



## Teleperformance - 4<sup>th</sup> Quarter 2008 Achievements

- **Revenues in 2008 exceeded objectives: €1,784 million**
  - **+11.9%** Based on published data
  - **+8.0%** On a comparable basis
  
- **4<sup>th</sup> Quarter 2008 Revenues**
  - **+5.8%** Based on published data
  - **+3.7%** On a comparable basis

PARIS, FEBRUARY 5, 2009 – Today, Teleperformance released its fourth quarter and full year 2008 revenues.

### REVENUES

In millions of euros	2008	2007	Changes Based on published data	Changes On a comparable basis
Revenues over the past 12 months	1,784.0	1,593.7	+11.9%	+8.0%
Revenues – Q4	518.6	490.2	+5.8%	+3.7%

- The Teleperformance Group's consolidated revenues in 2008 amounted to **€1,784 million**, increasing by **11.9% based on published data**, versus €1,593.7 million in 2007. **On a comparable basis** (excluding foreign exchange and scope of consolidation effects), the Group recorded an **8% organic growth** in 2008.
  
- Consolidated revenues in the **4<sup>th</sup> quarter 2008** amounted to **€518.6 million** versus €490.2 million the year before at the same period, an increase of **+5.8% based on published data**. **Excluding foreign exchange and scope of consolidation effects**, the Group achieved a **3.7% organic growth rate** in the 4<sup>th</sup> quarter 2008.

**REVENUE DISTRIBUTION BY REGION**

(In millions of euros)	2008	2007	Growth	
			Based on published data (in %)	On a comparable basis** (in %)
<b>AT DECEMBER 31</b>				
Europe	971.0	827.6	+17.3	+13.9
NAFTA*	700.1	598.2	+17.0	+9.8
Other	112.9	167.9	-32.8	-29.8
<b>TOTAL</b>	<b>1,784.0</b>	<b>1,593.7</b>	<b>+11.9</b>	<b>+8.0</b>
<b>4<sup>TH</sup> QUARTER</b>				
Europe	286.3	256.8	+11.5	+12.3
NAFTA*	188.7	180.3	+4.6	-3.6
Other	43.6	53.1	-18.1	-12.8
<b>TOTAL</b>	<b>518.6</b>	<b>490.2</b>	<b>+5.8</b>	<b>+3.7</b>
<b>3<sup>RD</sup> QUARTER</b>				
Europe	206.0	181.4	+13.5	+15.1
NAFTA*	162.3	153.4	+5.8	+3.6
Other	17.4	30.3	-42.7	-41.1
<b>TOTAL</b>	<b>385.7</b>	<b>365.1</b>	<b>+5.6</b>	<b>+5.6</b>
<b>2<sup>ND</sup> QUARTER</b>				
Europe	257.0	220.6	+16.5	+17.7
NAFTA*	182.6	137.0	+33.2	+23.2
Other	28.4	44.5	-36.1	-33.5
<b>TOTAL</b>	<b>468.0</b>	<b>402.1</b>	<b>+16.4</b>	<b>+14.6</b>
<b>1<sup>ST</sup> QUARTER</b>				
Europe	221.7	168.8	+31.3	+10.7
NAFTA*	166.5	127.5	+30.6	+17.8
Other	23.5	40.0	-41.2	-39.7
<b>TOTAL</b>	<b>411.7</b>	<b>336.3</b>	<b>+22.4</b>	<b>+8.5</b>

\* NAFTA: North America Free Trade Agreement

\*\* Excluding foreign exchange and scope of consolidation effects

## REVENUE DISTRIBUTION BY BUSINESS SEGMENT

(in %)	2008	2007
<b>AT DECEMBER 31</b>		
Inbound services	72	71
Outbound services	24	26
Other*	4	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>
<b>AT SEPTEMBER 30</b>		
Inbound services	72	70
Outbound services	24	26
Other*	4	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>
<b>AT JUNE 30</b>		
Inbound services	72	69
Outbound services	24	27
Other*	4	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>
<b>AT MARCH 31</b>		
Inbound services	72	68
Outbound services	25	27
Other*	3	5
<b>TOTAL</b>	<b>100</b>	<b>100</b>

\* mainly standing for market research and training operations

## BUSINESS DEVELOPMENTS

- **Foreign exchange effect**
  - **In the 4<sup>th</sup> quarter 2008**, the foreign exchange effect was **not significant** since the rise of the euro against most currencies, and especially the Pound Sterling and the Brazilian Real, was partly offset by the rise of the US dollar against the euro over the period. The global foreign exchange effect therefore represented - **€0.5 million**:
    - **Europe** - €6.1 million
    - **NAFTA** + €9.4 million
    - **Rest of the World** - €2.8 million
  - **On a full year basis**, foreign exchange effects on the Group's revenues in 2008 amounted to **€71.7 million**:
    - **Europe** - €17.6 million
    - **NAFTA** - €49.0 million
    - **Rest of the World** - €5.1 million

- **Scope of consolidation effect**

- **In the fourth quarter 2008**, the scope of consolidation effect represented a **positive impact of €7.6 million**, including:

- **Europe** + €2.0 million
- **NAFTA** + €5.6 million

After adjusting the scope of consolidation effect and on a comparable basis the Group's revenues in the 4<sup>th</sup> quarter 2007 amounted to €499.4 million.

- **In 2008**, the net impact of the scope of consolidation effects amounted to **€124.4 million**, including:

- **Europe** + €40.4 million
- **NAFTA** + €84.0 million

After adjusting the scope of consolidation effect and on a comparable basis the Group's revenues on a full year basis amounted to €1,718.2 million in 2007.

To be noted that the business results achieved by the US company **The Answer Group**, which acquisition was completed at the end of December 2008, have not been included in the consolidated revenues for 2008 and shall only be consolidated as of December 31, 2008.

- The **main transactions** which impacted the scope of consolidation in 2008 are as follows:

#### **Transactions completed in 2007**

- In Europe
  - Acquisition of a 100% interest in the German group **Twenty4help Knowledge Service AG**, which was consolidated as of April 1, 2007.
  - Acquisition of a 62% interest in the French company **The Phone House Services Telecom**, which was consolidated as of May 1, 2007.
- In the NAFTA region
  - Acquisition of the US company **Alliance One**, which was consolidated as of August 1, 2007.
  - Acquisition of the Mexican company **Hispanic Teleservices**, which was consolidated as of December 1, 2007.

#### **Transactions completed in 2008**

- In Europe
  - Acquisition of a 67% interest in GN Research, with effect from July 1, 2008.
  - Sale of operations specializing in training activities (ISM and IDCC), with effect from January 1, 2008.

- **Base effect**

In 2007 the Group's results also included the Brazil Telecom contract until the end of November.

## KEY DATES

Annual results 2008: To be published on March 11, 2009 before market opening.

## 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 2008, the Teleperformance Group achieved €1.784 billion revenues (US\$2.6 billion – average exchange rate at December 31, 2008: €1 = US\$1.46).

The Group operates about **79,800 computerized workstations, with more than 88,000 employees (Full-Time Equivalents) across 248 contact centers in 46 countries** and conducts programs in more than 66 different languages and dialects on behalf of major international companies operating in various industries.

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

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