



# Teleperformance

## Revenues achieved over the first half of 2009

### 1<sup>st</sup> half of 2009: Revenues exceeded objectives

- **+7.6%** - Based on published data
- **+0.3%** - Excluding foreign exchange and scope of consolidation effects

Paris, August 5, 2009 – Today Teleperformance published its consolidated revenues for the second quarter and the first half of 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 6 months	<b>946.7</b>	879.8	+7.6%	+0.3%
Revenues Q2	<b>499.6</b>	468.1	+6.7%	-0.3%

- **1<sup>st</sup> half of 2009**

Based on published data, the Teleperformance Group's consolidated revenues achieved over the first half of financial year 2009 amounted to **€946.7 million**, versus €879.8 million over the same period last year, increasing by **7.6%** and exceeding the **6.8%** objective the Group had set itself for the first half of 2009.

Excluding foreign exchange and scope of consolidation effects, revenues increased by **0.3%**, exceeding the objective announced during the financial meeting held in May 2009, where a **0.6%** decline was predicted for the first six months of 2009.

- **2<sup>nd</sup> Quarter 2009**

Based on published data, consolidated revenues achieved by the Group during the second quarter of financial year 2009 amounted to **€499.6 million**, versus €468 million over the same period last year, increasing by **+6.7%**.

Excluding foreign exchange and scope of consolidation effects, revenues slightly declined by **0.3%**.

**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 JUNE 30</b>				
Europe	470.1	481.7	-2.4	-1.5
NAFTA*	410.2	351.1	+16.8	-3.9
Rest of the World	66.4	47.0	+41.4	+53.8
<b>TOTAL</b>	<b>946.7</b>	<b>879.8</b>	<b>+7.6</b>	<b>+0.3</b>
<b>2<sup>ND</sup> QUARTER</b>				
Europe	246.8	260.0	-5.1	-4.6
NAFTA*	213.1	184.6	+15.4	-4.0
Rest of the World	39.7	23.5	+69.3	+79.8
<b>TOTAL</b>	<b>499.6</b>	<b>468.1</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
Rest of the World	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>

\* NAFTA: North America Free Trade Agreement

- In the NAFTA region (43.5% of total revenues), the 16.8% increase in revenues includes the acquisition of The Answer Group. Excluding scope of consolidation effects, business volumes in this region decreased by 4%, rate similar to the first quarter.
- In Europe (49.5% of total revenues) revenues slightly declined during the second quarter, especially in Northern Europe and France.
- Revenues achieved in the Rest of the World region (7% of total revenues) significantly increased, in particular thanks to the development of our network's operations in South America, and especially in Brazil.

## REVENUE DISTRIBUTION BY BUSINESS SEGMENT

Revenue distribution by business segment remained identical to that of the first quarter 2009, with the Inbound segment globally consolidating over the first six months of 2009, compared to the same period in 2008.

(in %)	2009	2008
<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 €11.9 million** for the **first half of 2009**.

- **NAFTA** +€30.0 million
- **Europe** -€12.1 million
- **Rest of the world** -€6.0 million

The positive translation effect amounting to €30 million in the NAFTA region may be broken down by major currencies as follows:

USD: +€38.8 million

Mexican Peso: -€8.8 million

As for Europe and the Rest of the World, 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 **second quarter 2009** resulted in a **positive impact of €7.3 million**.

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

- **NAFTA** +€14.7 million
- **Europe** -€4.6 million
- **Rest of the world** -€2.8 million

## ▪ Scope of consolidation effects

The scope of consolidation effects mainly resulted from **external growth transactions** 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 1, 2008.

**In the first half of 2009, the scope of consolidation effects had a net impact of €52.3 million, and may be presented as follows:**

- Europe	+€8.0 million
- NAFTA	+€44.3 million

**In the second quarter 2009, the scope of consolidation effects represented a positive impact of €26 million, and may be presented as follows:**

- Europe	+€3.9 million
- NAFTA	+€22.1 million

## KEY DATES

**Half-year consolidated financial statements 2009:** August 31, 2009, after market close.

## 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)

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