PRESS RELEASE

2013 First-Quarter Revenue

SUSTAINED GROWTH IN BUSINESS IN THE FIRST QUARTER

- Revenue: €592.0 million
- Like-for-like growth: 11.5%
- Robust growth in business in the Ibero-LATAM and the English-speaking market & Asia-Pacific regions

Paris, May 7, 2013 – Teleperformance, the global leader in outsourced customer experience management, today released its quarterly revenue for the period ended March 31, 2013.

€ millions	Q1 2013	Q1 2012	% change	
			Reported	Like-for-like
Revenue	**592.0**	541.8	**+ 9.3%**	**+ 11.5%**

Daniel Julien, Chairman and Chief Executive Officer of Teleperformance, said: *"In the first quarter of 2013, we enjoyed a sustained increase in business, with reported growth of 9.3% and organic growth of 11.5%. This performance was once again led by our fast momentum in Latin America, especially in Brazil where we enjoy a premium positioning in expanding industries, as well as by strong growth in the United States. In Europe, business continued to rebound in a certain number of countries, such as the United Kingdom and Spain.*

This good performance has strengthened our global leadership of the outsourced customer experience management market and demonstrates the success of our management strategy focused on developing our human capital and on using value-added services to drive competitive differentiation.

A perfect illustration of the value transformation that we are impelling in the market is the 'Best Place to Work' awards recently bestowed on our subsidiaries in Greece and China, which have now joined Teleperformance Brazil and Teleperformance Portugal in the exclusive circle of employers of choice.

For 2013, we are confirming at this stage our target of like-for-like growth in revenue of between 3% and 5%, with an EBITA margin before non-recurring items of between 9.3% and 9.5% and an increase in return on capital employed (ROCE), reflecting our confidence in our positioning and the future of our markets. This guidance may be reviewed when first-half results are released".

BUSINESS REVIEW

CONSOLIDATED REVENUE

Revenue stood at €592.0 million for the first three months of 2013, a year-on-year increase of 9.3% as reported and 11.5% at constant scope of consolidation and exchange rates (like-for-like).

The currency effect was a negative €10.6 million for the period, mainly due to a decline in the Brazilian real against the euro, with the US dollar remaining almost unchanged over the period ($1.32 compared with $1.31 in first-quarter 2012).

REVENUE BY REGION

First-quarter revenue performance was mainly shaped by the sharp increase in business in the Ibero-LATAM region, particularly in Brazil, and in the English-speaking market & Asia-Pacific region, especially the United Kingdom.

As a result, the percentage of revenue derived from the Ibero-LATAM region continued to rise over the quarter, to 32.4%, now overtaking the Continental Europe & MEA region's 28.6%. The English-speaking markets & Asia-Pacific region accounted for 39.0% of revenue for the period.

€ millions	**Q1 2013**	Q1 2012	**% change**	
			Reported	**Like-for-like**
REVENUE				
English-speaking market & Asia-Pacific	230.6	208.1	+ 10.8%	+ 12.1%
Ibero-LATAM	191.9	168.0	+ 14.2%	+ 20.1%
Continental Europe & MEA	169.5	165.7	+ 2.3%	+ 2.3%
TOTAL	**592.0**	**541.8**	**+ 9.3%**	**+ 11.5%**

- ### English-speaking market & Asia-Pacific

In the region as a whole, revenue increased by 12.1% like-for-like over the quarter.

US operations reported sustained growth, lifted by the favorable comparison with a particularly weak first-quarter 2012, when revenue declined 5.5% year-on-year due to the fall-off in volumes in connection with a major contract signed in late 2010.

Operations in the United Kingdom continued to enjoy significant growth thanks to the solid sales momentum in new business segments, such as the public sector and retail.

Business in the Asia-Pacific region was driven by expansion in China, led by the ramp-up of recent contracts signed with multinational clients.

- **Ibero-LATAM**

Revenue in the region continued to expand at a very good pace, gaining 20.1% like-for-like over the quarter. This significant growth was fueled by contributions from all of the main countries except Argentina.

In Brazil, operations are benefiting from their premium positioning, which is helping to drive market share gains in the country's fast expanding industries, such as banking and the Internet/media sector. This is also the case in Portugal, where the multilingual hubs offering is seamlessly aligned with the needs of large accounts seeking to simplify their customer service strategy in Europe.

The trend is also very positive in Mexico, supported by growing demand both in the local market and for offshoring solutions covering all of North America. In Spain, the turnaround that began in early 2012 continued in the first quarter of 2013.

- **Continental Europe and MEA**

Revenue for the region rose by a slight 2.3% to €169.5 million in the first three months of 2013. This moderate growth reflected situations that varied by country. Performances were satisfactory in Turkey, Greece and the Netherlands, where the Group has multilingual hubs, in Eastern Europe, and in Italy where business has returned to growth. Business was stable overall in France and Germany, while the Nordic countries have stalled after a good 2012.

FULL-YEAR OUTLOOK

Teleperformance confirms at this stage its targets for 2013, when it expects to report like-for-like revenue growth of between 3% and 5%, and an EBITA margin before non-recurring items of between 9.3% and 9.5%. After its good start to the year, the Group may review these annual targets when first-half results are released on July 30, 2013.

CONFERENCE CALL WITH ANALYSTS AND INVESTORS

Date: May 7, 2013 at 6:00 p.m. (CEST)
Presentation materials will also be available on the Teleperformance website (www.teleperformance.com).

INVESTOR CALENDAR

Annual Shareholders Meeting:	May 30, 2013
First-Half 2013 Results:	July 30, 2013

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 2012, it reported consolidated revenue of €2,347 million ($3,028 million, based on €1 = $1.29).

The Group operates about 100,000 computerized workstations, with more than 138,000 full-time equivalent employees across 270 contact centers in 46 countries covering 78 markets. 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, Eurolist-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

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