

### FISCAL 2015 RESULTS

# TORONTO – BOSTON – NEW YORK ROADSHOW

**December 01-03, 2015** 

#### 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.

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# A YEAR OF PROGRESS

### A YEAR OF PROGRESS

- Solid financial performance
- Contract wins in On-site Services, led by integrated services offer
- Sustained activity in Benefits and Rewards Services
- ► Increased differentiation in Quality of Life Services

# A YEAR OF PROGRESS SOLID FINANCIAL PERFORMANCE

Reported revenue

€19.8 billion

+10%

Increase in reported operating profit

+21.7%

**Growth in Group net income** 

+42.9%

Financial performance boosted by currency effects

# A YEAR OF PROGRESS AND IMPROVED PROFITABILITY

Organic revenue growth

+2.5%

**Operating profit** 

€1,143 million

+11.9%\*
Excluding currency effects

**Operating margin** 

5.8%

+90 bps\*
Over two years excluding currency effects

+40 bps\*
vs fiscal 2014
excluding currency
effects

**Group net income** 

€700 million

+32.4%
Excluding currency effects



<sup>\*</sup> Before exceptional items related to the operational efficiency improvement program in Fiscal 2014.

### A YEAR OF PROGRESS A STRONGER FINANCIAL POSITION

Free cash flow €688 million

+14.3%

Net debt (as of August 31, 2015) €339 million

Gearing 9% vs. 12%
As of August 31, 2014

**Proposed dividend per share** €2.20

Payout ratio 50%

Total proposed dividend €347 million

Share repurchase program €300 million ~2.4% of capital

+22.2%

### A YEAR OF PROGRESS CONTRACT WINS

#### **CORPORATE**









- United States House of Representatives in the United States
- Vodafone in India
- Lacoste Devanlay in France
- **Unilever** in Asia

#### **REMOTE SITES**



Shell in the Philippines

#### **HEALTH CARE**





Vidant Medical Center in the United States







Mater Dei Hospital in Brazil



### A YEAR OF PROGRESS CONTRACT WINS

#### **EDUCATION**



State University of New York, Stony Brook in the United States



Canadian International School, Shenzhen and Beijing in China, Singapore

#### **JUSTICE**



Transforming Rehabilitation Program in the United Kingdom

#### BENEFITS AND REWARDS SERVICES



Santa Paula Hospital in Brazil



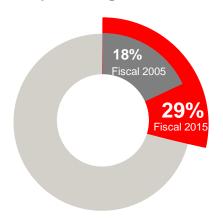
Samsung Electronics in Indonesia



#### A YEAR OF PROGRESS

# INTEGRATED SERVICES OFFER BOOSTED BY INVESTMENTS IN FACILITIES MANAGEMENT

FM as a percentage of revenue





### FM as a percentage of revenue



Continental Europe United Kingdom

+10%

Average annual growth over 10 years

€5.6bn

Facilities management revenue,

including €1.2bn in multi-technical maintenance services

#### **Gross margin**

for multi-technical
maintenance services
0.6% higher than
food services
gross margin

6
acquisitions
in 10 years
across all continents

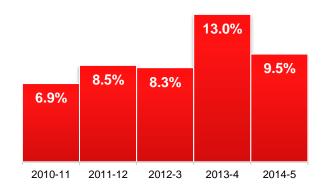


#### A YEAR OF PROGRESS

# SUSTAINED DEMAND FOR BENEFITS AND REWARDS SERVICES



#### **ORGANIC REVENUE GROWTH**



4

#### new countries

Portugal, Panama, Singapore and Taiwan

### Acquisition of Motivcom

in the United Kingdom, Sodexo becomes

European leader in incentive and recognition

**65**%

paperless/digital

Further
double digit
growth
in Latin America



# A YEAR OF PROGRESS RECOGNIZED POSITIONING AND LEADERSHIP IN QUALITY OF LIFE SERVICES

The Sodexo/Harris Interactive survey revealed that 91% of executives queried believe there is a link between quality of life and their organization's performance



Sodexo/Harris Interactive Survey - April 2015

A first international conference bringing together global leaders in Quality of Life

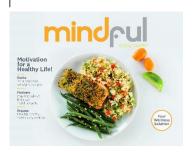


## A YEAR OF PROGRESS BETTER LEVERAGE OUR GLOBAL CONSUMER KNOWLEDGE

#### Strengthening relations with consumers

### Bringing nutritional advice

https://mindful.sodexo.com/



Facilitate the flow of information



Reinforcing ties



#### **Partnerships**

Le Village in Paris



The Camp in Aix-en-Provence





# A YEAR OF PROGRESS SOCIETAL COMMITMENTS



SODEXO
with
PEPSICO
UNILEVER
MCCAIN
ARDO
SCA
WWF

to combat waste all along the food chain



\$1 billion in purchases
from
5,000 small and mid-sized enterprises
in
40 countries,
including
1,500 managed by women

## A YEAR OF PROGRESS RECOGNITIONS

Dow Jones
Sustainability Indices
In Collaboration with RobecoSAM

Global Sustainability Industry Leader in its sector for the 11<sup>th</sup> year in a row



NO.1 among SBF 120 index companies in 2015 for the proportion of women in senior management

- 43% women on the Group Executive Committee
- 38% women on the Sodexo Board of Directors



Recognized for its commitment to reducing carbon emissions by 34% by 2020





# SOLID FINANCIAL PERFORMANCE ORGANIC GROWTH

### Organic growth of +2.5%

#### of which:

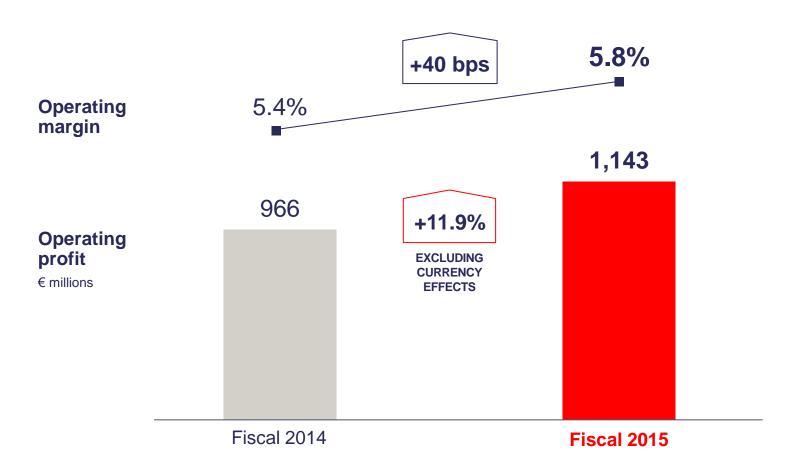
On-site Services

+2.2%

Benefits and Rewards
Services

+9.5%

## SOLID FINANCIAL PERFORMANCE INCREASE IN OPERATING PROFIT\*



<sup>\*</sup> Excluding currency effects exceptional items in Fiscal 2014



## SOLID FINANCIAL PERFORMANCE IMPROVED CONSOLIDATED RESULTS

#### € millions





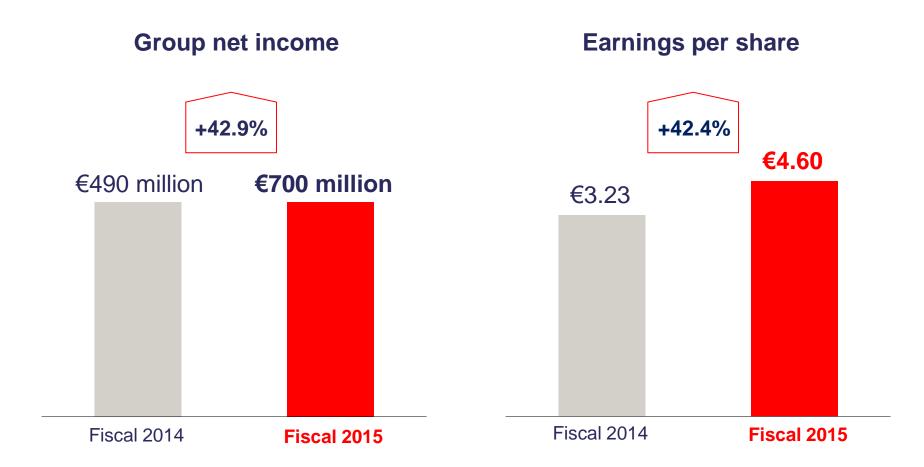
EXCEPTIONAL IMPLEMENTATION **EXPENSES** 



# SOLID FINANCIAL PERFORMANCE INCREASED CONSOLIDATED RESULTS

	Fiscal 2015 € millions	Fiscal 2014 € millions	CHA At current exchange rates	At constant exchange rates
Revenues	19,815	18,016	+10.0%	+2.6%
Operating profit before exceptional items	1,143	966	+18.3%	+11.9%
Exceptional items	0	(27)		
Operating profit	1,143	939	+21.7%	+15.1%
Net financial expense	(107)	(173)		
Income tax	(320)	(265)		
Effective tax rate	31.1%	34.8%		
Non-controlling interests/ Equity-accounted companies	(16)	(11)		
Group net income	700	490	+42.9%	+32.4%

# SOLID FINANCIAL PERFORMANCE GROUP NET INCOME AND EARNINGS PER SHARE



# SOLID FINANCIAL PERFORMANCE EXCHANGE RATES

1€ =	Average rate Fiscal 2015	Change	Closing rate 31/08/15	Change
U.S. Dollar	1,16	+17,4%	1,12	+17,6%
Pound Sterling	0,75	+10,3%	0,73	+9,3%
Brazilian Real	3,30	-6,0%	4,07	-27,2%

# SOLID FINANCIAL PERFORMANCE CONSOLIDATED CASH FLOW

€ millions	Fiscal 2015	Fiscal 2014	CHANGE
Operating cash flow	973	708	+37.4%
Net capital expenditure	(353)	(294)	
Change in working capital	68	188	
Free cash flow	688	602	+14.3%
Net acquisitions	(49)	(50)	
Change in shareholders' equity	(323)	(282)	
Other changes (including scope and exchange rates)	(284)	(163)	
(Increase)/decrease in net debt	32	107	

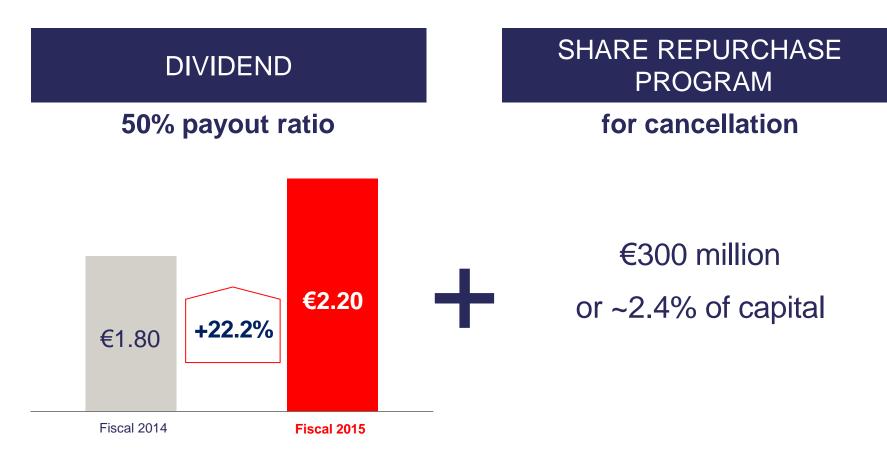
# SOLID FINANCIAL PERFORMANCE CONSOLIDATED BALANCE SHEET

#### **ROBUST RATIOS**

€ millions	Aug. 31, <b>2015</b>	Aug. 31, 2014		Aug. 31, <b>2015</b>	Aug. 31, 2014
Non-current assets	7,334	6,852	Shareholders' equity	3,710	3,189
Current assets excluding cash	4,396	4,120	Non-controlling interests	34	32
Financial assets related to the BRS activity	739	758	Non-current liabilities	3,593	3,830
Cash	2,008	2,748	Current liabilities	7,140	7,427
Total assets	14,477	14,478	Total liabilities & equity	14,477	14,478
Operating cash totaled €2,708 million,		Net debt	339	371	
of which €1,476 million related to Benefits and Rewards Services		Gearing ratio	9%	12%	



## PROPOSED DIVIDEND



Payment date: February 10, 2016





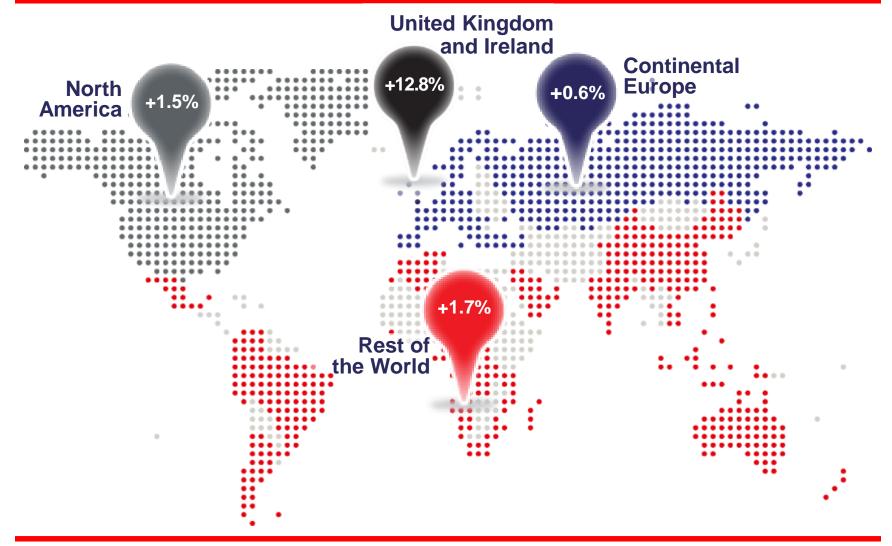
# REVIEW OF OPERATIONS



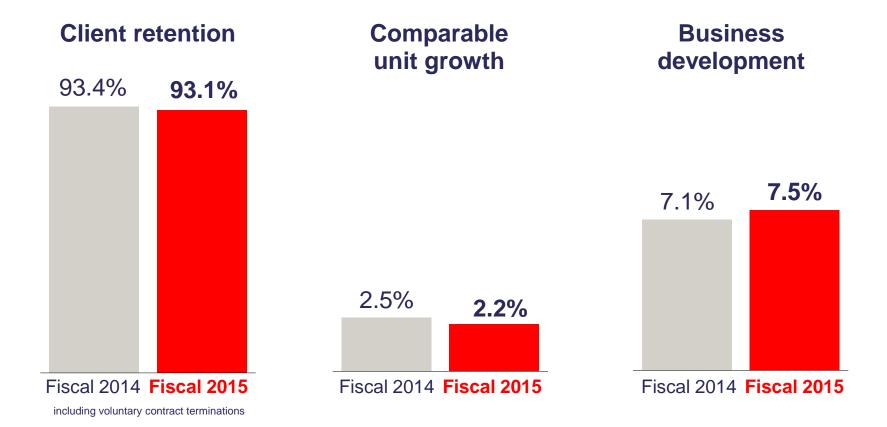
## ON-SITE SERVICES



# ON-SITE SERVICES ORGANIC GROWTH OF +2.2%



# ON-SITE SERVICES GROWTH INDICATORS



#### **ON-SITE SERVICES**

# SUCCESSFUL INTEGRATED OFFERS AND QUALITY OF LIFE POSITIONING



### Corporate

- Contract start-ups in Justice segment in the United Kingdom
- Dynamic growth in integrated services in the United States
- Growth in Remote Sites at the start of the year





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

- Impact of partial exit from HCR ManorCare in the United States, now terminated
- Limited business development in Europe





#### **Education**

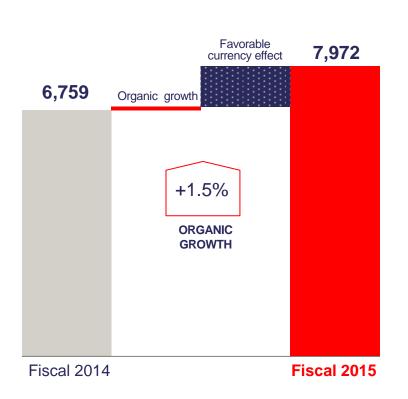
- More selective approach to new business
- Contract wins in emerging markets

-0.7%



# ON-SITE SERVICES NORTH AMERICA

€ millions Revenues



#### Corporate

+5.4%

 Strong growth in facilities management

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

+1.1%

- Impact of HCR ManorCare and sale of laundry activities
- Return to growth in fourth quarter

#### **Education**

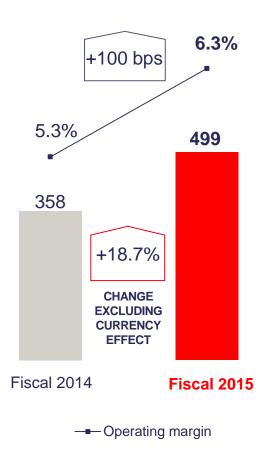
-0.6%

- Exit from Detroit Public Schools contract
- Weak business development

# ON-SITE SERVICES NORTH AMERICA

€ millions

#### **Operating profit**

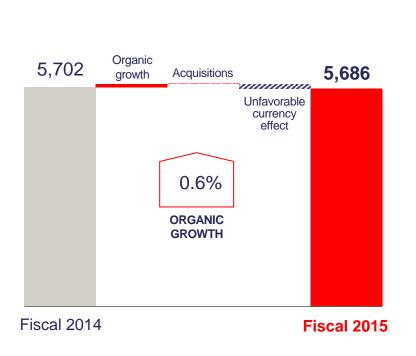


- Increased focus on standardized contract management
- Efficiency gains on overheads
- Favorable Fiscal 2014 basis for comparison



# ON-SITE SERVICES CONTINENTAL EUROPE

€ millions Revenues



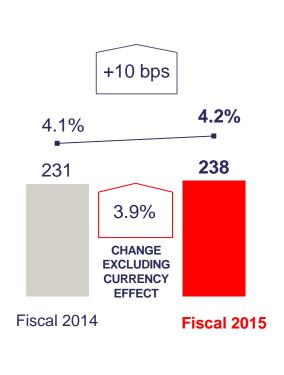
Corporate	+2.9%
<ul> <li>Higher facilities management revenues</li> </ul>	
<ul><li>Lower food services volumes</li></ul>	
	2 40/
Health Care and Seniors	-3.4%
<ul><li>Lower client retention rate this year</li></ul>	
<ul><li>Contract wins in Nordic countries</li></ul>	
Education	-2.3%
<ul> <li>More selective approach to new business</li> </ul>	
Modest growth in fourth quarter	



# ON-SITE SERVICES CONTINENTAL EUROPE

€ millions

#### **Operating profit**



Operating margin

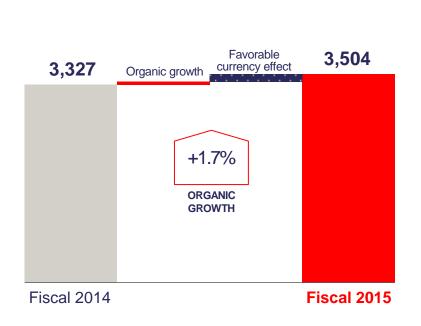
 Favorable impact from program to improve operational efficiency and reduce costs, especially in the second half



# ON-SITE SERVICES REST OF THE WORLD\*

€ millions

#### Revenues



#### Corporate

+0.6%

- Sharp slowdown in Brazil
- End of mining sector contracts

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

+20.2%

 Further contract wins in Latin America and Asia

**Education** 

+4.0%

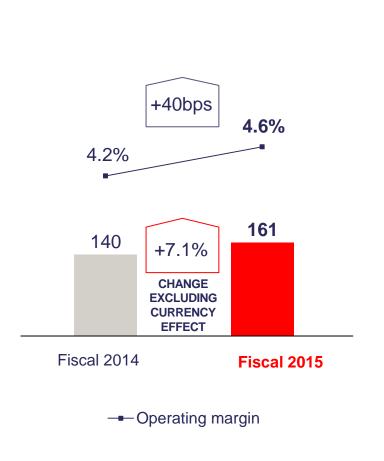


<sup>\*</sup> Latin America, Middle East, Asia, Africa, Australia and Remote Sites

### ON-SITE SERVICES REST OF THE WORLD\*

€ millions

#### **Operating profit**



- Productivity gains in most countries
- One-off projects in offshore segment

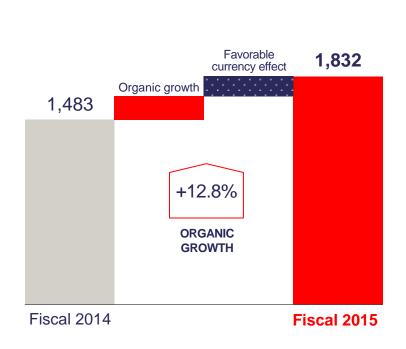


<sup>\*</sup> Latin America, Middle East, Asia, Africa, Australia and Remote Sites

### ON-SITE SERVICES UNITED KINGDOM AND IRELAND

€ millions

#### Revenues

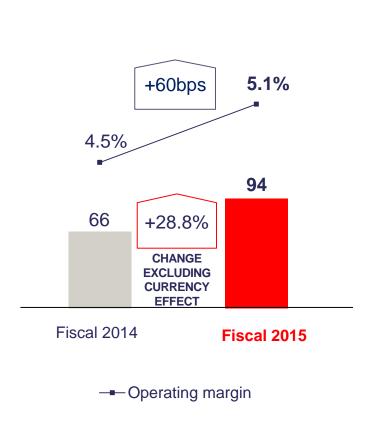


<ul> <li>Corporate</li> <li>Start-up of six Transforming Rehabilitation contracts in the Justice segment</li> <li>Solid growth in the Corporate Services segment</li> </ul>	+13.9%
<ul><li>Health Care and Seniors</li><li>Service extensions and new contracts</li></ul>	+12.7%
Education  Growth in Universities segment	+4.1%

### ON-SITE SERVICES UNITED KINGDOM AND IRELAND

€ millions

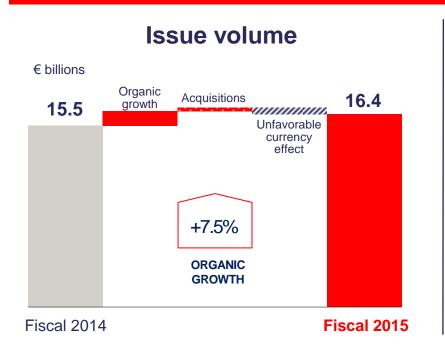
#### **Operating profit**

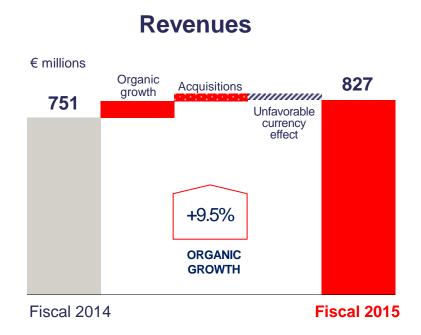


- Leverage provided by higher business volumes
- Improved margins on several contracts that were in the start-up phase in the prior fiscal year

# BENEFITS AND REWARDS SERVICES

### BENEFITS AND REWARDS SERVICES ISSUE VOLUME AND REVENUES





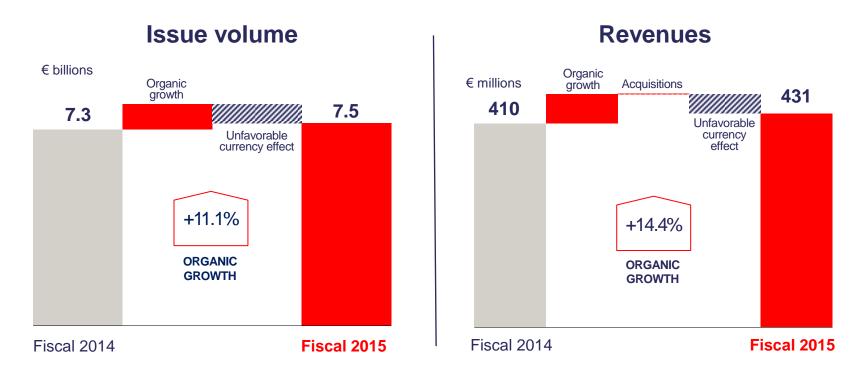
- Double-digit growth maintained in emerging economies
- 65% of issue volume on paperless/digital media

Organic growth: change excluding currency effect except for the Venezuelan bolivar, for which an exchange rate of 1 dollar = 199 bolivars has been used in Fiscal 2014 and in Fiscal 2015.



### BENEFITS AND REWARDS SERVICES ISSUE VOLUME AND REVENUES

#### **Latin America**



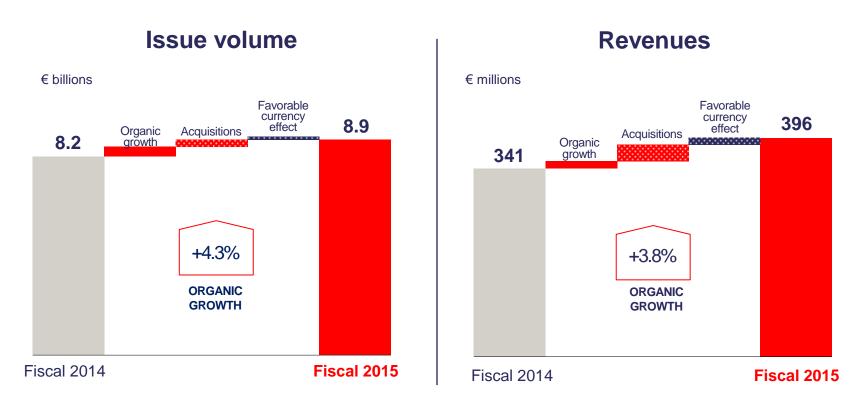
Increase in face values and higher interest rates

Organic growth: change excluding currency effect except for the Venezuelan bolivar, for which an exchange rate of 1 dollar = 199 bolivars has been used in Fiscal 2014 and in Fiscal 2015.



### BENEFITS AND REWARDS SERVICES ISSUE VOLUME AND REVENUES

#### **Europe and Asia**



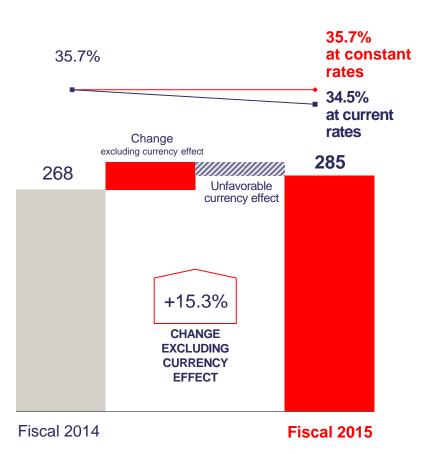
Accelerated growth led by contract wins in Turkey, India and China



### BENEFITS AND REWARDS SERVICES OPERATING PROFIT

€ millions

#### **Operating profit**



 Productivity gains reinvested in marketing, innovation and international development



#### **OUTLOOK**

#### FAVORABLE SHORT-TERM TRENDS

- Continuous growth in demand for facilities management services
- Contribution of the Rugby
   World Cup in the first quarter
- Sustained development for Benefits and Rewards Services

#### A VOLATILE MACRO-ECONOMIC LANDSCAPE

- Slower growth in emerging economies, especially Brazil
- Oil and mining sectors hit by lower commodity prices
- Hesitant recovery in Europe

NEED FOR ADAPTATION
AND SIMPLIFICATION
MEASURES



#### ADAPTATION AND SIMPLIFICATION MEASURES

- Reinforced adaptation of site level operating costs
- Organizational simplification
- Increased mutualisation across geographies

AROUND €200 MILLION OF ANNUAL SAVINGS BY YEAR 3 (100% PAYBACK IN FISCAL 2018)



AROUND €200 MILLION
IN EXCEPTIONAL EXPENSE
(SEPTEMBER 2015-FEBRUARY 2017)



### OUTLOOK FISCAL 2016 OBJECTIVES

In light of the current economic environment, the Group is targeting:

Organic revenue growth of around 3%

 An increase in operating profit of around 8% (excluding currency effects and exceptional items)



#### GROWTH DRIVERS WITH HIGH POTENTIAL

#### MAJOR WORLDWIDE TRENDS

- Seniorization of global populations
- Far-reaching changes to the working environment and strong demand for well-being
- Role of robotics and the ongoing digital revolution

#### A RELEVANT STRATEGY

- Growing trend towards outsourcing
  - in the public sector to reduce public budget deficits
  - in the private sector in developing economies
- Consolidation of outsourcing services
  - greater integration
  - significant facilities management component

#### RESTORE GROWTH MOMENTUM

especially in North America



### OUTLOOK GROWTH DRIVERS WITH HIGH POTENTIAL

ALL OF THESE
OPPORTUNITIES HAVE
INTEGRATED
QUALITY OF LIFE SERVICES
AT THEIR CORE

BRING
THE BEST OF SODEXO
TO ITS CLIENTS
ALL OVER THE WORLD

### OUTLOOK EVOLUTION OF THE ORGANIZATION



### OUTLOOK MEDIUM-TERM OBJECTIVES

The Group is confident of achieving its medium-term objectives:

average annual **growth** in **revenue of between** 4% and 7%

(excluding currency effects)

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

an average annual cash conversion ratio\* of around 100%



<sup>\*</sup> Ratio of operating free cash flow to reported net income

### 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



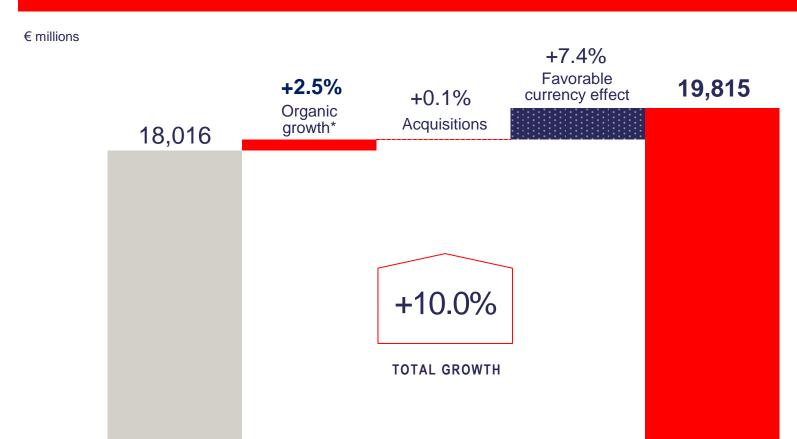
Q&A

#### **APPENDICES**



- 1. Revenue growth
- 2. Fiscal 2015 revenue
- 3. Free cash flow
- 4. Financial debt
- 5. Net debt by currency
- 6. Financial ratios
- 7. Sensitivity to exchange rates
- 8. Impact of principal exchange rates on the statement of financial position

### APPENDIX 1 REVENUE GROWTH



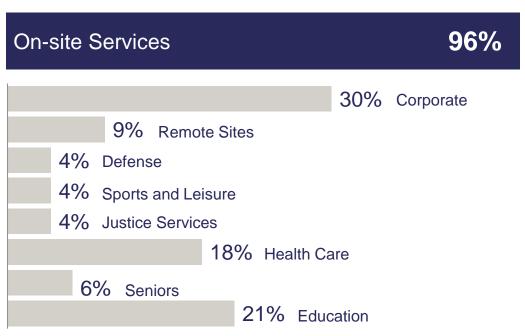
Fiscal 2014 Fiscal 2015

<sup>\*</sup> Organic growth: increase in revenues at constant scope of consolidation and exchange rates, with the exception of the Venezuelan bolivar in Benefits and Rewards Services, for which a rate of 1 dollar = 199 bolivars has been used in Fiscal 2014 and in Fiscal 2015.



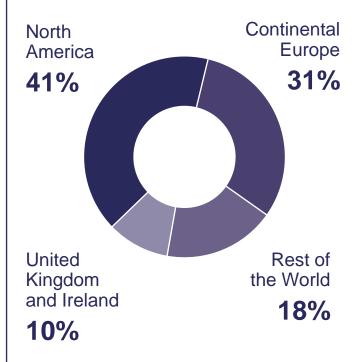
### APPENDIX 2 FISCAL 2015 REVENUE

#### Revenue by activity and client segment



Benefits and Rewards Services
Issue volume of €16.4 billion

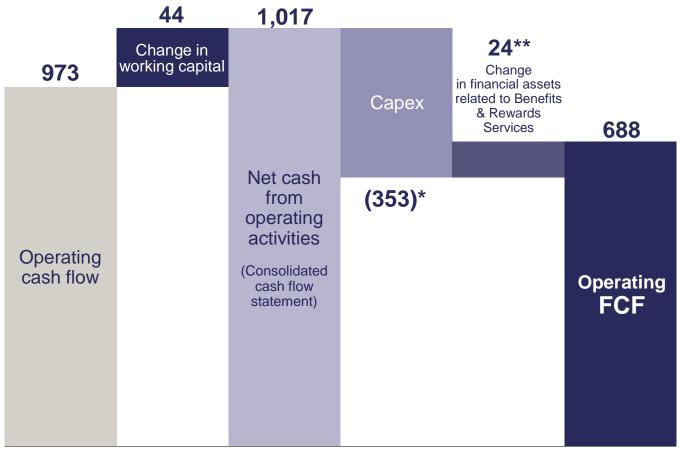
Distribution by geographic region



4%



### APPENDIX 3 FREE CASH FLOW



<sup>\* (353) = + (302)</sup> Tangible and intangible fixed asset investments

+ 18 Fixed asset disposals

+ (62) Change in client investments

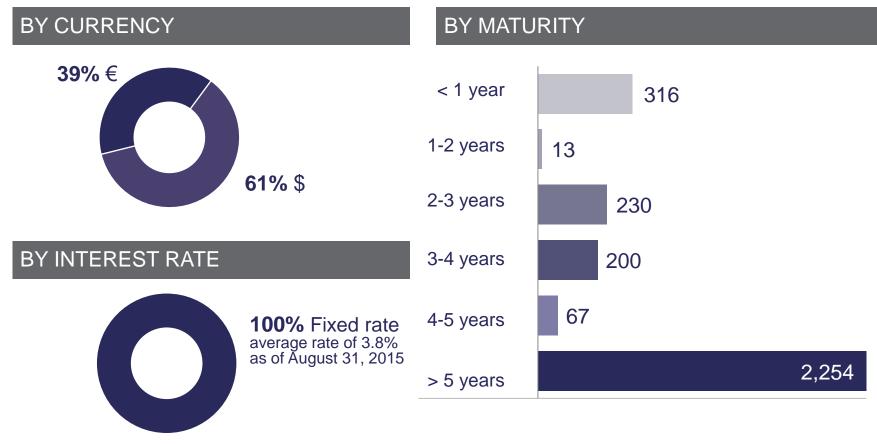
+ (6) Leasing investments



<sup>\*\*</sup> Not included in working capital changes from consolidated cash flow statement Total change in working capital = 44 – (24) = 68

# APPENDIX 4 ANALYSIS OF FINANCIAL DEBT\* AS OF AUGUST 31, 2015

€ millions



<sup>\*</sup> Financial debt of €3,080 million (excluding foreign currency derivative financial instruments for €(33) million)



## APPENDIX 5 FINANCIAL DEBT BY CURRENCY\* AS OF AUGUST 31, 2015

€ millions

	USD	£	BRL
Cash and cash equivalents, net	699	395	245
Restricted cash and financial assets (Benefits and Rewards Services)	2	15	113
Financial liabilities	(1,872)	(7)	(3)
NET DEBT	(1,171)	403	355



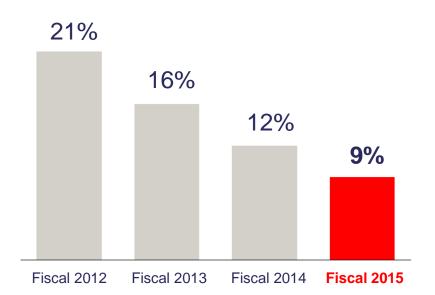
<sup>\*</sup> Financial debt excluding foreign currency derivative financial instruments

### APPENDIX 6 FINANCIAL RATIOS

#### **Gearing ratio**

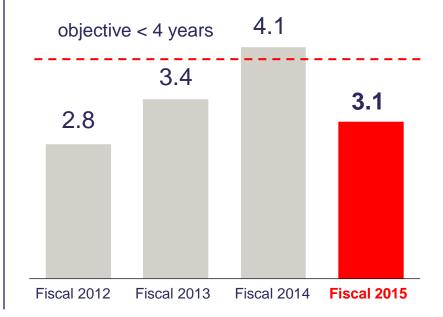
Net debt/Shareholders' equity

----- objective < 75%-----



#### **Reimbursement capacity**

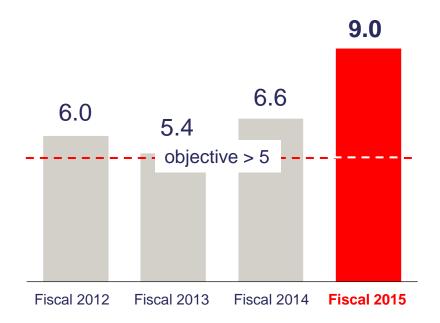
Gross financial debt/ Operating cash flow



### APPENDIX 6 FINANCIAL RATIOS

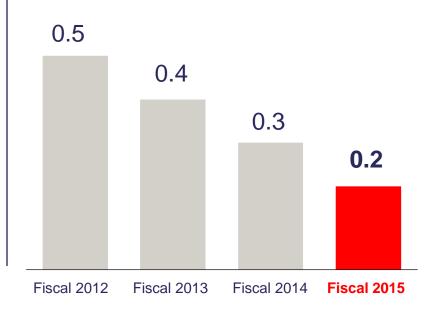
#### Interest cover

Operating profit/ Net financial expense



#### Net debt ratio Net debt/EBITDA

----- objective < 2 years --



### APPENDIX 7 SENSITIVITY TO EXCHANGE RATES

					€ millions		
					Impact of a 10% appreciation of the exchange rate of the following currencies against the euro on		
€1 =	Average rate Fiscal 2015	Change	Closing rate Aug. 31, 2015	Change	Revenues	Operating profit	Shareholders' equity
U.S. dollar	1.1594	+17.4%	1.1215	+17.6%	763	50	167
Pound Sterling	0.7462	+10.3%	0.7275	+9.3%	193	8	82
Brazilian Real	3.3020	-6.0%	4.0671	-27.2%	107	23	57

#### **APPENDIX 8**

#### IMPACT OF PRINCIPAL EXCHANGE RATES ON THE BALANCE SHEET AS OF AUGUST 31, 2015

€ millions

	USD	£	BRL	VEF
Non-current assets	486	79	(227)	(1)
Deferred tax assets	16	2	(11)	0
Change in working capital items and other assets	138	29	(178)	(16)
Cash	79	26	(93)	(16)
	719	136	(509)	(33)

	USD	£	BRL	VEF
Shareholders' equity	234	66	(202)	(10)
Provisions	3	1	(12)	0
Deferred tax liabilities	5	1	(27)	0
Borrowings	248	9	(33)	0
Change in working capital and other liabilities	229	59	(235)	(23)
	719	136	(509)	(33)



### THANK YOU