## 2018 HALF YEAR RESULTS

AUGUST 2018

## INTRODUCTION: <br> FRANK VAN ZANTEN <br> CHIEF EXECUTIVE

## HIGHLIGHTS



## DIVIDEND PER SHARE UP 9\%



* Before adjusting items (customer relationships amortisation and acquisition related items), disposal of businesses and associated tax - see Appendix 2 and Appendix 3
$\diamond$ At constant exchange rates

FINANCIAL RESULTS:
BRIAN MAY FINANCE DIRECTOR

## REVENUE GROWTH




* At constant exchange rates


## INCOME STATEMENT

|  |  |  | GROWTH |  |
| :---: | :---: | :---: | :---: | :---: |
| £m | JUNE 18 | JUNE 17 | REPORTED | CONSTANT <br> EXCHANGE |
| Revenue | 4,343.7 | 4,119.2 | 5\% | 12\% |
| Adjusted operating profit* | 285.0 | 272.6 | 5\% | 10\% |
| Operating margin* | 6.6\% | 6.6\% |  |  |
| Adjusting items ${ }^{\circ}$ | (74.2) | (66.4) |  |  |
| Operating profit | 210.8 | 206.2 |  |  |
| Net finance expense | (27.1) | (24.3) |  |  |
| Disposal of businesses | 13.6 | - |  |  |
| Profit before income tax | 197.3 | 181.9 |  |  |
| Adjusted profit before income tax** | 257.9 | 248.3 | 4\% | 10\% |

* Before adjusting items (customer relationships amortisation and acquisition related items) - see Appendix 2 and Appendix 3
** Before adjusting items (customer relationships amortisation and acquisition related items) and disposal of businesses - see Appendix 2 and Appendix 3
- See Appendix 3


## INCOME STATEMENT (CONTINUED)

|  |  |  | GROWTH |  |
| :---: | :---: | :---: | :---: | :---: |
| fm | JUNE 18 | JUNE 17 | REPORTED | CONSTANT <br> EXCHANGE |
| Effective tax rate | 23.8\% | 26.9\% |  |  |
| Adjusted profit for the period* | 196.4 | 181.5 | 8\% | 14\% |
| Adjusted earnings per share* | 59.4p | 55.1p | 8\% | 14\% |
| Dividend per share | 15.2p | 14.0p | 9\% |  |
| Reported tax rate | 24.4\% | 27.6\% |  |  |
| Profit for the period | 149.2 | 131.7 |  |  |
| Basic earnings per share | 45.1p | 40.0p |  |  |

[^0]
## DIVIDEND PER SHARE (p)

25 years<br>of consecutive<br>dividend increases



## BALANCE SHEET

## Return on average operating capital 52.0\%

| £m | JUNE 18 | DEC 17 |
| :---: | :---: | :---: |
| Intangibles | 2,365.5 | 2,351.7 |
| Tangibles | 119.8 | 125.2 |
| Working capital | 914.4 | 871.9 |
| Other net liabilities | (424.1) | (325.6) |
|  | 2,975.6 | 3,023.2 |
| Net pension deficit | (26.9) | (51.0) |
| Net debt* | $(1,477.7)$ | (1,523.6) |
| Equity | 1,471.0 | 1,448.6 |
| Net debt : EBITDA | 2.2x | 2.3x |
| Return on average operating capital | 52.0\% | 53.1\% |

* See Appendix 4


## INTANGIBLES

Increase from acquisitions of £101m largely offset by amortisation, disposals and exchange

WORKING CAPITAL
Increase from acquisitions and small underlying increase, partly offset by disposals and exchange

NET DEBT
Decrease of $£ 46 \mathrm{~m}$ due to a net cash inflow of $£ 60 \mathrm{~m}$, partly offset by losses from exchange translation of $£ 14 \mathrm{~m}$

## CASH FLOW

Cash conversion ${ }^{0}$
94\%

| $\mathbf{f m}$ | JUNE $\mathbf{1 8}$ | JUNE $\mathbf{1 7}$ |
| :--- | ---: | ---: |
| Operating cash flow* | $\mathbf{2 6 7 . 0}$ | 262.2 |
| Net interest | $\mathbf{( 2 4 . 9 )}$ | $(21.7)$ |
| Tax | $\underline{\mathbf{( 6 0 . 5})}$ | $\underline{(53.1)}$ |
| Free cash flow | $\mathbf{1 8 1 . 6}$ | 187.4 |
| Dividends | $\mathbf{( 4 6 . 2 )}$ | $(42.8)$ |
| Acquisitions** | $\mathbf{( 1 5 0 . 7 )}$ | $(312.0)$ |
| Disposal of businesses | $\mathbf{5 5 . 3}$ | - |
| Employee share schemes | $\underline{\mathbf{2 0 . 0}}$ | $\underline{(30.2)}$ |
| Net cash inflow / (outflow) | $\mathbf{6 0 . 0}$ | $(197.6)$ |
| Cash conversion $\%$ |  |  |

* Before acquisition related items - see Appendix 5
** Including acquisition related items
Operating cash flow before acquisition related items to adjusted operating profit - see Appendix 2 and Appendix 5


## CASH CONVERSION




[^1]
## USES OF FREE CASH FLOW 2004 - HY18

Consistently strong free cash flow supports self-funded long term growth


## DIVIDEND PER SHARE CAGR >10\%

STABLE DIVIDEND COVER c. 2.5x

## ACQUISITIONS

£3.2 bn

155* ACQUISITIONS SINCE 2004
SELF-FUNDED

## FINANCIAL SUMMARY

REVENUE

| ORGANIC <br> REVENUE <br> GROWTH |  |
| :--- | :--- |
|  |  |
|  |  |
|  |  |



At constant exchange rates

* Before adjusting items (customer relationships amortisation and acquisition related items), disposal of businesses and associated tax where relevant - see Appendix 2 and Appendix 3
** Operating cash flow before acquisition related items to adjusted operating profit - see Appendix 2 and Appendix 5


## BUSINESS REVIEW: <br> FRANK VAN ZANTEN <br> CHIEF EXECUTIVE

- Operations review
- Strategy
- Prospects


## REVENUE BY CUSTOMER MARKETS

## 74\%

resilient

Foodservice Grocery
Cleaning \& hygiene Healthcare


## BUSINESS AREA ANALYSIS

Well diversified by geography and sector


* Adjusted operating profit - before adjusting items (customer relationships amortisation and acquisition related items) and corporate costs


## NORTH AMERICA

|  |  |  | GROWTH |  |
| :---: | :---: | :---: | :---: | :---: |
| £m | JUNE 18 | JUNE 17 | REPORTED | CONSTANT EXCHANGE |
| Revenue | 2,459.6 | 2,432.6 | 1\% | 10\% |
| Adjusted operating profit* | 140.1 | 148.0 | (5)\% | 3\% |
| Operating margin* | 5.7\% | 6.1\% |  |  |
| Return on operating capital | 50.2\% | 55.5\% |  |  |

- Revenue growth driven by strong organic growth and impact of acquisitions
- Reduction in margin from significant business previously won in grocery and operating cost pressures
- More focused and streamlined organisation structure being implemented in grocery and redistribution to enhance customer proposition and improve operational efficiency
- Integration of DDS continuing with synergies on track
- Growth in agriculture supported by acquisition of Monte Package Company
- Good progress in safety from improving market conditions, boosted by acquisition of Revco

[^2]
## CONTINENTAL EUROPE

|  |  |  | GROWTH |  |
| :---: | :---: | :---: | :---: | :---: |
| £m | JUNE 18 | JUNE 17 | REPORTED | CONSTANT EXCHANGE |
| Revenue | 890.2 | 769.0 | 16\% | 15\% |
| Adjusted operating profit* | 88.6 | 73.1 | 21\% | 22\% |
| Operating margin* | 10.0\% | 9.5\% |  |  |
| Return on operating capital | 59.1\% | 59.1\% |  |  |

- Substantial increases in revenue and profit with improved operating margin
- Significant overall growth in France due to integration of Hedis and strong performances in safety and foodservice, partly offset by weaker performance in cleaning \& hygiene and disposal of OPM
- Good growth in the Netherlands from new customer wins and acquisition of QS
- Continued strong performance in Spain
- Strong performance in Turkey with good progress in Italy


## UK \& IRELAND

|  |  |  | GROWTH |  |
| :---: | :---: | :---: | :---: | :---: |
| £m | JUNE 18 | JUNE 17 | REPORTED | CONSTANT EXCHANGE |
| Revenue | 625.9 | 566.1 | 11\% | 11\% |
| Adjusted operating profit* | 39.7 | 37.9 | 5\% | 5\% |
| Operating margin* | 6.3\% | 6.7\% |  |  |
| Return on operating capital | 91.1\% | 94.7\% |  |  |

- Strong organic revenue growth with operating margin impacted by challenging market
- Trading in safety affected by variable market conditions
- Good revenue growth in cleaning \& hygiene
- Strong growth in grocery and retail from new customer wins
- Sale of non-core marketing services business
- Growth in hospitality from existing customers and the acquisition of Aggora
* Before adjusting items (customer relationships amortisation and acquisition related items)


## REST OF THE WORLD

|  |  |  | GROWTH |  |
| :---: | :---: | :---: | :---: | :---: |
| £m | JUNE 18 | JUNE 17 | REPORTED | CONSTANT EXCHANGE |
| Revenue | 368.0 | 351.5 | 5\% | 14\% |
| Adjusted operating profit* | 28.2 | 25.1 | 12\% | 23\% |
| Operating margin* | 7.7\% | 7.1\% |  |  |
| Return on operating capital | 33.5\% | 30.9\% |  |  |

- Substantial improvement in operating margin
- Overall strong results in Latin America
- Significant improvement in performance in Australasia


## CONSISTENT AND PROVEN COMPOUNDING STRATEGY

High ROIC despite
significant
acquisition
spend



## FINANCIAL TRACK RECORD 2004-2017

Proven compounding growth strategy

## CAGR

## c. 10\%




ADJUSTED OPERATING PROFIT* (£m)


DIVIDEND PER SHARE (p)


* Before adjusting items (customer relationships amortisation and acquisition related items), disposal of businesses and associated tax, where relevant - see Appendix 2 and Appendix 3 04-05 continuing operations only


## ACQUISITION GROWTH

155 acquisitions 2004 - ytd 2018; total spend of £3.3bn

|  | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | $\begin{gathered} 2018 \\ \text { ytd } \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Number of acquisitions | 7 | 7 | 9 | 8 | 7 | 2 | 9 | 10 | 13 | 11 | 17 | 22 | 14 | 15 | 4 |
| Committed acquisition spend ( $£ \mathrm{~m}$ ) | 302 | 129 | 162 | 197 | 123 | 6 | 126 | 185 | 277 | 295 | 211 | 327 | 184 | 616 | 132 |
| Annualised acquisition revenue (£m) | 430 | 270 | 386 | 225 | 151 | 27 | 154 | 204 | 518 | 281 | 223 | 324 | 201 | 621 | 101 |

## SIGNIFICANT OPPORTUNITIES TO GROW IN EXISTING COUNTRIES

| COUNTRY | FOODSERVICE | GROCERY | C\＆H | SAFETY | RETAIL | HEALTHCARE |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 恝 USA |  |  |  |  |  | $\bullet$ |
| （1）Canada |  |  |  |  |  | $\bullet$ |
| －Mexico |  |  | $\bullet$ |  | $\bullet$ | $\bullet$ |
| 轲 UK |  |  |  |  |  |  |
| D．Ireland |  |  |  |  |  |  |
| －Germany |  | － |  |  | $\bullet$ |  |
| I．France |  | $\bullet$ |  |  | $\bullet$ |  |
| －Italy | $\bullet$ | $\bullet$ | $\bullet$ |  |  | $\bullet$ |
| －Spain |  | － |  |  |  |  |
| －Netherlands |  |  |  |  |  |  |
| 【．Belgium |  |  |  | $\bullet$ |  |  |
| －Denmark |  |  |  |  | $\bullet$ | $\bullet$ |
| Herway |  | $\bullet$ | $\bullet$ | $\bullet$ | $\bullet$ | $\bullet$ |
| ＋Switzerland |  |  |  |  |  |  |
| －Austria |  | $\bullet$ | $\bullet$ | $\bullet$ | $\bullet$ | $\bullet$ |
| －Czech Republic | $\bullet$ |  | $\bullet$ |  | $\bullet$ | $\bullet$ |

－No existing presence

## GROWTH OPPORTUNITIES - EXAMPLE

Significant scope for future growth

*Potential revenue- UK \& Ireland 2017 revenue as percentage of GDP scaled relative to GDP of the countries of Continental Europe in which Bunzl operates today

## BUNZL UNIQUE SERVICE OFFERING



## EXPERT KNOWLEDGE AND ADVICE

## Our industry leading salesforce

3,000 expert sales staff supported by 2,600 locally based customer service specialists supporting customers with:

- product knowledge
- range rationalisation
- industry trends
- health and safety compliance
- sustainable product solutions



## CUSTOMISED DIGITAL SOLUTIONS

- Enhancing customer intimacy and ease of order processing
- personalised experience through customer specific web platforms and punch-out
- data analytics - usage \& compliance, contract mobilisations
- budgetary controls / spending limits
- multi-tier approval levels
- contract pricing
- Digital tools to transact
- Bunzl webshops \& EDI

- dedicated / branded home pages
- Operational technologies
- sensor technologies for washroom management
- asset tagging



## VALUE ADDED SERVICES - CASE STUDY

## AGGORA)

- Design, supply, installation and maintenance of catering equipment
- Asset tagging

- Reactive repairs
- Planned maintenance
- Repair or replace analysis
- Safety certificates
- Cross-selling opportunities with UK hospitality business



## PROSPECTS

Group - prospects positive with continued growth from strong competitive position, diversified and resilient businesses and ability to consolidate fragmented markets further

North America - good overall growth from the combination of organic revenue growth and impact of acquisitions

Continental Europe - strong performance due to continued organic growth and acquisitions
UK \& Ireland - further development despite challenging market
Rest of the World - strong growth for the year
Acquisitions - active pipeline; expect to complete further transactions as year progresses

## APPENDICES

## APPENDIX 1

EXCHANGE RATES

|  |  |  |
| :--- | :--- | :--- |
| Average rate | JUNE 18 | JUNE 17 |
| US\$ | $\mathbf{1 . 3 8}$ | 1.26 |
| Euro | $\mathbf{1 . 1 4}$ | 1.16 |
| Canadian\$ | $\mathbf{1 . 7 6}$ | 1.68 |
| Australian\$ | $\mathbf{1 . 7 8}$ | 1.67 |
| Brazilian real | $\mathbf{4 . 7 1}$ | 4.00 |
| Closing rate |  |  |
| US\$ | $\mathbf{1 . 3 2}$ | 1.30 |
| Euro | $\mathbf{1 . 1 3}$ | 1.14 |
| Canadian\$ | $\mathbf{1 . 7 4}$ | 1.69 |
| Australian\$ | $\mathbf{1 . 7 9}$ | 1.69 |
| Brazilian real | $\mathbf{5 . 0 8}$ | 4.30 |


| fm | JUNE 2018 | JUNE 2017 |
| :---: | :---: | :---: |
| Operating profit | 210.8 | 206.2 |
| Adjusting items* | 74.2 | 66.4 |
| Adjusted operating profit ${ }^{\circ}$ | 285.0 | 272.6 |
| Operating margin | 6.6\% | 6.6\% |
| Net finance expense | (27.1) | (24.3) |
| Adjusted profit before income tax ${ }^{\text {® }}$ | 257.9 | 248.3 |
| Tax on adjusted profit | (61.5) | (66.8) |
| Adjusted profit for the period ${ }^{\circ}$ | 196.4 | 181.5 |
| Adjusted earnings per share ${ }^{\diamond}$ | 59.4p | 55.1p |

* See Appendix 3
${ }^{\text {- Does not include the profit on disposal of businesses and associated tax where relevant }}$


## APPENDIX 3

 ADJUSTING ITEMS
## £m

Customer relationships amortisation
Deferred consideration payments
Transaction costs and expenses
Earn out adjustments
Interest on acquisition related income tax
Total adjusting items

JUNE 2018
(55.6)
(10.0)
(3.1)
(5.3)
(0.2)
(74.2)
$\qquad$
(66.4)

## APPENDIX 4

 NET DEBT|  | SIX MONTHS TO | YEAR TO | SIX MONTHS TO |
| :--- | ---: | ---: | ---: |
| $\mathbf{£ m}$ | JUNE 2018 | DEC 17 | $(1,228.6)$ |
| Opening net debt | $\mathbf{( 1 , 5 2 3 . 6 )}$ | $(1,228.6)$ | $(197.6)$ |
| Net cash inflow / (outflow) | $\mathbf{6 0 . 0}$ | $(334.0)$ | $\underline{23.7}$ |
| Exchange | $\underline{\mathbf{1 4 . 1})}$ | $\underline{39.0}$ | $(1,402.5)$ |

## APPENDIX 5

 CASH FLOW AND CASH CONVERSION| £m | JUNE 2018 | JUNE 2017 |
| :---: | :---: | :---: |
| Operating profit | 210.8 | 206.2 |
| Adjusting items | 74.2 | 66.4 |
| Adjusted operating profit* | 285.0 | 272.6 |
| Adjusted for: |  |  |
| Non-cash items | 18.5 | 19.6 |
| Working capital movement | (23.8) | (16.1) |
| Cash flow from operations ${ }^{\circ}$ | 279.7 | 276.1 |
| Net capital expenditure | (12.7) | (13.9) |
| Operating cash flow ${ }^{\circ}$ | 267.0 | 262.2 |
| Cash conversion** | 94\% | 96\% |

[^3]
## APPENDIX 6

 ANNUALISED ACQUISITION REVENUE| £m | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | $\begin{gathered} 2018 \\ \text { ytd } \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| North America | 115 | (198) | 103 | 15 | - | - | 35 | 7 | (410) | 89 | (84) | (153) | 38 | (283) | 69 |
| Continental Europe | 301 | 61 | 7 | 100 | 52 | - | (115) | (96) | 23 | 5 | 46 | 98 | (87) | 219 | 32 |
| UK \& Ireland | - | 2 | (267) | 110 | 39 |  | - | 39 | 16 | 32 | 40 | - | 76 | 49 | - |
| Rest of the World | 14 | 9 | 9 | - | (60) | - | 4 | 62 | 69 | (155) | 53 | 73 | - | 70 | - |
| Group | 430 | 270 | 386 | 225 | 151 | 27 | 154 | 204 | 518 | 281 | 223 | 324 | 201 | 621 | 101 |

## APPENDIX 7

 ACQUISITION GROWTH 2018 YTD£101m<br>revenue acquired

| BUSINESS | ACQUIRED | COUNTRY | SECTOR | REVENUE* |
| :--- | :--- | :--- | :--- | ---: |
| Revco | January | USA | Safety | $£ 27.5 \mathrm{~m}$ |
| QS | March | Netherlands | Cleaning \& hygiene | $£ 4.9 \mathrm{~m}$ |
| Monte Package <br> Company | March | USA | Foodservice | $£ 41.8 \mathrm{~m}$ |
| Enor | July | Norway | Foodservice | $£ 27.0 \mathrm{~m}$ |

## APPENDIX 8

 HISTORICAL DATA| £m | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Revenue | 2,439 | 2,924 | 3,333 | 3,582 | 4,177 | 4,649 | 4,830 | 5,109 | 5,359 | 6,098 | 6,157 | 6,490 | 7,429 | 8,581 |
| Adjusted operating profit* | 169 | 203 | 226 | 243 | 281 | 296 | 307 | 336 | 352 | 414 | 430 | 455 | 525 | 589 |
| Operating margin* <br> (\%) | 6.9 | 7.0 | 6.8 | 6.8 | 6.7 | 6.4 | 6.4 | 6.6 | 6.6 | 6.8 | 7.0 | 7.0 | 7.1 | 6.9 |

[^4]
## APPENDIX 9

 BUSINESS MODELOne-stop-shop for non-food consumables


- Global suppliers
- Low cost sources
- Commodities
- Own brands

INDIVIDUAL RANGES


CONSOLIDATED OFFER


## Outsourcing adds value for our customers



- In-house procurement and self-distribution is costly
- Bunzl applies its resources and expertise to reduce or eliminate many of the "hidden" costs of in-house procurement and self-distribution
- The benefits to customers are a lower cost of doing business and reduced working capital and carbon emissions

SPECIALIST COMPETITORS IN OUR FIELD

OTHER COMPETITORS


## APPENDIX 12 COMPETITIVE POSITIONING

Bunzl offers
customised high service solutions across focused market sectors


## APPENDIX 13

## BUNZL CUSTOMERS

95\%
of revenue generated by larger, service intensive customers with average annual spend of £180,000

## 5\%

of revenue generated from customers
spending < £10,000
per annum

Typical customers

- Larger, representing 95\% of revenue
- B2B
- Often multi-site

Typical customer requirements

- Innovative, customised solutions
- One-stop-shop: broad range of items essential to their operations
- On-time and in-full service
- Ease of doing business via digital solutions
- Support from 3,000 sales specialists and 2,600 locally based customer service specialists and own drivers
- Competitive prices
- Manufacturer branded and own brand products (with QA / QC) ACQUISITION PARAMETERS

Disciplined approach to acquisitions


## SMALL \% OF TOTAL

 CUSTOMER SPEND> FRAGMENTED CUSTOMER BASE


## OPPORTUNITY

FOR OWN LABEL PRODUCTS

> FURTHER MARKET CONSOLIDATION AND SYNERGIES

## ATTRACTIVE FINANCIAL RETURNS (ROIC, ROACE)

- Bolt-on
- Existing geographies or sectors
- Extending product range
- Consolidating markets ACQUISITION DISCIPLINE

155 acquisitions 2004 - ytd 2018


> TARGETS ARE IDENTIFIED BY BUSINESS AREA MANAGEMENT, IN-HOUSE CORPORATE DEVELOPMENT TEAM, EX-OWNERS AND EXTERNAL PARTIES

## APPENDIX 16

## ALTERNATIVE PERFORMANCE MEASURES

This presentation includes various performance measures defined under International Financial Reporting Standards ('IFRS') as well as a number of alternative performance measures. The principal alternative performance measures used in this presentation are:

- adjusted operating profit;
- adjusted profit before income tax;
- adjusted profit for the period;
- effective tax rate
- adjusted earnings per share;
- cash conversion \%;
- return on average operating capital \%; and
- return on invested capital \%

These measures exclude the charge for customer relationships amortisation, acquisition related items, disposal of businesses and any associated tax, where relevant. Acquisition related items comprise deferred consideration payments relating to the retention of former owners of businesses acquired, transaction costs and expenses, adjustments to previously estimated earn outs and interest on acquisition related income taxes. Customer relationships amortisation, acquisition related items and any associated tax are considered by management to form part of the total spend on acquisitions or are noncash items resulting from acquisitions. Disposal of businesses represents the profit or loss on disposal of non-core businesses. Accordingly, these items are not taken into account by management when assessing the results of the business as they do not relate to the underlying operating performance and distort comparability between businesses and reporting periods and are removed in calculating the profitability measures by which management assess the performance of the Group.

Other alternative performance measures are based on or derived from the alternative performance measures noted above. With the exception of the modifications made as a result of the disposal of businesses and the agenda decision of the IFRS IC relating to interest on income taxes, all alternative performance measures in this half yearly financial report have been calculated consistently with the methods applied in the 2017 Annual Report.

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[^0]:    * Before adjusting items (customer relationships amortisation and acquisition related items), disposal of businesses and associated tax - see Appendix 2 and Appendix 3

[^1]:    * Operating cash flow before acquisition related items to adjusted operating profit - see Appendix 2 and Appendix 5 04 - 05 continuing operations only

[^2]:    * Before adjusting items (customer relationships amortisation and acquisition related items)

[^3]:    * Before adjusting items (customer relationships amortisation and acquisition related items) - see Appendix 2 and Appendix 3
    - Before acquisition related items
    ** The ratio of operating cash flow before acquisition related items to adjusted operating profit

[^4]:    * Before adjusting items (customer relationships amortisation and acquisition related items)

