Teleperformance

Financial Meeting - May 26, 2010

Results 2009 in line with objectives

▪ Revenues	€1,847.7 million
▪ EBITA before non-recurring items*	€156.2 million
▪ Free cash flow	€123.1 million

Outlook for 2010

▪ Revenues	+6 - 9% - Based on published data
	+0 - 3% - On a comparable basis**
▪ EBITA before non-recurring items*	8.5% of revenues

** Net operating profit before amortization of intangible assets related to acquisitions*

*** Excluding foreign exchange and scope of consolidation effects*

Paris, May 26, 2010 – Today the Teleperformance Group is presenting its achievements in 2009 and the latest outlook for 2010.

2009: RESULTS IN LINE WITH OBJECTIVES

▪ **FINANCIAL DATA**

	Actual		Objectives 2009
INCOME STATEMENT	**12-31-2009**	**12-31-2008**	**12-31-2009**
Revenues	**1,847.7**	**1,784.7**	**1,820-1,830**
EBITA before non-recurring items*	**156.2**	**182.3**	**154-155**
Rate	8.5%	10.2%	8.5%
Net Operating Profit	**130.0**	**177.9**	-
Operating Margin Rate	7.0%	10%	-
Net Profit - Group Share	**88.2**	**116.4**	-
FINANCIAL STRUCTURE	**12-31-2009**	**12-31-2008**	**12-31-2009**
Net Cash Flow from operating activities	**190.2**	**98.2**	-
Capex	-67.1	-68.8	-
Free cash flow	**123.1**	**29.4**	**125.0**
Shareholders' equity, share of the Group	**1,111.1**	**1,041.8**	-
Net cash surplus	**+11.0**	**+17.7**	-

** Net operating profit before amortization of intangible assets related to acquisitions and provision related to the reorganization of the French operations*

Overall achievements in 2009 were in line with the objectives announced last November:

- **Based on published data, the Group's revenues amounted to €1,847.7 million** versus **€1,784.7** million at December 31, 2008, **increasing by 3.5%.**

- **On a comparable basis** (excluding foreign exchange and scope of consolidation effects), the Group's revenues overall **declined by 1.1%.**

  Revenues may be broken down per region as follows:

  - NAFTA -3.5%
  - EMEA -4.3%
  - Other +48.8%

  Revenues generated in the Other region (South America and Asia-Pacific) significantly increased mainly as a result of strong business volumes in South America, especially in Argentina and Brazil.

- **Net operating profit** amounted to **€130 million** versus €177.9 million in 2008, i.e., 7% of **revenues**, versus 10% in 2008.

  This result includes a **€21 million provision** corresponding to the cost estimate of the voluntary reduction plan which was announced by our subsidiary TP France in 2009 and implemented during the first quarter 2010.

  Excluding this item, **EBITA** amounted to **€156.2 million**, or **8.5% of revenues**. Therefore it is in line with the objectives announced on November 26, 2009 during the last the financial meeting.

- **Net profit**, Group share, amounted to **€88.2 million** versus €116.4 million in 2008, decreasing by 24.2%.

- **Diluted earnings per share** amounted to **€1.56**, versus €2.09 in 2008.

- **At the end of 2009, the Group's financial position was sound:**

  - **Free cash flow** from operating activities amounted to **€123.1 million;**
  - Shareholders' equity amounted to €1,114.1 million at end 2009, including €1,111.1 million as Group share;
  - **Net cash surplus** amounted to €11 million.

▪ Operating Activities

The Teleperformance Group **consolidated its worldwide leadership** position in an uncertain economic environment, which led to the following:

- Downward trend in the demand for products and services
- Pressure on prices from companies
- Stronger demand for offshore solutions
- Production over-capacity resulting from years of strong growth
- Break in the growth trend from H2.

Teleperformance's **business developments** were **contrasted** around the globe:

- Strong decline in profitability in Europe resulting from the business model disruption in France associated with:
  - Lower business volumes from major companies
  - Loss of several key accounts
  - Lack of flexibility for proper adjustment of cost structures
- Higher profitability in the rest of the world (NAFTA, South America and Asia)

Moreover, in 2009 Teleperformance went through a deep reorganization **in terms of processes**:

- Contact center layout
- TOPS* deployment throughout the Teleperformance network to ensure consistent quality
- Consistent IT approach.

And in terms of **governance**, the Supervisory Board strengthened the structure of the operations-oriented Board of Directors, which is fully supportive of its Chairman. This led to the implementation of a new organization in 2010 based on the principle of language market.

The Teleperformance business approach is now based on three major management units, as follows:

- The **Anglophone & Asia-Pacific region,** which is managed by **Dominic Dato,** includes all operations run in the following countries: Canada, United States, UK, China, Korea, Indonesia, Philippines, Singapore, Vietnam, Jamaica & Australia.
- The **Iberico-LATAM region,** which is managed by **Alejandro Perez**, includes all operations run in the following countries: Argentina, Brazil, Chile, Colombia, Costa Rica, El Salvador, Mexico, Spain & Portugal.
- The **Continental Europe** and **MEA region,** which is managed by **Norberto Varas,** includes all operations run across the EMEA** region, except for UK, Spain & Portugal.

**** Teleperformance Operational Procedures & Standards***
***** EMEA: Europe Middle East & Africa***

2010: NEW OBJECTIVES

▪ 1ST QUARTER 2010

– **Business Activity**

The Teleperformance Group's consolidated revenues in the first quarter 2010 amounted to **€452.4 million**, i.e., an increase of **1.2%** compared to the same period last year, **based on published data.**

Excluding foreign exchange and scope of consolidation effects, revenues declined by 2.1% in the first quarter 2010.

Business results in the first quarter 2010 reflected the good economic health of the Iberico-LATAM region (+7.3%) and the strong decline in Continental Europe (-7.3%).

– **Latest Acquisitions**

During the first quarter 2010, Teleperformance entered **"face-to-face"** contact services process outsourcing with the acquisition of a 50% interest in **TLScontact**.

Teleperformance also set up in Turkey through the acquisition of a 75% interest in the **Metis** Group, one of the outsourced contact center leaders in the Turkish market. This acquisition was a major progress made on two accounts: Turkey represents one of the largest and fastest growing economies in the EMEA region and also opens good opportunities to offer nearshore solutions for German speaking market.

– **Platinum: The Premium Offer**

Announced in October 2009 in Boca Raton (Florida), Teleperformance launched its new VIP concept in Latin America, in the US and in Europe during the first quarter. **Platinum** is a key step for Teleperformance, which goal is to deliver more value-added customer care services.

▪ OBJECTIVE 2010

Objectives 2010 were adjusted to the latest market conditions as follows: (€1 = US$1.33)

- **Increased growth:**
  - between **6 and 9%**, based on **published data**
  - between **0 and 3%**, on **a comparable basis.**
- **Maintained profitability**, which should result in an **EBITA** rate that is similar to the rate reported in **2009, i.e. 8.5% of revenues,** excluding non-recurring items.

The second half of 2010 is expected to be more dynamic in terms of business volumes and revenues than the first half, which has also been impacted by a negative base effect.

The Teleperformance Group has set the **following priorities**:

- **Continental Europe:**
    - Target break-even point in French operations
    - Adapt the structure of the Italian subsidiary to the local market requirements
    - Consolidate the management team in Germany

- At **Group** level:
    - Manage and cut fixed costs
    - Maintain a policy of targeted acquisitions based on criteria taking into account local market specificities, profitability, complementary client portfolio, as well as the quality of the company management.

In conclusion, the Teleperformance Group aims to maintain its global leadership in the current competitive environment and reach the EBITA rate reached in the past (9-10%) by 2011 when French operations are expected to return to normal performance.

TELEPERFORMANCE TOP MANAGEMENT TEAM - CHANGES

Michel Peschard, Finance Managing Director and member of the Board of Directors, has decided to exercise his rights to retirement at the end of 2010.

Olivier Rigaudy recently joined the Group as CFO and reports directly to Michel Peschard. He will then take over from Michel Peschard when the latter retires.
Olivier Rigaudy, 50 years old, was previously the Corporate Secretary of the Conforama Group (PPR), prior to which he was the CFO of the Castorama Group (Kingfischer). Olivier Rigaudy is a graduate of the IEP in Paris, was awarded a Master's degree in business law and completed a post-graduate accounting degree (DECS). He started his professional career at KPMG as an auditor, then moved on to the Financial Department in the Pechiney Group and later joined the Club Méditerranée as the Financial and Investors' Relations Director.

Jacques Berrebi decided to resign from his position as Chairman of the Supervisory Board to further concentrate on his positions related to the Group's operations.
He is now the President of the Strategy Committee, M&A, which was set up by the Board of Directors.

DIVIDENDS

During the Combined General Meeting on **June 2, 2010,** shareholders shall decide upon a dividend of **€0.33 per share, which payment date will be June 10, 2010.**

NEXT PUBLICATIONS

Ordinary General Meeting: June 2, 2010

2nd Quarter 2010 Revenues: August 3, 2010

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 83,000 computerized workstations, with more than 100,000 employees (Full-Time Equivalents) across 270 contact centers in 50 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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