

# FISCAL 2016 RESULTS

November 17, 2016

## FORWARD-LOOKING INFORMATION

This presentation contains statements that may be considered as forward-looking statements and as such may not relate strictly to historical or current facts.

These statements represent management's views as of the date they are made and Sodexo assumes no obligation to update them.

Alternative Performance Measures have been marked with an \* please refer to section 7 for definitions (from slide 56).



# **CONTENTS**



- 1. FISCAL 2016 HIGHLIGHTS
- 2. FISCAL 2016 PERFORMANCE
- 3. ON-SITE SERVICES
- 4. BENEFITS AND REWARDS SERVICES
- 5. NEW SEGMENT REPORTING
- 6. OUTLOOK
- 7. ALTERNATIVE PERFORMANCE MEASURE DEFINITIONS

**APPENDICES** 



# **FISCAL 2016 HIGHLIGHTS**

# HIGHLIGHTS OF FISCAL 2016

## Yet another year of solid performance:

Revenue organic growth\*

+2.5%

Operating profit<sup>1</sup> growth objective achieved

+8.2%

**Further Operating** profit margin<sup>1</sup> improvement

+ 30 BPS

Strong balance sheet

11%

Gearing\*

**Segmentation** enhancing business

opportunities

Consumer focus driving innovative digital solutions

Developing **M&A** pipeline

Recognized **Corporate** Responsibility



<sup>&</sup>lt;sup>1</sup> Before Fiscal 2016 exceptional expenses and currency effect

# ANOTHER YEAR OF SOLID PERFORMANCE

+2.2% +2.5% €20.2bn Reported revenue Total growth Organic growth \* **Operating profit** €1,203m Excludina Before exceptional expenses\* currency effect ' + 30 bps **Operating margin** 5.9% Excluding Before exceptional expenses\* currency effect\* **Exceptional expenses** €108m Adaptation and Simplification program on track



# ANOTHER YEAR OF SOLID PERFORMANCE

**Group net profit** 

**Before non-recurring items\*** 

€721m

+ 5.2%
Excluding currency effect\*

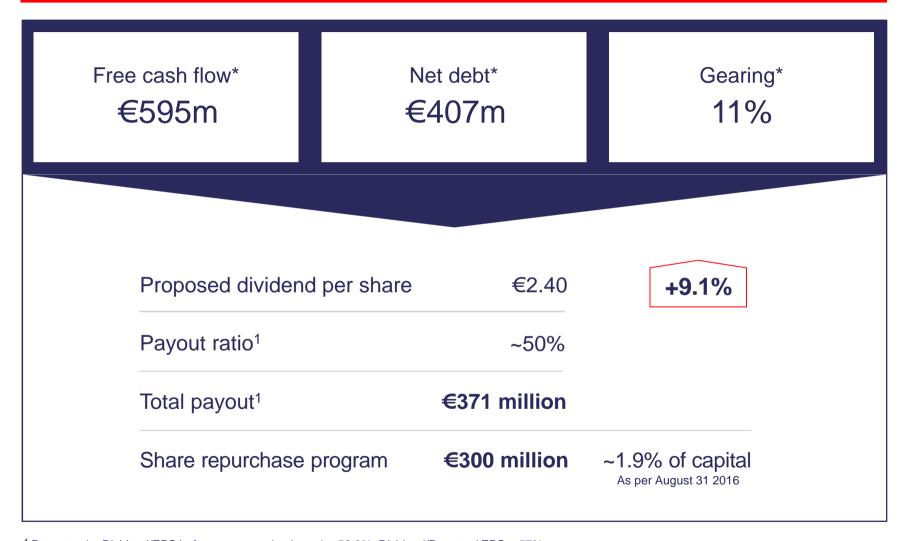
**EPS** 

**Before non-recurring items\*** 

€4.77



# ANOTHER YEAR OF SOLID PERFORMANCE



<sup>&</sup>lt;sup>1</sup> Payout ratio: Dividend/EPS before non recurring items\* = 50.3%; Dividend/Reported EPS = 57%



# SEGMENTATION IS ENHANCING BUSINESS **OPPORTUNITIES**

Clients seeking productivity and global footprint





Driving segment development in white spaces



Melaleuca Women's prison in Australia

# SEGMENTATION IS ENHANCING BUSINESS OPPORTUNITIES

Greater client intimacy

- Facilities management services contract extensions and development
- Geographic extensions of current client relationships
- More agile management of large global accounts
- More services integration between Benefits and Rewards and On-site

#### For instance in Corporate Services:

- Danone and Unilever in Indonesia, Huawei in Romania, Colombia and Malaysia,
   Pfizer in 12 countries in Asia, global airport lounge offer
- Bancolombia Facilities Management and Benefits and Rewards Services



# INCREASE THE VALUE WE BRING THROUGH INNOVATION LEVERAGE INNOVATION CULTURE

Share your ideas

Take part in a contest

Develop your ideas

Innovate with partners

eNOVhub

eNOVcontest

eNOVprogram

Open Innovation

A web platform allowing everyone to share, like, support and enrich ideas with innovative communities The eNOVchallenge was only the first of many internal and/or external innovation contests that will come Innovate continuously and transform your ideas into prototypes

Think out of the box
with our network of partners:
start-ups, incubators and
suppliers

ENGAGE THE COLLECTIVE INTELLIGENCE OF SODEXO'S ECOSYSTEM
TO TRANSFORM IDEAS INTO VALUE



# CONSUMER FOCUS, DIGITAL TO RESPOND TO CONSUMER BEHAVIOR SHIFTS

Bring families closer together and provide added-value services



**GrandPad** in the US



**So Happy** for schools in Germany, and France





 Flexibility and personalization in line with new ways of working







My Sodexo



 Enhance consumer experience





# SODEXO VENTURES FUND



#### €50 M STRATEGIC VENTURE CAPITAL FUND

- Investing in and accompanying innovative start-ups
- Supporting the Group's long-term investment strategy
- Creating value for clients and consumers by combining the agility and creativity of start-ups with the Group's investment capacity, expertise and international footprint

# FIRST INVESTMENT



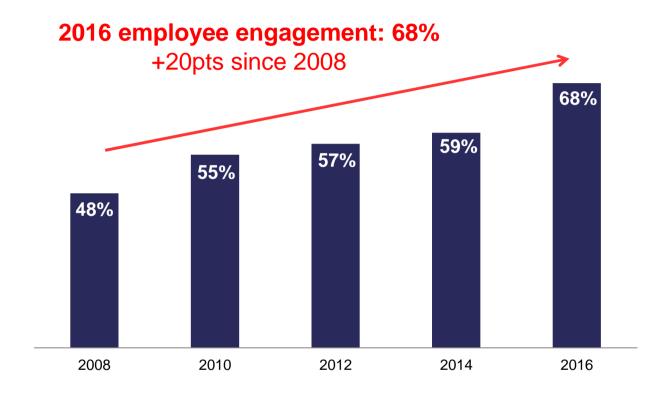
# Investment in "WYND", a cross-channel retail solution and an opportunity for Sodexo to:

- respond to the changing needs of its 75 million consumers worldwide
- enhance existing services and offer new services
- obtain a 360° vision of consumer experience



# OUR CORPORATE RESPONSIBILITY COMMITMENT IS CONFIRMED AND RECOGNIZED INTERNALLY





- A 100% online survey
- Over 211 500 employees completed the survey
- 21 entities achieved Aon Hewitt Best Employer Certification
- 88% of employees rate Sodexo as the best employer in its sector



# OUR CORPORATE RESPONSIBILITY COMMITMENT IS CONFIRMED AND RECOGNIZED EXTERNALLY

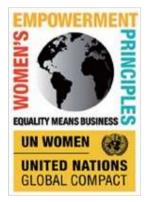
Dow Jones
Sustainability Indices
In Collaboration with RobecoSAM

Industry Leader of the

Dow Jones Sustainability Index for the 12<sup>th</sup> consecutive year







Awarded CEO Leadership award by

United Nations Women Empowerment Principles



Carbon emissions reduction by 34% between 2011 and 2020



# OUR CORPORATE RESPONSIBILITY COMMITMENT IS ACTIVE IN DAILY LIFE



Founding Member of the International Food Waste Coalition

Sodexo Awarded Maximum Score on World Wildlife Fund Palm Oil Buyers Scorecard





Partnership for a Healthier America



Sustainable Sea Food



# FISCAL 2016 **PERFORMANCE**

# GROWTH DESPITE REMOTE SITES DECLINE

Revenue growth +2.2%

Currency effect -0.4%

Scope changes +0.1%



# Organic growth\* +2.5% (+4% excluding Remote Sites)

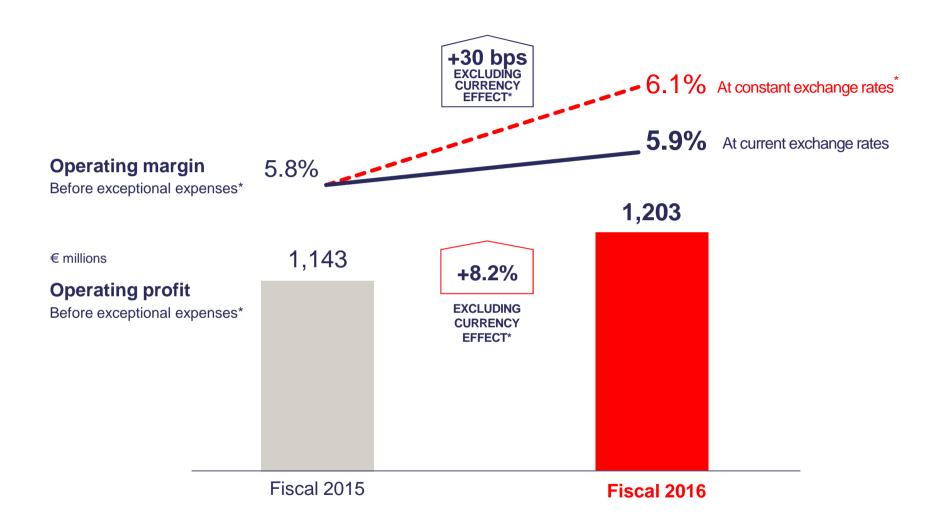
of which:

On-site Services +2.4%

Benefits and Rewards Services +4.7%



# SOLID IMPROVEMENT IN OPERATING PERFORMANCE





# POSITIVE MOMENTUM IN OPERATING PERFORMANCE OVER PAST 2 YEARS

### **Operating margin** +70 bps EXCLUDING CURRENCY +50 bps AT CURRENT RATES Before exceptional expenses\* **EFFECT**\* 5.9% 5.4% 1,203 +24.5% € millions 966 **IN 2 YEARS Operating profit** Before exceptional expenses\* Fiscal 2014 Fiscal 2016



# ADAPTATION PROGRAM DELIVERING

#### **OBJECTIVES**

- Faster alignment of on-site operating expenses
- Organizational simplification
- Increased international pooling of resources
- 200m€ of annual cost savings by Fiscal 2018

#### **ACHIEVEMENTS**

- €108m of exceptional expenses\* booked in Fiscal 2016
- €32m of cost reduction achieved in Fiscal 2016
- Good visibility on full €200m savings 424 projects, of which 377 already approved
- Spread across all segments and regions, with approximately half in North America, France and Germany



# SOLID PERFORMANCE IN THE P&L

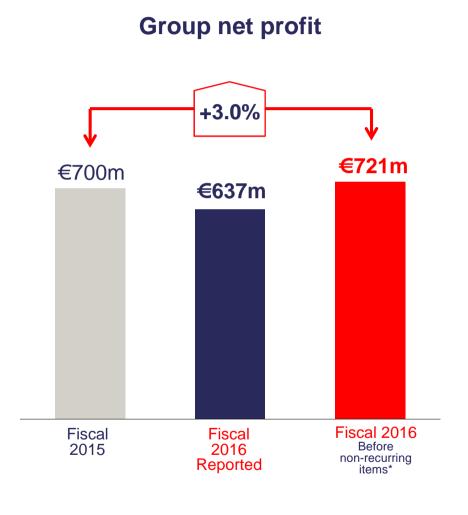
	Fiscal 2016	Fiscal 2015	
€ millions			
Revenues	20,245	19,815	
Operating profit before exceptional expenses*	1,203	1,143	
Operating margin before exceptional expenses*	5.9%	5.8%	
Exceptional expenses*	(108)	-	
Operating profit	1,095	1,143	
Net financial expense	(111)	(107)	
Effective tax rate	33.7%	31.1%	
Group net profit Before non recurring items*	721	700	
Group net profit	637	700	

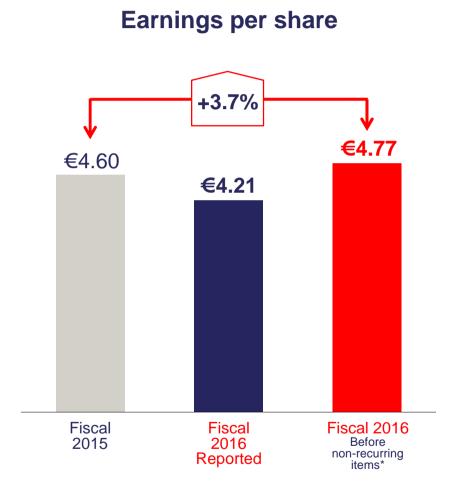
CHANGE					
At current exchange rates	Excluding currency effect*				
+2.2%	+2.6%				
+5.2%	+8.2%				
+10 bps	+30 bps				

CHANGE

+3.0%	+5.2%
-9.0%	

# EPS BENEFITS FROM SHARE REPURCHASES







## DEBT RESTRUCTURING TO REDUCE FINANCE COSTS

#### **OBJECTIVES**

- Increase maturity
- Significantly reduce interest costs

#### **ACHIEVEMENTS**

- Early reimbursement of \$316m<sup>1</sup> of US debt at an average rate of 5.0%
- Indemnity of \$23m in Fiscal 2016 and \$12m in Fiscal 2017
- Total interest saved over next seven years of \$53m
- Issued €600m in October 2016 at a yield of 0.88% with a maturity of 10½ years

Maturity increased by nearly a year to 7½ years, and interest rate falls from 3.8% in Fiscal 2015 to 2.7% pro forma Fiscal 2016

<sup>1</sup>Of which 208 m\$ in Fiscal 2016 and 108 m\$ in Fiscal 2017



# STRONG CASH FLOW DESPITE RIO TINTO AND RUGBY CONTRACTS

€ millions	Fiscal 2016	Fiscal 2015	
Operating cash flow	1,019	973	
Change in working capital <sup>1</sup>	(74)	44	
Net cash provided by operating activities	945	1,017	
Net capital expenditure	(398)	(353)	
Change in financial assets related to the Benefits and Rewards Services	48	24	
Free cash flow	595	688	Fiscal 2016 impact:
Net acquisitions	(42)	(49)	<ul><li>Rio Tinto: €(65)m</li><li>Rugby World Cup: €(51)m</li></ul>
Share buy-backs	(300)	-	
Dividends	(355)	(300)	
Other changes in shareholders' equity	80	(23)	
Other changes (including scope and exchange rates)	(45)	(284)	
(Increase)/decrease in net debt	(67)	32	
1 Including change in financial coasts in Benefits and Bouards Comises, of 6/40\m in Financial 204	C and EDA) m in Fi	201 201 F	

<sup>&</sup>lt;sup>1</sup> Including change in financial assets in Benefits and Rewards Services of €(48)m in Fiscal 2016 and €(24)m in Fiscal 2015.



# STRATEGIC USE OF CASH

~ 1/3

CAPEX, for the right clients at the right terms

~ 1/3 M&A

~ 1/3
Dividend Payout ratio ~ 50%

TARGET NET DEBT/EBITDA BETWEEN 1 AND 2 YEARS MAINTAIN STRONG INVESTMENT RATING



# SOLID BALANCE SHEET

## **ROBUST RATIOS**

€ millions	Aug. 31, <b>2016</b>	Aug. 31, 2015		Aug. 31, <b>2016</b>	Aug. 31, 2015
Non-current assets	7,498	7,334	Shareholders' equity	3,668	3,710
Current assets excluding cash	4,486	4,396	Non-controlling interests	34	34
Financial assets related to the BRS activity <sup>1</sup>	799	739	Non-current liabilities	3,549	3,593
Cash	1,375	2,008	Current liabilities	<b>6,907</b> 7,140	
Total assets	14,158	14,477	Total liabilities & equity	14,158	14,477
			Gross debt	2,553	3,047
Operating cash totaled €2,146 million²,		Net debt*	407	339	
of which €1,498 million related to Benefits and Rewards Services		Gearing ratio*	11%	9%	
1 Fieral 2016 breakdown: Postricted cash £50	7m and Einanaial /	Nonata £202m	Net debt ratio* (net debt/EBITDA)	0.3	0.2

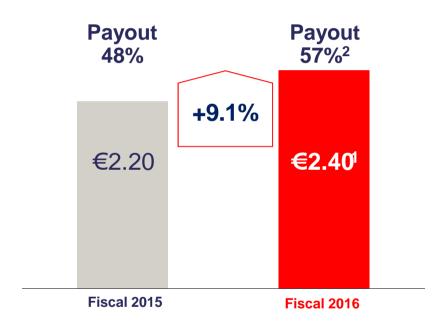
<sup>&</sup>lt;sup>1</sup> Fiscal 2016 breakdown: Restricted cash €507m and Financial Assets €292m



<sup>&</sup>lt;sup>2</sup> Cash – Bank overdrafts of €28m + Financial assets related to BRS activity

# PROPOSED ENHANCED SHAREHOLDER DISTRIBUTION

## **DIVIDEND**





Payment date: February 8, 2017

#### SHARE BUY-BACKS



Given low M&A activity in the past 3 years



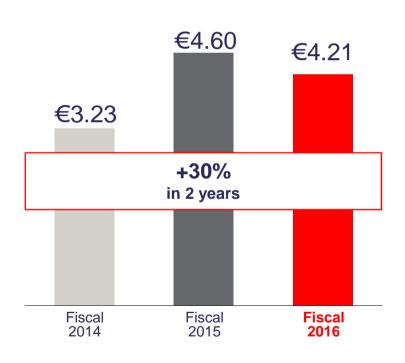
<sup>&</sup>lt;sup>1</sup>To be proposed at the AGM on January 24, 2017

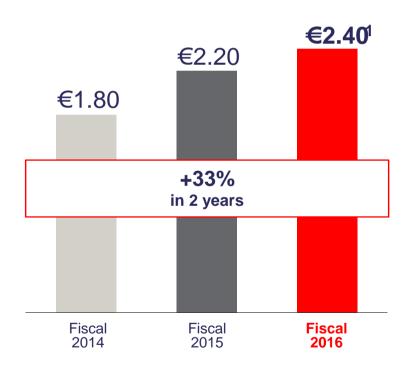
<sup>&</sup>lt;sup>2</sup> Payout ratio: Dividend/EPS before non recurring items\* = 50.3 % Dividend/Reported EPS = 57%

# A REGULAR INCREASE IN THE DIVIDEND

## **Earnings per share**

# Dividend per share



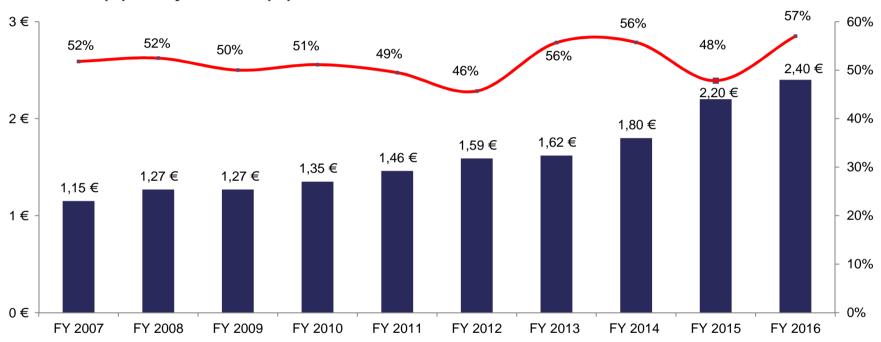


<sup>1</sup> To be proposed at the AGM on January 24,2017



# A REGULAR PAYOUT RATIO

#### Dividend (€) & Payout ratio (%)



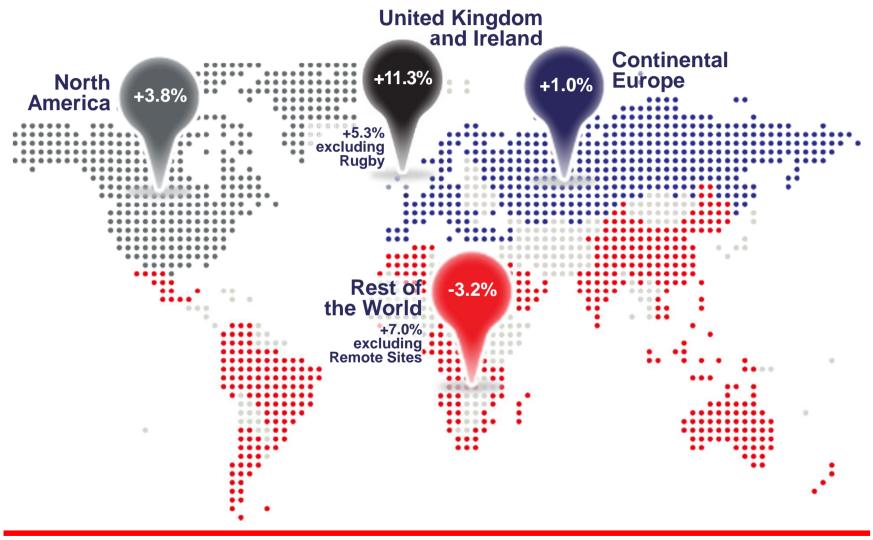
Fiscal 2016 payout ratio: Dividend/EPS before non recurring items\* = 50.3 %; Dividend/Reported EPS = 57.0%



# ON-SITE SERVICES



# ON-SITE SERVICES +2.4% ORGANIC GROWTH\*, +4% excluding Remote Sites





### **ON-SITE SERVICES**

## +4% ORGANIC GROWTH\* EXCLUDING REMOTE SITES





## Corporate

- Rugby World Cup contribution
- Ramp-up of integrated service contracts, in North America and the United Kingdom
- Steep decline in Remote Sites, although stabilizing

organic growth\*

+2.4%

+5.8%

**Excluding Remote Sites** 





#### **Health Care and Seniors**

- Comparable site growth
- Development in the United States
- Limited contract wins in Continental Europe and United Kingdom







% of Fiscal 2016 On-site Services revenues

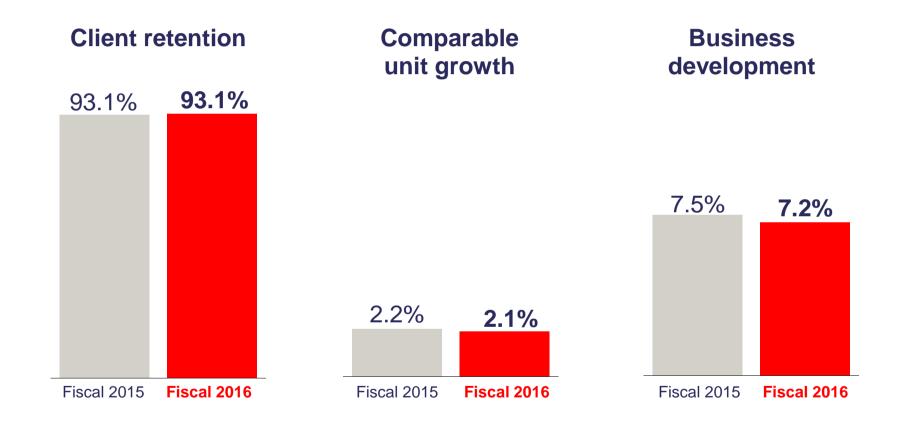
#### **Education**

- New business in United Kingdom and Asia
- Summer US sales campaign: modest in Universities but stronger in Schools

+1.2%



# ON-SITE SERVICES GROWTH INDICATORS



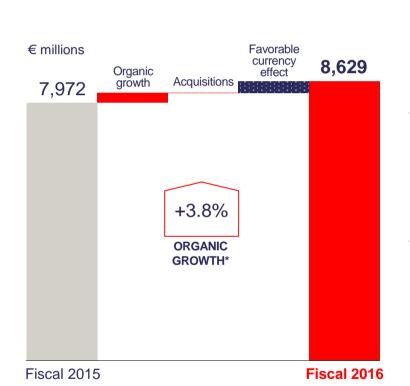


## **ON-SITE SERVICES NORTH AMERICA**



Fiscal 2016

#### Revenues



# 26%

#### **Corporate**

- +7.1% New contract wins
- Good cross-selling of Facilities Management services



#### **Health Care and Seniors**

+4.9%

- Ramp-up of contracts
- Strong same site growth



#### **Education**

+0.4%

- Slow new business in previous year
- Strong same site sales offset by modest development in Universities
- Some improvement in Schools new business in Fiscal 2016

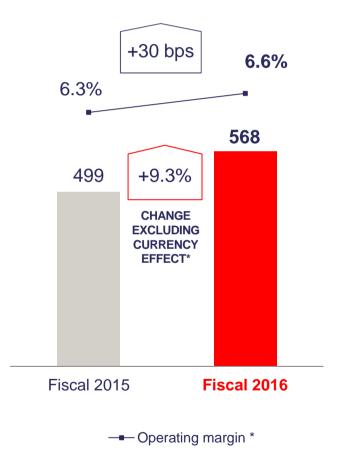
% of Fiscal 2016 revenues



## **ON-SITE SERVICES NORTH AMERICA**

€ millions

## **Operating profit**



- Significant reduction of SG&A
- Strong contract management and cost control

#### **ON-SITE SERVICES** CONTINENTAL EUROPE

Acquisitions

+1.0%

**ORGANIC** 

**GROWTH\*** 

Unfavorable currency effect



Fiscal 2016

+1.7%

#### Revenues



5,690

Fiscal 2016

#### **Corporate**

- Strong growth in Russia, Turkey and Germany
- Difficult situation in France, especially in Q4



#### **Health Care and Seniors**

-1.3%

- Ramp-up of Korian contract in seniors
- Selective approach to new business, especially in France
- Strong growth in Sweden



#### **Education**

+1.8%

Growth in Germany and France



% of Fiscal 2016 revenues

€ millions

5,686

Fiscal 2015

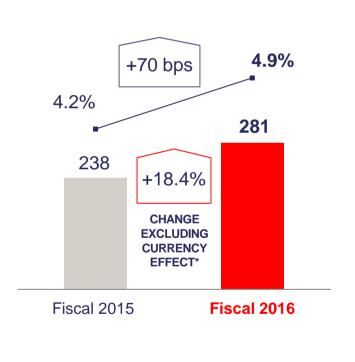
Organic

growth

#### **ON-SITE SERVICES CONTINENTAL EUROPE**

#### **Operating profit**

€ millions



- Productivity gains at existing sites
- Efficient management of food costs
- Ongoing effect of selective approach to contracts

Operating margin\*



#### **ON-SITE SERVICES** UNITED KINGDOM AND IRELAND

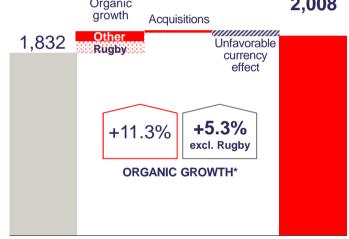


Fiscal 2016

+14.2%

#### Revenues





Fiscal 2015 Fiscal 2016



#### **Corporate**

- Contribution of Rugby World Cup (€131m in Q1, +8.3% to organic growth)
- Rest of Corporate growing at +5.9% thanks to Fiscal 2015 ramp-ups and contract extensions in facilities management services



#### **Health Care and Seniors**

-0.9%

High retention but low development due to market conditions



#### **Education**

+15.1%

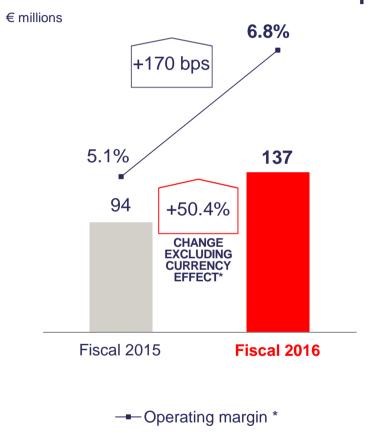
- Strong business development
- Additional volumes on existing sites

% of Fiscal 2016 revenues



### ON-SITE SERVICES UNITED KINGDOM AND IRELAND

#### **Operating profit**



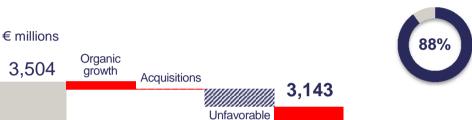
- Focus on operational profitability
- Efficiency gains on overheads
- Contribution of Rugby World Cup

### ON-SITE SERVICES REST OF THE WORLD<sup>1</sup>



Fiscal 2016

#### Revenues



currency

Fiscal 2016

+7.0%

excluding

**Remote Sites** 

**ORGANIC GROWTH\*** 

#### **Corporate**

- -4.9%
- 16% decline in Remote Sites, with solid underlying growth on rest of activity
- Strong business development



#### **Health Care and Seniors**

+19.4%

 Continued growth in Latin America and Asia



#### **Education**

+0,3%

 Strong development in Asia offset by contract exit in Africa

% of Fiscal 2016 revenues

Fiscal 2015

-3.2%

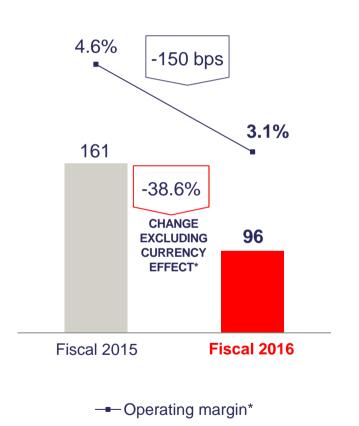


<sup>&</sup>lt;sup>1</sup> Latin America, Africa, Middle East, Asia, Australia and Remote Sites

### ON-SITE SERVICES REST OF THE WORLD

€ millions

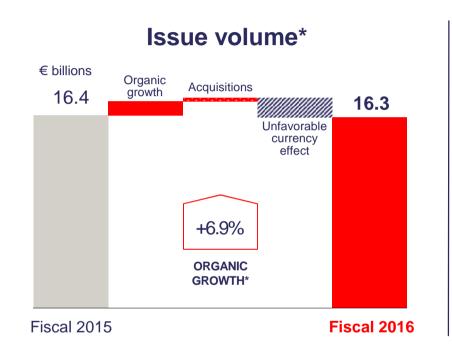
#### **Operating profit**

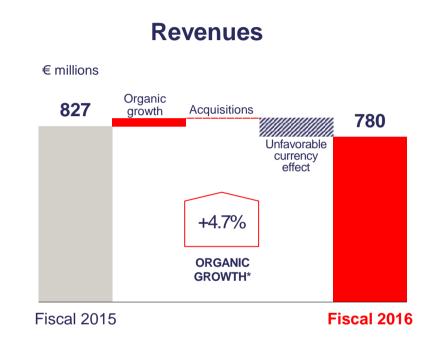


- Exit costs in South America mining contracts
- Investment in the technical platform in Asia
- Significant operating cost reductions but insufficient to offset Remote Sites volume decline
- Mobilization of Rio Tinto

# **BENEFITS** AND REWARDS SERVICES

### BENEFITS AND REWARDS SERVICES ISSUE VOLUME AND REVENUES



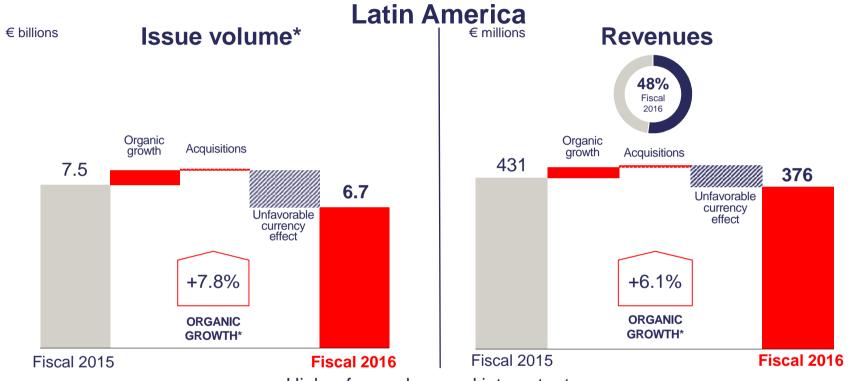


- Solid organic growth in Latin America despite a slowdown in Brazil
- Growth in Europe and Asia

Note: organic growth is defined as growth at constant consolidation scope and exchange rates (converting Fiscal 2016 figures at Fiscal 2015 rates), except for Venezuelan Bolivar (Fiscal 2016 and Fiscal 2015 revenues and issue volume in VEF have been converted at the exchange rate of USD 1 = VEF 645 vs. VEF 199 for Fiscal 2015.)



### BENEFITS AND REWARDS SERVICES ISSUE VOLUME AND REVENUES



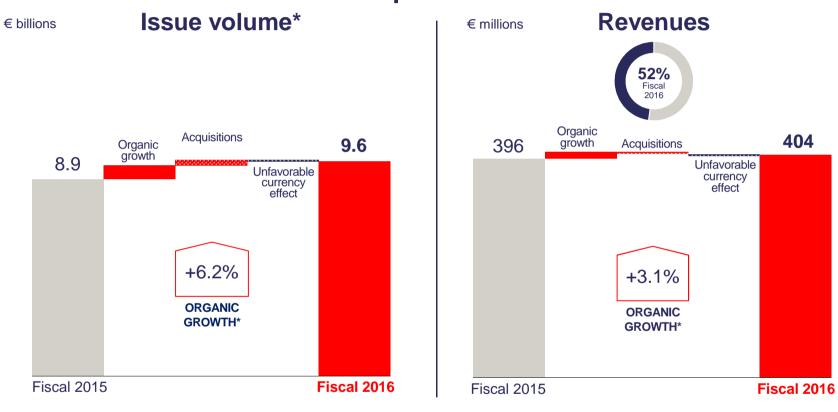
- Higher face values and interest rates
- Strong growth in Mexico and Chile
- Considerable pricing pressure in Brazil

Note: organic growth is defined as growth at constant consolidation scope and exchange rates (converting Fiscal 2016 figures at Fiscal 2015 rates), except for Venezuelan Bolivar (Fiscal 2016 and Fiscal 2015 revenues and issue volume in VEF have been converted at the exchange rate of USD 1 = VEF 645 vs. VEF 199 for Fiscal 2015.)



### BENEFITS AND REWARDS SERVICES ISSUE VOLUME AND REVENUES

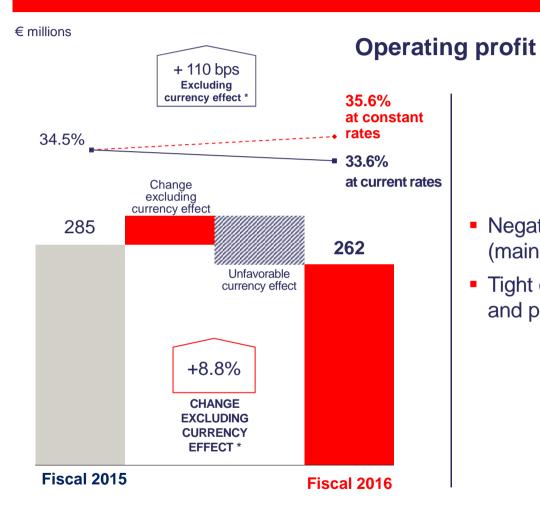
#### **Europe and Asia**



- Strong development in Turkey
- Lower interest rates in Europe
- Continued penetration in Asia



### BENEFITS AND REWARDS SERVICES OPERATING PROFIT



- Negative impact of exchange rates (mainly BRL)
- Tight control of overheads and processing costs

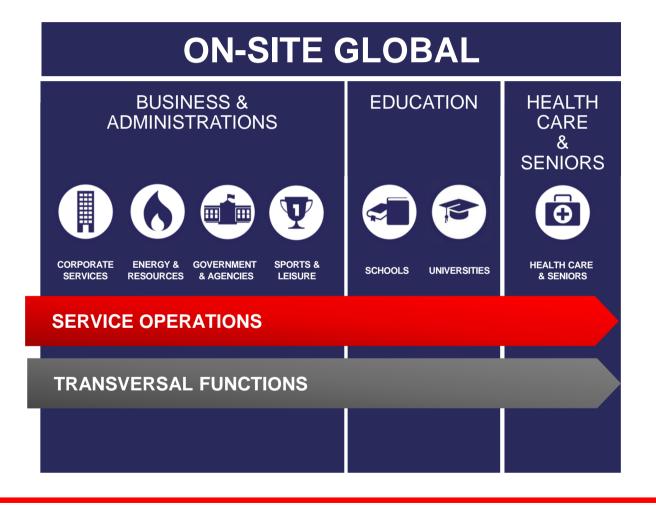
Note: change excluding currency effect calculated converting Fiscal 2016 figures at Fiscal 2015 rates, except for Venezuelan Bolivar (Fiscal 2016 and Fiscal 2015 figures in VEF have been converted at the exchange rate of USD 1 = VEF 645 vs. VEF 199 for Fiscal 2015).



### NEW SEGMENT REPORTING



### NEW SEGMENT REPORTING REMINDER: EVOLUTION OF THE ORGANIZATION SINCE SEPTEMBER 1, 2015

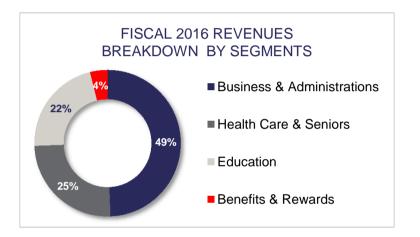




### NEW SEGMENT REPORTING MEETING ON JANUARY 12, IN LONDON (Q1 FISCAL 2017)

- Provide Fiscal 2016 comparative quarterly sales and interim results
- New format starting Q1 2017
- On-Site revenues split by 3 Segments:
- Business & Administrations:
- > Corporate,
- > Energy & Resources,
- > Government & Agencies
- > Sports & Leisure
- > Non segmented activities

- Health Care & Seniors
- Education:
- > Schools
- > Universities



- These 3 segments will be split by geography:
  - North America Europe, including UK and Ireland Africa, Asia, Australia, Latam, Middle East
- Starting from Fiscal 2017, operating margins reported only by segment
- Transversal functional costs (HR, Finance, Service Operations...) will be allocated to each segment (excluding Group HQ costs)
- No change for Benefits and Rewards





**OUTLOOK** 



#### **CONFIDENCE IN OUTLOOK FOR FISCAL 2017**

#### **REVENUE GROWTH:**

Stabilization in Remote Sites sector and strong new business

US Education will benefit from Schools new business

Easier comparative base in France

Segmentation boosting geographic and facilities management contract extensions, white space development, best practice exchanges

Continued Management focus on accelerating growth and margins

Consumer centric digitalization, new Quality of Life offers...

M&A pipeline

Tough comparative base in the UK related to Rugby World Cup, particularly in Q1

#### **COST REDUCTION:**

Ramp-up of Adaptation and Simplification program savings

Continued tight control of SG&A and operational efficiency

Lower financing costs



#### FISCAL 2017 OBJECTIVES

Despite challenging revenue comparables in first half, the Group is confident in achieving the following Fiscal 2017 objectives:

Organic revenue growth\* of around 3 %

Growth in operating profit between 8 and 9 % (excluding currency effect and exceptional items related to the Adaptation and Simplification program)



#### MEDIUM-TERM OBJECTIVES

The Group maintains its medium-term objectives:

average annual **growth**in **revenue between 4% and 7%**(excluding currency effect)

average annual growth in operating profit of between 8% and 10% (excluding currency effect)



#### **OUR MAJOR STRENGTHS**

Independence

A unique range of

Quality of Life Services

particularly well aligned

with evolving client demand

Significant market potential

A global network covering **80 countries** 

Undisputed leadership in developing economies

A robust financial model that allows Sodexo to self-finance its development

A strong culture and engaged teams





#### **Financial Ratios Definitions**

		Fiscal 2016	Fiscal 2015
Gearing ratio	Borrowings <sup>1</sup> - operating cash <sup>2</sup> Shareholders' equity and non-controlling interests	11%	9%
Net debt ratio	Borrowings <sup>1</sup> - operating cash <sup>2</sup> Earnings before Interest, Taxes, Depreciation and Amortization (EBITDA) <sup>3</sup>	0.3	0.2
Debt coverage	Borrowings Operating cash flow	2.5 years	3.1 years
Financial independence	Non-current borrowings Shareholders' equity and non-controlling interests	67.9%	73.8%
Return on equity	Profit attributable to equity holders of the parent Equity attributable to equity holders of the parent (before profit for the period)	21%	23.3%
Return on capital employed (ROCE)	Operating profit after tax <sup>4</sup> Capital employed <sup>5</sup>	18.6%	19.7%
Interest cover	Operating profit  Net borrowing cost	12.6	9.0

12345 See next slide for reconciliation



#### **Financial Ratios reconciliation**

		Fiscal 2016	Fiscal 2015
	Non-current borrowings	2,515	2,765
(4) Parrawings	+ current borrowings excluding overdrafts		320
(1) Borrowings	- derivative financial instruments recognized as assets	(5)	(38)
		2,553	3,047
	Cash and cash equivalents	1,375	2,008
(2) Operating cash	+ financial assets related to the Benefits and Rewards Services activity		739
(2) Operating Cash	- bank overdrafts	(28)	(39)
		2,146	2,708
(3) Earnings before Interest, Taxes, Depreciation and Amortization (EBITDA)	Operating profit	1,095	1,143
	+ depreciation and amortization	308	277
		1,403	1,420
	Operating profit	1,095	1,143
(4) Operating profit after tax	Effective tax rate	33.7%	31.1%
		726	788
	Property, plant and equipment	604	594
(5) Capital employed	+ goodwill	5,328	5,300
	+ other intangible assets	467	505
	+ client investments	562	485
	+ working capital excluding restricted cash and financial assets of the Benefits and Rewards Services activity	(3,057)	(2,888)
		3,904	3,996



#### **Exceptional expenses**

Exceptional expenses are the costs of implementation of the Adaptation and Simplification program and Operational Efficiency Program (€108m in Fiscal 2016, €0m in Fiscal 2015 and €27m in Fiscal 2014).

#### Free cash flow

Please refer to slide 25.

#### **Growth excluding currency effect**

Change excluding currency effect calculated converting Fiscal 2016 figures at Fiscal 2015 rates, except for countries with hyperinflationary economies. As a result for Venezuelan Bolivar, Fiscal 2016 and Fiscal 2015 figures in VEF have been converted at the exchange rate of USD 1 = VEF 645 vs. VEF 199 for Fiscal 2015.

#### Issue volume

Issue volume corresponds to the total face value of service vouchers, cards and digitally-delivered services issued by the Group (Benefits and Rewards Services activity) for beneficiaries on behalf of clients.

#### **Net debt**

Net debt corresponds to the Group's borrowings at the balance sheet date less Operating cash.

#### Net profit before non-recurring items

Reported Net Profit excluding non-recurring items (for Fiscal 2016 exceptional expenses and early debt reimbursement indemnity, net of taxes of respectively €71m and €13m and €0m for Fiscal 2015).



#### Non-recurring items

Fiscal 2016 exceptional expenses of €108m related to the Adaptation and Simplification program in operating profit and €21m of early debt reimbursement indemnity in financial expense, both net of taxes (respectively €71m and €13m). There were no items considered as non-recurring for Fiscal 2015.

#### **Operating margin**

Operating profit divided by Revenues

#### Operating margin before exceptional expenses

Operating profit before exceptional expenses divided by Revenues

#### Operating margin at constant rate

Margin calculated converting Fiscal 2016 figures at Fiscal 2015 rates, except for countries with hyperinflationary economies. As a result for Venezuelan Bolivar, Fiscal 2016 and Fiscal 2015 figures in VEF have been converted at the exchange rate of USD 1 = VEF 645 vs. VEF 199 for Fiscal 2015.

#### Operating profit before exceptional expenses

Reported Operating Profit excluding exceptional expenses (€108m in Fiscal 2016, €0m in Fiscal 2015 and €27m in Fiscal 2014).



#### **Organic growth**

Organic growth corresponds to the increase in revenue for a given period (the "current period") compared to the revenue reported for the same period of the prior fiscal year, calculated using the exchange rate for the prior fiscal year;

and excluding the impact of business acquisitions and divestments, as follows:

- for businesses acquired during the current period, revenue generated since the acquisition date is excluded from the organic growth calculation;
- for businesses acquired during the prior fiscal year, revenue generated during the current period up until the first anniversary date of the acquisition is excluded;
- for businesses divested during the prior fiscal year, revenue generated in the comparative period of the prior fiscal year until the divestment date is excluded;
- for businesses divested during the current fiscal year, revenue generated in the period commencing 12 months before the divestment date up to the end of the comparative period of the prior fiscal year is excluded.

For countries with hyperinflationary economies all figures are converted at the latest closing rate for both periods. As a result, for the calculation of organic growth, Benefits & Rewards figures for Fiscal 2016 and Fiscal 2015 in Venezuelan Bolivar, have been converted at the exchange rate of USD 1 = VEF 645 (vs. VEF 199 for Fiscal 2015).



#### Q&A

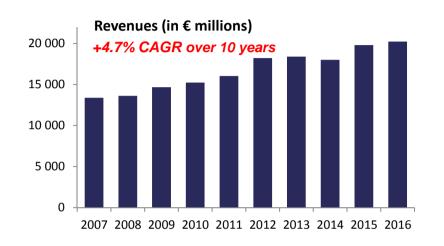


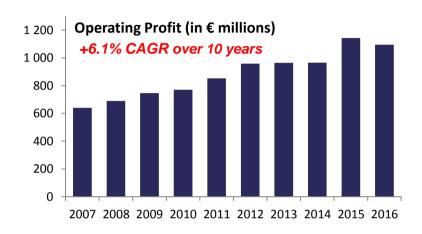
#### **APPENDICES**

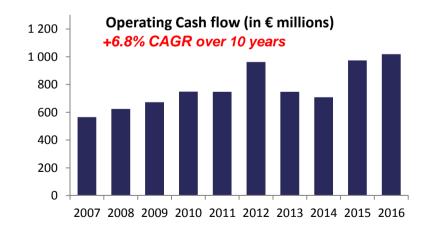


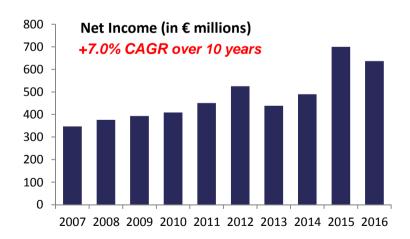
- 1. Regular and Sustained performance
- 2. Revenue growth
- 3. Fiscal 2016 revenue split
- 4. Gross financial debt
- 5. Refinancing in Sep and October 2016
- 6. Nov'15 €300M share repurchase program completed
- 7. Financial ratios
- 8. Fiscal 2016 exchange rates and sensitivity
- 9. Fiscal 2016 share performance
- 10. Fiscal 2017 Financial calendar
- 11. Sodexo key facts

### APPENDIX 1 SODEXO: REGULAR AND SUSTAINED PERFORMANCE



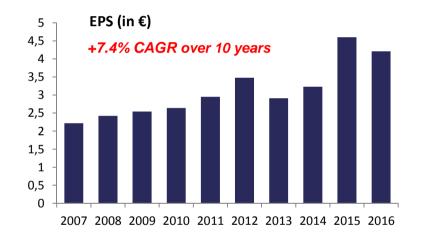


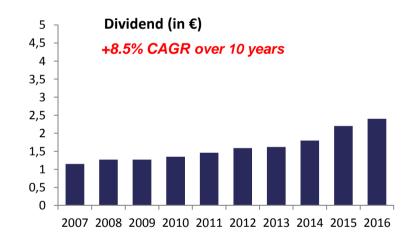






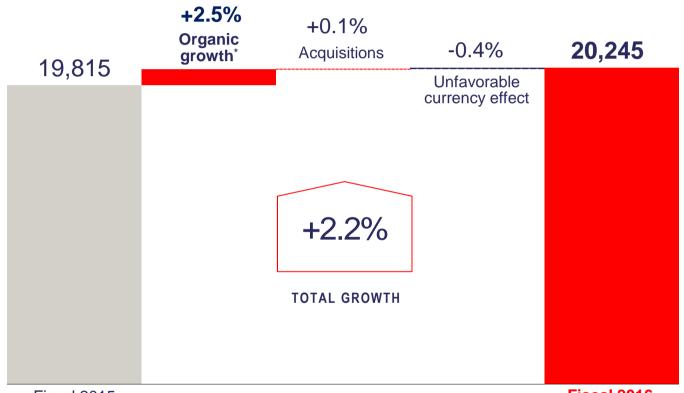
### APPENDIX 1 SODEXO: REGULAR AND SUSTAINED PERFORMANCE





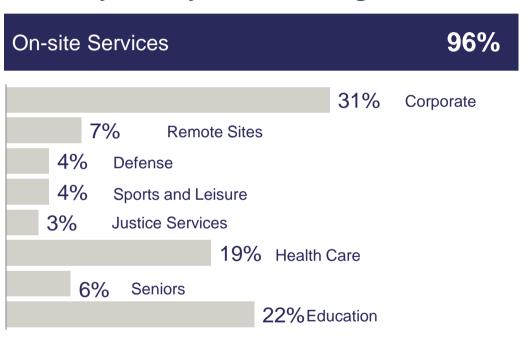
### APPENDIX 2 REVENUE GROWTH

€ millions



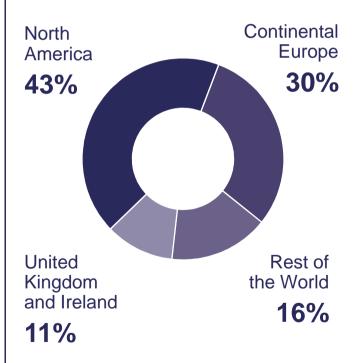
### APPENDIX 3 FISCAL 2016 REVENUE SPLIT

### Revenue by activity and client segment



Benefits and Rewards Services Issue volume of €16.3 billion

Distribution by geographic region

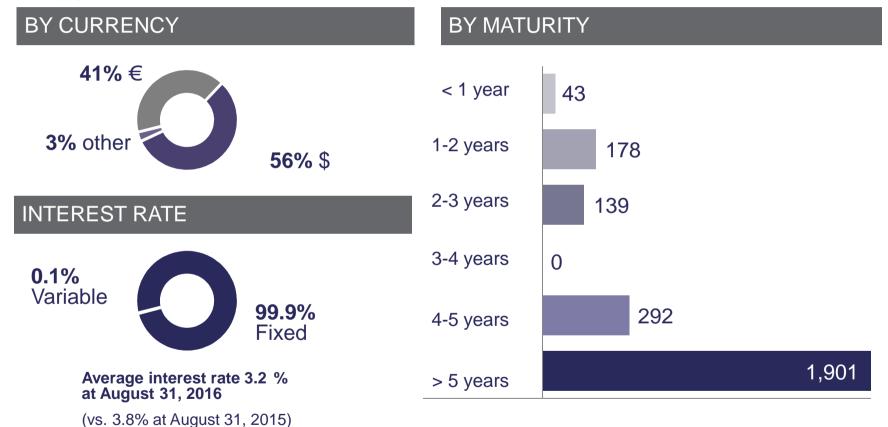


4%



### APPENDIX 4 GROSS FINANCIAL DEBT €2,553 million AS OF AUGUST 31, 2016

€ millions





### APPENDIX 5 REFINANCING IN SEPTEMBER AND OCTOBER 2016

#### **Recent financing operations:**

August 2016: \$208m (~ €184m) early USPP repayment

September 2016: \$108m (~ €97m) early USPP repayment

October 2016: €600m bond issue at a yield of 0.88%

with a maturity of 10½ years (April 2027)

- Gross debt pro forma after refinancing as per August 31, 2016 stands at €3,056m, a level similar to the gross debt at the end of Fiscal 2015 at €3,047m, with:
  - Average interest rate decreased by ~30% at 2.7% pro forma after refinancing vs. 3.8% at August 31, 2015 (or 3.2% at August 31, 2016)
  - Average maturity of financial debt increased by one year (to 7.6 years vs. 6.8 years as at August 31, 2016), which will allow the group to benefit from low financing rates for a longer period
  - Gross financial debt in euros is now higher, at 54%, and U.S dollars 44%

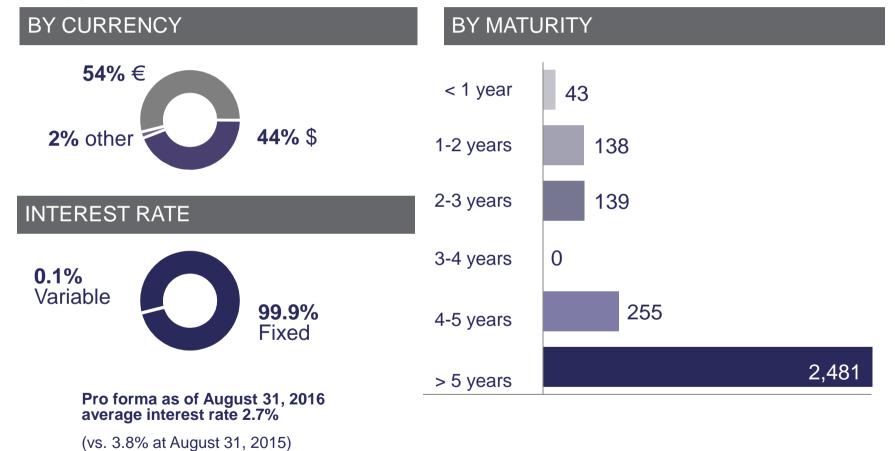


#### **APPENDIX 5**

#### GROSS FINANCIAL DEBT €3,056 million

PROFORMA AS OF AUGUST 31, 2016 FOLLOWING REFINANCING IN SEP-OCT 16

€ millions





### APPENDIX 6 NOV'15 SHARE REPURCHASE PROGRAM COMPLETED

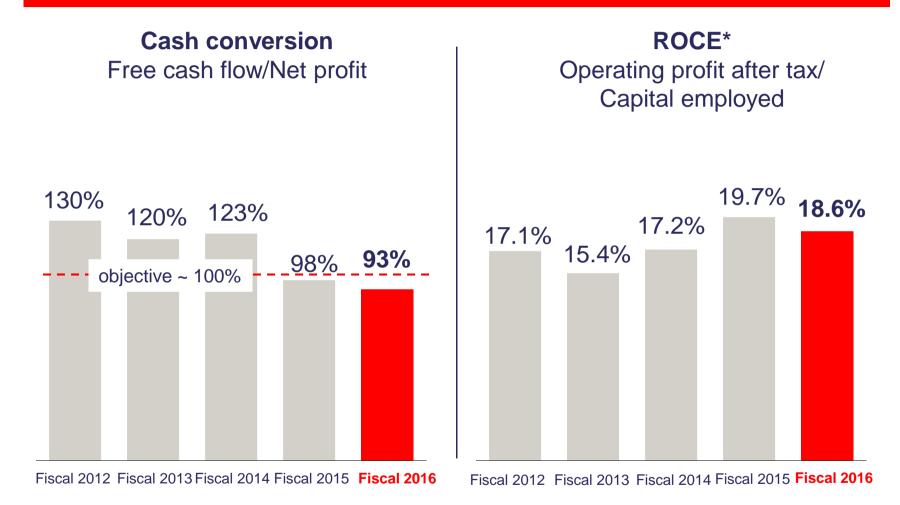
 Cancellation of 3,390,886 shares corresponding to a value of 300 million euro and 2.2% of capital, approved at the Board Meeting of June 14, 2016

Company's share capital	After	Before	
Company's share capital, number of shares	153,741,139	157,132,025	
Company's share capital, in euros	614,964,556	628,528,100	

Number of shares for EPS calculation	Fiscal 2016	Fiscal 2015
Basic weighted average number of shares	151,277,059	152,087,430



### APPENDIX 7 FINANCIAL RATIOS

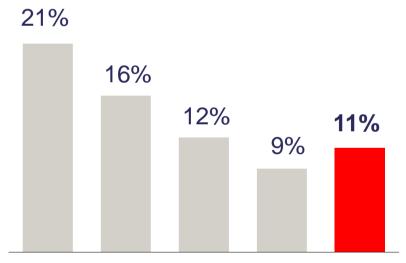


### APPENDIX 7 FINANCIAL RATIOS

#### Gearing ratio\*

Net debt/Shareholders' equity

\_\_\_\_\_ objective < 75% \_\_\_\_\_



Fiscal 2012 Fiscal 2013 Fiscal 2014 Fiscal 2015 Fiscal 2016

### Net debt/EBITDA

objective between 1 and 2 years



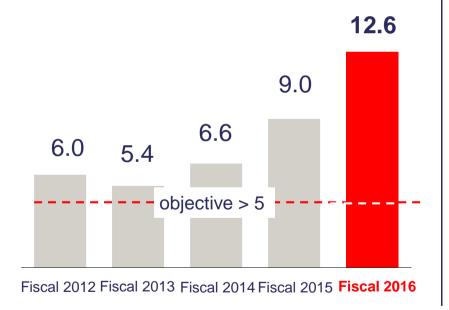
Fiscal 2012 Fiscal 2013 Fiscal 2014 Fiscal 2015 Fiscal 2016



### APPENDIX 7 FINANCIAL RATIOS

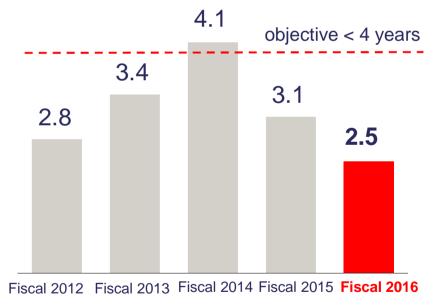
#### Interest cover\*

Operating profit/ Net borrowing costs



#### Reimbursement capacity\*

Gross financial debt/ Operating cash flow

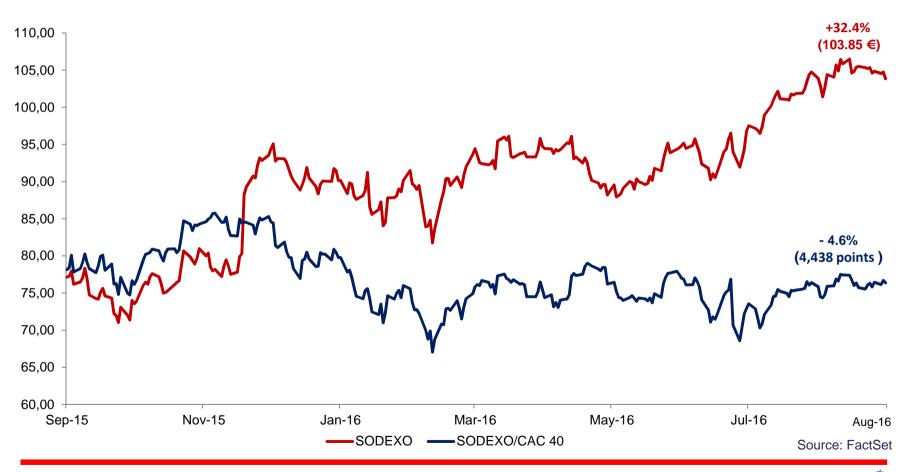




### APPENDIX 8 FISCAL 2016 - EXCHANGE RATES AND SENSITIVITY

					€ millions		
					Impact of a 10% appreciation of the exchange rate of the following currencies against the euro on		
€1 =	Average rate Fiscal 2016	Change	Closing rate Aug. 31, 2016	Change	Revenues	Operating profit	Shareholders' equity
U.S. dollar	1,1063	+4.8%	1,1132	+0.7%	831	50	171
Pound Sterling	0,7673	-2.7%	0.8481	-14.2%	201	13	64
Brazilian Real	4,0691	-18.9%	3,6016	+12.9%	91	18	70

### FISCAL 2016 SHARE PERFORMANCE SODEXO VS. CAC 40





### APPENDIX 10 FISCAL 2017 FINANCIAL CALENDAR

First quarter revenues, Fiscal 2017	January 12, 2017
Annual Shareholders' Meeting 2017	January 24, 2017
Dividend Ex-date	February 6, 2017
Dividend Record date	February 7, 2017
Payment of dividend	February 8, 2017
Half-year results, Fiscal 2017	April 13, 2017
Nine month revenues, Fiscal 2017	July 6, 2017
Annual results, Fiscal 2017	November 16, 2017
Annual Shareholders' Meeting 2018	January 23, 2018



These dates are purely indicative, and are subject to change without notice. Regular updates are available in the calendar on our website **www.sodexo.com**.



#### **APPENDIX 11**

#### **SODEXO: KEY FACTS**





425,000 employees









(August16)

- Founded in 1966 by Pierre Bellon
- Main Shareholders as 31/08/2016:
  - > Bellon S.A 39.6% of capital (54.8% of voting rights)
  - > International Institutional investors 38.3%















