

## Q2 2025

- **Revenue** decreased to €175.4M (€180.7)
- **EBITDA** excluding non-recurring items decreased to €14.6M (€16.8)
- **EBITDA margin** excluding non-recurring items decreased to 8.3% (9.3%)
- **Operating cash flow** increased to €16.1M (€6.2)
- **Net debt/EBITDA** was 4.3 (4.3)

## Jan-Jun 2025

- **Revenue** decreased to €366.2M (€369.9)
- **EBITDA** excluding non-recurring items decreased to €37.2M (€38.7)
- **EBITDA margin** excluding non-recurring items decreased to 10.2% (10.5%)
- **Operating cash flow** increased to €36.6M (€25.0)
- **Net debt/EBITDA** was 4.3 (4.3)

## Transcom Remains Resolute as it Continues to Transform in Q2 2025, with Solid New Business Growth and Significant Optimization of both Portfolio and Cost Base

Transcom continued to operate in a complex and uncertain global environment during the second quarter of 2025. While revenue for Q2 decreased slightly to €175.4 million (€180.7), and EBITDA excluding non-recurring items saw a decrease to €14.6 million (€16.8) with a corresponding margin of 8.3% (9.3%), our operating cash flow demonstrated resilience, increasing to €16.1 million (€6.2). This improvement in operating cash flow is mainly attributable to positive development of the net working capital.

Our strategic focus remains unwavering. We continue to see strong and growing demand for our offshore solutions across India, Egypt, Tunisia, and the Philippines. This is in line with our anticipation of the growing demand in these markets and validates our proactive expansions, most notably in our world class sites in New Cairo, Egypt and Gurugram, India. The lion share of our expansions has come exclusively in the offshore realm with more than 1,000 new seats added with margins in these markets at much stronger levels than the group average.

As our investment in sales and marketing has been heavily focused on these geographies, we are seeing excellent traction in both countries with wins of several marquis logos. In the first half of the year, we have closed 101 wins and added 46 new logos. This includes brands from the US and EMEA markets as well as some migration from existing partners seeking to further optimize their cost structures. It should also be noted these awards have come with expected investments required to launch and ramp the services, which has contributed to the temporary strain on our margin. These ramp costs are transient by nature and will normalize as we complete the ramp ups over the coming months. The traction in sales wins sets a solid foundation for further growth.

The eCommerce & Tech sector continues to be our largest sector, representing 46% of total revenue over the last twelve months. In our English-speaking segment, revenue showed a modest growth of 0.6%, driven largely by higher volumes from eCommerce & Tech contracts. The European segment reported decline in revenue, which is primarily a function of our ongoing strategy to retire lower profitability contracts.

As we continue to transform our business, we understand the importance of balancing transformation impacts to the top line needed to deliver a sustained improvement to our margins. Aligning the timing of exited business with the growth driven by new business is difficult to plan with precision. As such the phasing of our new business ramps is slightly misaligned with the revenue being replaced and this has been the top driver of the softer than planned performance for the second quarter. However, with visibility of this, we have proactively undertaken a broad cost savings program, specifically targeting the optimization of both overhead expenses and site capacity across Europe. The cost of this program, approximately €6 million, is reflected in our reported non-recurring items for Q2 2025. These initiatives will serve to strengthen our go-forward margins to ensure term sustainability, and we are confident that the remaining two quarters of 2025 will reflect the benefits of these actions and improved margins. It is important to note that we continue to see only negligible impacts on revenue stemming from AI. The

market is moderating its approach to AI and focusing on investments in people-oriented solutions, like agent-assist AI, language and accent translation and conversational insights.

Transcom's commitment to delivering digitally enabled and AI-driven solutions remains at the forefront of our strategy. We are confident that our focus on AI solutions with clear use-cases and demonstrable ROI will continue to resonate with the market as we deliver improved customer outcomes at lower costs. We continue to build a solid pipeline of opportunities, bringing forward compelling proposals and advanced Total Cost of Ownership (TCO) commercial models. We are confident in our ability to continue delivering value to our clients. This notion is reinforced by our strong pipeline, which is substantially better than any time in the past twenty-four months, as is our win rate for new opportunities. Further our in-year revenue sold as of the end of the quarter was also much better than 2024 for both European and English segments, despite Europe continuing to see a sluggish environment on the buy side which we attribute to ongoing macroeconomic uncertainty and clients in certain sectors managing through financial pressure of their own.

Lastly, I would like to extend my sincere appreciation to our existing and new clients for their continued trust in Transcom, as well as to our global team for their unwavering dedication and hard work. This hard work has been instrumental in driving our new business growth and progress toward our transformational activity to improve our profitability in this ever-evolving CX landscape.

Brian Johnson

President & CEO

## Group financial overview

(€m)	2025 Q2	2024 Q2	Change Y-o-Y	2025 Jan-Jun	2024 Jan-Jun	Change Y-o-Y	24/25 LTM	23/24 LTM	Change Y-o-Y
Revenue	175.4	180.7	-3.0%	366.2	369.9	-1.0%	740.9	740.2	0.1%
EBITDA excl. non-recurring items	14.6	16.8	-2.2	37.2	38.7	-1.5	90.3	88.9	1.4
EBITDA margin excl. non-recurring items	8.3%	9.3%	-1.0 pp	10.2%	10.5%	-0.3 pp	12.2%	12.0%	0.2 pp
<b>EBITA excl. non-recurring items</b>	<b>6.2</b>	<b>8.6</b>	<b>-2.2</b>	<b>20.2</b>	<b>21.8</b>	<b>-1.6</b>	<b>56.7</b>	<b>58.0</b>	<b>1.8</b>
EBITA margin excl. non-recurring items	3.5%	4.7%	-1.1 pp	5.5%	5.9%	-0.4 pp	7.6%	7.8%	0.2 pp
<b>Operating cash flow</b>	<b>16.1</b>	<b>6.2</b>	<b>9.9</b>	<b>36.6</b>	<b>25.0</b>	<b>2.8</b>	<b>87.2</b>	<b>63.8</b>	<b>27.6</b>
<b>Net debt</b>	<b>386.9</b>	<b>378.1</b>	<b>8.8</b>	<b>386.9</b>	<b>378.1</b>	<b>8.8</b>	<b>386.9</b>	<b>378.1</b>	<b>8.8</b>
<b>Net debt/EBITDA excl. non-recurring items</b>	<b>4.3</b>	<b>4.3</b>	<b>-0.0</b>	<b>4.3</b>	<b>4.3</b>	<b>-0.0</b>	<b>4.3</b>	<b>4.3</b>	<b>-0.0</b>

## April - June 2025

### INCOME AND PROFIT

Revenue amounted to €175.4 million (€180.7) with a growth of -3.0%. Organic growth was -1.7%, along with a negative impact from currency of -1.3%.

Comparable organic growth, also excluding the revenue in 2024 referring to the two unprofitable Transcom Germany entities that filed for insolvency in the end of Q3 2024, was -0.9%.

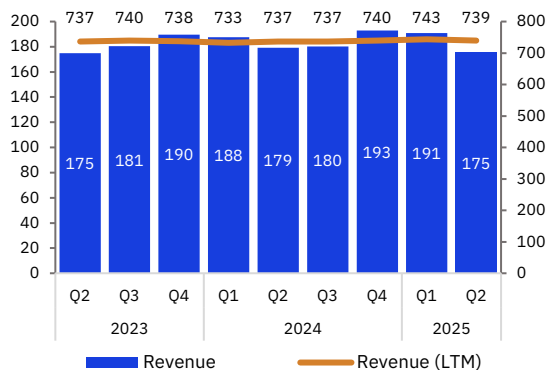
EBITDA excluding non-recurring items amounted to €14.6 million (€16.8) with a margin of 8.3% (9.3%) The lower EBITDA margin compared to the same period last year is mainly related to the Telco sector in both geographical segments.

Non-recurring items totaled -€8.7 million (-€5.7), majority related to a cost reduction program initiated at the end of Q2 and covering severances and site capacity in Europe. Transactional non-recurring items amounted to -€1.1 million (-€0.0) for the quarter.

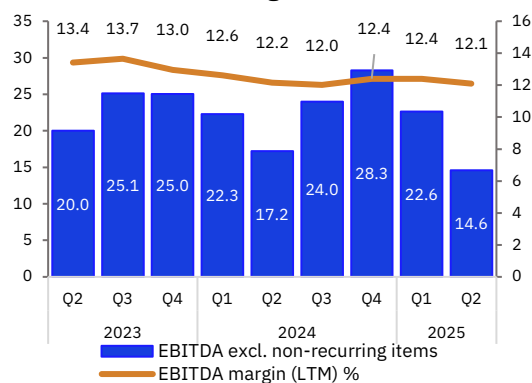
Net financial items amounted to -€12.3 million compared to -€10.4 million last year. The increase of financial costs is driven preliminary by higher FX losses in Q2 2025 as compared to Q2 2024.

The total reported tax cost was -€4.0 million (-€0.4). There was a deferred tax income recognized last year in Q2 that caused much lower tax cost compared to this Q2. Higher tax cost is also explained by higher profit for the profitable entities.

**Revenue\***



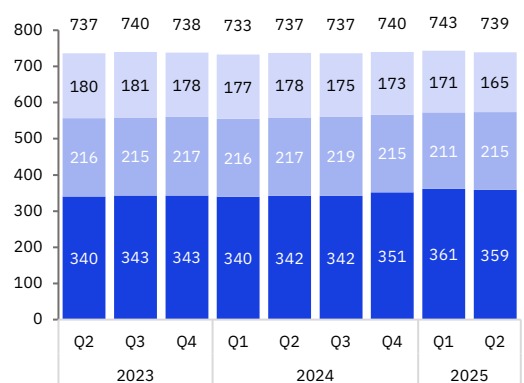
**EBITDA excl non-recurring items\***



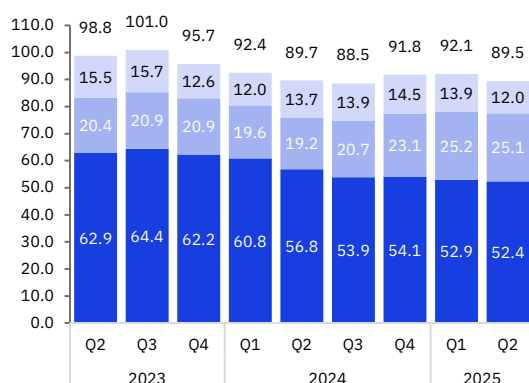
**Sector development**

The eCommerce & Tech remains the largest sector with 46% (46%) of the total revenue in the last twelve months. The EBITDA margin for the quarter was 11.0% (11.2%).

**Revenue by sector (LTM)\***



**EBITDA excl. non-recurring items by sector (LTM)\***



\* Adjusted Income statement figures that exclude the impact from the Transcom German entities that filed for insolvency in the end of Q3 2024. The impact quarter by quarter is published at the end of the report in Note 12.

## Development by geographical segment

### European segment

Revenue amounted to €126.5 million (€132.2, €130.8\*) with a decline of -4.3%, of which -1.1% relates to the two unprofitable Transcom Germany entities that filed for insolvency in the end of Q3 2024. The remaining shortage, compared to the same period last year, is related to the Telco & Cable- and eCommerce & Tech contracts.

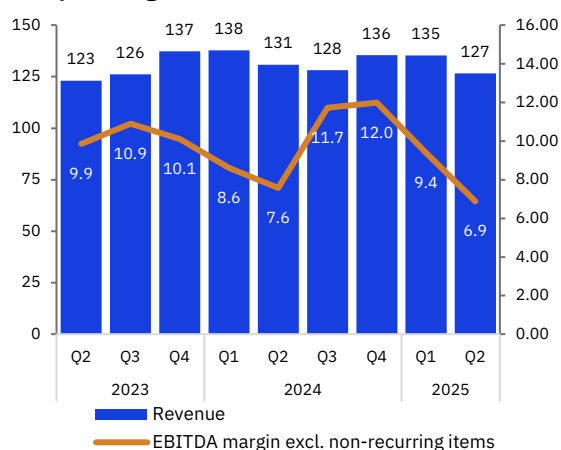
EBITDA excl. non-recurring items amounted to €8.7 million (€9.5) with a margin of 6.9% (7.2%). The lower EBITDA margin compared to the same period last year, is related to the Telco & Cable- and eCommerce & Tech contracts as a result of the lower volumes.

### English-speaking segment

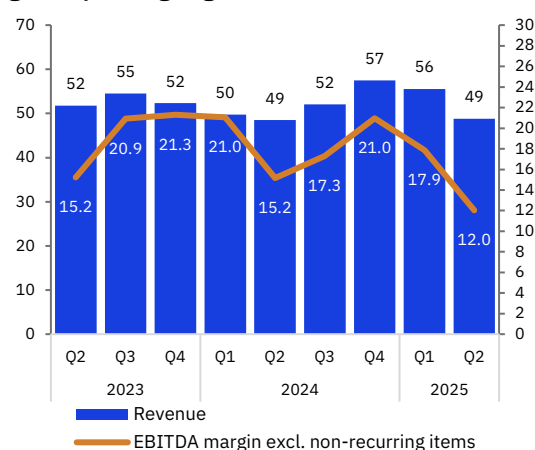
Revenue amounted to €48.8 million (€48.5), a growth of 0.6%, mainly driven by higher volumes from eCommerce & Tech contracts primarily in North America.

EBITDA excl. non-recurring items amounted to €5.9 million (€7.4) with a margin of 12.0% (15.2%).

European segment\*



English-speaking segment



\* Adjusted Income statement figures that exclude the impact from the Transcom German entities that filed for insolvency in the end of Q3 2024. The impact quarter by quarter is published at the end of the report in Note 12.

**Cash flow and financial position**

Operating cash flow was €16.1 million (€6.2). The improvement is mainly related to positive development of the Net working capital.

Cash flow from investing activities amounted to million -€1.7 (-€2.8). Cash flow from financing activities amounted to -€11.9 million (-€15.1), with substantially lower interest paid in the current period. Cash flow totaled €2.6 million (-€11.8).

Net debt amounted to €386.9 million (€378.1) including IFRS16 liabilities.

Net debt/EBITDA amounted to 4.3 (4.3). Financing in the Group includes €380 million Senior Secured Floating Rate Notes due in December 2026 and a Super Senior Revolving Credit Facility Agreement (SSRCF) of €75 million with termination date in June 2026. As per June 30, 2025, the SSRCF was unutilized in loans, excluding guarantees and overdraft facility usage. Unused credit facilities totalled €62.8 million.

## January-June 2025

**Income and profit**

Revenue amounted to €366.2 million (€369.9), a decline of -1.0%. Organic growth was -0.8% along with a negative impact from currency of -0.1%.

Comparable organic growth, also excluding the revenue in 2024 referring to the two unprofitable Transcom Germany entities that filed for insolvency in the end of Q3 2024, was 0.0%.

EBITDA excluding non-recurring items amounted to €37.2 million (€38.7) with a margin of 10.2% (10.5%). Non-recurring items totalled -€9.2 million (-€4.4).

Net financial items amounted to -€23.5 million compared to -€22.1 million last year. This is driven by a large extent due to higher FX losses in Q2 2025 as compared to Q2 2024 offsetting the lower Euribor rates in Q2 2025 YTD as compared to Q2 2024 YTD.

**Cash flow**

Operating cash flow was €36.6 million (€25.0). Cash flow from investing activities amounted to -€4.5 million (-€12.4). Cash flow from financing activities amounted to -€25.4 million (-€9.7). Cash flow totalled €6.7 million (€2.9).

**Significant events after the reporting period**

No significant events after the reporting period.

Members of the Group, their holding companies and their other affiliates may at any time and from time to time transact in the Senior Secured Floating Rate Notes. Any such purchases or sales may be made through open market or privately negotiated transactions with third parties or pursuant to one or more tender or exchange offers or otherwise, upon such terms and at such prices as well as with such consideration as such member of the Group or any such holding company or other affiliates may determine, and the amounts of such Senior Secured Floating Rate Notes subject to such transactions may be material.

## Other information

### Earnings call

Transcom will host a webcast at 15:00 am CET on August 21, 2025. The webcast will be held in English. The presentation will be available on <https://www.transcom.com/global/about-us/investor-relations>.

Important note: Please register via the link above at least 5-10 minutes prior the webcast in order to obtain the webcast link. If you register in advance, you will be sent an email reminder an hour prior to the webcast.

Online registration link: <https://app.livestorm.co/transcom-holding/transcom-holding-ab-q2-2025-results-presentation>

### Financial calendar

Transcom's Q3 2025 report will be published on November 6, 2025

Transcom's Q4 2025 report will be published on February 19, 2026

### Other information

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

### Transcom Holding AB

Kistagången 10,

SE-164 40 Kista

Sweden

[www.transcom.com](http://www.transcom.com)

Company registration number: 556962-4108

### For further information please contact:

Snejana Koleva, CFO

+46 70 508 38 30

Helene Ruda, Head of Group Communications

+46 70 311 75 60

## Transcom Group - Condensed consolidated income statement

(€m)	Note	2025 Q2	2024 Q2	2025 Jan-Jun	2024 Jan-Jun	24/25 LTM	2024 Full-year
Revenue	4	175,357	180,735	366,211	369,851	740,933	744,573
Cost of sales	5	-139,880	-143,537	-284,352	-289,734	-567,465	-572,847
<b>Gross profit</b>		<b>35,477</b>	<b>37,198</b>	<b>81,860</b>	<b>80,117</b>	<b>173,470</b>	<b>171,727</b>
Sales and marketing expenses		-4,346	-3,735	-8,580	-6,920	-16,040	-14,380
Administrative expenses	5	-37,114	-33,887	-72,055	-66,029	-135,830	-129,804
Other operating income/expenses	5	-108	-151	-310	467	303	1,080
<b>Operating profit/loss</b>	4,5	<b>-6,091</b>	<b>-575</b>	<b>916</b>	<b>7,636</b>	<b>21,903</b>	<b>28,623</b>
Net financial items		-12,343	-10,401	-23,475	-22,060	-45,179	-43,764
<b>Profit/loss before tax</b>		<b>-18,433</b>	<b>-10,976</b>	<b>-22,559</b>	<b>-14,424</b>	<b>-23,276</b>	<b>-15,141</b>
Income tax expense/income		-4,026	-407	-6,448	-1,791	-13,991	-9,334
<b>Profit/loss for the period</b>		<b>-22,459</b>	<b>-11,383</b>	<b>-29,008</b>	<b>-16,215</b>	<b>-37,268</b>	<b>-24,475</b>
<b>Profit/loss for the period attributable to:</b>							
Equity holders of the parent company		-22,459	-11,260	-29,008	-16,067	-37,416	-24,475
Non-controlling interest		-	-123	-	-148	148	-

## Transcom Group - Condensed consolidated statement of comprehensive income

(€m)	Note	2025 Q2	2024 Q2	2025 Jan-Jun	2024 Jan-Jun	24/25 LTM	2024 Full-year
<b>Profit/loss for the period including non-controlling interest</b>		<b>-22,459</b>	<b>-11,383</b>	<b>-29,008</b>	<b>-16,215</b>	<b>-37,268</b>	<b>-24,475</b>
Other comprehensive income:							
Translation differences from foreign operations		-7,110	-555	-9,061	13	-5,024	4,050
Revaluation of cash flow hedges, net of tax		199	-1,138	886	-1,532	1,770	-648
Tax (hedge)		-50	-	-221	-	-59	162
<b>Total items that subsequently may be reclassified to the income statement, net of tax</b>		<b>-6,962</b>	<b>-1,693</b>	<b>-8,396</b>	<b>-1,518</b>	<b>-3,314</b>	<b>3,564</b>
Remeasurement of employee benefit obligations, net of tax		-	-	-	-	-524	-524
Tax (employee benefit obligations)		-	-	-	-	127	127
<b>Total items that will not be reclassified to the income statement, net of tax</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-397</b>	<b>-397</b>
<b>Other comprehensive income for the period, net of tax</b>		<b>-6,961</b>	<b>-1,693</b>	<b>-8,396</b>	<b>-1,518</b>	<b>-3,711</b>	<b>3,167</b>
<b>Total comprehensive income for the period, net of tax</b>		<b>-29,420</b>	<b>-13,076</b>	<b>-37,404</b>	<b>-17,733</b>	<b>-40,979</b>	<b>-21,308</b>
<b>Total comprehensive income for the period, net of tax attributable to:</b>							
Equity holders of the parent company		-29,420	-12,946	-37,404	-17,594	-41,118	-21,308
Non-controlling interest		-	-130	-	-139	139	-

## Transcom Group - Condensed consolidated statement of financial position

(€ '000)	Note	2025 Jun 30	2024 Jun 30	2024 Dec 31
<b>ASSETS</b>				
<b>Non-current assets</b>				
Goodwill		236,805	239,957	240,992
Other intangible assets		66,231	77,898	74,875
Tangible assets		28,037	32,020	31,416
Right of use assets	10	36,413	37,018	33,823
Deferred tax assets		5,432	5,680	5,134
Other financial assets		9,039	9,579	9,855
<b>Total non-current assets</b>		<b>381,957</b>	<b>402,153</b>	<b>396,096</b>
<b>Current assets</b>				
Trade receivables		85,483	93,648	95,968
Income tax receivables		4,951	3,818	3,631
Other receivables		33,756	23,206	27,912
Prepaid expenses and accrued income		57,312	56,616	54,771
Cash and cash equivalents		38,997	39,591	39,162
<b>Total current assets</b>		<b>220,500</b>	<b>216,879</b>	<b>221,444</b>
<b>TOTAL ASSETS</b>		<b>602,457</b>	<b>619,032</b>	<b>617,539</b>
<b>EQUITY AND LIABILITIES</b>				
Equity attributable to equity holders of the Parent Company		22,477	63,594	59,882
Non-controlling interest		-	-841	-
<b>TOTAL EQUITY</b>		<b>22,477</b>	<b>62,754</b>	<b>59,882</b>
<b>Non-current liabilities</b>				
Interest-bearing liabilities	7	377,812	375,376	376,681
Employee benefit obligations		693	1,013	659
Lease liabilities	10	23,905	23,016	21,362
Provisions		5,606	3,702	5,863
Deferred tax liabilities		8,830	9,401	10,131
Other liabilities		21	702	307
<b>Total non-current liabilities</b>		<b>416,867</b>	<b>413,209</b>	<b>415,003</b>
<b>Current liabilities</b>				
Interest-bearing liabilities	7	8,480	3,430	6,037
Lease liabilities	10	14,968	14,881	13,366
Provisions	8	15,537	12,850	10,217
Trade payables		12,816	10,066	16,951
Income tax payables	11	8,973	6,052	7,106
Other liabilities		39,074	40,348	37,893
Accrued expenses and prepaid income		63,266	55,442	51,084
<b>Total current liabilities</b>		<b>163,113</b>	<b>143,069</b>	<b>142,654</b>
<b>Total liabilities</b>		<b>579,980</b>	<b>556,278</b>	<b>557,657</b>
<b>TOTAL EQUITY AND LIABILITIES</b>		<b>602,457</b>	<b>619,032</b>	<b>617,539</b>

## Transcom Group - Condensed consolidated statement of changes in equity

(€ '000)	Equity attributable to equity holders of the parent						
	Total number of shares ('000)	Share capital	Other contributed capital	Other reserves and Retained earnings	Total Equity attributable to equity holders of the Parent company	Non-controlling interests	Total Equity
<b>Balance, Jan 1, 2024</b>	<b>11,938</b>	<b>55</b>	<b>23,501</b>	<b>57,634</b>	<b>81,190</b>	<b>-</b>	<b>81,190</b>
Profit/loss for the period		-	-	-16,067	-16,067	-148	-16,215
Other comprehensive income, net of tax		-	-	-1,528	-1,528	10	-1,518
Changes in non-controlling interest		-	-	-	-	-702	-702
<b>Balance, Jun 30, 2024</b>	<b>11,938</b>	<b>55</b>	<b>23,501</b>	<b>40,039</b>	<b>63,595</b>	<b>-841</b>	<b>62,754</b>
Profit/loss for the period		-	-	-8,408	-8,408	148	-8,260
Other comprehensive income, net of tax		-	-	4,695	4,695	-10	4,685
Changes in non-controlling interest		-	-	-	-	702	702
<b>Balance, Dec 31, 2024</b>	<b>11,938</b>	<b>55</b>	<b>23,501</b>	<b>36,326</b>	<b>59,882</b>	<b>-</b>	<b>59,882</b>
Profit/loss for the period		-	-	-29,008	-29,008	-	-29,008
Other comprehensive income, net of tax		-	-	-8,396	-8,396	-	-8,396
<b>Balance, Jun 30, 2025</b>	<b>11,938</b>	<b>55</b>	<b>23,501</b>	<b>-1,078</b>	<b>22,477</b>	<b>-</b>	<b>22,477</b>

## Transcom Group - Condensed consolidated statement of cash flows

(€ '000)	Note	2025 Q2	2024 Q2	2025 Jan-Jun	2024 Jan-Jun	2024 Full-year
<b>Cash flows from operating activities</b>						
Profit/loss before tax		-18,433	-10,976	-22,559	-14,424	-15,141
Non-cash items:						
Other non-cash adjustments		18,884	8,886	34,186	22,826	39,756
Net financial items		12,342	10,401	23,475	22,060	43,764
Income taxes paid		-4,226	-2,212	-7,282	-5,060	-10,021
<b>Cash flow from operating activities before changes in working capital</b>		<b>8,568</b>	<b>6,099</b>	<b>27,820</b>	<b>25,402</b>	<b>58,358</b>
Changes in working capital		7,566	67	8,730	-388	-2,766
<b>Cash flow from operating activities</b>		<b>16,134</b>	<b>6,166</b>	<b>36,551</b>	<b>25,014</b>	<b>55,592</b>
Investments and disposals of tangible assets		-1,937	-1,662	-4,063	-5,973	-10,045
Investments and disposals of intangible assets		-566	-1,216	-1,123	-2,312	-4,225
Acquisition of subsidiaries, net of cash acquired		-	-	-	-2,572	-3,099
Changes in financial assets		694	-13	396	-1,829	-2,644
Interest received		143	53	287	251	923
<b>Cash flow from investing activities</b>		<b>-1,665</b>	<b>-2,838</b>	<b>-4,503</b>	<b>-12,435</b>	<b>-19,090</b>
Proceeds from borrowings	7	2,218	1,071	3,127	66,832	69,677
Repayment of borrowings	7	-663	-465	-913	-44,414	-44,756
Payment of lease liabilities	10	-4,464	-3,661	-8,887	-7,285	-14,647
Interest paid and other borrowing related costs		-9,000	-12,030	-18,693	-24,863	-45,555
<b>Cash flow from financing activities</b>		<b>-11,910</b>	<b>-15,085</b>	<b>-25,367</b>	<b>-9,730</b>	<b>-35,281</b>
<b>Cash flow for the period</b>		<b>2,559</b>	<b>-11,756</b>	<b>6,681</b>	<b>2,850</b>	<b>1,221</b>
Cash and cash equivalents at beginning of the period		40,963	50,946	39,162	35,830	35,830
Cash flow for the period		2,559	-11,756	6,681	2,850	1,221
Exchange rate differences in cash and cash equivalents		-4,525	402	-6,846	912	2,112
<b>Cash and cash equivalents at end of the period</b>		<b>38,997</b>	<b>39,592</b>	<b>38,997</b>	<b>39,592</b>	<b>39,162</b>

**TRANSCOM HOLDING AB (PUBL) - CONDENSED INCOME STATEMENT**

(€ '000)	2025 Q2	2024 Q2	2024 Jan-Dec
Revenue	896	1,408	1,926
<b>Gross profit</b>	<b>896</b>	<b>1,408</b>	<b>1,926</b>
Administrative expenses	-1,525	-1,842	-2,798
Other operating income/expenses	-3	-	31
<b>Operating profit/loss</b>	<b>-631</b>	<b>-434</b>	<b>-841</b>
Net financial items	-8,468	-4,266	-17,699
<b>Profit/loss before tax</b>	<b>-9,100</b>	<b>-4,699</b>	<b>-18,540</b>
Group contribution received	-	-	1,245
Income tax expense/income	-	-	-
<b>Profit/loss for the period*</b>	<b>-9,100</b>	<b>-4,699</b>	<b>-17,295</b>

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

**TRANSCOM HOLDING AB (PUBL) – CONDENSED BALANCE SHEET**

(€ '000)	2025 Jun 30	2024 Jun 30	2024 Dec 31
<b>ASSETS</b>			
<b>Non-current assets</b>			
Investments in Group companies	281,919	281,919	281,919
Receivables from Group companies	192,162	203,540	199,347
<b>Total non-current assets</b>	<b>474,081</b>	<b>485,559</b>	<b>481,266</b>
<b>Current assets</b>			
Receivables from Group companies	5,459	8,568	6,160
Other receivables	426	569	611
Cash and cash equivalents	303	203	182
<b>Total current assets</b>	<b>6,189</b>	<b>9,340</b>	<b>6,953</b>
<b>TOTAL ASSETS</b>	<b>480,270</b>	<b>494,899</b>	<b>488,219</b>
<b>EQUITY AND LIABILITIES</b>			
<b>Equity</b>			
Restricted equity	55	55	55
<b>Total restricted equity</b>	<b>55</b>	<b>55</b>	<b>55</b>
<b>Unrestricted equity</b>			
Other contributed capital	23,501	20,501	23,501
Retained earnings	88,100	103,680	105,395
Net result	-9,100	-4,749	-17,295
<b>Total unrestricted equity</b>	<b>102,501</b>	<b>119,432</b>	<b>111,601</b>
<b>TOTAL EQUITY</b>	<b>102,556</b>	<b>119,487</b>	<b>111,656</b>
<b>Non-current liabilities</b>			
Interest-bearing liabilities	377,321	374,919	376,090
Other liabilities	-	7	-
<b>Total non-current liabilities</b>	<b>377,321</b>	<b>374,926</b>	<b>376,090</b>
<b>Current liabilities</b>			
Trade payables	83	56	66
Other liabilities	231	271	262
Accrued expenses and prepaid income	78	158	146
<b>Total current liabilities</b>	<b>393</b>	<b>485</b>	<b>474</b>
<b>Total liabilities</b>	<b>377,713</b>	<b>375,411</b>	<b>376,564</b>
<b>TOTAL EQUITY AND LIABILITIES</b>	<b>480,270</b>	<b>494,899</b>	<b>488,219</b>

# Notes to the condensed financial statements

The accompanying notes are an integrated part of the interim condensed consolidated financial statements. Amounts are in thousands of Euro, unless otherwise stated.

## 1. General

The Group's parent company, Transcom Holding AB (publ), is a registered company domiciled in Stockholm, Sweden. The address of the Company's headquarters is Kistagången 10, SE-164 40 Kista. The parent company is responsible for corporate management and administration and holding 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. Application of IFRS complies with the accounting principles set out in the Group's annual financial statements as of December 31, 2024.

## 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 should be read in conjunction with the Group's annual financial statements as of December 31, 2024. The Russian invasion of Ukraine and the uncertainty in the macro-economic development has not directly impacted Transcom. There have been no material changes in risks, the risk management policy and procedures during the period compared to what was presented in the annual financial statements as of December 31, 2024.

## 4. Segment information\*

(€ '000) Q2	2025			2024			
	English speaking	Europe	Group	English speaking	Europe	Europe*	Group
Revenue from external customers	48,822	126,536	175,357	48,534	132,201	130,740	180,735
EBITDA excl. non-recurring items	5,874	8,704	14,578	7,353	9,459	9,895	16,812
Depreciation and amortization			-11,468				-11,779
Non-recurring items			-9,200				-5,609
<b>Operating profit/loss</b>			<b>-6,091</b>				<b>-575</b>
Net financial items			-12,342				-10,401
<b>Profit/loss before tax</b>			<b>-18,433</b>				<b>-10,976</b>

(€ '000) Jan-Jun	2025			2024			
	English speaking	Europe	Group	English speaking	Europe	Europe*	Group
Revenue from external customers	104,392	261,820	366,211	98,259	271,591	268,519	369,850
EBITDA excl. non-recurring items	15,795	21,417	37,212	17,819	20,928	21,683	38,747
Depreciation and amortization			-25,249				-23,896
Non-recurring items			-11,047				-7,214
<b>Operating profit/loss</b>			<b>916</b>				<b>7,636</b>
Net financial items			-23,475				-22,060
<b>Profit/loss before tax</b>			<b>-22,559</b>				<b>-14,424</b>

\* Adjusted figures that exclude the impact from the Transcom German entities that filed for insolvency in the end of Q3 2024. The impact quarter by quarter is published at the end of the report in Note 12.

## 5. Items affecting comparability

Items affecting comparability are reported as non-recurring items for the purposes of calculated EBITDA, excl. non-recurring items.

(€ '000)	2025 Q2	2024 Q2	2025 Jan-Jun	2024 Jan-Jun	2024 Jan-Dec
Operational non-recurring items	-7,563	-5,717	-10,985	-7,229	-14,522
Transaction-related non-recurring items	-1,115	-6	-1,191	-219	-219
<b>Total</b>	<b>-8,678</b>	<b>-5,723</b>	<b>-12,176</b>	<b>-7,448</b>	<b>-14,742</b>
whereof depreciation and amortization **	522	-114	-1,128	-234	-271
<b>Total excl. depreciation and amortization</b>	<b>-9,200</b>	<b>-5,609</b>	<b>-11,047</b>	<b>-7,214</b>	<b>-14,471</b>

\*\* Impairment of onerous contracts in EMEA.

Total non-recurring items (NRI) amounted to -€8.7 million (-€5.7) for Q2 2025, majority related to a cost reduction program initiated at the end of Q2 and covering severances and site capacity optimization in Europe. Transactional non-recurring amounted to -€1.1 million (-€0.0) for the quarter.

The table below shows where the items affecting comparability are presented in the Group's income statement.

(€ '000)	2025 Q2	2024 Q2	2025 Jan-Jun	2024 Jan-Jun	2024 Jan-Dec
Gross profit	-2,739	-110	-3,099	-812	-1,882
Sales and marketing expenses	-256	-	-256	-	-
Administrative expenses	-5,683	-1,650	-8,820	-2,010	-5,844
Other operating income/expenses	-	-3,963	-	-4,626	-7,015
<b>Total</b>	<b>-8,678</b>	<b>-5,723</b>	<b>-12,176</b>	<b>-7,448</b>	<b>-14,742</b>

(€ '000) Q2	2025			2024		
	Reported	Non-recurring items	Excl. Non-recurring items	Reported	Non-recurring items	Excl. Non-recurring items
Operating profit/loss	-6,091	-8,678	2,587	-575	-5,723	5,148
Transaction-related amortization	-3,589	-	-3,589	-3,433	-	-3,433
<b>EBITA</b>	<b>-2,502</b>	<b>-8,678</b>	<b>6,176</b>	<b>2,857</b>	<b>-5,723</b>	<b>8,580</b>
Operative depreciation and amortization	-7,878	522	-8,400	-8,346	-114	-8,232
<b>EBITDA</b>	<b>5,376</b>	<b>-9,200</b>	<b>14,576</b>	<b>11,203</b>	<b>-5,609</b>	<b>16,812</b>

## 6. Acquisitions

No acquisitions in Jan-Jun 2025.

During Q1 2024, Transcom paid out an earn out related to the acquisition of timeframe in 2023 and acquired 75.1 percent of Vcosmos, with an agreement to acquire the remaining percentages within the next couple of years. No acquisition during Q2 2024.

## 7. Interest-bearing liabilities

Financing in the Group includes €380 million Senior Secured Floating Rate Notes due in December 2026 and a Super Senior Revolving Credit Facility Agreement of €75 million with termination date in June 2026. The Notes are listed on The International Stock Exchange. The Notes and the SSRCF shares security and guarantees in accordance with the provision of an intercreditor agreement.

As per June 30, 2025, the SSRCF was unutilized in loans, excluding guarantees and overdraft facility usage. Unused credit facilities totaled €62.8 million.

There are share pledges in material group companies €285.2 million (€225.2) used as security for the financing. Part of the SSRCF is used to cover bank guarantees and cash pool limits.

## 8. Contingent liabilities and provisions

The Group has no material contingent liabilities as per June 30 2025.

As per June 2025, the total current and non-current provisions amounted to €21.1 million (€16.5).

## 9. Financial instruments

Classification of the Group's financial assets and liabilities\*:

	Financial instruments at amortized cost	Financial instruments at fair value to the P&L	Derivatives for cash flow hedges	Carrying amount	Fair value
<b>(€ '000) Jun 30, 2025</b>					
Total non-current assets	9,039	-	-	9,039	9,039
Total current assets	204,471	-	1,111	205,582	205,582
<b>Total financial assets</b>	<b>213,510</b>	<b>-</b>	<b>1,111</b>	<b>214,621</b>	<b>214,621</b>
Total non-current liabilities	405,245	2,077	-	407,322	421,039
Total current liabilities	120,683	1,735	-	122,418	148,775
<b>Total financial liabilities</b>	<b>525,928</b>	<b>3,813</b>	<b>-</b>	<b>529,740</b>	<b>569,814</b>
<b>(€ '000) Dec 31, 2024</b>					
Total non-current assets	9,855	-	-	9,855	9,855
Total current assets	208,772	-	-341	208,430	208,430
<b>Total financial assets</b>	<b>218,627</b>	<b>-</b>	<b>-341</b>	<b>218,286</b>	<b>218,286</b>
Total non-current liabilities	401,941	1,965	-	403,906	434,845
Total current liabilities	105,551	1,704	-	107,255	136,934
<b>Total financial liabilities</b>	<b>507,492</b>	<b>3,668</b>	<b>-</b>	<b>511,161</b>	<b>571,779</b>

\* 2024 numbers have been aligned with the audited financial statements as published in the annual report.

## 10. Leasing

The following table shows the effect of IFRS 16 on Transcom's income statement and balance sheet:

(€ '000)	2025 Q2	2024 Q2	2025 Jan-Jun	2024 Jan-Jun
Reversed cost (EBITDA effect)	5,045	4,276	10,176	8,431
Depreciations and impairments	-3,724	-3,869	-9,832	-7,594
<b>Operating profit/loss</b>	<b>1,320</b>	<b>407</b>	<b>344</b>	<b>837</b>
<b>EBITDA effect</b>	<b>5,045</b>	<b>4,276</b>	<b>10,176</b>	<b>8,431</b>
Interest expense leases	-714	-615	-1,478	-1,146
Income tax expense	-45	358	56	425
<b>Profit/loss for the period</b>	<b>562</b>	<b>150</b>	<b>-1,077</b>	<b>116</b>
Right-of-use assets	36,413	37,018	36,413	37,018
Lease liabilities, non-current	23,905	23,016	23,905	23,016
Lease liabilities, current	14,968	14,881	14,968	14,881

Right-of-use assets and lease liabilities increase in Q1 2025 was mainly related to added new contracts in Egypt, India and various extensions of existing contracts. In Q2 2025 the right-of-use assets and liabilities decreased mainly due to amendments to contracts in Germany and Albania.

## 11. Income tax payables

As per June 30, 2025, income tax payables include uncertain tax positions in the amount of €2.1 million (€2.2). At the time of this report, eleven group entities located in the Philippines, Germany, Italy, Netherlands and Serbia are under tax audit. Three audits started in 2025 while others continue from the previous years. 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.

## 12. Quarterly impact of the insolvency filed by two German entities in the end of Q3 2024

(€ '000)	Revenue			EBITDA excl NRI			EBITDA % excl NRI		
	2024	2024*	Change	2024	2024*	Change	2024	2024*	Change
Q1	189.1	187.5	-1.6	21.9	22.3	0.4	11.6%	11.9%	0.3pp
Q2	180.7	179.3	-1.4	16.8	17.2	0.4	9.3%	9.6%	0.3pp
Q3	181.7	180.2	-1.6	23.8	24.0	0.1	13.1%	13.3%	0.2pp
Q4	193.0	193.0	-	29.2	28.3	-0.9	15.1%	14.7%	-0.5pp
<b>2024</b>	<b>744.6</b>	<b>739.9</b>	<b>-4.6</b>	<b>91.8</b>	<b>91.8</b>	<b>0.0</b>	<b>12.3%</b>	<b>12.4%</b>	<b>0.1pp</b>

All impact pertains to the European segment and the Telco sector.

### Alternative performance measures

The purpose of Transcom's alternative performance measurements is to disclose additional information to support a more comprehensive year-on-year comparison and provide an indication of the Group's performance and financial position. These alternative performance measurements defined below are considered to be widely accepted.

**EBIT:** corresponds to the Operating profit/loss presented in the Condensed Consolidated Income Statement.

**EBITA:** is defined as Operating profit/loss, adding back the recorded transaction-related amortization.

**Non-recurring items** are defined as activities that are not part of normal business operations, such as restructuring and M&A activities.

**EBITA excluding non-recurring items** is calculated by excluding the non-recurring items and the recorded transaction-related amortization from Transcom's Operating profit/loss. The purpose of disclosing Transcom's EBITA excluding non-recurring items is to provide more transparent year-on-year comparison excluding events that are not considered part of Transcom's normal business, such as restructuring cost and net gain or loss from disposed business.

**EBITDA:** is defined as Operating profit/loss, adding back the recorded depreciation on fixed assets and depreciation on leases according to IFRS 16 and amortization.

**EBITDA excluding non-recurring items** is defined as EBITDA excluding the non-recurring items as defined above. The purpose of disclosing Transcom's EBITDA excluding non-recurring items is to provide more transparent year-on-year comparison excluding events that are not considered part of Transcom's normal business, such as restructuring cost and net gain or loss from disposed business.

**Operating cash flow:** is defined as Cash flow from operating activities

**Net debt:** is defined as interest-bearing liabilities and employee benefit obligations less cash and cash equivalents per balance sheet day.

**Net debt/EBITDA excl non-recurring items** is defined as Net debt, as defined above, divided by EBITDA excl non-recurring items (LTM).

**LTM:** refers to the timeframe of the immediately preceding last twelve months.

**Organic growth:** is defined as the revenue change in percent, excluding impact from currency changes versus the previous period and the revenue of acquired or discontinued operations in the last 12 months, as compared to the total revenue of the last period.

**Inorganic growth:** is defined as the revenue change in percent of acquired or discontinued operations in the last 12 months, as compared to the total revenue of the last period.

### Other definitions

English-speaking segment: services delivered to clients with production in the America- and Asia Pacific region.

European segment: services delivered to clients with production in the EMEA region.

### ABOUT TRANSCOM

Transcom provides AI and digitally enhanced customer experience (CX) services to some of the world's most ambitious brands. More than 300 clients globally, including disruptive e-commerce players, category redefining fintechs, and technology legends rely on us for on-, off-, and nearshoring services. Transcom's over 30,000 employees work in 85 contact centers and work-at-home networks across 29 countries, creating brilliant experiences in customer care, sales, content moderation and backoffice services. We help our clients drive their brands forward, customer satisfaction up and operating costs down. For more information, visit [www.transcom.com](http://www.transcom.com).