

PRESS RELEASE

First-quarter 2016 revenue



PARIS, APRIL 26, 2016 – Teleperformance, the global leader in outsourced omnichannel customer experience management, today released its quarterly review for the period ended March 31, 2016.

GROWTH IN LIKE-FOR-LIKE REVENUE

- Revenue: €844 million
- Like-for-like growth: + 5.5%
- Satisfactory growth in all regions
- Greater contribution of new sites in Asia, the Middle East and Europe

2016 GUIDANCE CONFIRMED

- Like-for-like revenue growth of between + 5% and + 7%.
- EBITA margin before non-recurring items of at least 10.3%.

€ millions	Q1 2016	Q1 2015	Change	
			Reported	Like-for-like
	€1 = US\$ 1.10	€1 = US\$ 1.13		
REVENUE	844	831	+ 1.6%	+ 5.5%

Daniel Julien, Executive Chairman, and Paulo César Salles Vasques, Chief Executive Officer, Teleperformance Group, said: "The Teleperformance Group's revenue rose by + 5.5% like-for-like in the first quarter of 2016, beating our initial estimates. This performance mainly reflects brisk growth in the CEMEA region and strong momentum in China and India, while North American and nearshore operations were temporarily impacted by an unfavorable basis of comparison stemming from an incident affecting the two regions from the end of April 2015. Teleperformance therefore continues to lead the global market, having significantly strengthened its data security culture and control practices. With capital expenditure and operating expenses directly related to security representing 1% of revenue, Teleperformance is clearly the industry benchmark in this area. We firmly believe that our first-quarter results bode well for the year ahead and allow us to confidently confirm the growth and margin objectives set for 2016."

CONSOLIDATED REVENUE

Consolidated revenue amounted to €844 million in the first quarter of 2016, representing a year-on-year increase of + 5.5% at constant exchange rates and scope of consolidation (like-for-like).

On a reported basis, growth amounted to + 1.6%. This was due to a negative €31 million currency effect arising from the decrease in certain currencies – primarily Latin American currencies such as the Brazilian real, and the Mexican, Colombian and Argentine pesos – against the euro.

REVENUE BY LINGUISTIC REGION

All of the linguistic regions reported like-for-like growth in the first quarter of 2016.

The geographic mix is balanced across all regions. In first-quarter 2016, the English-speaking market & Asia-Pacific region accounted for 50% of consolidated revenue, Ibero-LATAM 23% and Continental Europe & MEA 27%.

REVENUE BY LINGUISTIC REGION

	Q1 2016	% total	Q1 2015	% total	% change	
€ millions					Reported	Like-for-like
English-speaking market & Asia-Pacific	425	50%	416	50%	+ 2.1%	+ 2.6%
Ibero-LATAM	190	23%	209	25%	- 8.7%	+ 4.0%
Continental Europe & MEA	229	27%	206	25%	+ 10.9%	+ 12.9%
TOTAL	844	100%	831	100%	+ 1.6%	+ 5.5%

English-speaking market & Asia-Pacific

In first-quarter 2016, revenue in the English-speaking market & Asia-Pacific region rose by + 2.6% like-for-like and by + 2.1% as reported.

Growth in the North American market slowed temporarily as a result of an unfavorable basis of comparison stemming from an incident in the telecommunications sector affecting the region from April 2015. The Group should therefore benefit from a more favorable basis of comparison from the end of the second quarter.

In 2015, Teleperformance continued to diversify its client portfolio in the region, by reducing its dependence on the telecommunications sector (including pay-TV), which accounted for only 26% of the region's revenue stream compared with 30% in 2014.

In Asia-Pacific, revenue continued to climb sharply in China and India.

Ibero-LATAM

Operations in the Ibero-LATAM region expanded at a satisfactory pace in first-quarter 2016, delivering growth of + 4.0% like-for-like. Revenue came in at €190 million as reported, versus €209 million in the first quarter of 2015. First-quarter 2016 performance was shaped by an unfavorable currency environment, which saw a fall in the Brazilian real and the Mexican, Colombian and Argentine pesos against the euro.

Despite a still challenging economic environment in the first quarter, activities in Brazil remained satisfactory, following an exceptional full-year 2015 performance. Teleperformance continues to benefit from its niche positioning with premium clients in the financial services, Internet and mass retail industries.

Operations in Portugal once again recorded one of the best performances in the region, still powered by the success of the Lisbon-based multilingual platforms with large international accounts.

▪ Continental Europe & MEA

In first-quarter 2016, regional revenue rose by + 12.9% like-for-like and by + 10.9% as reported.

The Group posted solid business gains notably with global clients, in the Netherlands, around the Mediterranean Basin, and in Eastern European countries such as Russia and Poland. Strong first-quarter growth in Greece and the Middle East was fueled by the start-up of major contracts in the second half of 2015, particularly in the Internet and consumer electronics sectors.

In 2015, new offshore sites were opened in Albania, Dubai, Egypt, Lithuania and Suriname (to serve the Dutch market) in order to support the Group's development.

Revenue from the French-speaking market advanced at a satisfactory pace in the first quarter of 2016, led primarily by offshore business in Morocco and Tunisia. The Group plans to open new offshore bases this year in order to serve French-speaking consumers.

TLScontact – which provides visa application management services for governments – continued to have a positive impact on the region's growth, following an exceptional 2015 performance driven by the ramp-up of the contract signed with the UK government. The strong first-quarter 2016 performance was spurred by a still high volume of visa applications from China and North Africa.

2016 OUTLOOK

In light of the above, Teleperformance is confirming its full-year objectives:

- Like-for-like revenue growth of between + 5% and + 7%.
- EBITA margin before non-recurring items of at least 10.3%.

DISCLAIMER

All forward-looking statements are Teleperformance management's present expectations of future events and are subject to a number of factors and uncertainties that could cause actual results to differ materially from those described in the forward-looking statements. For a detailed description of these factors and uncertainties, please refer to the section "Risk Factors" section of our Registration Document, available at www.teleperformance.com. Teleperformance undertakes no obligation to publicly update or revise any of these forward-looking statements.

CONFERENCE CALL WITH ANALYSTS AND INVESTORS

Tuesday, April 26, 2016 at 6:15 pm CET

Presentation materials will also be available at www.teleperformance.com.

INVESTOR CALENDAR

Annual general meeting:	April 28, 2016
First-half 2016 results:	July 27, 2016
Third-quarter 2016 revenue:	November 14, 2016

ABOUT TELEPERFORMANCE

Teleperformance (RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP), the worldwide leader in outsourced omnichannel customer experience management, serves companies around the world with customer care, technical support, customer acquisition and debt collection programs. In 2015, it reported consolidated revenue of €3.4 billion (\$3.7 billion, based on €1 = \$1.11).

The Group operates 147,000 computerized workstations, with close to 190,000 employees across 311 contact centers in 65 countries and serving more than 160 markets. It manages programs in 75 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the Euronext Paris market, Compartment A, and are eligible for the deferred settlement service. They are included in the following indices: STOXX 600, SBF 120, Next 150, CAC Mid 60 and CAC Support Services. They also have been included in the Euronext Vigeo Eurozone 120 index since December 2015, with regard of the Group's performance in corporate responsibility

For more information: www.teleperformance.com

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CONTACTS

INVESTOR RELATIONS AND PRESS

QUY NGUYEN-NGOC

Tel: +33 1 53 83 59 87

quy.nguyen@teleperformance.com