

Q1 2021 REVENUE

(January 1, 2021 – March 31, 2021)

Conference Call

April 12, 2021



Disclaimer

All forward-looking statements reflect Teleperformance management's present expectations of future events and are subject to a number of factors and uncertainties that could cause actual results to differ materially from those described in the forward-looking statements. For a detailed description of these factors and uncertainties, please refer to the "Risk Factors" section of our Universal Registration Document, available at www.teleperformance.com. Teleperformance undertakes no obligation to publicly update or revise any of these forward-looking statements.

Q1 2021 revenue

Record growth in revenue

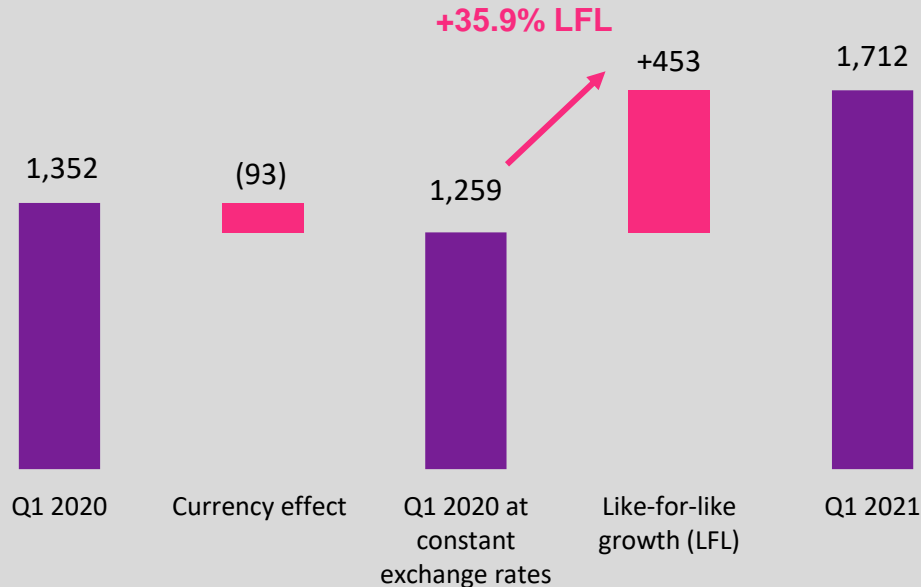
Record growth in Q1 2021, with revenue up +35.9% like-for-like (LFL)

- Strong sales momentum supported by faster digitalization and the development of high-value solutions
- Growth in support services for government vaccination campaigns in continental Europe and the UK
- Favorable basis of comparison towards the end of the quarter

€ millions	Q1 2021	Q1 2020	Change	
			Like-for-like	Reported
€/ \$ exchange rate (12-months average)	€1 = US\$1.20	€1 = US\$1.10		
Revenue	1,712	1,352	+35.9%	+26.6%

Q1 2021 revenue

Revenue growth analysis



- Revenue growth: **+26.6% as reported** and **+35.9% like-for-like**
- **Unfavorable currency effect:** declines in the US dollar, the Brazilian real, the Colombian peso and the Argentine peso against the euro

Q1 2021 revenue

Revenue by activity

Revenue (€ m)	Q1 2021	Q1 2020*	Change (%)	
			Like-for-like**	Reported
Core Services & D.I.B.S.	1,536	1,179	+39.7%	+30.3%
- EWAP	508	431	+26.6%	+17.7%
- Ibero-LATAM	442	356	+37.4%	+24.1%
- CEMEA	481	284	+72.8%	+69.5%
- India	105	108	+6.7%	-2.5%
Specialized Services	176	173	+10.1%	+1.4%
Total	1,712	1,352	+35.9%	+26.6%

* Restated pro forma basis following the integration into the CEMEA region on January 1, 2021 of former Intelenet activities in the Middle East, which were previously included in the India & Middle East region

** At constant exchange rates and scope of consolidation

Core Services & D.I.B.S. LFL growth: **+39.7%**

- Strong sales momentum recorded in the CEMEA and Ibero-LATAM regions, with faster development of the digital economy
- Accelerated deployment of Covid-19 support services for governments, particularly in the CEMEA and EWAP regions

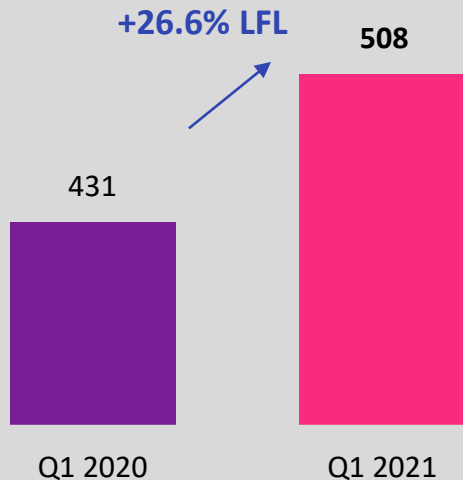
Specialized Services LFL growth: **+10.1%**

- Business sharply down at TLScontact because of the health crisis
- LanguageLine Solutions continued to advance at a brisk pace

Q1 2021 revenue

Core Services & D.I.B.S. – English-speaking market & Asia-Pacific (EWAP)

Q1 2021 vs. Q1 2020 (€m)

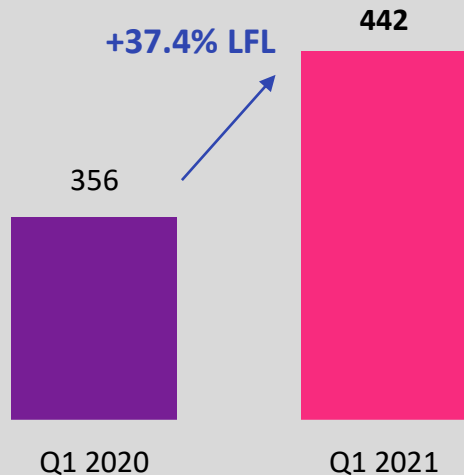


- Solid pace of growth in **North America in e-tailing, online entertainment, automotive and consumer electronics. Travel and tourism still severely impacted** by the global health crisis
- **Very rapid expansion in the UK:** strong sales dynamic and faster deployment of Covid-19 support services
- In Asia, revenue continued to increase at a very **brisk pace, notably in China and Malaysia** (multilingual hubs)

Q1 2021 revenue

Core Services & D.I.B.S. – Ibero-LATAM

Q1 2021 vs. Q1 2020 (€m)

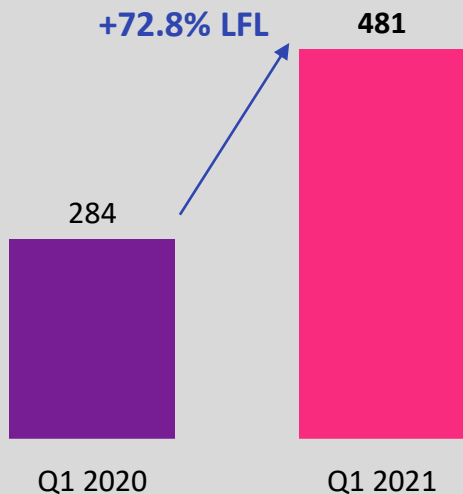


- Very strong growth maintained: +37.4% LFL, thanks to the large-scale deployment of work-from-home solutions and the **numerous contracts signed with e-clients**
- Sharp gains in **Colombia and by the nearshore operations** (Mexico, Dominican Republic and El Salvador)
- Solid revenue growth in **Portugal and Spain**

Q1 2021 revenue

Core Services & D.I.B.S. – Continental Europe & MEA (CEMEA)

Q1 2021 vs. Q1 2020 (€m)

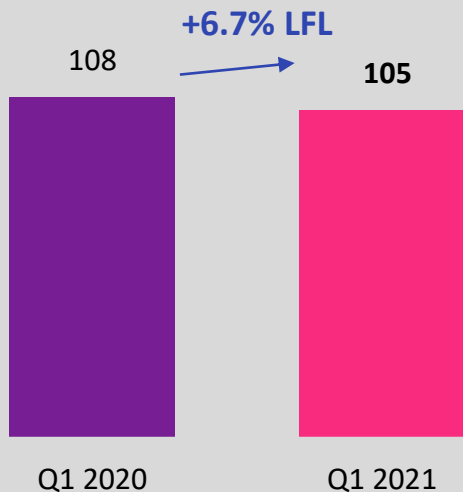


- **Very dynamic sales performance with multinational clients**, notably in Greece (multilingual hubs), for the German-speaking market and in the Netherlands, Italy, Turkey and Egypt
- **Rapid ramp-up of support services for government** in the Netherlands and, to a lesser extent, in France and Germany

Q1 2021 revenue

Core Services & D.I.B.S. – India

Q1 2021 vs. Q1 2020 (€m)

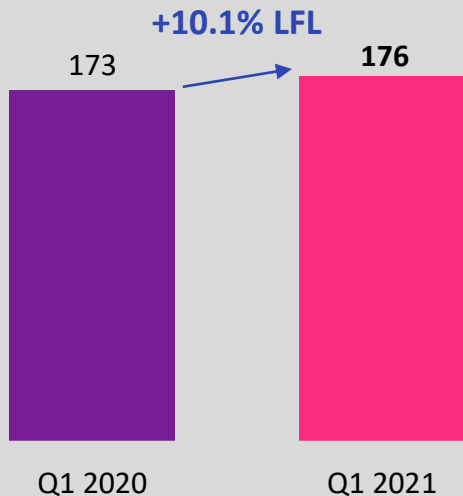


- **Satisfactory gains in offshore operations**, which were given priority for the deployment of work-from-home solutions and include high-value solutions
- **E-tailing, consumer electronics and food services** are the most dynamics segments

Q1 2021 revenue

Specialized Services

Q1 2021 vs. Q1 2020 (€m)



- **TLScontakt remained sharply down** with travel restrictions and border closures
- **LanguageLine Solutions continued to advance at a brisk pace** with 13,700 interpreters working-from-home responding to strong demand
- **Solid growth in the debt collection** business in North America (AllianceOne)

Q1 2021 revenue

Outlook

- Like-for-like revenue growth of **at least +12%**
- EBITA margin before non-recurring items **of more than 14%**
- Integration of **Health Advocate** during Q2 2021

APPENDICES

Alternative performance measures

Change in like-for-like revenue:

Change in revenue at constant exchange rates and scope of consolidation = (current-year revenue – last-year revenue at current-year rates - revenue from acquisitions at current-year rates) / last-year revenue at current-year rates.

EBITDA before non-recurring items (Earnings before Interest, Taxes, Depreciation and Amortization):

Operating profit before depreciation and amortization, amortization of intangible assets acquired as part of a business combination, goodwill impairment charges and non-recurring items.

EBITA before non-recurring items (Earnings before Interest, Taxes and Amortization):

Operating profit before amortization of intangible assets acquired as part of a business combination, goodwill impairment charges and non-recurring items.

Non-recurring items:

Principally comprises restructuring costs, incentive share award plan expense, costs of closure of subsidiary companies, transaction costs for the acquisition of companies, and all other expenses that are unusual by reason of their nature or amount.

Net free cash flow:

Cash flow generated by the business - acquisitions of intangible assets and property, plant and equipment net of disposals - financial income/expenses.

Net debt:

Current and non-current financial liabilities - cash and cash equivalents.

Diluted earnings per share (net profit attributable to shareholders divided by the number of diluted shares and adjusted):

Diluted earnings per share is determined by adjusting the net profit attributable to ordinary shareholders and the weighted average number of ordinary shares outstanding by the effects of all potentially diluting ordinary shares. These include convertible bonds, stock options and incentive share awards granted to employees when the required performance conditions have been met at the end of the financial year.

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