = US\$1.39).

The Group operates about 82,000 computerized workstations, with more than 100,000 employees (Full-Time Equivalents) across 268 contact centers in 49 countries and conducts programs in more than 66 different languages and dialects on behalf of major international companies operating in various industries.

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