

## Transcom publishes pro forma comparable figures for new segment reporting structure

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Press release

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Transcom WorldWide AB (publ) today released comparative financial information (**please see table on page 2**) in the segment reporting structure adopted in Q1 2016, reflecting previously announced changes that are described below. The segment reporting change affects only the segment composition and does not change the Transcom Group's consolidated results, as previously disclosed.

As previously disclosed, Transcom's global business is now managed within three regions, in addition to the Latin American organization currently under review: North Europe, Continental Europe, and English-speaking markets & APAC.

- The region **Continental Europe** combines our operations in Spain and Portugal with the former Central & South Europe region (excluding the United Kingdom).
- The region **English-speaking markets and APAC**, integrates the UK organization with our operations in the former North America & Asia Pacific region.
- The region **North Europe** is unchanged.
- Transcom's assets in **Latin America**, currently under strategic review, will be managed separately.

This realignment will improve efficiency and further streamline Transcom's global business operations, as well as focus the organization's resources on prioritized growth areas.

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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 30,000 customer experience specialists at 52 contact centers across 21 countries, delivering services in 33 languages to international brands in various industry verticals. Transcom WorldWide AB's share is listed on the Nasdaq Stockholm Exchange under the ticker symbol TWW.*

## NEW SEGMENT REPORTING STRUCTURE – REGIONAL BREAKDOWN OF RESULTS

Net Revenue (€m)	Q1 2015	Q2 2015	Q3 2015	Q4 2015	2015 Total
North Europe	52.5	48.5	49.3	51.6	201.9
Continental Europe	70.2	69.1	61.2	61.8	262.4
English-speaking markets & APAC	35.3	35.9	37.8	40.1	149.2
Latin America	2.8	3.5	3.5	3.3	13.1
<b>Total</b>	<b>160.9</b>	<b>157.0</b>	<b>151.8</b>	<b>156.9</b>	<b>626.5</b>

Gross profit excluding non-recurring items (€m)	Q1 2015	Q2 2015	Q3 2015	Q4 2015	2015 Total
North Europe	9.2	8.7	9.4	9.8	37.0
Continental Europe	13.0	11.5	11.0	10.1	45.6
English-speaking markets & APAC	9.4	9.9	10.4	11.5	41.1
Latin America	0.0	0.2	0.3	0.5	0.9
<b>Total</b>	<b>31.6</b>	<b>30.2</b>	<b>31.0</b>	<b>31.9</b>	<b>124.7</b>

\* Non-recurring items of EUR -0.2 million in Latam and EUR -0.8 million in English-speaking markets & APAC in 2015.

Gross margin excluding non-recurring items (%)	Q1 2015	Q2 2015	Q3 2015	Q4 2015	2015 Total
North Europe	17.5%	17.8%	19.1%	19.0%	18.3%
Continental Europe	18.5%	16.7%	18.0%	16.3%	17.4%
English-speaking markets & APAC	26.6%	27.5%	27.4%	28.7%	27.6%
Latin America	-1.4%	6.4%	7.6%	14.6%	7.1%
<b>Total</b>	<b>19.6%</b>	<b>19.3%</b>	<b>20.5%</b>	<b>20.3%</b>	<b>19.9%</b>

EBIT excluding non-recurring items (€m)	Q1 2015	Q2 2015	Q3 2015	Q4 2015	2015 Total
North Europe	2.5	2.0	2.7	2.8	10.0
Continental Europe	3.5	2.6	2.0	1.4	9.5
English-speaking markets & APAC	1.1	1.1	2.3	2.8	7.3
Latin America	-1.3	-1.0	-0.9	-0.5	-3.7
<b>Total</b>	<b>5.9</b>	<b>4.7</b>	<b>6.1</b>	<b>6.5</b>	<b>23.2</b>

EBIT margin excluding non-recurring items (%)	Q1 2015	Q2 2015	Q3 2015	Q4 2015	2015 Total
North Europe	4.8%	4.1%	5.5%	5.5%	5.0%
Continental Europe	5.0%	3.8%	3.3%	2.2%	3.6%
English-speaking markets & APAC	3.2%	3.0%	6.0%	6.9%	4.9%
Latin America	-44.9%	-27.4%	-26.7%	-15.4%	-28.0%
<b>Total</b>	<b>3.7%</b>	<b>3.0%</b>	<b>4.0%</b>	<b>4.1%</b>	<b>3.7%</b>

EBIT (€m)	Q1 2015	Q2 2015	Q3 2015	Q4 2015	2015 Total
North Europe	2.5	2.0	2.7	2.8	10.0
Continental Europe	3.5	2.6	2.2	1.1	9.4
English-speaking markets & APAC	1.1	1.1	1.3	2.9	6.4
Latin America	-1.3	-1.0	-0.9	-2.8	-5.9
<b>Total</b>	<b>5.9</b>	<b>4.7</b>	<b>5.3</b>	<b>4.1</b>	<b>20.0</b>

EBIT margin (%)	Q1 2015	Q2 2015	Q3 2015	Q4 2015	2015 Total
North Europe	4.8%	4.1%	5.5%	5.5%	5.0%
Continental Europe	5.0%	3.8%	3.5%	1.8%	3.6%
English-speaking markets & APAC	3.2%	3.0%	3.5%	7.2%	4.3%
Latin America	-44.9%	-27.4%	-26.7%	-85.0%	-45.4%
<b>Total</b>	<b>3.7%</b>	<b>3.0%</b>	<b>3.5%</b>	<b>2.6%</b>	<b>3.2%</b>