Press Release

2013 Third-Quarter Revenue

SOLID LIKE FOR LIKE REVENUE GROWTH

- Third-quarter 2013: up 7.7% like-for-like
- First nine months 2013: up 8.2% like-for-like

2013 OUTLOOK

- Full-year like-for-like revenue growth of at least 7%
- EBITA margin increased to 9.3%

PARIS, NOVEMBER 12, 2013 – Teleperformance, the global leader in outsourced multichannel customer experience management, today released its quarterly and nine-month review for the period ended September 30, 2013.

REVENUE

€ millions	**2013**	**2012**	***% change***	
			Reported	***Like-for-like***
THIRD QUARTER	**587.3**	**579.5**	***+ 1.4%***	***+ 7.7%***
NINE MONTHS	**1,783.5**	**1,706.4**	***+ 4.5%***	***+ 8.2%***

Paulo César Vasques, Chief Executive Officer, Teleperformance Group, said:

"Teleperformance business momentum remains solid. Teleperformance English world and Asia-Pacific region and Teleperformance Ibero-LATAM region are showing a strong dynamic over the whole year 2013, while Teleperformance Continental Europe region continues its gradual recovery in most countries. While the unexpected second half 2013 dip of the US dollar versus most currencies had a slight dampening effect, we are managing to achieve full-year like-for-like growth of at least + 7% and improve our EBITA margin by 20 basis points to reach the 9.3% EBITA threshold."

- **Third quarter 2013**

Teleperformance group revenue amounted to €587.3 million in third-quarter 2013. This strong + 7.7% growth at constant consolidation scope and exchanges rates translates into a +1.4% reported growth. The weakening of certain world currencies (mostly, US dollar, Brazilian real and Argentine-peso) versus the euro reduced the Group reported revenue by €37.3 million over the quarter.

- **Nine months 2013**

Teleperformance group revenue amounted to €1,783.5 million in the first nine months 2013. This strong + 8.2% growth at constant consolidation scope and exchanges rates translates into a + 4.5% reported growth. The weakening of certain world currencies (mostly, US dollar, Brazilian real, Argentine peso, British pound, and Colombian peso) versus the euro reduced the Group reported revenue by €57.8 million over the first nine months 2013

REVENUE BY REGION

€ millions	**2013**	**2012**	*% change*	
			Reported	***Like-for-like***
NINE MONTHS				
English-speaking market & Asia-Pacific	688.1	660.4	*+ 4.2%*	*+ 7.6%*
Ibero-LATAM	575.5	543.0	*+ 6.0%*	*+ 13.8%*
Continental Europe & MEA	519.9	503.0	*+ 3.4%*	*+ 3.3%*
TOTAL	**1,783.5**	**1,706.4**	***+ 4.5%***	***+ 8.2%***
THIRD QUARTER				
English-speaking market & Asia-Pacific	233.3	238.1	*- 2.0%*	*+ 3.8%*
Ibero-LATAM	181.0	183.3	*- 1.2%*	*+ 12.2%*
Continental Europe & MEA	173.0	158.1	*+ 9.4%*	*+ 8.6%*
TOTAL	**587.3**	**579.5**	***+ 1.4%***	***+ 7.7%***
SECOND QUARTER				
English-speaking market & Asia-Pacific	224.2	214.2	*+ 4.7%*	*+ 7.7%*
Ibero-LATAM	202.5	191.7	*+ 5.6%*	*+ 9.3%*
Continental Europe & MEA	177.4	179.2	*- 1.0%*	*- 0.7%*
TOTAL	**604.1**	**585.1**	***+ 3.3%***	***+ 5.6%***
FIRST QUARTER				
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%***

- **Performance by region**

The English-speaking market & Asia-Pacific region was up 3.8% like-for-like for the third–quarter. The growth rate was slower than that of the first-half due to a particularly strong third quarter 2012. For the first nine months 2013, growth was + 7.6% like-for-like. The region is maintaining strong momentum, specifically in the US and Asia-Pacific.

The Ibero-LATAM region was up 12.2% like-for-like for the third-quarter, in line with the first-half growth rate. For the first nine months 2013, like-for-like growth was + 13.8%, with Brazil, Colombia, Mexico and Portugal being the best performers of the region.

The Continental Europe & MEA region was up 8.6% like-for-like for the third quarter, compared to the + 3.3% for the first nine months. This is mainly due to the traction generated by the development of the multi-lingual euro hubs and a certain degree of domestic growth recovery in several countries (Italy, Germany and Scandinavia).

OUTLOOK

Teleperformance group plans to achieve 2013 full year like-for-like revenue growth of + 7% or more, at the top end of the initial annual target spread, and an EBITA margin of 9.3%, up 20 basis points versus 2012. ROCE is also expected to improve versus 2012.

Significant growth investments are currently being made across the Group, both in capital expenditure and initial training, which should trigger continuous revenue growth and improvement in both EBITA margin and ROCE in 2014.

INVESTOR CALENDAR

Full-year 2013 financial results: **March 4, 2014**

CONFERENCE CALL WITH ANALYSTS AND INVESTORS

Tuesday, November 12, 2013 at 6:00 p.m. (CEST)
Presentation materials will also be available on the Teleperformance website.

ABOUT TELEPERFORMANCE

Teleperformance, the global leader in outsourced customer experience management, 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 around 100,000 computerized workstations, with more than 138,000 full-time equivalent employees across 270 contact centers in 46 countries. It manages programs in over 66 languages and dialects on behalf of major international companies operating in a wide range 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

For more information, please visit: **www.teleperformance.com**

CONTACT

INVESTOR AND PRESS RELATIONS

QUY NGUYEN-NGOC
Phone: + 33 (0)1 53 83 59 87
quy.nguyen@teleperformance.com