



Teleperformance

Information Meeting - November 29, 2010

PARIS, NOVEMBER 29, 2010 - At an information meeting today, Teleperformance reviewed its 2010 business trends and discussed its priorities for 2011. It also announced the rollout of a new investor relations process.

BUSINESS TRENDS

In a global market that was flat for the second year in a row, Teleperformance reported nine-month revenue of €1,470.4 million, up 7.2% on a reported basis from the prior-year period. Like-for-like revenue was down 1.7%. Domestic business accounted for 75% of the total, while nearshore/offshore operations contributed 25%.

Organic growth is expected to be neutral for the full year thanks to the improvement seen in the third quarter and anticipated in the fourth. Revenue growth should stand at around 10% on a reported basis.

This trend primarily reflects the combination of the following factors:

- A good performance in the US market.
- Strong growth in Brazil.
- Weak business in Europe, especially in France and Italy.

TELEPERFORMANCE FRANCE

In response to the situation in France, the Group has prepared a second restructuring plan to streamline Teleperformance France's operating resources by reducing the number of call centers from 22 to 14 and aligning the workforce with actual demand. The plan is currently being reviewed by employee representatives. Once deployed, the plan should allow the French operations to return to breakeven during the first half of 2011. The related provision will be recognized in 2010.

PROFITABILITY

Teleperformance's EBITA margin target (excluding non-recurring items) for 2010 remains unchanged at around 8.5%. This overall figure reflects very different performances by region, with a much lower margin in continental Europe – due to the situation in France – than in the English-speaking market and the Iberian market-LATAM region.

STRATEGY AND OUTLOOK FOR 2011

Teleperformance intends to strengthen its global leadership in 2011 by deploying its growth strategy with the following objectives:

- Diving sustained growth in the United States and emerging markets.
- Improving the Group's situation in Europe.
- Returning French operations to breakeven.

To meet these objectives, the following priorities have been set:

- Align European operations with Group management standards. In particular, the Group will focus more on offering value-added solutions than on chasing volume to grow the business in Europe. Teleperformance also intends to aggregate its management teams in Europe by combining the countries into six management regions.
- Centralize all of the support functions.
- Strengthen human resources management by hiring a global Human Resources Director, develop employee incentive and skills enhancement programs and optimize the use of employee satisfaction indicators.
- Pursue carefully managed external growth by making targeted acquisitions that offer better coverage of certain promising business areas.
- Continue to optimize cash flow and keep a particularly close eye on ROCE.

Based on an initial analysis, Teleperformance believes it can return to organic growth of between 2.5% and 5% in 2011 and widen its EBITA margin (excluding non-recurring items) to at least 9%.

Management will give more details on the Group's 2011 targets at the 2010 results presentation next February 28.

NEW INVESTOR RELATIONS PROCESS

Teleperformance has decided to update its investor relations process in response to the shorter deadlines for publishing financial statements, a business environment shaped by greater market mobility and increased currency volatility, and a commitment to complying with market standards. The changes include:

- Conference calls after the quarterly revenue figures are released.
- Full meetings after the interim and annual results are released.
- The creation of an Investor Relations Officer position.

▪ Coming events

February 3, 2011: Q4 2010 revenue figures - conference call.

February 28, 2011: 2010 financial results - financial analysts' meeting.

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 reported €1.848 billion in revenue (US\$2.6 billion – average exchange rate at December 31, 2009: €1 = \$1.39).

The Group operates about 87,000 computerized workstations, with more than 115,000 full-time equivalent employees across 279 contact centers in 51 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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