

## Pro forma comparable figures for Transcom's new segment reporting structure

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Press release

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For immediate release

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**Luxembourg, 9 October 2013** – Transcom today released comparative financial information (*please see table on page 2*) in the segment reporting structure to be adopted in Q3 2013, reflecting the changes previously announced and described below. The segment reporting change affects only the segment composition and does not change the Transcom Group's consolidated results as previously reported to the market.

Effective July 1, 2013, Transcom's operations in the former Central Region are consolidated into the North Europe and Central & South Europe regions. The Netherlands has been consolidated with the North Europe region, while the rest of the countries in the former Central Region – Croatia, Germany, Hungary and Poland – are now part of the Central & South region. We are making this change in order to make the most of the important client synergies that exist between these regions. In addition, the streamlining and simplifying of our regional structure will yield cost and scale advantages.

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### **About Transcom**

*Transcom is a global customer experience specialist, providing customer care, sales, technical support and credit management services through our extensive network of contact centers and work-at-home agents. We are 29,000 customer experience specialists at 62 contact centers across 26 countries, delivering services in 33 languages to over 400 international brands in various industry verticals. Transcom WorldWide S.A. Class A and Class B shares are listed on the NASDAQ OMX Stockholm Exchange under the symbols TWW SDB A and TWW SDB B.*

## NEW SEGMENT REPORTING STRUCTURE – REGIONAL BREAKDOWN OF GROUP RESULTS

	2012 Jan- Mar	2012 Apr- June	2012 July- Sep	2012 Oct- Dec	2012 Full- year	2013 Jan- Mar	2013 Apr- June
<b>Net Revenue (€m)</b>							
North Europe	42.0	42.2	45.3	51.0	180.4	49.4	49.7
Central & South Europe	34.7	35.5	32.6	35.5	138.3	38.4	37.5
Iberia & Latam	30.6	28.9	28.9	31.0	119.4	33.2	34.6
North America & AP	25.4	27.0	27.9	31.9	112.1	31.6	31.6
<b>Total CRM</b>	<b>132.7</b>	<b>133.6</b>	<b>134.7</b>	<b>149.4</b>	<b>550.3</b>	<b>152.7</b>	<b>153.3</b>
<b>CMS</b>	<b>14.4</b>	<b>13.8</b>	<b>13.6</b>	<b>13.5</b>	<b>55.3</b>	<b>17.8</b>	<b>13.1</b>
<b>Total</b>	<b>147.1</b>	<b>147.4</b>	<b>148.2</b>	<b>162.9</b>	<b>605.6</b>	<b>170.5</b>	<b>166.5</b>
<b>Gross Profit (€m)</b>							
North Europe	6.4	5.9	7.7	8.2	28.2	7.1	7.2
Central & South Europe	4.4	5.1	4.7	4.5	18.7	7.4	7.2
Iberia & Latam	6.2	6.0	5.8	6.3	24.3	6.2	6.6
North America & AP	5.5	6.9	6.7	8.0	27.1	7.7	7.8
<b>Total CRM</b>	<b>22.3</b>	<b>23.9</b>	<b>24.9</b>	<b>27.0</b>	<b>98.3</b>	<b>28.3</b>	<b>28.8</b>
<b>CMS</b>	<b>3.9</b>	<b>3.4</b>	<b>3.5</b>	<b>2.7</b>	<b>13.6</b>	<b>7.3</b>	<b>2.9</b>
<b>Total</b>	<b>26.2</b>	<b>27.3</b>	<b>28.3</b>	<b>29.7</b>	<b>111.8</b>	<b>35.6</b>	<b>31.7</b>
<b>Gross Margin</b>							
North Europe	15.3%	13.9%	16.9%	16.0%	15.6%	14.4%	14.5%
Central & South Europe	12.6%	14.4%	14.3%	12.8%	13.5%	19.3%	19.1%
Iberia & Latam	20.1%	20.8%	20.0%	20.3%	20.4%	18.7%	19.1%
North America & AP	21.6%	25.6%	24.0%	25.0%	24.1%	24.3%	24.7%
<b>Total CRM</b>	<b>17.0%</b>	<b>17.9%</b>	<b>18.4%</b>	<b>18.0%</b>	<b>17.9%</b>	<b>18.5%</b>	<b>18.8%</b>
<b>CMS</b>	<b>27.2%</b>	<b>24.6%</b>	<b>25.5%</b>	<b>20.1%</b>	<b>24.6%</b>	<b>41.3%</b>	<b>22.1%</b>
<b>Total</b>	<b>17.8%</b>	<b>18.5%</b>	<b>19.1%</b>	<b>18.2%</b>	<b>18.5%</b>	<b>20.9%</b>	<b>19.0%</b>
<b>EBIT (€m)</b>							
North Europe	1.3	0.6	2.2	1.7	5.9	0.6	0.8
Central & South Europe	-1.5	-2.2	-1.5	-2.2	-7.4	1.2	0.9
Iberia & Latam	1.7	1.4	0.8	1.1	5.1	0.7	1.1
North America & AP	-1.2	0.8	-0.8	-1.0	-2.3	-0.6	0.0
<b>Total CRM</b>	<b>0.3</b>	<b>0.6</b>	<b>0.7</b>	<b>-0.4</b>	<b>1.3</b>	<b>1.8</b>	<b>2.9</b>
<b>CMS</b>	<b>0.9</b>	<b>0.9</b>	<b>0.3</b>	<b>-0.3</b>	<b>1.7</b>	<b>4.2</b>	<b>0.0</b>
<b>Total</b>	<b>1.1</b>	<b>1.4</b>	<b>1.1</b>	<b>-0.7</b>	<b>3.0</b>	<b>6.1</b>	<b>2.9</b>
<b>EBIT Margin</b>							
North Europe	3.1%	1.4%	4.8%	3.4%	3.3%	0.8%	1.6%
Central & South Europe	-4.3%	-6.3%	-4.5%	-6.2%	-5.4%	2.9%	2.5%
Iberia & Latam	5.5%	4.8%	2.9%	3.7%	4.2%	2.0%	3.2%
North America & AP	-4.8%	3.0%	-2.7%	-3.2%	-2.1%	-2.0%	0.0%
<b>Total CRM</b>	<b>0.2%</b>	<b>0.4%</b>	<b>0.6%</b>	<b>-0.2%</b>	<b>0.2%</b>	<b>1.2%</b>	<b>1.9%</b>
<b>CMS</b>	<b>6.0%</b>	<b>6.5%</b>	<b>2.5%</b>	<b>-2.4%</b>	<b>3.1%</b>	<b>23.4%</b>	<b>0.0%</b>
<b>Total</b>	<b>0.7%</b>	<b>0.9%</b>	<b>0.8%</b>	<b>-0.4%</b>	<b>0.5%</b>	<b>3.6%</b>	<b>1.7%</b>