

# Teleperformance

## Quarterly Financial Information at September 30, 2009

- **Revenues over the first 9 months of the financial year 2009**
  - **+8.4%** - Based on published data
  - **+1.4%** - Excluding foreign exchange and scope of consolidation effects
  
- **3<sup>rd</sup> Quarter 2009 Revenues:**
  - **+10.3%** - Based on published data
  - **+4.0%** - Excluding foreign exchange and scope of consolidation effects

Paris, November 5, 2009 – Today, Teleperformance published its quarterly financial information regarding the Group's results at September 30, 2009.

### REVENUES

In millions of euros	2009	2008	Changes Based on published data	Changes Excl. foreign exch. & scope of consolidation effects
Revenues over the past 9 months	1,372.2	1,265.4	+8.4%	+1.4%
3 <sup>rd</sup> Quarter Revenues	425.5	385.7	+10.3%	+4.0%

- The Group's consolidated revenues over the first 9 months of the financial year 2009 amounted to **€1,372.2 million**, increasing by **8.4% based on published data**, compared to last year.  
If not considering the foreign exchange effect, the Group's revenues increased by **8.2%**.  
Excluding foreign exchange and scope of consolidation effects, the Group achieved a **1.4% organic growth rate** over the first nine months of the financial year 2009.
  
- During the third quarter 2009, the Group's consolidated revenues amounted to **€425.5 million**, increasing by **10.3% based on published data**, compared to the 3<sup>rd</sup> quarter 2008 revenues.  
If not considering the foreign exchange effect, the Group achieved a **12.6%** growth rate.  
Excluding foreign exchange and scope of consolidation effects, the Group achieved a **4.0% organic growth rate** in the third quarter 2009.

**REVENUE DISTRIBUTION BY REGION**

In millions of euros	2009	2008	Growth	
			Based on published data (in %)	Excl. foreign exch. & scope of consolidation effects (in %)
<b>AT SEPTEMBER 30</b>				
Europe	677.8	689.1	-1.6	-0.4
NAFTA*	603.1	513.6	+17.4	-2.6
Other	91.3	62.7	+45.4	+60.1
<b>TOTAL</b>	<b>1,372.2</b>	<b>1,265.4</b>	<b>+8.4</b>	<b>+1.4</b>
<b>3<sup>RD</sup> QUARTER</b>				
Europe	207.7	207.4	+0.2	+2.1
NAFTA*	192.9	162.5	+18.7	+0.0
Other	24.9	15.8	+57.4	+78.7
<b>TOTAL</b>	<b>425.5</b>	<b>385.7</b>	<b>+10.3</b>	<b>+4.0</b>
<b>2<sup>ND</sup> QUARTER</b>				
Europe	246.8	260.0	-5.1	-4.6
NAFTA*	213.1	184.5	+15.4	-4.0
Other	39.7	23.5	+69.3	+79.8
<b>TOTAL</b>	<b>499.6</b>	<b>468.0</b>	<b>+6.7</b>	<b>-0.3</b>
<b>1<sup>ST</sup> QUARTER</b>				
Europe	223.3	221.7	+0.7	+2.1
NAFTA*	197.1	166.5	+18.3	-3.7
Other	26.7	23.5	+13.6	+27.9
<b>TOTAL</b>	<b>447.1</b>	<b>411.7</b>	<b>+8.6</b>	<b>+1.0</b>

\* North America and Mexico

- In the **NAFTA** region, the 17.4% increase in revenues includes the acquisition of The Answer Group. Excluding foreign exchange and scope of consolidation effects, in the third quarter the Group achieved an organic growth rate that was close to 0% in the NAFTA region.
- Excluding foreign exchange and scope of consolidation effects, Teleperformance's revenues increased in **Europe** over the third quarter 2009, except in France where revenues slightly declined compared to the same period last year.
- The "**Other**" region -which includes South America and Asia- has continued strong revenue growth trend, in particular thanks to the strong development of the Group's operations in South America (Argentina and Brazil).

Business volumes are maintained in an increasingly challenging market environment that will impact the Group's margins, particularly in Europe.

## REVENUE DISTRIBUTION BY BUSINESS SEGMENT

At September 30, 2009, the **Inbound** activity increased by 4% and now stands for 76% of the Group's total revenues, versus 72% at September 30, 2008.

(in %)	2009	2008
<b>AT SEPTEMBER 30</b>		
Inbound services	76	72
Outbound services	20	24
Other*	4	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>
<b>AT JUNE 30</b>		
Inbound services	75	72
Outbound services	21	24
Other*	4	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>
<b>AT MARCH 31</b>		
Inbound services	75	72
Outbound services	21	25
Other*	4	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>

\* Mainly standing for market research and training operations

## BUSINESS DEVELOPMENTS

### ▪ Foreign exchange effects

Overall, foreign exchange effects resulted in a **net positive impact of €3 million** for the **first-nine month period of 2009**.

-	<b>NAFTA</b>	+€29.1 million
-	<b>Europe</b>	-€16.9 million
-	<b>Other</b>	-€9.2 million

The positive translation effect amounting to €29.1 million in the NAFTA region may be broken down by major currency as follows:

USD:	+€45.1 million
Mexican Peso:	-€16.0 million

As for Europe and the Other region, the Euro rose against all currencies, with the negative foreign exchange effect mainly resulting from the Pound Sterling and the Brazilian Real.

Overall, foreign exchange effects in the **third quarter 2009** resulted in a **negative impact of €8.9 million**.

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

-	<b>NAFTA</b>	-€0.9 million
-	<b>Europe</b>	-€4.6 million
-	<b>Other</b>	-€3.4 million

#### ▪ **Scope of consolidation effects**

The scope of consolidation effects mainly resulted from **external growth transactions**, which were completed in **2008** as follows:

- In Europe: Acquisition of a controlling interest in the GN Research Group, which was consolidated as of July 1, 2008.
- In the NAFTA region: Acquisition of The Answer Group in the United States, which was consolidated as of December 31, 2008.

**As of September 30, 2009**, the scope of consolidation effects had a net impact of **€84.3 million**, including:

-	<b>Europe</b>	+€8.6 million
-	<b>NAFTA</b>	+€75.6 million

**In the third quarter 2009**, the scope of consolidation effects represented a positive impact of **€31.9 million**, including:

-	<b>Europe</b>	+€0.6 million
-	<b>NAFTA</b>	+€31.3 million

## **FINANCIAL DATA**

At the end of the third quarter 2009, the Teleperformance Group's **financial position was positive and strong**. It also benefits from a **€215 million unused revolving credit facility**, which took effect in January 2008.

## **KEY HIGHLIGHTS IN THE THIRD QUARTER 2009**

#### ▪ **Launch of a third contact center in India**

Teleperformance Jaipur, which is Teleperformance's third contact center in India, began taking calls on July 17, 2009.

Teleperformance India now serves both domestic and global clients from Jaipur and its existing outsourcing contact centers in Gurgaon, a suburb of New Delhi, and Indore.

The Jaipur center has the potential to significantly grow the capabilities and manpower of the company's Indian operations over the next two years. The new contact center will provide both general support and advanced technical help desk services via traditional voice calling, e-mail, and Web chat.

## OUTLOOK

During the **next financial meeting, which will take place on November 26, 2009**, Teleperformance will present its new objectives for 2009, as well as its outlook for 2010.

## KEY DATES

**Financial Meeting:** November 26, 2009

## 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 82,000 computerized workstations, with more than 100,000 employees (Full-Time Equivalents) across 249 contact centers in 47 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)

## CONTACTS

### TELEPERFORMANCE

Michel **Peschard**, Finance Managing Director, Board Member  
+33-1 55 76 40 80  
[info@teleperformance.com](mailto:info@teleperformance.com)

### LT VALUE – Investors Relations and Corporate Communication

Nancy Levain / Maryline Jarnoux-Sorin  
[nancy.levain@ltvalue.com](mailto:nancy.levain@ltvalue.com)  
[maryline.jarnoux-sorin@ltvalue.com](mailto:maryline.jarnoux-sorin@ltvalue.com)  
+33-1 44 50 39 30 - +33-6 72 28 91 44