

# Second Quarter 2015 Results

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**” Transcom’s revenue and margin increased in Q2. Looking at our rolling 12-month EBIT margin development, we are confirming the steady improvement towards our mid-term target of at least five percent.”**

Johan Eriksson, President and CEO of Transcom

## KEY HIGHLIGHTS Q2 2015

- Revenue increased by 3.3%, like-for-like 2.6%, driven by higher volumes in the Central & South Europe and Iberia & Latam regions
- EBIT margin improved from 0.9% to 3.0%. Excluding items affecting comparability in Q2 2014, the margin improvement was 0.5 percentage points
- Profitability improvements in all regions
- Significant decrease in net debt

## Q2 2015 FINANCIAL HIGHLIGHTS

- **Net revenue** €157.0 million, a 3.3% increase compared to Q2 2014 (€152.0 million). Adjusted for exchange rate impact as well as for divested operations, revenue increased by 2.6%
- **Gross margin** 19.3%, flat compared to the same period 2014
- **EBIT** €4.7 million compared to €1.4 million in Q2 2014
- **EPS** 4.3 Euro cents compared to -4.8 Euro cents in Q2 2014

## YTD 2015 FINANCIAL HIGHLIGHTS

- **Net revenue** €317.9 million, a 1.9% increase compared to the same period 2014 (€312.1 million). Adjusted for exchange rate impact as well as for divested operations, revenue increased by 2.5%
- **Gross margin** 19.5% compared to 20.0% in the same period 2014
- **EBIT** €10.6 million compared to €6.8 million in the same period 2014
- **EPS** 24.9 Euro cents compared to 1.4 Euro cents in the same period 2014

(€m)	2015 Q2	2014 Q2	Change Y-o-Y	2015 Jan-Jun	2014 Jan-Jun	Change Y-o-Y	2014 Jan-Dec
Revenue	157.0	152.0	3.3%	317.9	312.1	1.9%	616.8
Gross profit	30.2	29.4	3.0%	61.8	62.6	-1.2%	127.6
EBITDA	7.0	3.7	91.0%	15.1	11.4	32.5%	29.8
EBIT	4.7	1.4	237.9%	10.6	6.8	55.3%	21.3
Profit before tax	3.3	0.8	308.4%	10.4	5.0	109.1%	18.8
Net income	1.1	-1.3	-	6.5	0.4	-	6.9
EPS (Euro cents)*	4.3	-4.8	-	24.9	1.4	-	26.4
Cash flow from operating activities	21.0	4.5	-	20.6	-12.5	-	11.5
Total weighted average outstanding number of shares before dilution ('000)*	26,095	26,030	-	26,062	26,030	-	26,030
Total weighted average outstanding number of shares after dilution ('000)*	26,129	26,030	-	26,080	26,030	-	26,030

\*EPS for 2014 has been adjusted to reflect the reverse split as if it had occurred per January 2014

# Comments from the President and CEO

We are making good progress against all our financial targets. Both Transcom's revenue and EBIT margin improved in the second quarter. Growth in the Central & South Europe and Iberia & Latam regions drove the revenue increase, while all regions contributed to improved profitability. Also, our balance sheet continues to strengthen.

## 3.3% REVENUE INCREASE

Revenue increased by €5.0 million (+3.3%) and on a like-for-like basis, adjusting for divestments and currency effects, revenue in Q2 2015 increased by €3.9 million (+2.6%). This was driven by growth with clients in the Central & South Europe and Iberia & Latam regions.

The reported €5.0 million revenue increase is comprised of:

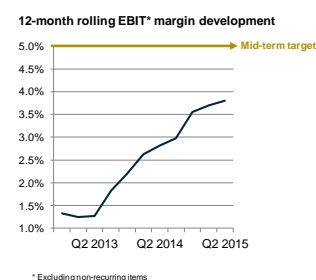
- €-4.3 million: divestment of CMS units that Transcom completed in 2014 in order to focus on the core customer care business
- €+5.4 million: positive currency translation impact
- €+3.9 million: growth in Central & South Europe and Iberia & Latam

We are focusing on organic revenue expansion, with a mid-term target of reaching at least five percent.

## IMPROVED EBIT MARGIN AND A STRENGTHENING BALANCE SHEET

Transcom's EBIT margin in Q2 2015, was 3.0%, compared to 2.5% excluding items affecting comparability in Q2 2014. Profitability improvements in all regions contributed to the increase.

If we consider Transcom's EBIT margin development on a rolling 12-month basis, we can confirm a steady improvement towards our mid-term target of at least five percent. 12-month rolling EBIT in Q2 2015, excluding items affecting comparability, reached 3.8 percent.



We are also improving in relation to our third financial target, i.e. net debt/EBITDA. Our target is for this ratio to be 1.0 or lower. This quarter, net debt/EBITDA was 0.3, compared to 2.3 in Q2 2014.

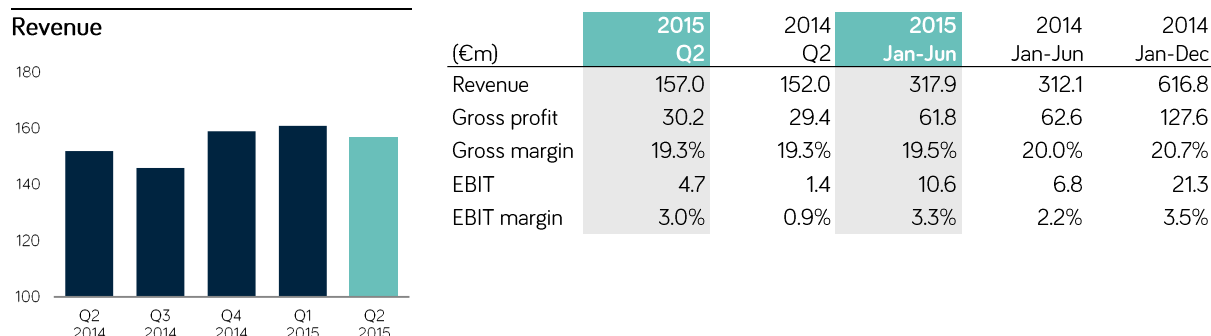
Our objective going forward is to increase revenue organically, while continuing to improve our operational efficiency in order to strengthen margins further. One particular area of focus is Latin America, where we have faced a challenging situation during the past year. Performance is progressively improving on the back of growth with new domestic clients. Our operation in Chile returned to profitability in June, and we see a significant improvement in Peru.

## MANAGEMENT CHANGES

On June 15, Pär Christiansen, Transcom's previous CFO, started in his new role as Chief Operating Officer (COO), handing over his responsibilities as Chief Financial Officer (CFO) to Ulrik Englund. Philip Sköld, our new Chief Commercial Officer (CCO), will join Transcom on August 8.

Johan Eriksson, President and CEO of Transcom

# Group Operating Review



## Revenue development

### SECOND QUARTER

On a like-for-like basis, adjusting for divestments and currency effects, revenue increased by €3.9 million (+2.6%) compared to Q2 2014. This increase was driven by higher business volumes in the Central & South Europe and Iberia & Latam regions. The divestment of a number of Credit Management Services (CMS) units in 2014 had a €4.3 million negative effect on the revenue comparison vis-à-vis Q2 2014. Currency effects had a €5.4 million positive effect.

Transcom mid-term organic revenue growth target is at least five percent.

### SIX MONTHS

On a like-for-like basis, adjusting for divestments and currency effects, revenue increased by €7.7 million (+2.5%) compared to the same period 2014.

(€m)	2015 Q2	2014 Q2	2015 Jan-Jun	2014 Jan-Jun	2014 Jan-Dec
North Europe	48.5	51.2	101.0	104.6	207.7
Central & South Europe	39.7	37.3	80.0	77.0	149.5
Iberia & Latam	33.8	29.9	67.5	61.4	124.1
North America & Asia Pacific	35.0	29.2	69.4	58.1	123.2
CMS	-	4.3	-	11.0	12.4
<b>TOTAL REVENUE FOR THE PERIOD</b>	<b>157.0</b>	<b>152.0</b>	<b>317.9</b>	<b>312.1</b>	<b>616.8</b>

## Operating result

(€m)	2015 Q2	2014 Q2	2015 Jan-Jun	2014 Jan-Jun	2014 Jan-Dec
North Europe	2.0	2.0	4.5	4.6	11.0
Central & South Europe	1.4	0.7	3.1	2.7	5.0
Iberia & Latam	0.1	-0.4	0.5	-0.8	1.1
North America & Asia Pacific	1.3	0.4	2.5	0.5	4.3
CMS	-	-1.3	-	-0.2	-0.1
<b>EBIT FOR THE PERIOD</b>	<b>4.7</b>	<b>1.4</b>	<b>10.6</b>	<b>6.8</b>	<b>21.3</b>

### SECOND QUARTER

In Q2 2015, the EBIT margin improved by 2.1 percentage points to 3.0%. Excluding items affecting comparability in Q2 2014, the improvement was 0.5 percentage points. The improvement was primarily driven by cost savings in North America and Asia Pacific.

Transcom's EBIT margin development on a rolling 12-month basis continued to improve towards the mid-term target of at least five percent.

EBIT BRIDGE (€m)	North Europe	Central & South Europe	Iberia & Latam	North America & Asia Pacific	Total CRM	CMS	Group
EBIT Q2 2014	2.0	0.7	-0.4	0.4	2.7	-1.3	1.4
One-off items that affected 2014 results	0.4	0.3	0.2	0.2	1.1	1.3	2.4
One-off items that affected 2015 results	-	-	-	-	-	-	-
Cost savings	0.0	0.3	0.2	0.3	0.8	-	0.8
Volume & efficiency driven impacts	-0.7	0.0	0.1	0.3	-0.3	-	-0.3
Expansion investments	-	-	-	0.0	0.0	-	0.0
Other	0.2	0.1	0.0	0.1	0.5	-	0.5
<b>EBIT Q2 2015</b>	<b>2.0</b>	<b>1.4</b>	<b>0.1</b>	<b>1.3</b>	<b>4.7</b>	<b>-</b>	<b>4.7</b>

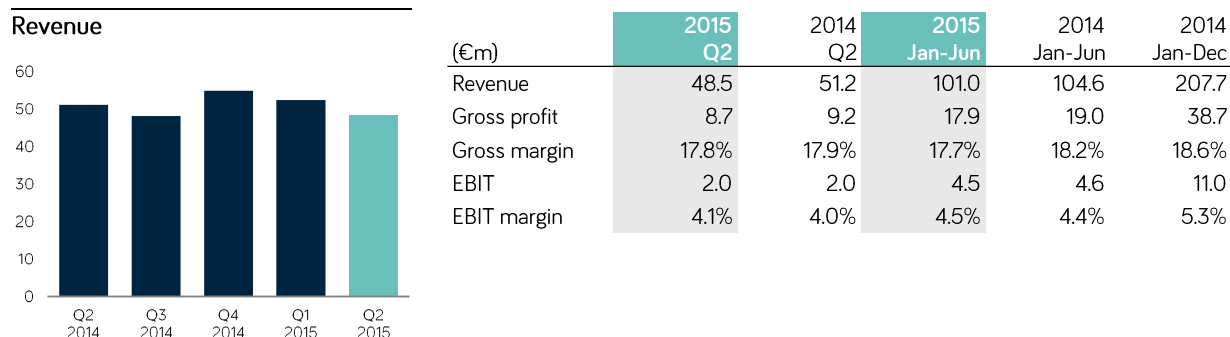
### SIX MONTHS

The EBIT margin in the first six months of 2015 improved by 1.1 percentage points to 3.3%. Excluding items affecting comparability in Q1 and Q2 2014, the improvement was 1.0 percentage points, primarily driven by performance improvements in the North America & Asia Pacific and Iberia & Latam regions.

EBIT BRIDGE (€m)	North Europe	Central & South Europe	Iberia & Latam	North America & Asia Pacific	Total CRM	CMS	Group
EBIT Jan-Jun 2014	4.6	2.7	-0.8	0.5	7.1	-0.2	6.8
One-off items that affected 2014 results	-0.7	0.3	0.2	0.2	0.0	0.3	0.3
One-off items that affected 2015 results	-	-	-	-	-	-	-
Cost savings	0.0	0.7	0.5	1.3	2.5	-	2.5
Volume & efficiency driven impacts	0.3	-0.8	0.6	0.1	0.2	-	0.2
Expansion investments	-	-	-	-0.2	-0.2	-	-0.2
Other	0.3	0.1	0.0	0.6	1.1	-	1.1
<b>EBIT Jan-Jun 2015</b>	<b>4.5</b>	<b>3.1</b>	<b>0.5</b>	<b>2.5</b>	<b>10.6</b>	<b>-</b>	<b>10.6</b>

# Operating review by segment

## North Europe



### SECOND QUARTER

Revenue in the core customer care business increased slightly compared to the same period last year, despite lower volumes in Norway. However, the negative revenue trend in Norway showed signs of recovery towards the end of the quarter. Business volumes increased in Sweden. The reported revenue decrease in the region is mainly a result of the ramp-down and discontinuation of legal and contingent collections activities in Sweden and Norway, and temporarily lower volumes in the interpretation business in Sweden (Transvoice). Foreign exchange effects negatively impacted revenue by €1.0 million.

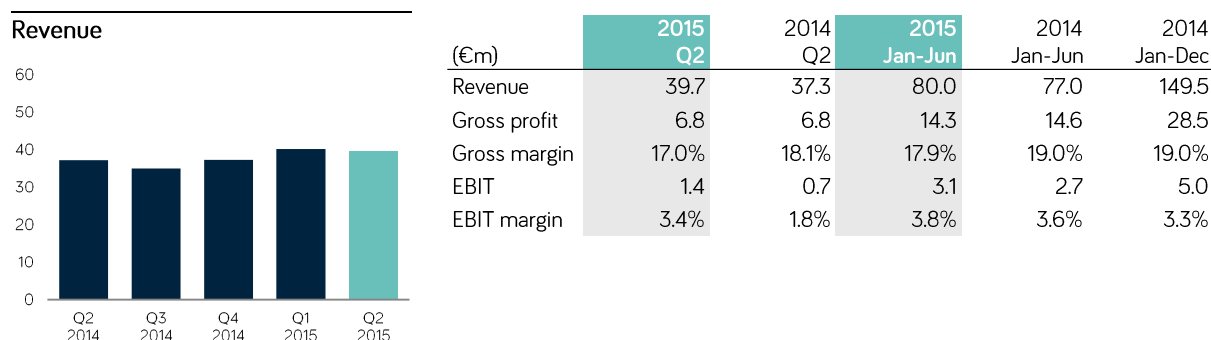
The slight EBIT margin increase is mainly due to performance improvements in Sweden and the Netherlands.

### SIX MONTHS

Revenue increased by 4.8 percent, like-for-like, compared to the same period last year. In the core customer care business, we saw an increase in revenue, despite lower volumes in Norway and the interpretation business. This was driven by higher volumes in Sweden and the Netherlands. The reported revenue decrease in the region is mainly a result of the ramp-down and discontinuation of legal and contingent collections activities in Sweden and Norway. In addition, reported revenue compared to the same period last year was influenced by the fact that Transcom, in Q1 2014, transferred its right to collect on a Swedish debt portfolio to a third party (-€0.9 million impact on revenue, gross profit and EBIT). Foreign exchange effects negatively impacted the revenue comparison by €2.9 million.

The EBIT margin remained stable despite the ramp-down and discontinuation of legal and contingent collections activities in Sweden and Norway. This was primarily due to better performance in Sweden and the Netherlands.

## Central & South Europe



### SECOND QUARTER

The increase in revenue is mainly due to higher business volumes in Germany and growth in our near shore delivery locations in Poland and Tunisia.

The increase in volumes had a positive impact on margins, offset by temporarily higher training costs related to the ramp-up of new client programs.

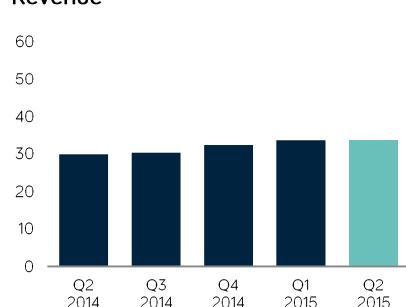
## SIX MONTHS

Solid growth in Germany was the key driver of the revenue increase in the period. Higher volumes in Tunisia and Poland also contributed. This positive development was partly counterbalanced by lower volumes in Italy, Hungary and Croatia.

Higher volumes in Tunisia and cost savings counterbalanced the negative impact from lower volumes in Italy, Hungary, and Croatia as well as the start-up of new client projects in the region during the period.

## Iberia & Latam

### Revenue



(€m)	2015 Q2	2014 Q2	2015 Jan-Jun	2014 Jan-Jun	2014 Jan-Dec
Revenue	33.8	29.9	67.5	61.4	124.1
Gross profit	5.1	4.2	10.8	9.3	21.6
Gross margin	15.2%	14.2%	16.0%	15.2%	17.4%
EBIT	0.1	-0.4	0.5	-0.8	1.1
EBIT margin	0.2%	-1.4%	0.8%	-1.3%	0.9%

## SECOND QUARTER

Revenue increased as a result of higher volumes in Spain, Portugal, Chile and Peru.

Higher volumes and efficiency improvements in Portugal, Chile and Peru had a positive impact on profitability, counterbalancing the impact from lower prices on some client projects in Spain. The Chilean operation returned to profitability in June, and we see a significant improvement in Peru as well. This positive development is driven by new projects with domestic clients.

During the quarter we renewed our agreements with Banco Santander and BBVA.

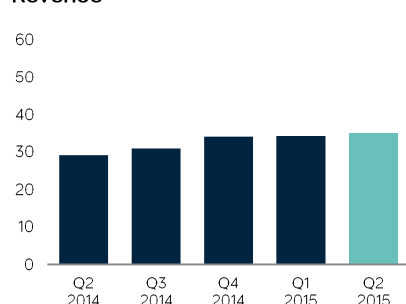
## SIX MONTHS

The revenue increase was driven by higher volumes in Spain, Portugal, Peru, and Chile. The revenue trend in Portugal is particularly strong, with revenues doubling compared to the same period last year.

Improved profitability in Portugal and Chile more than compensated for lower margins in Spain due to lower prices on some client projects.

## North America & Asia Pacific

### Revenue



(€m)	2015 Q2	2014 Q2	2015 Jan-Jun	2014 Jan-Jun	2014 Jan-Dec
Revenue	35.0	29.2	69.4	58.1	123.2
Gross profit	9.7	8.0	18.8	15.6	34.4
Gross margin	27.7%	27.3%	27.1%	26.9%	27.9%
EBIT	1.3	0.4	2.5	0.5	4.3
EBIT margin	3.8%	1.5%	3.6%	0.9%	3.5%

## SECOND QUARTER

Like-for-like revenue decreased by 2.2 percent mainly as a result of unfavorable transaction currencies. Currency translation effects had a positive effect on the revenue comparison, amounting to €6.6 million.

The improved EBIT margin is mainly due to increased efficiency and cost reductions, partly counterbalanced by lower volumes. Foreign exchange effects impacted EBIT positively by €0.2 million.

**SIX MONTHS**

New client wins partly compensated for lower volumes on a number of client accounts. Like-for-like revenue decreased by 2.0% in the period, as a result of lower volumes and unfavorable transaction currencies in Asia. Foreign exchange effects had a €12.7 million positive impact on the revenue comparison.

Increased efficiency and cost savings in both North America and in Asia had a positive effect on margins. Foreign exchange effects impacted EBIT positively by €0.6 million.

# Group Financial Review

## DEPRECIATION & AMORTIZATION

Depreciation in the quarter was €2.0 million (€1.5 million) and amortization of intangible assets was €0.3 million (€0.8 million). During January to June 2015 depreciation amounted to €3.8 million (€3.1 million) and amortization €0.7 million (€1.5 million).

## SG&A

SG&A expenses were €25.8 million in the quarter compared to €26.0 million in Q2 2014. During January to June 2015 the SG&A expenses amounted to €51.4 million (€52.6 million) and includes one-off costs in Q2 2014 amounting to €1.1 million due to the re-domiciliation from Luxembourg to Sweden.

## TAXES

In Q2 2015, tax expenses amounted to €2.1 million, compared to €2.1 million in Q2 2014. During January to June, Transcom reported tax expenses of €3.9 million (€4.6 million). During the quarter the tax expenses include an impairment of a deferred tax asset amounting to €0.7 million. The effective tax rate differs from the statutory rate mainly due to losses for which no deferred tax asset can be recognized. This creates an imbalance as some legal entities have generated losses while others show profits. For further information please see note 6 Contingent liabilities.

## CASH FLOW

(€m)	2015 Q2	2014 Q2	2015 Jan-Jun	2014 Jan-Jun	2014 Jan-Dec
Cash flow from operating activities before changes in working capital	3.7	-1.3	7.0	4.2	17.7
Change in working capital	17.3	5.8	13.6	-16.7	-6.2
Cash flow from operating activities	21.0	4.5	20.6	-12.5	11.5
Cash flow for the period	12.0	-3.4	1.5	-27.0	-22.0

Cash flow was temporarily affected by very strong collections which affected the working capital positively compared to the same quarter last year. During the quarter repayment of loans amounted to €7.5 million.

## FINANCING

(€m)	2015 Jun 30	2014 Jun 30	2014 Dec 31
Gross debt	51.2	85.7	62.8
Net debt	10.1	54.3	24.6
Net debt /EBITDA	0.3	2.3	0.9
Equity	130.3	111.1	120.0
Cash and cash equivalents	41.2	31.4	38.2

In Q2 2015, Transcom continued to reduce gross debt from €56.7 million previous quarter to €51.2 million mainly due to repayment of loans. Net debt as at June 30 2015 was €10.1 million compared to €27.1 million the previous quarter. The main reason was the strong cash balance at the end of the quarter due to temporarily strong collections.

Comparing to the same period last year, gross debt is reduced from €85.7 million to €51.2 million per June 30, 2015, and net debt/EBITDA improved from 2.3 in the same period last year to 0.3. Transcom is well within its financial covenant thresholds.

Net financial items deviated negatively in the quarter and positively for the first half year, mainly due to unrealized currency effects.



**RESULTS CONFERENCE CALL AND WEBCAST**

Transcom will host a conference call at 10:30am CET (09:30am UK time) on Thursday, July 16, 2015. The conference call will be held in English and will also be available as webcast on Transcom's website, [www.transcom.com](http://www.transcom.com).

To ensure that you are connected to the conference call, please dial in a few minutes before the start in order to register your attendance. No pass code is required.

Sweden: +46 8 505 564 74  
UK: +44 203 364 5374  
US: +1 855 753 2230

For a replay of the results conference call, please visit [www.transcom.com](http://www.transcom.com) to view the webcast of the event.

**OTHER INFORMATION**

The interim report has not been reviewed by the company's auditors.

**NOTICE OF FINANCIAL RESULTS**

Transcom's report for the third quarter 2015 will be published on October 21, 2015.

16 July 2015

Transcom WorldWide AB  
P.O. Box 34220  
Visiting address: Rålambsvägen 17, 11 tr.  
SE-100 26 Stockholm  
Sweden  
[www.transcom.com](http://www.transcom.com)  
Company registration number: 556880-1277

**FOR FURTHER INFORMATION PLEASE CONTACT:**

Johan Eriksson, President and CEO	+46 70 776 80 22
Ulrik Englund, CFO	+46 70 286 85 92
Stefan Pettersson, Head of Group Communications	+46 70 776 80 88

# Signatures of the Board of Directors

The Board of Directors and the President and CEO certify that the interim report gives a true and fair overview of the Parent Company's and Group's operations, their financial position and results of operations, and describes significant risks and uncertainties facing the Parent Company and other companies in the Group.

Stockholm, July 16, 2015

*Henning Boysen*  
Chairman

*Fredrik Cappelen*  
Director

*Per Frankling*  
Director

*Alexander Izosimov*  
Director

*Klas Johansson*  
Director

*Mikael Larsson*  
Director

*Johan Eriksson*  
President and CEO

## TRANSCOM GROUP - CONDENSED CONSOLIDATED INCOME STATEMENT

(€ '000)	Notes	2015 Q2	2014 Q2	2015 Jan-Jun	2014 Jan-Jun	2014 Jan-Dec
Revenue	4	157,016	152,009	317,874	312,097	616,840
Cost of sales		-126,768	-122,650	-256,044	-249,542	-489,257
<b>Gross profit</b>	<b>4</b>	<b>30,248</b>	<b>29,359</b>	<b>61,830</b>	<b>62,555</b>	<b>127,583</b>
Marketing expenses		-828	-1,271	-1,843	-2,817	-4,451
Administrative expenses		-24,974	-24,715	-49,553	-49,736	-97,468
Restructuring expenses		-	-	-	-522	-515
Net gain/loss on disposal of business		-	-1,266	-	-1,266	-1,498
Other operating income/expenses		295	-704	196	-1,367	-2,325
<b>Operating profit/loss</b>	<b>4</b>	<b>4,741</b>	<b>1,403</b>	<b>10,630</b>	<b>6,847</b>	<b>21,326</b>
Net financial items		-1,474	-569	-248	-1,881	-2,524
<b>Profit/loss before tax</b>		<b>3,267</b>	<b>834</b>	<b>10,382</b>	<b>4,966</b>	<b>18,802</b>
Income tax expense		-2,137	-2,084	-3,904	-4,592	-11,934
<b>Profit/loss for the period attributable to equity holders of the parent</b>		<b>1,130</b>	<b>-1,250</b>	<b>6,478</b>	<b>374</b>	<b>6,868</b>
<b>Earnings per share attributable to equity holders of the parent</b>						
Earnings before and after dilution per Ordinary share, Euro cent per common share		4.3	-	24.9	-	26.4
Earnings before and after dilution per A class share, Euro cent per common share	9	-	-4.8	-	1.4	-
Earnings before and after dilution per B class share, Euro cent per common share	9	-	-4.8	-	1.4	-

## TRANSCOM GROUP - CONDENSED CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME

(€ '000)	2015 Q2	2014 Q2	2015 Jan-Jun	2014 Jan-Jun	2014 Jan-Dec
Profit/loss for the period attributable to equity holders of the parent	1,130	-1,250	6,478	374	6,868
<b>Other comprehensive income:</b>					
Exchange differences on translation of foreign operations	-1,546	-349	3,633	-692	1,700
Exchange differences recycled to profit and loss	-	-	-	-	115
<b>Other comprehensive income to be reclassified to profit or loss in subsequent periods</b>	<b>-1,546</b>	<b>-349</b>	<b>3,633</b>	<b>-692</b>	<b>1,815</b>
Actuarial profit/loss on post-employment benefit obligations	-	-	-	-	-311
Income tax effect	-	-	-	-	58
<b>Other comprehensive income not to be reclassified to profit or loss in subsequent periods</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-253</b>
<b>Other comprehensive income for the period, net of tax</b>	<b>-1,546</b>	<b>-349</b>	<b>3,633</b>	<b>-692</b>	<b>1,562</b>
<b>Total comprehensive income for the period, net of tax, attributable to equity holders of the parent</b>	<b>-416</b>	<b>-1,599</b>	<b>10,111</b>	<b>-318</b>	<b>8,430</b>

## TRANSCOM GROUP - CONDENSED CONSOLIDATED STATEMENT OF FINANCIAL POSITION

(€ '000)	Notes	2015 Jun 30	2014 Jun 30	2014 Dec 31
<b>ASSETS</b>				
<b>Non-current assets</b>				
Goodwill		106,057	96,973	101,824
Other intangible assets		4,060	3,140	4,211
Tangible assets		17,655	15,682	16,152
Deferred tax assets		1,269	4,619	2,137
Other receivables		1,314	3,287	1,534
	8	<b>130,355</b>	<b>123,701</b>	<b>125,858</b>
<b>Current assets</b>				
Trade receivables		79,954	87,702	91,935
Income tax receivables		2,797	5,989	2,483
Other receivables		21,008	34,607	24,586
Prepaid expenses and accrued income		25,332	23,870	20,645
Cash and cash equivalents		41,163	31,433	38,173
	8	<b>170,254</b>	<b>183,601</b>	<b>177,822</b>
Assets classified as held for sale	10	-	20,894	-
		<b>170,254</b>	<b>204,495</b>	<b>177,822</b>
<b>TOTAL ASSETS</b>		<b>300,609</b>	<b>328,196</b>	<b>303,680</b>
<b>EQUITY AND LIABILITIES</b>				
<b>Equity attributable to equity holders of the parent</b>		<b>130,318</b>	<b>111,116</b>	<b>119,996</b>
<b>Non-current liabilities</b>				
Interest-bearing liabilities	5	34,162	73,111	47,635
Employee benefit obligations		3,509	2,608	3,264
Provisions		25	861	135
Deferred tax liabilities		1,653	1,929	1,464
Income tax payables		984	3,193	2,093
Other liabilities		75	123	-
	8	<b>40,408</b>	<b>81,825</b>	<b>54,591</b>
<b>Current liabilities</b>				
Interest-bearing liabilities	5	17,055	12,615	15,119
Provisions		1,773	1,486	1,501
Trade payables		20,838	24,249	27,279
Income tax payables		6,062	10,765	8,304
Other liabilities		28,266	28,132	27,017
Accrued expenses and prepaid income		55,889	54,388	49,873
	8	<b>129,883</b>	<b>131,635</b>	<b>129,093</b>
Liabilities classified as held for sale	10	-	3,620	-
		<b>129,883</b>	<b>135,255</b>	<b>129,093</b>
<b>Total liabilities</b>		<b>170,291</b>	<b>217,080</b>	<b>183,684</b>
<b>TOTAL EQUITY AND LIABILITIES</b>		<b>300,609</b>	<b>328,196</b>	<b>303,680</b>

## TRANSCOM GROUP - CONDENSED CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

(€ '000)	Notes	Total number of shares (‘000)	Number of shares held by the Group (‘000)	Equity attributable to equity holders of the parent			Total equity
				Share capital	Other contributed capital	Other reserves and Retained earnings	
<b>Balance, Jan 1, 2014</b>		<b>1,245,533</b>	<b>97</b>	<b>53,558</b>	<b>11,458</b>	<b>46,326</b>	<b>111,342</b>
Profit/loss for the period		-	-	-	-	374	374
Other comprehensive income, net of tax		-	-	-	-	-692	-692
Share-based payments, expense		-	-	-	-	92	92
<b>Balance, Jun 30, 2014</b>		<b>1,245,533</b>	<b>97</b>	<b>53,558</b>	<b>11,458</b>	<b>46,100</b>	<b>111,116</b>
Profit/loss for the period		-	-	-	-	6,494	6,494
Other comprehensive income, net of tax		-	-	-	-	2,254	2,254
Merger	9	57,328	1,287	2,465	-2,465	-	-
Reverse split	9	-1,276,803	-1,356	-	-	-	-
Issue of C class shares	9	649	649	1,396	-	-	1,396
Repurchase of C class shares	9	-	-	-	-	-1,396	-1,396
Impact of change of quota value	9	-	-	-1,335	-	1,335	-
Share-based payments, expense		-	-	-	-	132	132
<b>Balance, Dec 31, 2014</b>		<b>26,707</b>	<b>677</b>	<b>56,084</b>	<b>8,993</b>	<b>54,919</b>	<b>119,996</b>
Profit/loss for the period		-	-	-	-	6,478	6,478
Other comprehensive income, net of tax		-	-	-	-	3,633	3,633
Allotment of shares (LTIP 2012)	9	-	-108	-	-	-	-
Share-based payments, expense		-	-	-	-	211	211
<b>Balance, Jun 30, 2015</b>		<b>26,707</b>	<b>569</b>	<b>56,084</b>	<b>8,993</b>	<b>65,241</b>	<b>130,318</b>

## TRANSCOM GROUP - CONDENSED CONSOLIDATED STATEMENT OF CASH FLOWS

(€ '000)	Notes	2015 Q2	2014 Q2	2015 Jan-Jun	2014 Jan-Jun	2014 Jan-Dec
<b>Cash flows from operating activities</b>						
Profit/loss before tax		3,267	834	10,382	4,966	18,802
Adjustments to reconcile profit before tax to net cash:						
Adjustments for non cash items		3,297	1,579	3,300	4,279	9,264
Net financial items		1,474	570	248	1,881	2,524
Income taxes paid		-4,342	-4,270	-6,904	-6,952	-12,883
<b>Cash flows from operating activities before changes in working capital</b>		<b>3,696</b>	<b>-1,287</b>	<b>7,026</b>	<b>4,174</b>	<b>17,707</b>
Changes in working capital		17,315	5,801	13,612	-16,691	-6,173
<b>Cash flow from operating activities</b>		<b>21,011</b>	<b>4,514</b>	<b>20,638</b>	<b>-12,517</b>	<b>11,534</b>
Investments and disposals of tangible assets		-4,125	-2,429	-5,303	-3,145	-6,581
Investments and disposals of intangible assets		-	-17	0	-75	-1,653
Disposals of business, net of cash	10	-	741	0	741	12,849
Changes in other non-current assets		261	-	220	0	-162
<b>Cash flow from investing activities</b>		<b>-3,864</b>	<b>-1,705</b>	<b>-5,083</b>	<b>-2,479</b>	<b>4,453</b>
Proceeds from borrowings		4,344	2,546	6,622	2,546	5,286
Repayment of borrowings	5	-9,108	-7,182	-19,875	-11,200	-39,082
Payment of finance lease liabilities		-21	-	-52	-	-69
Interest paid		-314	-1,581	-705	-3,334	-4,152
<b>Cash flow from financing activities</b>		<b>-5,099</b>	<b>-6,217</b>	<b>-14,010</b>	<b>-11,988</b>	<b>-38,017</b>
<b>Cash flow for the period</b>		<b>12,048</b>	<b>-3,408</b>	<b>1,545</b>	<b>-26,984</b>	<b>-22,030</b>
Cash and cash equivalents at beginning of the period		29,551	34,786	38,173	58,362	58,362
Cash flow for the period		12,048	-3,408	1,545	-26,984	-22,030
Exchange rate differences in cash and cash equivalents		-436	55	1,445	55	1,841
<b>Cash and cash equivalents at end of the period</b>		<b>41,163</b>	<b>31,433</b>	<b>41,163</b>	<b>31,433</b>	<b>38,173</b>

## TRANSCOM WORLDWIDE AB (PUBL) - CONDENSED INCOME STATEMENT

(€ '000)		2015 Q2	2014 Q2	2015 Jan-Jun	2014 Jan-Jun	2014 Jan-Dec
Revenue		4,944	5,804	10,787	10,624	22,096
Cost of sales		-4,913	-5,781	-10,742	-10,580	-22,010
<b>Gross profit</b>		<b>31</b>	<b>23</b>	<b>45</b>	<b>44</b>	<b>86</b>
Administrative expenses	9	-2,220	-2,181	-4,166	-4,990	-9,592
Other operating income/expenses		-9	58	22	23	-141
<b>Operating profit/loss</b>		<b>-2,198</b>	<b>-2,100</b>	<b>-4,099</b>	<b>-4,923</b>	<b>-9,647</b>
Net financial items		2,330	13,539	11,060	13,763	15,362
<b>Profit/loss before appropriations</b>		<b>132</b>	<b>11,439</b>	<b>6,961</b>	<b>8,840</b>	<b>5,715</b>
Appropriations		-	-	-	-	4,883
<b>Profit/loss before tax</b>		<b>132</b>	<b>11,439</b>	<b>6,961</b>	<b>8,840</b>	<b>10,598</b>
Income tax expense/income		327	-491	741	-491	-1,188
<b>Profit/loss for the period*</b>		<b>459</b>	<b>10,948</b>	<b>7,702</b>	<b>8,349</b>	<b>9,410</b>

\*Profit/loss for the period corresponds with total comprehensive income

## TRANSCOM WORLDWIDE AB (PUBL) - CONDENSED BALANCE SHEET

(€ '000)	Notes	2015 Jun 30	2014 Dec 31
<b>ASSETS</b>			
<b>Non-current assets</b>			
Intangible assets		2,514	3,495
Tangible assets		140	167
Investments in Group companies		92,699	92,779
Receivables from Group companies		43,946	29,588
Other receivables		-	243
		<b>139,299</b>	<b>126,272</b>
<b>Current assets</b>			
Receivables from Group companies		99,001	206,534
Other receivables		5,472	3,237
Cash and cash equivalents		152	7,206
		<b>104,625</b>	<b>216,977</b>
<b>TOTAL ASSETS</b>		<b>243,924</b>	<b>343,249</b>
<b>EQUITY AND LIABILITIES</b>			
Restricted equity		56,084	56,084
Unrestricted equity		10,604	2,691
		<b>66,688</b>	<b>58,775</b>
<b>Non-current liabilities</b>			
Interest-bearing liabilities	5	34,299	47,509
Liabilities to Group companies		38,717	43,731
		<b>73,016</b>	<b>91,240</b>
<b>Current liabilities</b>			
Interest-bearing liabilities	5	16,617	11,600
Liabilities to Group companies		83,790	176,496
Other liabilities		3,813	5,138
		<b>104,220</b>	<b>193,234</b>
<b>Total liabilities</b>		<b>177,236</b>	<b>284,474</b>
<b>TOTAL EQUITY AND LIABILITIES</b>		<b>243,924</b>	<b>343,249</b>
Pledged assets		None	None
Contingent liabilities for Group companies		19,916	19,128

## Notes to the condensed financial statements

The accompanying notes are an integral part of the year-end condensed consolidated financial statements. Amounts in thousands of Euro, unless otherwise stated.

### 1. GENERAL

The Group's publicly listed Parent Company, Transcom WorldWide AB (publ), is a registered company domiciled in Stockholm, Sweden. The address of the Company's headquarter is Rålambsvägen 17, SE-112 59 Stockholm. The Parent Company is responsible for corporate management and administration of intra-group transactions as well as holding company and internal finance functions.

### 2. ACCOUNTING PRINCIPLES

The interim report for the Group has been prepared in accordance with IAS 34 Interim Financial Reporting and the Swedish Annual Accounts Act, and the interim report for the Parent Company has been prepared in accordance with the Swedish Annual Accounts Act and RFR 2 Reporting for legal entities from the Swedish Financial Reporting Board. Application of IFRS complies with the accounting principles set out in the Group's annual financial statements as at December 31, 2014. There are no IFRSs or IFRIC interpretations that are effective for the first time for the financial year beginning January 1, 2015 that have had a material impact on the Group.

The comparable periods in the condensed income statement for the Parent Company has been presented to reflect as if the merger between the former parent company Transcom WorldWide S.A and its subsidiary, the new Parent Company Transcom WorldWide AB (publ), had occurred as per January 2014. For more information about the merger, see Note 9.

### 3. RISK MANAGEMENT

The Group's activities expose it to a variety of business and financial risks, market risk (including currency risk and interest rate risk), credit risk and liquidity risk. The Group's risk management and control framework is designed to support the identification, assessment, monitoring, management and control of risks that are significant to the achievement of the Group's business objectives. The condensed consolidated financial statements do not include all risk management information and disclosures required in the annual financial statements, and should be read in conjunction with the Group's annual financial statements as at December 31, 2014. There have been no changes in the risk management policy and procedures since year end or in any risk management policies.

### 4. SEGMENTAL INFORMATION

	North Europe	Central & South Europe	Iberia & Latam	North America & Asia Pacific	Group
2015 Jan-Jun					
Revenue from external customers	101,023	80,021	67,468	69,362	317,874
Gross profit	17,865	14,330	10,803	18,831	61,830
Operating profit/loss from segments	4,515	3,068	523	2,523	10,630

	North Europe	Central & South Europe	Iberia & Latam	North America & Asia Pacific	Total CRM	CMS	Group
2014 Jan-Jun							
Revenue from external customers	104,614	77,007	61,371	58,139	301,131	10,967	312,097
Gross profit	18,996	14,606	9,299	15,630	58,531	4,024	62,555
Operating profit/loss from segments	4,594	2,743	-767	527	7,097	-250	6,847

Revenue from two largest single customers amounted to €49,328 thousand during January to June 2015 (Jan-Jun 2014: €51,783 thousand) and €29,888 thousand (Jan-Jun 2014: €22,537 thousand) respectively.

### 5. INTEREST-BEARING LIABILITIES

In January 2014 Transcom signed a new three year Revolving Credit Facility for the Group with SEB, DNB and Handelsbanken covering at that point €103.8 million. The facility was divided in three tranches; tranche A and B expiring 21st of January 2017 and tranche C that expired and was closed in October 2014. Interest rates in the facility are based on IBOR and EURIBOR plus margins. The loan is unsecured. The loan is mainly in EUR but there is a \$22 million drawn as well. During the quarter total repayment of loans amounted to €2.5 million for tranche A and an additional €5.0 million for tranche B. Due to the large volatility of the USD vs the EUR there was an increase in EUR equivalent value of the USD loan during January to June.

## 6. CONTINGENT LIABILITIES

The Group has contingent liabilities related to litigations and legal claims arising in the ordinary course of business. The integrated worldwide nature of Transcom's operations can give rise to complexity and delays in agreeing the Group's tax position and can lead to the Group occasionally facing tax audits which in some cases result in disputes with tax authorities. During these tax audits, local tax authorities may question or challenge the Group's tax positions. Disputes with tax authorities can lead to litigations in front of several courts resulting in lengthy legal proceedings.

As at June 30, 2015, seven Group entities are subject to tax audits. Some of these tax inquiries have resulted in re-assessments, while others are still at an early stage and no re-assessments have yet been raised. Four audits were closed during Q2 with immaterial or no reassessments. As at June 30, 2015 the Group has provided €871 thousand (December 31, 2014: €936 thousand) in relation to tax risks for which management believes it is probable that there will be cash outflows. Furthermore, based on its analysis, its risk assessment as well as on-going tax audits in certain jurisdictions referred to above, management has estimated additional possible tax exposures of approximately €2,400 thousand (December 31, 2014: €1,860 thousand), which have not been provided for.

In addition to the above tax risks, the Group may be subject to other tax claims for which the risk of future economic outflows is currently evaluated to be remote.

The Group is currently involved in negotiations related to a dispute regarding employee compensation for prior years. As at June 30, the outcome of the negotiations is not yet final but the maximum potential risk is not expected to exceed €900 thousand. As at June 30, the Group has not recorded any provision for the potential risk associated with the outcome of the negotiations.

## 7. RELATED PARTY TRANSACTIONS

Previously Investment AB Kinnevik and subsidiaries were defined as related party of the same character as the transactions described in the Group's consolidated financial statements as at December 31, 2014. On March 20, 2015 Investment AB Kinnevik divested 6.4 million shares in Transcom and as per this date ceased to be defined as related party to Transcom. Transactions up until this date with Investment AB Kinnevik were as follows. The Group's sales revenue from the Tele2 companies amounted to €26,748 thousand during January to March 2015 (Jan-Mar 2014: €27,381 thousand). Operating expenses, mainly for telephone services and switch, paid to Tele2 group companies amounted to €139 thousand for the same period (Jan-Mar 2014: €138 thousand). No other material related party transactions for the period are to be reported.

## 8. FINANCIAL INSTRUMENTS

Classification of the Group's financial assets and liabilities:

(€ '000)	Loans and receivables	Financial liabilities amortized cost	Jun 30, 2015	Jun 30, 2015	Loans and receivables	Financial liabilities amortized cost	Dec 31, 2014	Dec 31, 2014
			Carrying amount	Fair value			Carrying amount	Fair value
Total non-current assets	1,314	-	1,314	1,314	1,534	-	1,534	1,534
Total current assets	159,866	-	159,866	159,866	167,676	-	167,676	167,676
<b>Total financial assets</b>	<b>161,180</b>	<b>-</b>	<b>161,180</b>	<b>161,180</b>	<b>169,210</b>	<b>-</b>	<b>169,210</b>	<b>169,210</b>
Total non-current liabilities	-	34,162	34,162	34,365	-	48,041	48,041	48,853
Total current liabilities	-	103,390	103,390	103,390	-	98,997	98,997	98,997
<b>Total financial liabilities</b>	<b>-</b>	<b>137,552</b>	<b>137,552</b>	<b>137,755</b>	<b>-</b>	<b>147,038</b>	<b>147,038</b>	<b>147,850</b>

## 9. MERGER AND EQUITY

During Q2 2015 Transcom WorldWide AB (publ) converted 115,000 class C shares to ordinary shares and the long-term incentive plan 2012 was closed which resulted in an allotment of 108,272 shares to the participants of the program. As a result, as at June 30, 2015 Transcom had a total of 26,172,212 ordinary shares and 534,372 class C shares. All class C shares are held as treasury shares by Transcom. The total number of treasury shares held by Transcom as at June 30, 2015 amounts to 568,771 (534,372 class C shares and 34,399 ordinary shares).

The total value of the long-term incentive plan 2012 has been apportioned over the total three year period and charged to the income statement.

On November 26, 2014, Transcom's executed a re-domiciliation to Sweden from Luxembourg through a merger between the former parent company Transcom WorldWide S.A. (RCS B59528) and its subsidiary Transcom WorldWide AB (publ) (org.no 556880-1277). Transcom Worldwide AB (publ) was per November 26, 2014 the new Parent Company of Transcom Group. The merger did not have any impact on the assets or liabilities of the Group, and consequently not on



the total equity, over and above from the merger costs of €1.1 million, reported in Q2 2014, in the caption Administrative expenses (reported in the Parent Company Transcom WorldWide AB (publ)). However, the composition within equity changed due to change in share capital and change of Parent company. As merger consideration, Transcom Worldwide AB (publ) issued 1 new Ordinary share for each Class A Ordinary share issued by Transcom Worldwide S.A and 1.09 new Ordinary share for each Class B Preference share issued by Transcom Worldwide S.A.

During 10-12 December, 2014 Transcom WorldWide AB (publ) executed a 1:50 reverse split of the ordinary share of the Company following the re-domiciliation. At December 15, 2014 the Company issued and repurchased C class shares for future distribution for long-term incentive plans. In addition, a change of quota value to €2.10 was made.

EPS for 2014, quarter and January to June, has been adjusted to reflect the reverse split as if it had occurred as per January 2014.

## 10. DISPOSALS Q2 2014

(€ '000)	CMS Poland, Czech
<b>Consideration received</b>	<b>2,000</b>
Total non-current assets	-286
Total current assets	-1,566
<b>Total assets disposed</b>	<b>-1,852</b>
Total non-current liabilities	-
Total current liabilities	758
<b>Total liabilities disposed</b>	<b>758</b>
Currency effects	-144
Transaction costs	-162
<b>Net capital gain/loss</b>	<b>600</b>

In May, 2014 Transcom announced the divestment of its Polish and Czech CMS business to Credit Express Group for €2.0 million on a cash and debt free basis. In June 27, 2014, Transcom signed an agreement to divest its Austrian CMS operations to the private equity investor HANNOVER Finanz Group, for €15.0 million on a cash and debt free basis (excluding €2.4 million in cash and debt). The transaction was closed in August 2014, when the assets and liabilities referring to the entity was reported as Assets and Liabilities classified as held for sale June 30, 2014. Assets held for sale included goodwill of €14,064 thousand. Transcom recorded in Q2 2014 an adjustment to fair value less costs to sell of €1,866 thousand classified as Gain/loss on disposal of operating unit.

## 11. EVENTS AFTER THE REPORTING PERIOD

No events have taken place after the end of the interim period which require disclosure or amendment of these interim condensed financial statements.

## Financial overview

(€m)	2015 Q2	2014 Q2	2014 Jan-Dec	2013 Jan-Dec	2012 Jan-Dec	2011 Jan-Dec
Revenue	157.0	152.0	616.8	653.2	605.6	554.1
Profit/loss before tax	3.3	0.8	18.8	-12.2	-23.6	-32.0
Profit/loss for the period	1.1	-1.3	6.9	-18.6	-30.6	-50.4
Cash flow from operating activities	21.0	4.5	11.5	9.9	-12.4	27.5
Cash flow from operating activities per share (Euro cents)	81	17	44	38	-48	106
EPS (Euro cents)*	4.3	-4.8	26.4	-71.3	-117.4	-193.5
Return on Equity	10.7%	-13.1%	6.0%	-15.2%	-23.0%	-29.5%
Operating margin	3.0%	0.9%	3.5%	-0.8%	-2.9%	-5.1%
Equity ratio	43.4%	33.9%	39.5%	32.2%	37.1%	43.0%
Net debt/EBITDA	0.3	2.3	0.9	1.5	2.0	0.8

\*EPS has been adjusted to reflect the reverse split as if it had occurred year 2011

### FINANCIAL DEFINITIONS

Increases in revenues, EBIT and profit before tax refer to the percentage increase in income statement item year-over-year.

Operating margin: the operating result as a percentage of revenue.

Gross debt: interest-bearing liabilities.

Net debt: interest-bearing liabilities less cash and cash equivalents.

Net debt/EBITDA: interest-bearing liabilities less cash and cash equivalents divided by rolling 12 months EBITDA.

Return on Equity: Net income (rolling 12 months) divided by average equity.

Equity ratio: equity divided by total assets.

EBIT: operating profit/loss.

EBITDA: operating result where depreciation on fixed assets and amortization are added back.

North Europe region: services delivered from Sweden, Norway, the Netherlands, Denmark, Estonia, Latvia and Lithuania.

Central & South Europe region: services delivered from Italy, Germany, Poland, Tunisia, Hungary, UK, Croatia and Serbia.

Iberia & Latam region: services delivered from Spain, Portugal, Colombia, Peru and Chile.

North America and Asia region: services delivered from the Philippines, USA and Canada.

CMS region: Credit Management Services in Austria (deconsolidated per July 31, 2014), Czech Republic and Poland (deconsolidated per May 28, 2014).

### ABOUT TRANSCOM

Transcom is a global customer experience specialist, providing customer care, sales, technical support and collections services through our extensive network of contact centers and work-at-home agents. We are 30,000 customer experience specialists at 54 contact centers across 23 countries, delivering services in 33 languages to over 400 international brands in various industry verticals. Transcom's share is listed on the Nasdaq Stockholm Exchange under the ticker symbol TWW.