



Teleperformance – Financial Meeting – May 19, 2009

▪ 2008: Sustained growth and maintained profitability

- Revenues €1,784.7 million +12% - Based on published data
- Net Operating Profit €177.9 million +12%
- Net Profit – Group Share €116.4 million +18.9%

▪ 2009: Latest outlook adjusted to current market conditions

- Revenues €1,920 million +7.6% - Based on published data
+0.6% - On a comparable basis
(excl. foreign exch. & scope of consol. effects)
- Net Operating Profit €180 million +1%
- Net Profit – Group Share €120 million +3%

Paris, May 19, 2009 – Today the Teleperformance Group provided further information about its achievements in 2008 and announced the latest outlook for 2009.

2008: SUSTAINED GROWTH AND MAINTAINED PROFITABILITY

• FINANCIAL DATA

Condensed Consolidated Data In millions of euros	31/12/2008	31/12/2007	Variations
Revenues	1,784.7	1,593.8	+ 12%
Net Operating Profit	177.9	158.6	
Operating Margin Rate	10%	10%	+ 12%
Net Profit	119.5	101.0	+ 18.3%
Net Profit - Group Share	116.4	97.9	+ 18.9%
Internally generated funds from operations before tax	250.6	226.5	+ 10.6%
Net Cash surplus	17.7	132.4	

- Based on published data, the Group's revenues amounted to €1,784.7 million versus €1,593.8 million at December 31, 2007, increasing by 12%.

On a comparable basis (excluding foreign exchange and scope of consolidation effects), the revenues increased by 8%, as follows:

- Europe	+13.9%
- NAFTA region	+9.8%
- Other	-29.8%

- The Group's Net Operating Profit amounted to €177.9 million, versus €158.6 million in 2007, an increase of nearly 12% in line with the reported growth in revenues.

At this stage, the operating margin rate represented 10% of the Group's revenues, in accordance with the objectives initially set out.

- Net Profit, Group Share, amounted to €116.4 million, versus €97.9 million in 2007, representing an increase of 18.9%.

To be noted that in the second half of 2008 the Group initiated a policy which purpose was to gradually purchase minority interests in its subsidiaries. Such policy is expected to continue in the same track throughout 2009.

Diluted earnings per share amounted to €2.09, versus €1.74 in 2007, increasing by 20%.

- The Teleperformance Group's financial position at December 31, 2008 was particularly sound:
 - Shareholders' equity amounted to €1,053.7 million, including €1,041.8 million, Group Share.
 - Cash available amounted to €280.6 million.
 - Financial liabilities amounted to €262.9 million, including €28 million financial liabilities related to minority interest purchase commitments in subsidiaries (versus €56.4 million in 2007).
 - Net cash surplus amounted to €17.7 million.
- Internally generated funds from operations before tax amounted to €250.6 million, versus €226.5 million in 2007, increasing by 10.6%.

▪ OPERATING ACTIVITIES

2008 was a challenging year for Teleperformance. Despite the uncertain economic environment and a decline in business volumes from many clients during the second half of the year, the company succeeded in consolidating its position as the worldwide leading player through sustained internal and external growth while maintaining its profitability.

It was decided that operational management would be grouped under a matrix structure in order to improve network interactivity and make operational processes and tools developed within the Group more consistent.

At the end of 2008, Teleperformance offered a complete and well-positioned range of services:

- A wide range of integrated solutions including:
 - Domestic solutions
 - Nearshore solutions
 - Offshore solutions
 - WAHA solutions (Work At Home Agents)
- Inbound-oriented operations now represent 72% of the Group's overall operations.
- A more diversified client portfolio:

Revenue %	2008	2007
- Top client	8.4%	9.7%
- Top 5	26.2%	27.9%
- Top 10	35.5%	38.1%
- Top 50	65.9%	69.7%
- Top 100	78.7%	79.9%

- An increasingly diversified client portfolio with the emergence of the energy and government sectors.

Revenue %	2008	2007
- Telcos	38%	40%
- ISPs	13%	13%
- Financial Services	13%	11%
- Technology	7%	9%
- Insurance	5%	6%
- Public Services	4%	3%
- Energy/Utilities	4%	3%
- Media	3%	5%
- Other	13%	10%

Furthermore, Teleperformance is a **socially responsible global player** acting through two charitable organizations all over the world: **Citizen of the World** (to help the most vulnerable people) and **Citizen of the Planet** (an environmental program).

Last March, Teleperformance also joined the **United Nations' Global Compact**.

2009: LATEST OBJECTIVES

▪ 1ST QUARTER 2009: BUSINESS VOLUMES IN LINE WITH FORECASTS

The Teleperformance Group's consolidated revenues for the 1st quarter 2009, based on published data, amounted to €447.1 million, an increase of +8.6% compared to the 1st quarter 2008.

Excluding foreign exchange and scope of consolidation effects, the Group achieved a +1% organic growth rate throughout the network, despite a negative base effect in the NAFTA region, where organic growth had been particularly sustained (+17%) in the first quarter 2008.

Key highlights in the 1st quarter 2009:

- **Teleperformance grouped its French operations**

Teleperformance grouped its activities in France and the new entity went by the name of Teleperformance France. Furthermore, four operational companies were created under this entity and set up on a regional basis.

- **Assessment of Teleperformance by Business Analysts**

Three major industry analysts confirmed Teleperformance's worldwide leadership in the contact center industry

- o **Datamonitor:** Teleperformance ranked #1 among contact center market outsourcing companies in 2008.
- o **IDC:** Teleperformance increases its lead over its worldwide competitors in the contact center outsourcing company ranking 2009.
- o **Frost & Sullivan:** Teleperformance - 2009 North American and EMEA Contact Center Outsourcing Company of the Year.

▪ OBJECTIVES 2009

Objectives were adjusted to the latest market conditions as follows:

▪ For the 1st half of 2009:

Based on €1 = US\$1.32

- Revenues	€940 million	+6.8%	Based on published data
		- 0.6%	On a comparable basis
- EBITDA	€123 million	i.e., 13.1% of revenues	
- EBITA*	€85.5 million	i.e., 9.1% of revenues	
- Net Operating Profit	€83 million		
- Net Profit, Group Share	€55 million		

*Net operating profit before amortization of goodwill and intangible assets associated with acquisitions. Impact: €2.5 million

- For financial year 2009:
Based on €1 = US\$1.32

- Revenues	€1,920 million	+7.6% Based on published data +0.6% On a comparable basis
- EBITDA	€265 million	i.e., 13.8% of revenues
- EBITA*	€185 million	i.e., 9.6% of revenues
- Net Operating Profit	€180 million	
- Net Profit, Group Share	€120 million	

*Net operating profit before amortization of goodwill and intangible assets associated with acquisitions. Impact: €5 million

DIVIDENDS

During the Combined General Meeting on **May 29, 2009**, shareholders shall decide upon a dividend of **€0.44 per share, which payment date will be June 5, 2009**.

NEXT PUBLICATIONS

Combined General Meeting: May 29, 2009
2nd Quarter 2009 Revenues: August 5, 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 €1,784.7 Million 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

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