

## Press Release

# 2012 Third-Quarter Revenue

PARIS, NOVEMBER 8, 2012 – Teleperformance, the world’s leading provider of outsourced CRM and contact center services, today released its quarterly and nine-month review for the period ended September 30, 2012.

- **Accelerated revenue growth in third-quarter 2012**

**Up 17.9%** - As reported

**Up 13.2%** - Like-for-like

- **Growth trend confirmed in the first nine months of 2012**

**Up 9.9%** - As reported

**Up 5.9%** - Like-for-like

- **Full-year 2012 revenue growth target**

**Above 6%** - Like-for-like

**Daniel Julien, Teleperformance Chairman and Chief Executive Officer, declared:** *“The third quarter’s strong revenue growth confirmed our good business trend since the beginning of 2012. We have benefited from robust demand in Brazil and the English-speaking markets and have enhanced a number of our commercial positions in Europe. Together, these factors have strengthened our leadership position in the global CRM market. Backed by this performance and confident that the good trends under way in the English-speaking regions, Asia-Pacific and Ibero-LATAM will continue, we now anticipate full-year revenue growth of above 6% on a like-for-like basis and confirm that we will achieve a solid EBITA margin.”*

## GROUP REVENUE

€ millions	2012	2011	Change	
			Reported	Like-for-Like
THIRD QUARTER	579.5	491.4	+ 17.9%	+ 13.2%
NINE MONTHS	1,706.4	1,553.2	+ 9.9%	+ 5.9%

### ▪ Third quarter 2012

Revenue stood at €579.5 million in third-quarter 2012, up 17.9% as reported and 13.2% at constant scope of consolidation and exchange rates (like-for-like) from the prior-year period.

Currencies strengthening as a whole against the euro had a significant 4.7% impact, of which 3.1% from changes in the US dollar exchange rate.

Business growth was faster than in the second and first quarters, during which reported revenue increased by 9.2% and 3.0%, respectively. Teleperformance benefited, in particular, from continued robust growth in Brazil, a more favorable basis of comparison in the United States and the turnaround of operations in a number of European countries.

### ▪ Nine months 2012

Revenue amounted to €1,706.3 million in the first nine months of 2012, an increase of 9.9% as reported and 5.9% like-for-like compared with the same period of 2011.

Currencies strengthening against the euro had a positive 3.9% impact, adding €60.1 million, of which 3.0% (€47 million) from changes in the US dollar exchange rate.

## REVENUE BY REGION

€ millions	2012	2011	Change	
			Reported	Like-for-Like
<b>NINE MONTHS</b>				
English-speaking market & Asia-Pacific	660.4	607.6	8.7%	0.0%
Ibero-LATAM	543.0	456.5	18.9%	17.8%
Continental Europe & MEA	503.0	489.1	2.8%	2.7%
<b>TOTAL</b>	<b>1,706.4</b>	<b>1,553.2</b>	<b>9.9%</b>	<b>5.9%</b>
<b>THIRD QUARTER</b>				
English-speaking market & Asia-Pacific	238.1	196.7	21.0%	11.6%
Ibero-LATAM	183.3	147.4	24.4%	21.9%
Continental Europe & MEA	158.1	147.3	7.3%	6.7%
<b>TOTAL</b>	<b>579.5</b>	<b>491.4</b>	<b>17.9%</b>	<b>13.2%</b>
<b>SECOND QUARTER</b>				
English-speaking market & Asia-Pacific	214.2	199.2	7.5%	-2.2%
Ibero-LATAM	191.7	161.6	18.6%	17.1%
Continental Europe & MEA	179.2	175.1	2.3%	1.9%
<b>TOTAL</b>	<b>585.1</b>	<b>535.9</b>	<b>9.2%</b>	<b>4.7%</b>
<b>FIRST QUARTER</b>				
English-speaking market & Asia-Pacific	208.1	211.7	-1.7%	-5.5%
Ibero-LATAM	168.0	147.5	+13.9%	+13.5%
Continental Europe & MEA	165.7	166.7	-0.6%	-0.1%
<b>TOTAL</b>	<b>541.8</b>	<b>525.9</b>	<b>+3.0%</b>	<b>+1.5%</b>

**In the third quarter of 2012, revenue performance by region was as follows:**

▪ **English-speaking market & Asia-Pacific**

Regional revenue increased by 21.0% as reported and 11.6% like-for-like from the prior-year period.

The region achieved strong organic growth after two quarters of like-for-like decline due to an unfavorable basis of comparison stemming from a large contract in the United States. The impact of this contract was neutralized as from the third quarter.

In addition, the region benefited from a sustained rise in sales in the United Kingdom and the ramping up of business in China.

▪ **Ibero-LATAM**

Revenue in the Iberico-LATAM region climbed 24.4% as reported and 21.9% like-for-like in relation to third quarter 2011.

High value-added activities in Brazil confirmed their rapid growth during the period.

Revenue also rose at a strong pace in Portugal, where Teleperformance solutions are particularly well aligned with customer needs. The Group recently inaugurated a new multilingual hub in Portugal to manage the customer experience. Located in Lisbon's prestigious Park of Nations, the hub will respond to the needs of consumers in 40 countries in 24 languages through various media, via telephone or the Internet.

In the still difficult Spanish market, Teleperformance continued to turn around its operations, helped since the beginning of the year by its strengthened positioning as a reliable, long-term partner.

▪ **Continental Europe & MEA**

Regional revenue totaled €158.1 million in the third quarter, up 7.3% as reported and 6.7% like-for-like, from €147.3 million in the prior-year period.

All countries contributed to growth except for France, which is still impacted by recent turbulence in the telephone market.

The region's strong rise is attributable in part to a low basis of comparison, as well as to a good performance in Germany and Italy for several large international accounts.



## OUTLOOK

The good trend seen in the first nine months of the year in the English-speaking market & Asia-Pacific and in Ibero-LATAM should continue in the fourth quarter. Teleperformance is confident that revenue growth for full-year 2012 will exceed 6% like-for-like.

The Group maintains its target for a recurring EBITA margin of between 8.6% and 9%, but now anticipates reaching the higher end of the estimate.

## UPCOMING FINANCIAL ANNOUNCEMENT

Full-year 2012 financial results: **February 26, 2013**

## TELEPHONE CONFERENCE WITH ANALYSTS AND INVESTORS

**November 8, 2012 at 6:00 p.m. (Paris time)**

Presentation materials will also be available on the Teleperformance website.

## ABOUT TELEPERFORMANCE

Teleperformance, the world's leading provider of outsourced CRM and contact center services, serves companies around the world with customer acquisition, customer care, technical support and debt collection programs. In 2011, it reported consolidated revenue of €2,126.2 million (\$2,955 million, based on €1 = \$1.39).

The Group operates about 98,000 computerized workstations, with more than 130,000 full-time equivalent employees across 250 contact centers in 49 countries. It manages programs in more than 66 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the NYSE Euronext Paris market, Compartment A, and are eligible for the deferred settlement service. They are included in the following indices: SBF 120, STOXX 600 and France CAC Mid & Small.

Symbol: RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP

[www.teleperformance.com](http://www.teleperformance.com)

## CONTACTS

### TELEPERFORMANCE

OLIVIER RIGAUDY, Group Chief Financial Officer

Phone: +33 1 53 83 59 00

QUY NGUYEN-NGOC, Investor Relations Director

Phone: +33 1 53 83 59 87

[quy.nguyen@teleperformance.com](mailto:quy.nguyen@teleperformance.com)

### LT VALUE - INVESTOR RELATIONS AND CORPORATE COMMUNICATION

Nancy Levain

Phone: +33 1 44 50 39 30 - +33 6 72 28 91 44

[LTvalue@LTvalue.com](mailto:LTvalue@LTvalue.com)