Teleperformance

Quarterly Financial Information as of March 31, 2010

Revenues – Q1 2010: €452.4 million

- **+1.2%** Based on published data
- **-2.1%** Excluding foreign exchange and scope of consolidation effects

PARIS, MAY 4, 2010 – Today, Teleperformance published its quarterly information regarding its results as of March 31, 2010.

REVENUES

In millions of euros	2010	2009	Changes Excluding foreign exchange and scope of consolidation effects	Changes Based on published data
Revenues – Q1	**452.4**	447.1	-2.1%	+1.2%

The Teleperformance Group's consolidated revenues in the first quarter 2010 amounted to **€452.4 million**, i.e., an increase of **1.2%** compared to the same period last year and **based on published data.**

Excluding foreign exchange and scope of consolidation effects, revenues declined by 2.1% in the first quarter 2010.

At December 31, 2009, the Group's business activity was distributed among **three major regions** covering different language markets, i.e., the NAFTA region, the EMEA region and Other (including LATAM and Asia-Pacific).

A new organization was set up at the end of 2009 to adapt our management approach to the key language markets.

The Teleperformance business approach is now based on three major management units, as follows:

– The **Anglophone** and **Asia-Pacific** region is managed by Dominic Dato and includes all operations run in the following countries: Canada, United States, UK, China, Indonesia, Korea, Philippines, Singapore, Vietnam, Jamaica & Australia.

– The **Iberico-Latam** region is managed by Alejandro Perez and includes all operations run in the following countries: Argentina, Brazil, Chile, Colombia, Costa Rica, El Salvador, Mexico, Spain and Portugal.

– The **Continental Europe** and **MEA** region is managed by Norberto Varas and includes all operations run across the EMEA* region, except for UK, Spain & Portugal.

  * EMEA: Europe Middle East & Africa.

REVENUE DISTRIBUTION BY REGION

In millions of euros	Q1 2010	Q1 2009	Growth	
			Excluding foreign exchange and scope of consolidation effects	Based on published data
Anglohone and Asia PAC	165.7	176.8	-2.8%	-6.3%
Iberico-Latam	124.9	98.9	+7.3%	+26.3%
Continental Europe & MEA	161.8	171.4	-7.3%	-5.6%
TOTAL	**452.4**	**447.1**	**-2.1%**	**+1.2%**

REVENUE DISTRIBUTION BY BUSINESS SEGMENT

In %	Q1 2010	Q1 2009
Inbound services	77	75
Outbound services	18	21
Other	5	4
TOTAL	**100**	**100**

Revenues from **Inbound activities** increased by 2% and now stand for 77% of the Group's total revenues versus 75% in the first quarter 2009

BUSINESS DEVELOPMENTS

▪ Foreign exchange effect

Foreign exchange effects in the first quarter 2010 resulted in a **positive impact** of **€1.3 million.**

These foreign exchange effects may be broken down per **region** as follows:

- **Anglophone & Asia-Pacific:**	-€6.4 million
- **Iberico-Latam:**	+€5.9 million
- **Continental Europe & MEA:**	+€1.8 million

– In the **Anglophone & Asia-Pacific region,** the negative foreign exchange effect may be broken down as follows:

USD:	-€8.3 million
CAD:	+€1.1 million
Pound Sterling:	+€0.5 million
Other:	+€0.3 million

– In the **Iberico-Latam region**, the positive translation effect amounting to €5.9 million may be broken down as follows:

Brazilian Real:	+€4.7 million
Mexican Peso:	+€0.6 million
Other:	+€0.6 million

– As for the **Continental Europe & MEA regions**, the Euro rose against all currencies; the positive foreign exchange effect may be broken down as follows:

Swedish Crown:	+€0.6 million
Norwegian Crown	+€0.7 million
Rouble:	+€0.2 million
Other:	+€0.3 million

▪ Scope of consolidation effects

In the first quarter 2010, the **positive impact** from changes in the scope of consolidation amounted to **€13.5 million.**

Such positive impact mainly resulted from the following external growth transactions:

- **Anglophone & Asia-Pacific**: Acquisition of the Colombian company **Teledatos**, which was consolidated as of December 31, 2009.
- **Continental Europe & MEA:** Acquisition of the **TLSContact** Group, which was consolidated as of January 1, 2010.

▪ Base effect

The **organic growth in revenues** generated in the **Spanish-speaking market** and the **LATAM region** mainly resulted from the **development** of our **Brazilian** subsidiary's operations.

It is worth noting that the first quarter 2009 was reported to be the strongest period in 2009.

FINANCIAL POSITION

At the end of the first quarter 2010, the Teleperformance Group benefited from a **positive net cash flow** amounting to **€14 million** and a **strong financial position.**

We also benefit from a **multicurrency revolving credit facility** (Euro, Pound Sterling, US Dollar) with a **€197 million** residual amount and a three-year residual period.

KEY HIGHLIGHTS IN THE FIRST QUARTER 2010

- **Teleperformance entered "face-to-face" contact services process outsourcing with the acquisition of a 50% interest in TLScontact.**

TLScontact operates outsourced face-to-face visa application processing centers for public services and governments in the EMEA region. A proprietary suite of interaction management software is utilized to provide step-by-step procedural and efficiency control under the highest standards of security.

- **Teleperformance set up in Turkey strengthening the Group's footprint in the EMEA region**

Teleperformance acquired 75% of the **Metis** Group, one of the outsourced contact center leaders in the Turkish market.
Metis, with expected 2010 revenues of approximately €12 million, manages its operations from two call centers -one in Istanbul and one in Usak- employing altogether 900 agents and managers. Metis serves major clients in various industry sectors, with a large emphasis on the IT sector where Metis has developed a very strong and recognized expertise and experience.

Teleperformance's presence in Turkey was a major progress made on two accounts: with its 75 million inhabitants, Turkey represents one of the largest and fastest growing economies in the EMEA region and also opens good opportunities to offer nearshore solutions towards other markets in the EMEA region, enabling Teleperformance to provide European clients with additional cost-effective solutions whilst maintaining excellent quality of service.

- **Jean-Hervé Jenn took over as head of Teleperformance France**

Jean-Hervé Jenn was appointed as Chairman of Teleperformance France on Monday, March 29, 2010. He took over from Jean-François Guillot who resigned.
Jean-Hervé Jenn has held management positions at IBM, Goldman Sachs, KPMG and Cap Gemini and, most recently, he was the President of Convergys International.
Jean-Hervé Jenn is Franco-American and is 52 years old. He is a graduate of the Ecole Spéciale des Travaux Publics engineering college in Paris, was awarded a Master's degree in management at UCLA in Los Angeles and completed the Executive Management Program at INSEAD European business school in France.

OUTLOOK

During the next financial meeting that will take place on **May 26, 2010**, the Teleperformance Group will announce its business and revenue **objectives for 2010**. The Group's objectives will be based on its achievements in the first quarter 2010 and the latest analysis of market trends.

KEY DATES

Financial Meeting: May 26, 2010

Combined General Meeting: June 2, 2010

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 achieved €1.848 billion revenues (US$2.6 billion – average exchange rate at December 31, 2009: €1 = US$1.39).
The Group operates about 83,000 computerized workstations, with more than 100,000 employees (Full-Time Equivalents) across 270 contact centers in 50 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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