

# Sustainable performance —

## What are the key takeaways from the 2020 financial results?

Over the past year, Teleperformance has set new growth records, showing its resilience and its agility, against the backdrop of an unprecedented global health crisis. Revenue approaching €6 billion and organic growth of almost 12% over the year are testament to the achievement of our objectives and the challenges overcome to weather the Covid-19 crisis. Thanks to this performance not only we can share the value created with our stakeholders but also reinvest and prepare the Group's future development plans. The fact that we are maintaining our 2022 financial targets reflects our confidence in our continued ability to efficiently respond to our clients' changing needs and the aspirations of our employees. We are targeting revenue of €7 billion, including acquisitions in high value-added services, and an EBITA margin of 14.5% in 2022.

## How do you ensure sustainable performance?

In 2021, we will be focusing on pursuing our strategy for growth and progress for all our stakeholders. Backed by the ramp up of our transformation and a sustained commercial development, we expect to maintain our rapid business growth, increase our margins, create employment and step up our commitment to corporate social responsibility. Financial and extra-financial performance are closely linked, and this is why we have set ourselves ambitious social and environmental objectives this year.



"In 2021, we will be focusing on pursuing our strategy for growth and progress for all our stakeholders."

**OLIVIER RIGAUDY**  
DEPUTY CHIEF EXECUTIVE OFFICER  
AND GROUP CHIEF FINANCIAL  
OFFICER

### MATERIAL TOPICS

Economic performance

#### SDGs



### KEY PERFORMANCE INDICATORS 2020

**€5.7<sup>B</sup>**  
Revenue

**11.6%**  
Organic growth

**12.8%**  
Current EBITA margin

**€254<sup>M</sup>**  
investments

## Our results

2020 has been a record year in terms of growth despite the Covid-19 crisis. Teleperformance is committed to share the value it creates with all its stakeholders.

### Split of the value created by financial flows

**2020 Revenue:**  
€5,732 millions

Employees:  
payroll expenses  
**€3,846 millions**

Government:  
corporate taxes  
**€143 millions**

Suppliers:  
external expenses (telecom,  
maintenance costs, etc.)  
**€735 millions**

Rents  
**€211 millions**

#### Investments capabilities

Cash flow from operating activities before taxes  
**€956 millions**

Income tax paid  
**€179 millions**

Net capital expenditure  
**€254 millions**

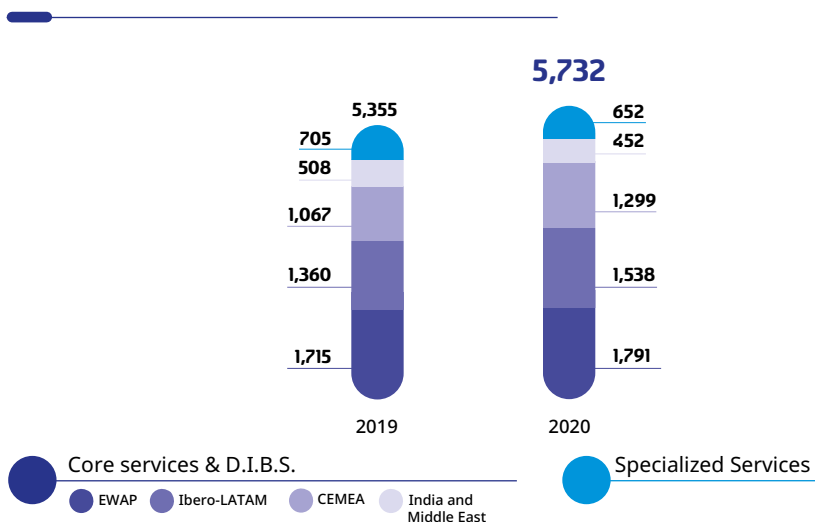
Financial interest expenses  
**€37 millions**

Dividends paid to shareholders  
**€141 millions**

Decrease in net debt  
**€346 millions**

SUSTAINABLE PERFORMANCE

### Revenue breakdown by activity and linguistic region in 2020 vs 2019 (€M)



### Net free cash flow (€M)

