



Teleperformance

Transforming Passion into Excellence

Letter to shareholders

APRIL 2016



2015 KEY FIGURES

REVENUE

+ 23.2%*

€3,398 m

* reported growth

RECURRING EBITA MARGIN
(% OF REVENUE)

10.3%

€351 m

DIVIDEND PER SHARE
submitted at the Annual General
Meeting on April 28, 2016

up 30%

€1.20



Dear shareholders,

Teleperformance set yet another record year, with revenue of €3.4 billion and net profit of €200 million, respectively up 23.2% and 33.3%. We not only outperformed the market but also strengthened our number one global market leadership position.

These tangible results, recorded in a challenging market environment, show the effectiveness of our development strategy based on people, innovation, and expertise. 2015 was also a critical preparatory year for us as the world transitioned full steam ahead toward a new age economy. The digital dawn and ever more stringent security standards are a clear advantage for Teleperformance because new and formidable barriers to entry are emerging.

From a corporate management perspective, our Board will become younger, more diverse and have a better gender balance with, among its 14 members, 6 women, 9 independent directors and 6 different nationalities (related resolutions submitted to your approval at the Annual General Meeting on April 28, 2016).

We are maintaining our successful governance structure, and in view of our solid market dynamics, we can be confident in the Group's long-term outlook. We are targeting €5 billion in revenue in 2020, fueled by commercial wins and highly-selective acquisitions and alliances.

A dividend payment of €1.20 per share, up 30% compared to last year, will be submitted to you for approval at the next Annual General Meeting to be held on April 28, 2016 in Paris.

We thank each of you for your support. We are counting on your active participation at the Annual General Meeting. Your vote is vital for the governance of your Group.

Daniel Julien
Executive Chairman

Paulo César Salles Vasques
Chief Executive Officer

2015 ANNUAL RESULTS
& 2016 OUTLOOK

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The worldwide leader in outsourced multichannel customer experience management

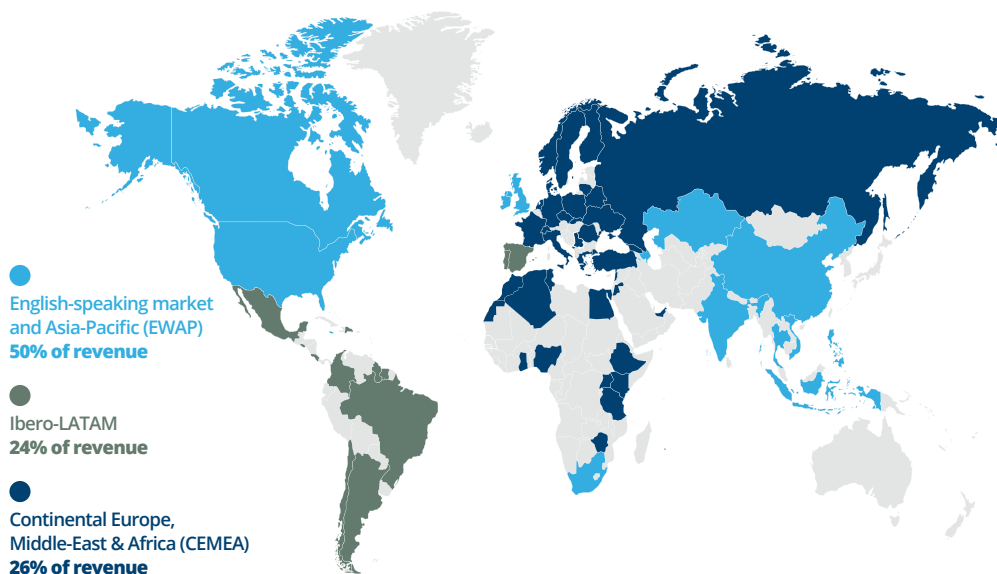
Founded in
1978

190,000
employees

Operations in
65 countries

2015 revenue
€3.4 billion

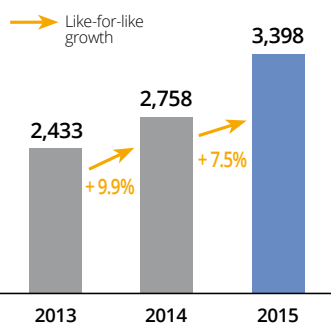
147,000
workstations



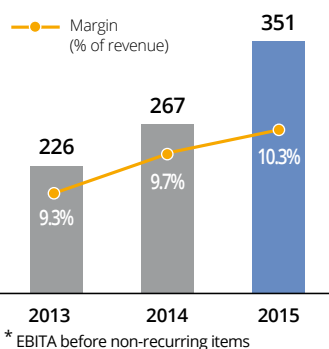
Teleperformance, worldwide leader in outsourced multichannel customer experience, provides companies all over the world with expert solutions in customer care, technical support, customer acquisition, debt collection, social media, analytics solutions and business process outsourcing. Present in 65 countries, Teleperformance serves more than 160 markets. As the only global player in the market, the Group uses its broad geographical footprint to satisfy its clients. Teleperformance manages programs in 75 languages on behalf of major international companies operating in various industries.

2015 Annual Results

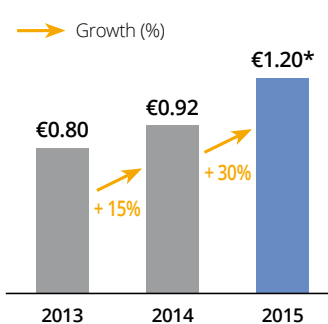
Revenue (€M)



Recurring EBITA* (€M)



Dividend per share (€)



* Pay-out ratio = 35%
Submitted to shareholder approval at the Annual General Meeting on April 28, 2016

2016 Outlook

Backed by the ongoing expansion of its global footprint, Teleperformance should enjoy continued growth in its market in 2016. In this favorable environment, the Group plans to pursue its substantial investments in the future, notably in the areas of data security and employee protection – a key differentiating factor in its business and in an increasingly complex and unstable world. Teleperformance expects to deliver another year of growth in 2016, with the following full-year targets:

- Like-for-like revenue growth of between 5% and 7%;
- EBITA margin before non-recurring items superior or equal to 10.3%.

"The five Teleperformance values are the pillars of our corporate culture, and guarantee the excellence of our services and solutions."



Cosmos | Integrity
Absolute. Harmonious. Universal.



Earth | Respect
Deep. Nurturing. Abundant.



Métal | Professionalism
Crafted. Solid. Reliable.



Air | Innovation
Inspiring. Renewing. Dynamic.



Fire | Commitment
Steady. Strong. Radiant.

Strategy

ADDRESSING NEW OPPORTUNITIES OF THE DIGITAL ERA

Over the last 5 years customer behaviors have changed considerably, with increasingly busy lifestyles that rely on technology such as smart phones and tablets. Today is a digital era in which more than half of

Teleperformance customers are using digital channels to interact with brands all over the planet, since all generations are adopting a wide array of digital channels, and the Group sees great potential on digital platforms.



Teleperformance has a dedicated team focused on digital solutions to respond to challenges faced by brands.

Partnering to create value for brands: testimonial of a key retail client in the UK

In 2015, a key Teleperformance retail client in the UK was struggling to manage costs as customer engagement and contact volumes grew through ever more mobile interactions and touch points. The client had launched webchat, but only on the checkout page of the ecommerce site, with the objective of reducing dropped baskets. "Teleperformance conducted analyses that highlighted customer feedback that web chat was needed throughout the entire online customer journey. On recommendation from Teleperformance, web chat was added to the customer service and contact pages," said the client. ■

News

MARCH 2016

Teleperformance Hellas named Vendor of the Year 2015 by Western Union

NOVEMBER 2015

Teleperformance sets up operations in Vilnius, Lithuania to serve the Scandinavian and Russian markets

SEPTEMBER 2015

US-based UnitedHealthcare (Medicare & Retirement division) selects Teleperformance as the vendor of the year for its high quality services

AUGUST 2015

Teleperformance earns the Verego SRS label for corporate social responsibility



MAY 2015

Teleperformance files a patent in the United States for its new ESP™ secured data processing solution

MARCH 2015

Teleperformance takes root in Dubai and Suriname to serve clients in the Middle East and the Netherlands respectively

JANUARY 2015

Teleperformance expands its global footprint by establishing an office in Guyana

Multichannel customer behavior

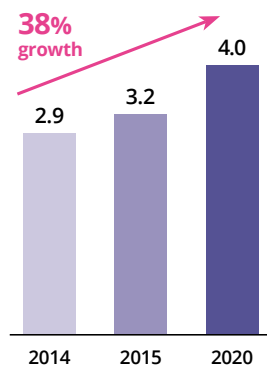
74% of customers that used at least 3 channels when interacting with brands for customer service

38% of customers prefer digital channels

33% of social media users that follow a brand would most likely reach out to customer service through social media

Source: Teleperformance Cx Lab Analyses

Internet users (Billions)

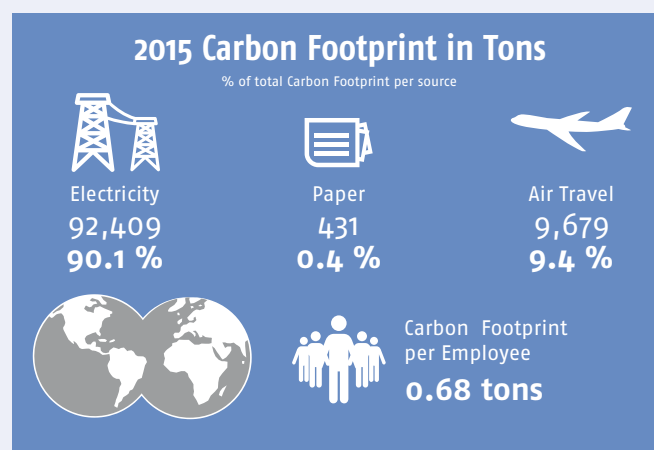


Source: Internet Live Stats - United Nations

A DECREASE IN CARBON FOOTPRINT*

The Group is committed to minimizing negative environmental impacts by acting in a sustainable manner to ensure future generations have the ability to meet their own needs. Citizen of the Planet (COTP) is a global corporate initiative aimed at ensuring Teleperformance operates in an environmentally friendly and responsible manner.

In 2015, total measured carbon emissions represented 102,520 tons, with a carbon footprint per employee (CFE) of 0.68 tons. At constant perimeter, i.e. excluding Aegis USA Inc., the total fell to 0.61 tons vs 0.67 in 2014. ■



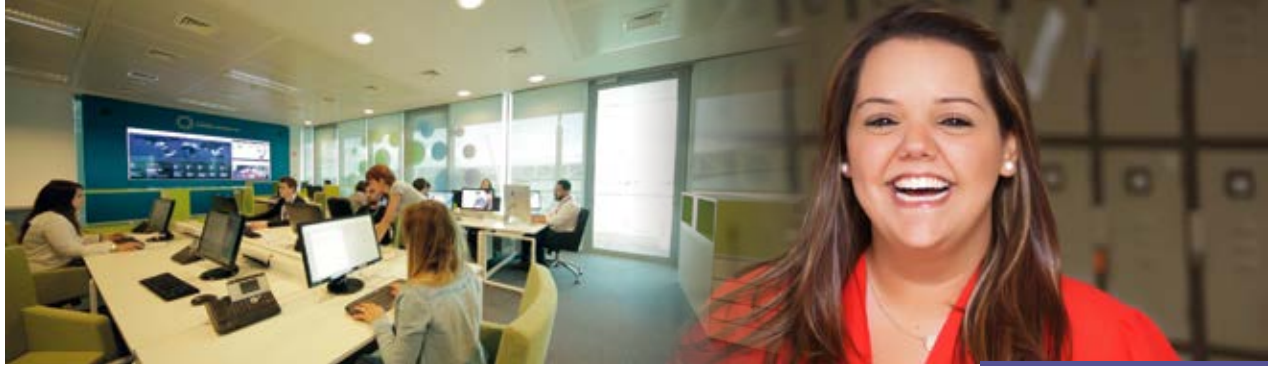
*at constant perimeter



Awarded CSR strategy

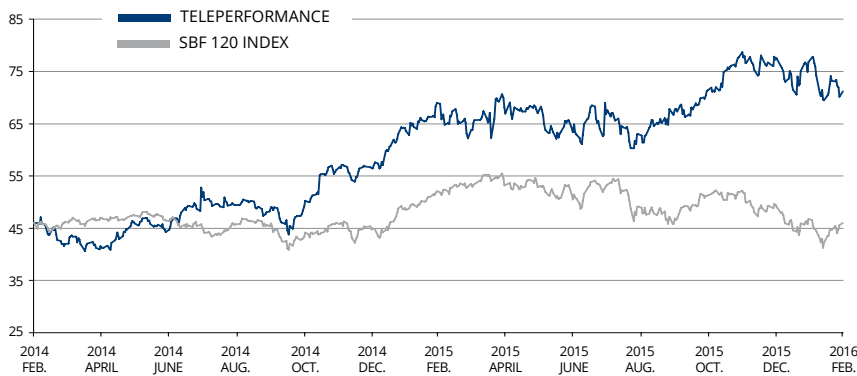


Teleperformance's disclosure efforts and the initiatives taken by the Group in 2015 in terms of social and environmental responsibility and corporate governance matters were rewarded by the integration in December 2015 of Teleperformance in the Euronext Vigeo Eurozone 120, which comprises all the top-performing companies in this regard. ■



Shareholder information

SHARE PRICE PERFORMANCE (IN €) over the last 2 years compared to SBF 120* (as of February 29, 2016)

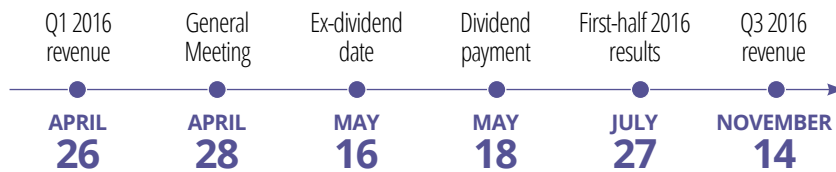


* Based on the share price as of February 28, 2014

NUMBER OF OUTSTANDING
SHARES AS OF 09.30.2015
57,201,690

MARKET CAPITALIZATION
AS OF 12.31.2015
€4.4 billion

2016 SAVE THE DATE (indicative calendar)



Teleperformance shares are traded on the Euronext Paris market, Compartment A, and are eligible for the deferred settlement service. They are included in the following indices:

STOXX 600, SBF 120, Next 150, CAC Mid 60 and CAC Support Services.

Symbol: RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP

Annual General Meeting on April 28, 2016

A Combined Shareholders' Meeting will be held on Thursday April 28, 2016 at 3 pm (CEST) at 21-25 rue Balzac, 75008 Paris, France.

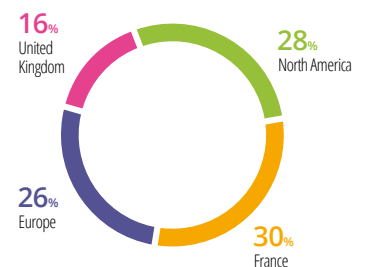
NEW This year, shareholders will have the possibility, in addition to the usual voting modalities, to vote before the meeting or to give proxy, via Votaccess, an online voting platform.

More information is available on the Teleperformance website: www.teleperformance.com (Investor relations/General Meetings)

Shareholding structure

Daniel Julien, Executive Chairman and the Group's founder, holds 1.4% of the company's share capital, and institutional investors from around the world hold 90%*.

GEOGRAPHICAL BREAKDOWN OF INSTITUTIONAL SHAREHOLDERS*



* As of 09.30.2015



Teleperformance

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