February 15<sup>th</sup> 2018

## INVESTOR PRESENTATION



#### DISCLAIMER

This document contains forward-looking statements. Any forward-looking statement does not constitute forecasts as defined in European regulation (EC) 809/2004. Forward-looking statements relate to expectations, beliefs, projections, future plans and strategies, anticipated events or trends and similar expressions concerning matters that are not historical facts. The forward-looking statements are based on the Company's current beliefs, assumptions and expectations of its future performance, taking into account all information currently available. Forward-looking information and statements are not guarantees of future performance and are subject to various risks and uncertainties, many of which are difficult to predict and generally beyond the control of the Company. These risks and uncertainties include those discussed or identified under section 4 "Risk Factors" of the SoLocal Group's "*Document de référence*" which was filed with the French financial markets authority (AMF) on 28 April 2017. Important factors that could cause actual earnings to differ materially from the earnings anticipated in the forward-looking statements include the effects of competition, usage levels, the success of the Group's investments in France and abroad, and the effects of the economic situation. SoLocal Group, its affiliates, directors, advisors, employees and representatives expressly disclaim any liability whatsoever for such forward-looking statements.

The forward-looking statements contained in this document apply only at the date of this document. SoLocal Group does not undertake to update any of these statements to take account of events or circumstances arising after the date of said document or to take account of the occurrence of unexpected events.

Accounting data presented on an annual basis are in audited consolidated form, but accounting data indicated on a quarterly or halfyearly basis are in unaudited consolidated form.

Business indicators covered in the presentation are for continued activities.

All financial data and indicators are published in details within the report of Consolidated financial information as of 31 December 2017 which is available on the corporate website, <u>www.solocalgroup.com</u> (finance area).



## SOLOCAL 2020

## **INVESTMENT CASE**



#### **SOLOCAL OVERVIEW**

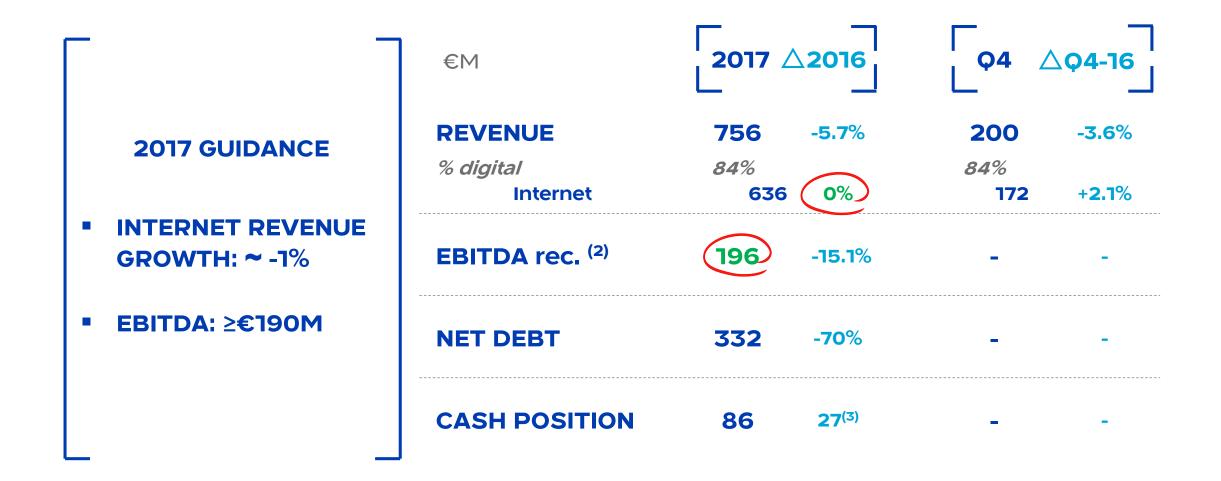


 Source Médiamétrie October 2017. Reach is defined as the number of unique visitors of a website, expressed as a percentage of a reference population during a given period (scope France)

- (2) Continued activities
- (3) Including storelocators

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#### **2017 FINANCIAL RESULTS** <sup>(1)</sup>



(1) Continued activities;

(2) EBITDA calculated as Group revenue minus net external expenses and personnel expenses. Personnel expenses include salaries and charges, share-based payments and employee profit-sharing;

(3) Taking into account 2016 €32M of deferred payment of financial interest Source: Company information, SoLocal Group 2016 and 2017 financial statements

#### **FROM TO**

2017

PAGESJAUNES CENTRIC COMBINED WITH DIGITAL MARKETING

2018 -2020

DIGITAL SERVICES COMPANY LEVERAGING OWNED MEDIA

- Revenue / EBITDA decline
- Local Search / Media
- Sales centric
- SMB focus
- Annual engagement profile
- Massive debt
- Lack of cash generation
- Fragmented organization
- Inside out Silo Static

- Back to profitable growth
- Full web & Apps Digital services
- User / Customer Centric
- All customer segments
- Lifetime value / Recurring revenues
- Deleveraged balance sheet
- Sustainable cash generation
- Integrated, cost efficient, agile
- Customer / User Team Entrepreneur

#### **KEY INVESTMENT HIGHLIGHTS**



#### Fast-growing digital services company



Key competitive advantage through combination of massive rich local content, powerful data, local coverage, strong partnerships & scalable tech platforms



Recurring revenue businesses with increasing customer retention rate



EBITDA growth driven by cost savings and accelerated sizeable revenue growth



Sustainable cash flow generation through investment discipline & efficient working capital mngt



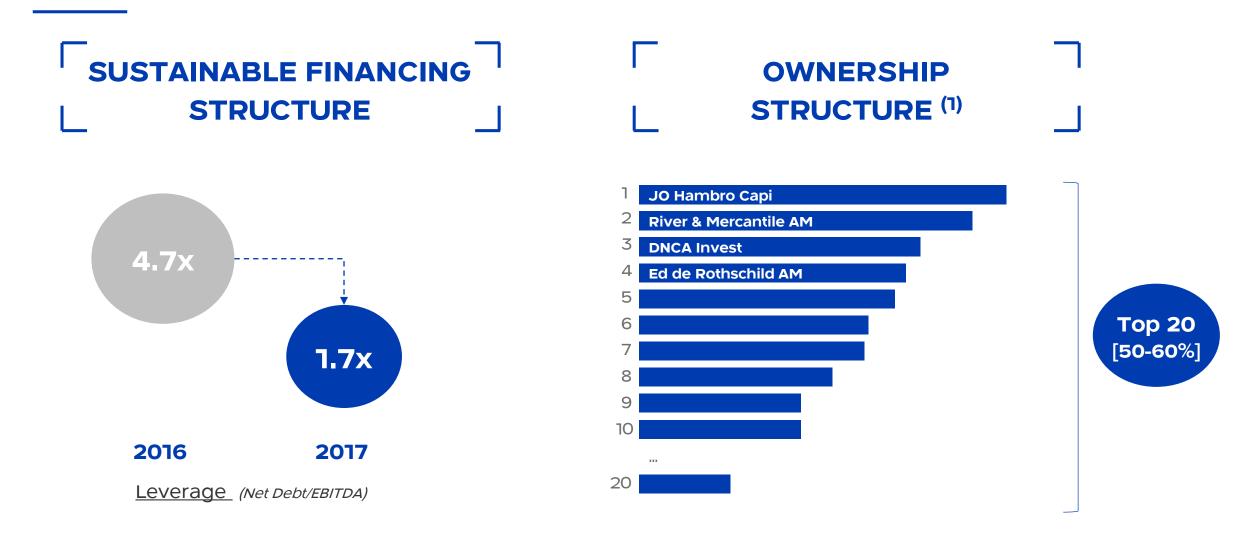


## SOLOCAL 2020

## SOLOCAL UPDATE



#### A FINANCIAL RESTRUCTURING SUCCESS...



#### ... COUPLED WITH A NEW GOVERNANCE...



- Fully revamped board
- Diverse and multidisciplinary skills
- 100% independent directors
- Including two representatives of largest « Long-only » shareholders



**NEW CHAIRMAN** 

**Pierre DANON** 

Former Chairman and CEO of Numericable and Chairman of TDC Group



**NEW CEO** 

#### **Eric BOUSTOULLER**

Former Corporate Vice President of Microsoft Corporation and Western Europe area



#### ... AND A NEW MANAGEMENT TEAM ALIGNED WITH SHAREHOLDER INTERESTS



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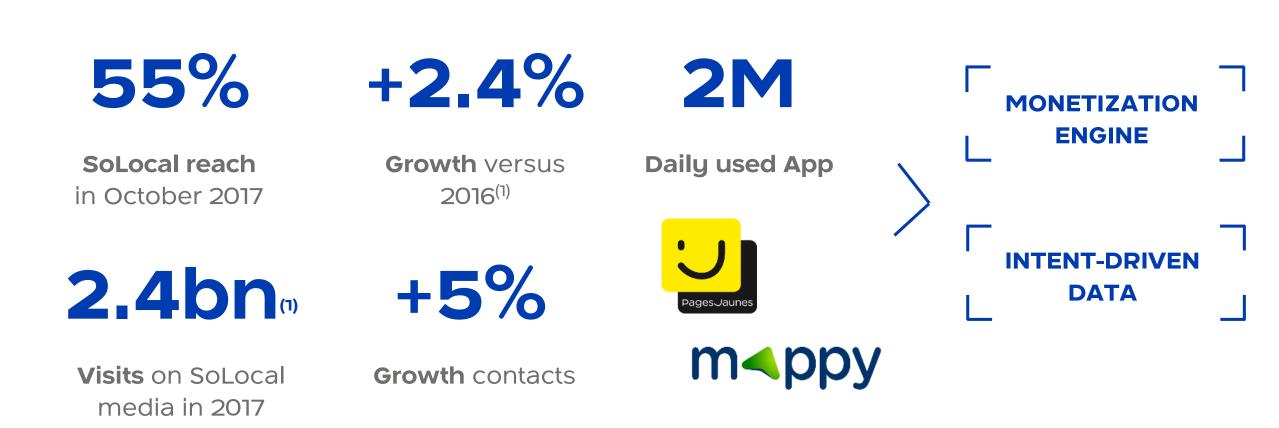
**LEVERAGING STRONG ASSETS TO DELIVER SUCCESS** 











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#### **UNIQUE LOCAL USER & PRO DATA**

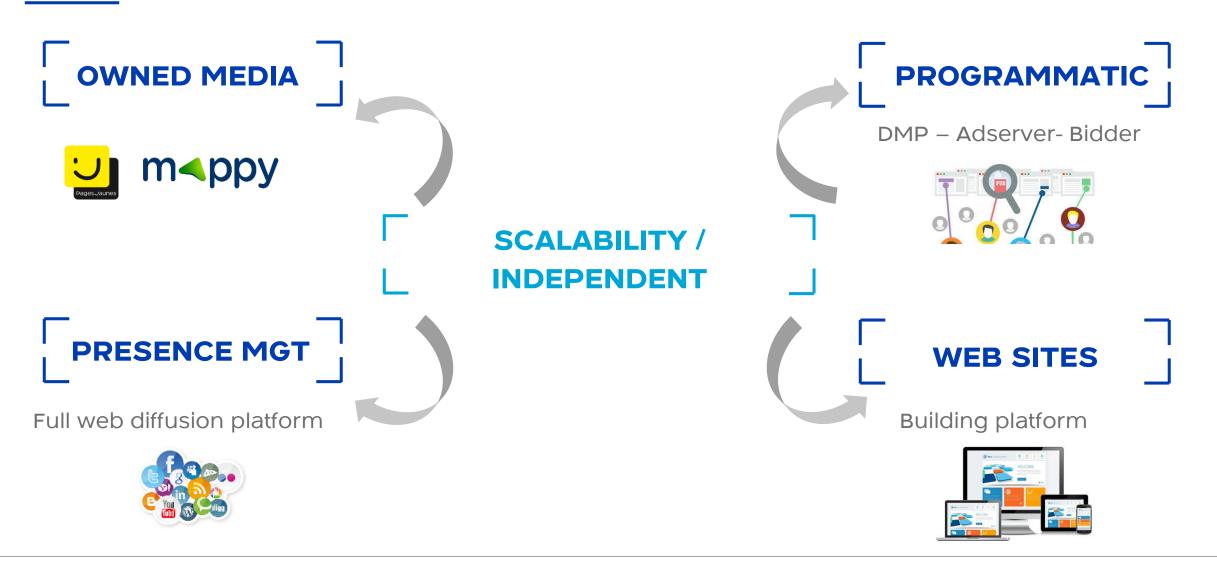






#### **IN-HOUSE DIGITAL SERVICES PLATFORM**







**BALANCED AND STRONG PARTNERSHIPS WITH GAFAM – 1/2** 







 LOCAL CONTENT
 DIGITAL ADVERTISING

 PROVIDER
 INTEGRATOR

- 150 K/day updates of BEST-IN-CLASS LOCAL CONTENT
- PRIVILEGED APIs<sup>(1)</sup>



- HIGH GROSS MARGIN DIGITAL SERVICES DELIVERED >50%
- STATE-OF-THE-ART IN-HOUSE EXPERTISE:
  - Display design / AdText
  - Tech platform & Algorithms
  - Realtime Selection of optimized keyword
  - Campaign management
  - Customer support & advice

#### **FULL LOCAL COVERAGE: SALES & CUSTOMER SUPPORT**<sup>(1)</sup>



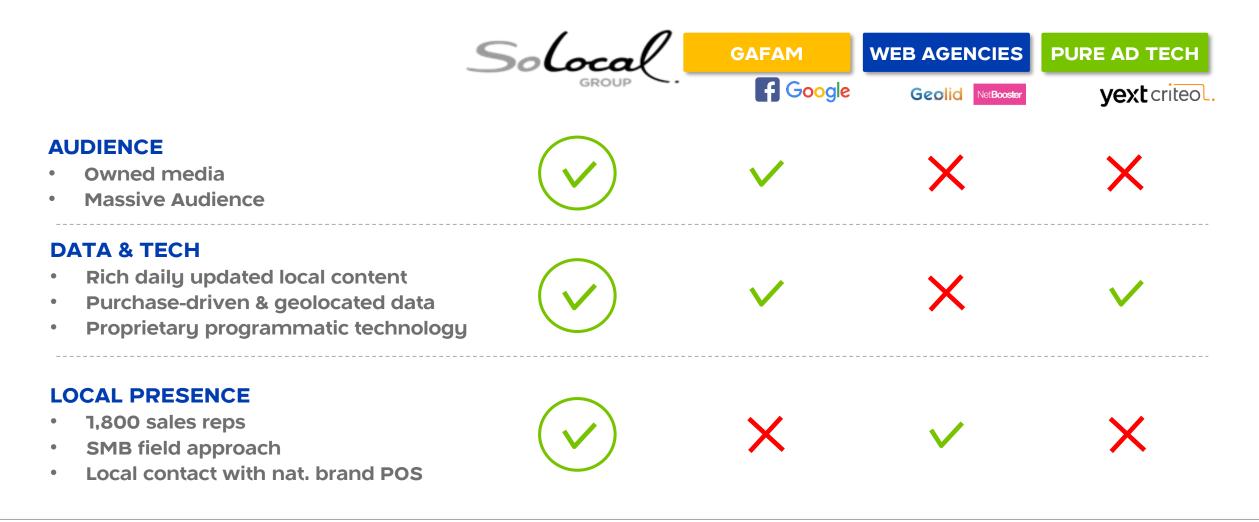






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#### **UNIQUE COMBINATION OF STRENGTHS TO SERVE CUSTOMERS**





## SOLOCAL 2020

## **STRATEGIC OUTLOOK**



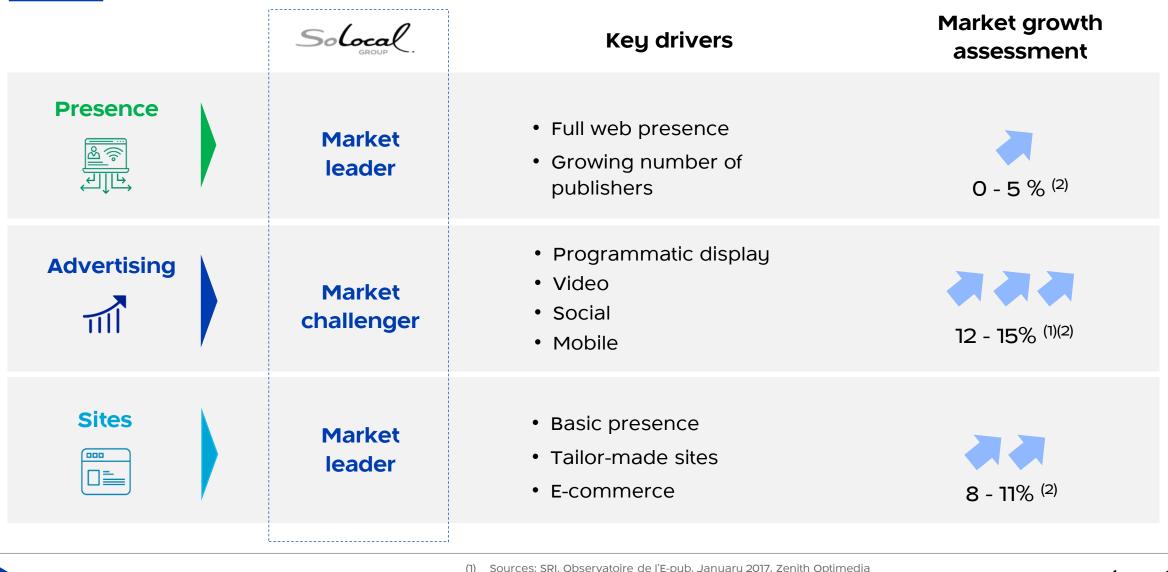


## **Become THE PREFERRED LOCAL DIGITAL SERVICES**

## **PARTNER for ALL BUSINESSES in supporting THEIR GROWTH**



#### AT THE CENTRE OF GROWING MARKET OPPORTUNITIES



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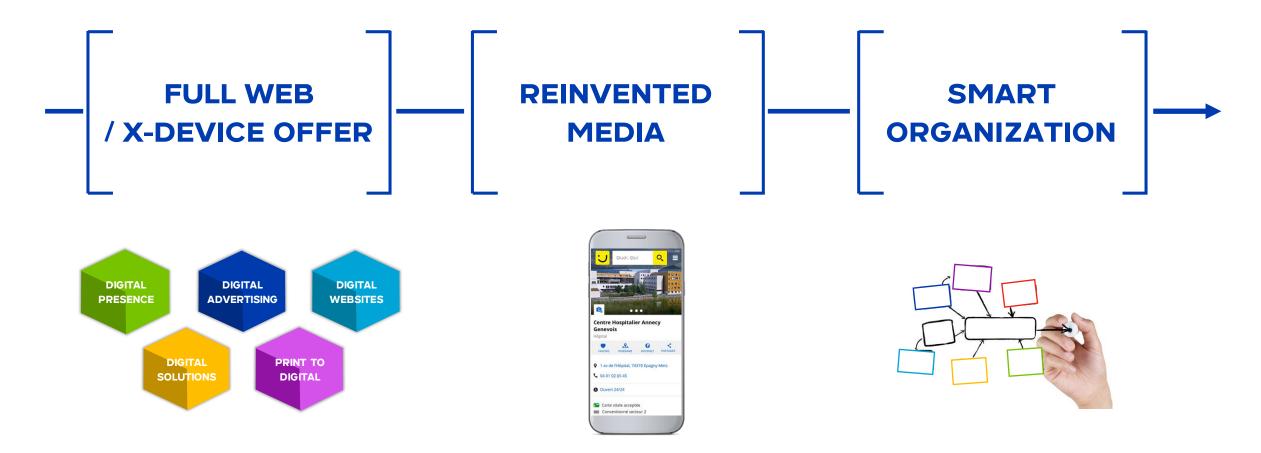
22

(1) Sources: SRI, Observatoire de l'E-pub, January 2017, Zenith Optimedia Advertising Expenditure Forecasts of December 2017, SoLocal estimates

Solocal

(2) SoLocal estimates

#### **TRANSFORMING TO GROW**

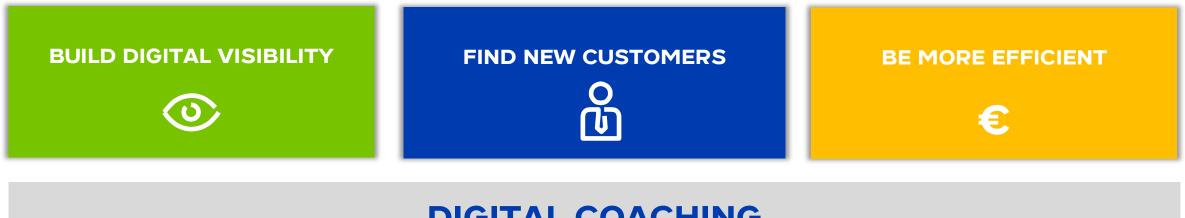






#### **DELIVERING ON CUSTOMER EXPECTATIONS**





### **DIGITAL COACHING**





DIGITAL SERVICES GATEWAY FOR ALL COMPANIES				
DIGITAL PRESENCE	DIGITAL ADVERTISING	DIGITAL WEBSITES	DIGITAL SOLUTIONS	PRINT TO DIGITAL
PRESENCE MGT	<b>SEARCH:</b> Ranking, Performance	ALL RANGE OF WEBSITES	BOOKING MGT	FLYERS
STORE LOCATOR	DISPLAY:			AUGMENTED
E-REPUTATION	Social media, Properties Programmatic, Video	E-COMMERCE WEBSITES	CRM	DIRECTORIES
	DATA		MKTG AUTOMATION	DIGITAL LOCAL GUIDES
	DIRECT MARKETING		CLOUD, HOSTING	
			E-TRAINING	

FULL WEB - ALL DEVICES - ALL SEGMENTS MEDIA - DATA - TECH - PARTNERSHIPS - COVERAGE

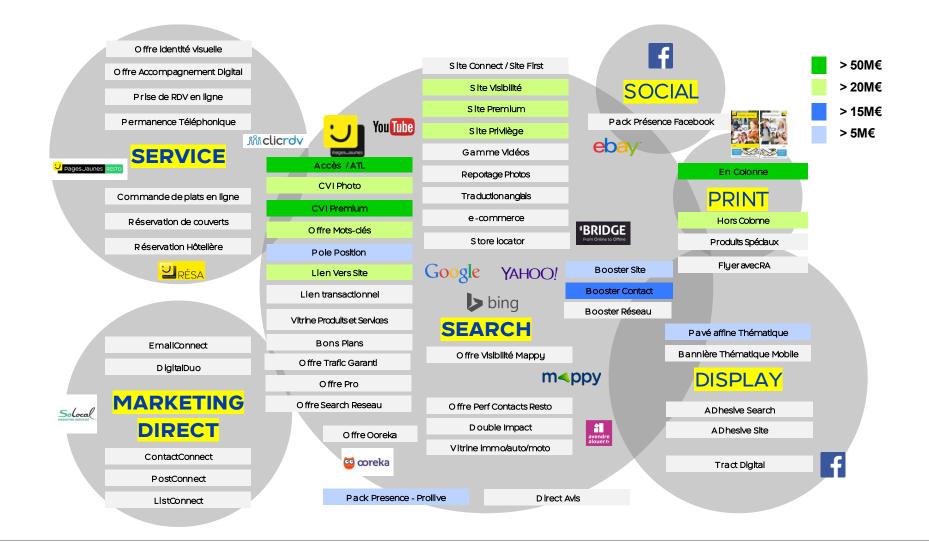
25

New businesses



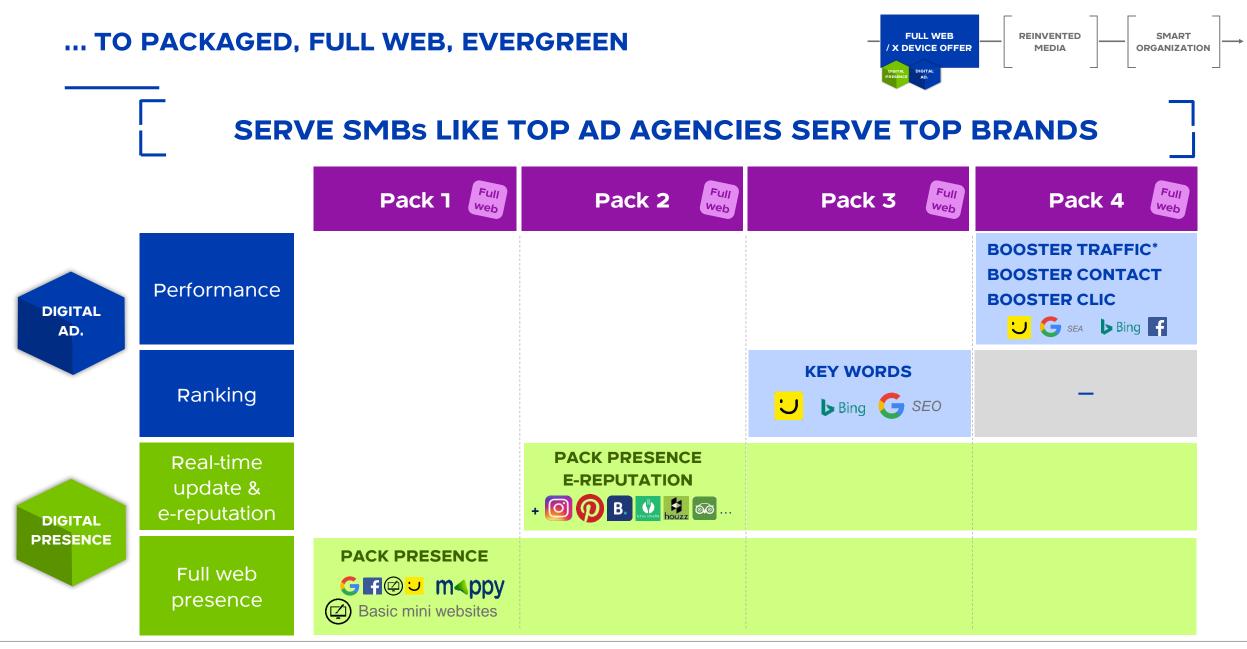
 FULL WEB
 REINVENTED
 SMART

 / X DEVICE OFFER
 MEDIA
 ORGANIZATION





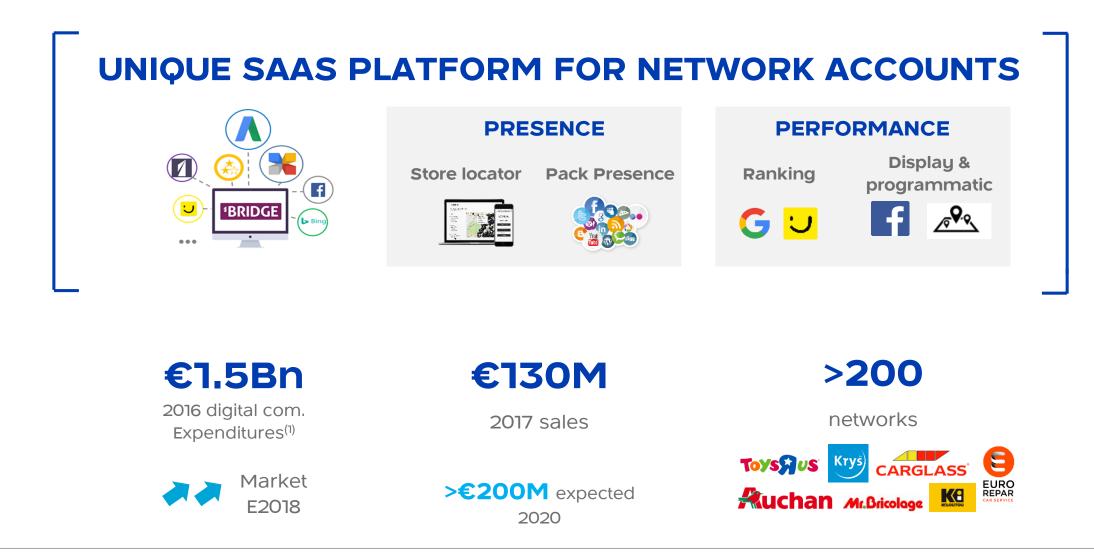
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\* Real traffic in store

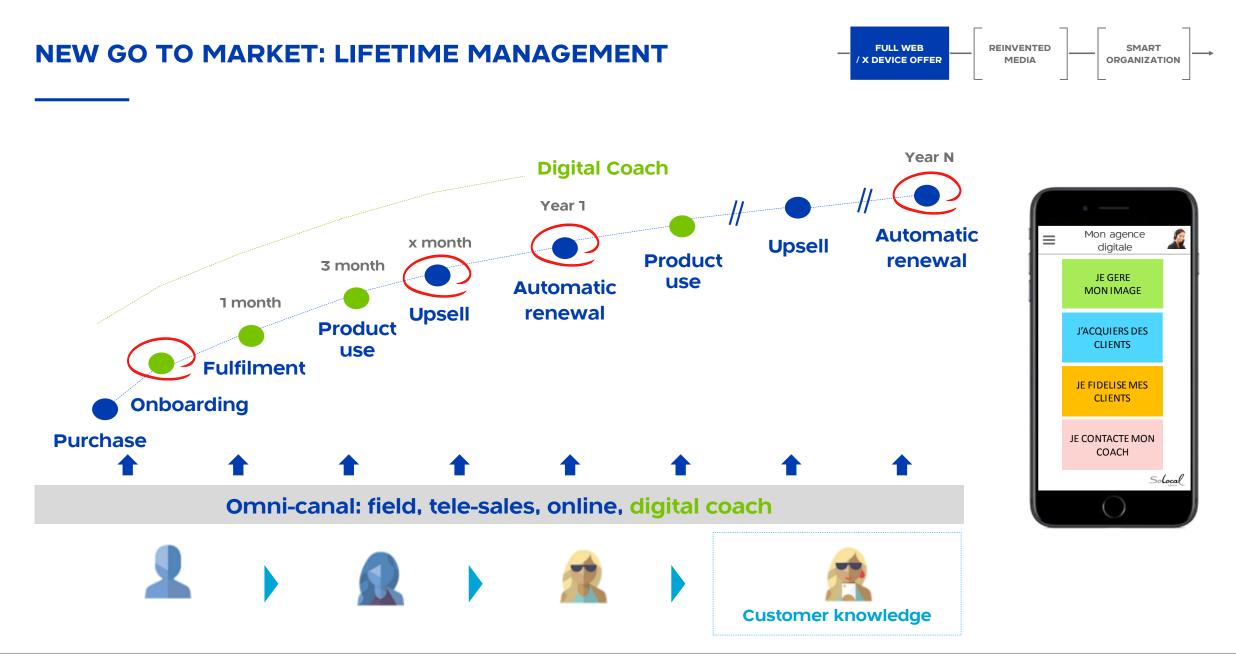




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(1) Source: France Pub 2017





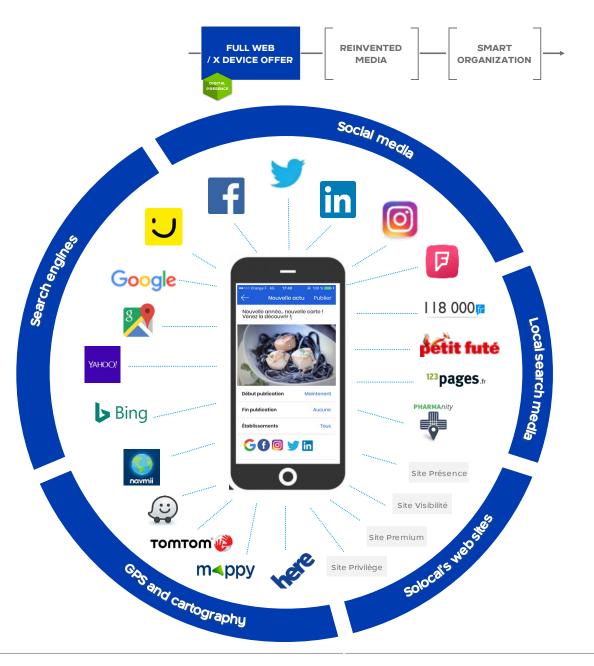


#### EARLY SUCCESSES | PACK PRESENCE

- Fully launched in Q4 2017
- 20+ web publishers
- 23K customers <sup>(1)</sup>
- 1,500 new customers per week<sup>(2)</sup>
- Gross margin >60%
- **ARPA:** €290

30

```
Target 2018: >100k customers
```



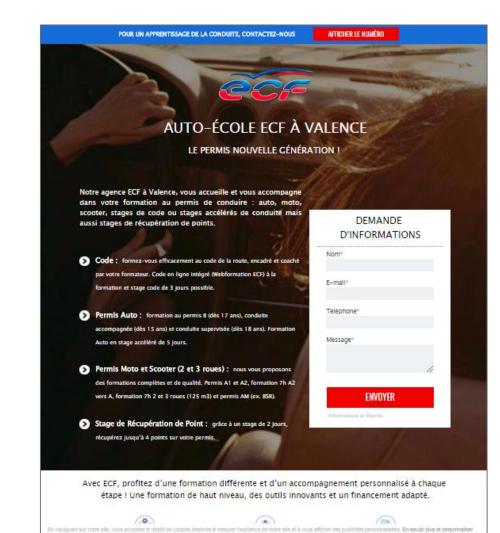
end of 2017
 2018 pace





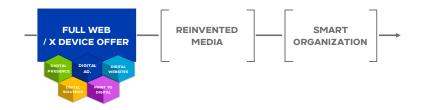
- Relaunched in Q4 2017
- Full range of Boosters': clics to real contacts
- Scaled in-house digital platform
- 3,000 customer/month
- ARPA: €260/month
- Gross margin: >50%
- Partners: Google Bing ... F





Target 2018: +60% Rev.

#### **EARLY SUCCESSES | EVERGREEN – SAAS-LIKE**



# 10%

Of **2017 sales** are already automatic renewal



**customers** already equipped with automatic renewal offers







- Launched in January 2017
- 9 premium tele-sales teams
- High ARPA target vs high number of customer
- Customer first oriented
- High turnover and ARPA individuals targets

- + 159% Av. ARPA compared to traditional prospect telesales (€1.1K vs €0.4K)
- + 54% : Av. weekly sales compared to traditional prospect tele-sales (€1.9K vs €1.2K)

Target: Impact on ARPA 1 & Churn -



#### **FULL RANGE OFFER OF WEB SITES**

**INCREASE CUSTOMER BASE**  **UPSELL TO PREMIUM** SITES

- **Industrialized starter** offer based on few templates
- "Do It With Me" model
- Follow-up calls to detect upselling opportunities

**Customized creatives** 

- Large range of features: booking, ecommerce, click & collect....
- X3 growth in 2017

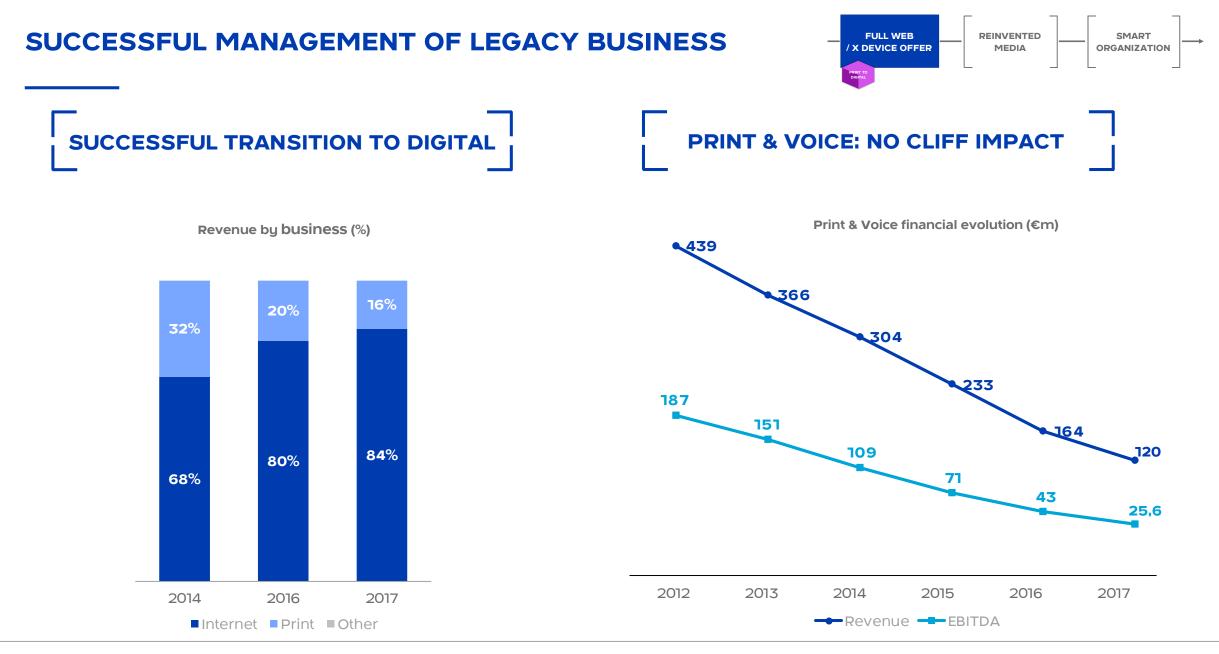




Target 2018: Rev. >+15% | Content production automation





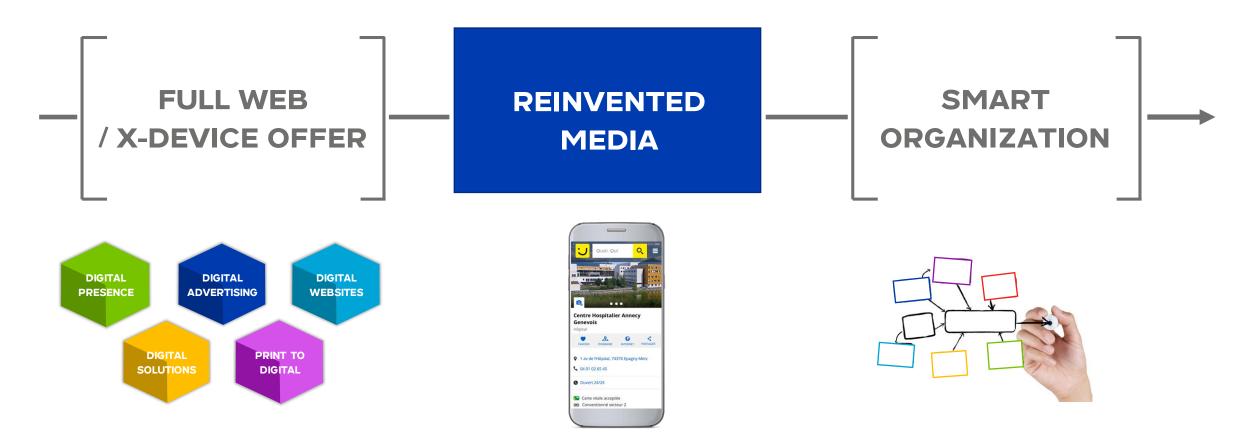




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#### **TRANSFORMING TO GROW**







#### **GROWING AUDIENCE & ENGAGEMENT**





37

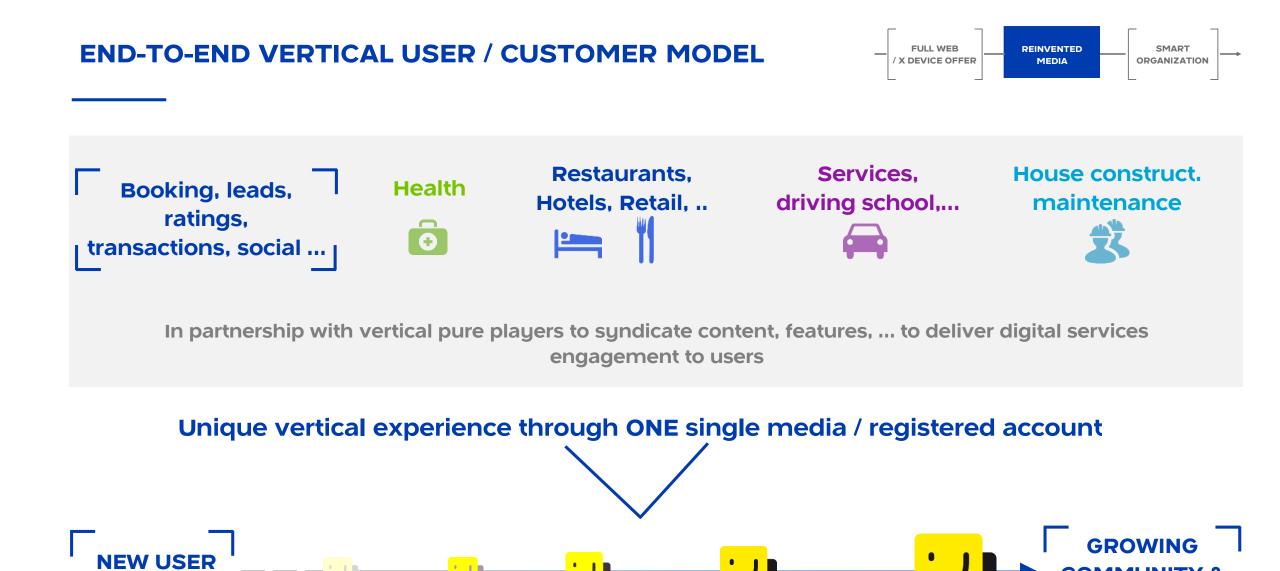
# RELEVANCE / REACH

- New UX, UI
- User first
- Mobile first
- Single field search
- Natural language
- Personalization & relevance of search results, AI-powered
  - Microsoft Google amazon

# ENGAGEMENT / FREQUENCY

- Deeper engagement through:
  - Booking
  - Transaction,
  - Leads, ...
- Ratings / recommendations
- Social
- Loyalty programs / accounts

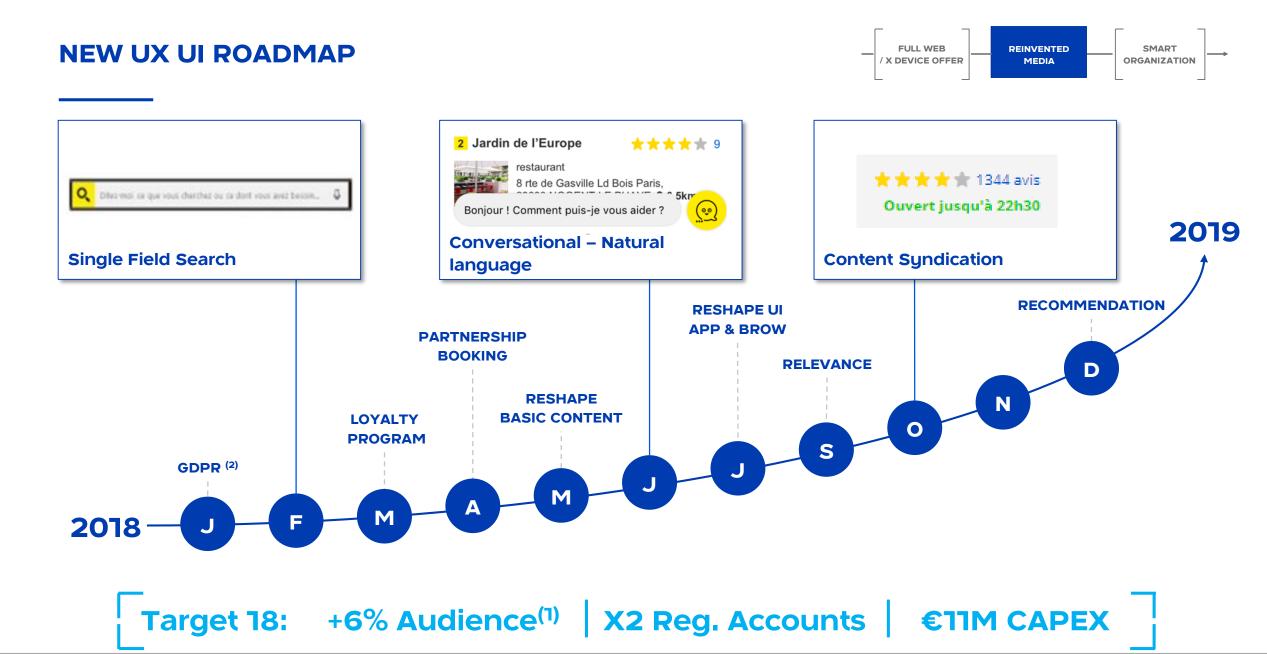




**COMMUNITY &** 

**ENGAGEMENT** 

JOURNEY



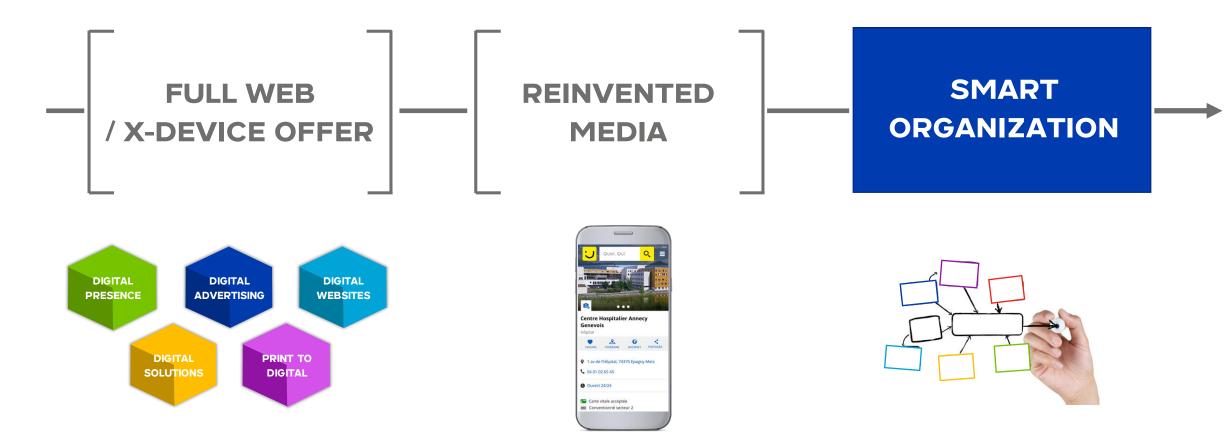
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(1) Direct & partnerships

(2) General Data Protection Regulation

#### **TRANSFORMING TO GROW**







#### **BUILDING SMART ORGANIZATION & CULTURE**

**OPERATING MODEL** 

- New customer journey
- Evergreeen contracts
- Lifetime management
- All customer seg. inc. large accounts
- Omni-channel
- CPO / CTO synergy: Agile / Scrum
- Test and learn mode
- Industrialised processes and operations

## **LEAN ORGANIZATION**

FULL WEB

**X DEVICE OFFER** 

REINVENTED

MEDIA

SMART ORGANIZATION

- Headcounts reduction across all orgs.
- Fewer & more accountable mgt
  - Minus 2 mgt layers
  - Mgt span of control: from 6 to 8/10
- Sales & mktg Business Units removal
- Centralized support functions
- Consolidated activities & teams
- New regional hubs and offices closure
- Performance management

NEW CULTURE: USER / CUSTOMER FIRST | TEAM PLAY | ENTREPRENEURIAL

#### **R&D & IT | FAST MOVE TO CLOUD**

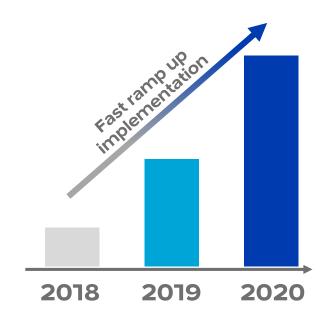


#### **Platform As A Service**

- Hybrid / public cloud for in-house platforms: owned media, programmatic, presence mgt., sites
- Leveraging AI, Machine learning, Cognitive serv.
- Create data as a service platform
- Partnerships with best-in-class cloud providers

#### Software as a Service

- Implement market products: CRM, ERP, ...
- Infra & apps streamlining and upgrade
- Empower users with latest digital tools & devices



Moving infra & Apps to Cloud
Moving CAPEX to OPEX

# AGILITY | SCALABILITY | ECONOMICS | SECURITY | PRIVACY



R&D





## SOLOCAL 2020

**FINANCIALS** 



#### **KEY GROWTH DRIVERS**



- Headcount reduction
- Procurement discipline
- Real Estate optimization



- Evergreen contracts
- Dedicated retention team
- Customer scoring



- Customer Journey
- Premium tele sales-teams
- New pay plan



- Presence penetration
- Digital Sites extended range
- Google & FB Partnerships
- Direct Marketing
- New Digital solutions/services

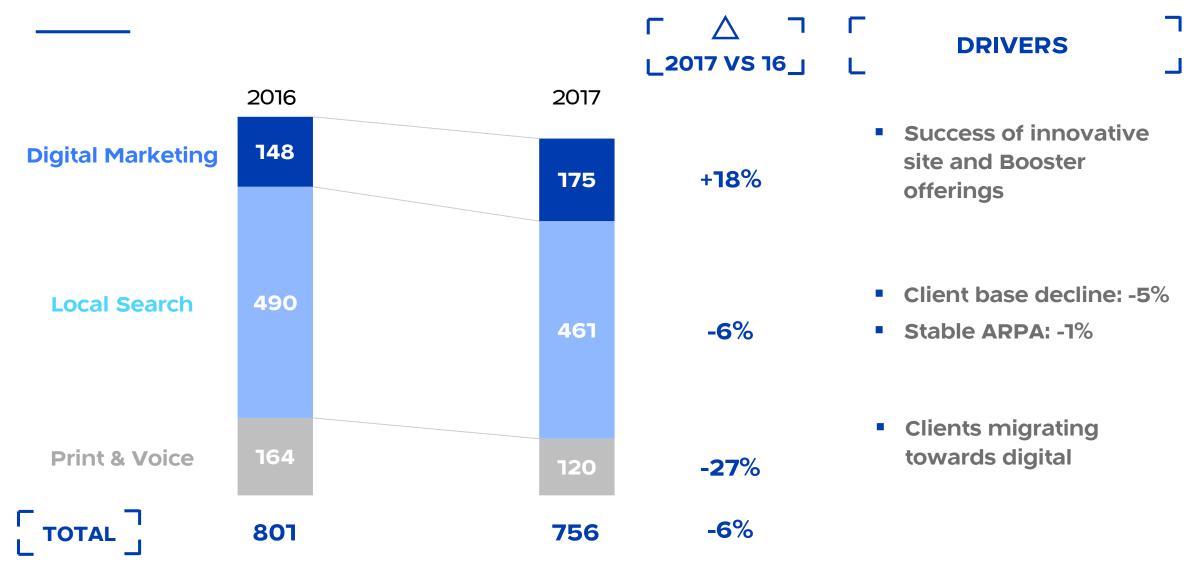
 LARGE

 ACCOUNTS

- BRIDGE-SaaS plateform
- Display programmatic campaigns
- Data offers
- Gravity



#### **2017 REVENUE BREAKDOWN**





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## **KEY FINANCIAL DATA | PROFIT & LOSS STATEMENT**

In millions of euros	ຼີ 2016	<b>[ 2017</b> ]	[change]
<ul> <li>Internet revenues</li> </ul>	638	636	0%
<ul> <li>Print &amp; Voice revenues</li> </ul>	164	120	-27%
<b>Revenues from continued activities</b>	801	756	-6%
<ul> <li>Recurring staff costs</li> </ul>	(363)	(367)	+1%
<ul> <li>Recurring net external expenses</li> </ul>	(207)	(192)	-7%
<b>Recurring EBITDA from continued activities</b>	231	196	-15%
<ul> <li>Contribution from non recurring items</li> </ul>	(5)	(13)	+167%
<ul> <li>EBITDA from divested activities</li> </ul>	(2)	(3)	+26%
Consolidated EBITDA	224	180	<b>-20</b> %

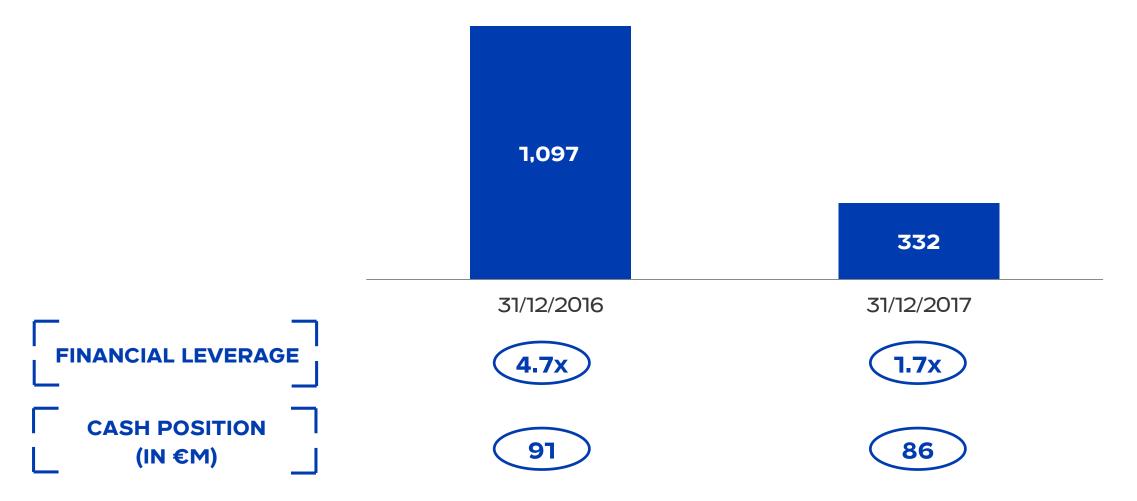
## **KEY FINANCIAL DATA | CASH FLOW STATEMENT**

In millions of euros	<b>[ 2016 ]</b>	[ 2017	[change]
<b>Recurring EBITDA from continued activities</b>	231	196	-15%
<ul> <li>Change in Working Capital</li> </ul>	(57)	(41)	-27%
<ul> <li>CAPEX</li> </ul>	(67)	(53)	-21%
<ul> <li>Corporate income tax paid</li> </ul>	(13)	(45)	+254%
<ul> <li>Non cash and non recurring items</li> </ul>	(24)	(24)	-2%
<ul> <li>Cash financial income/(expense)</li> </ul>	(36)	(56)	+55%
Free Cash Flow from continued activities	34	(23)	na
<ul> <li>Free Cash Flow from divested activities</li> </ul>	(3)	(3)	-14%
Free Cash Flow	31	(26)	na
<ul> <li>Net financial debt</li> </ul>	1,106	332	-€774m
<ul> <li>Financial leverage</li> </ul>	4.7x	1.7x	-3pts



#### **MASSIVE NET DEBT REDUCTION & SUSTAINABLE CASH POSITION**

In millions of euros

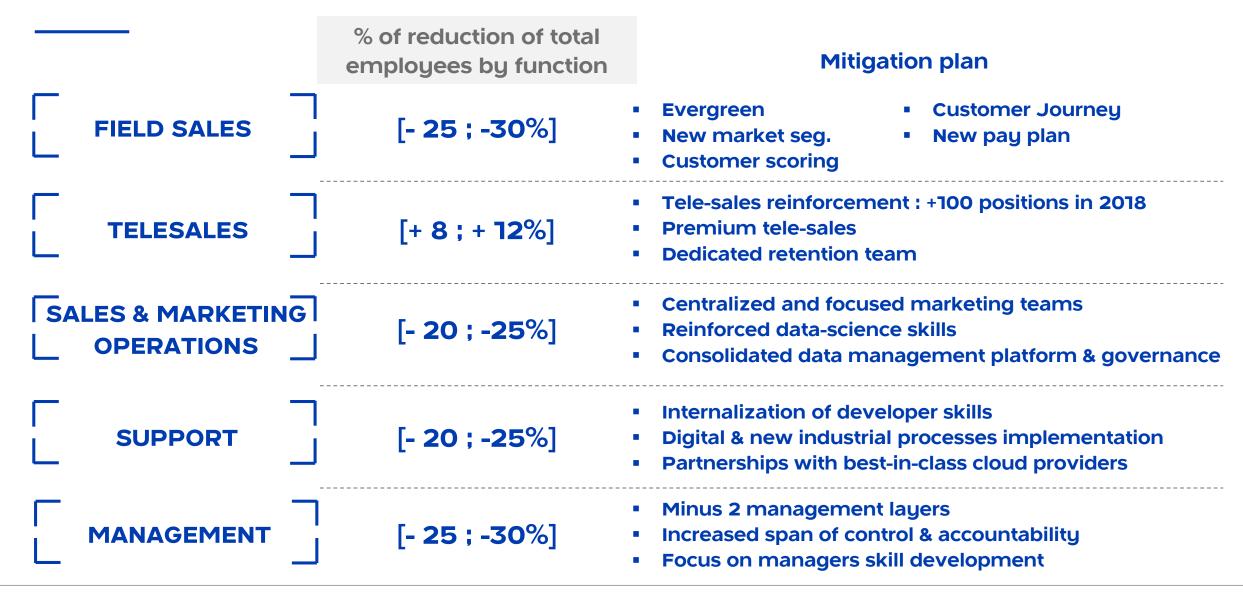


#### COST SAVINGS PLAN: >€120M FULL YEAR SAVINGS FOR €180M ONE-OFF COSTS





#### **TRANSFORMING WHILE SECURING BUSINESS CONTINUITY**

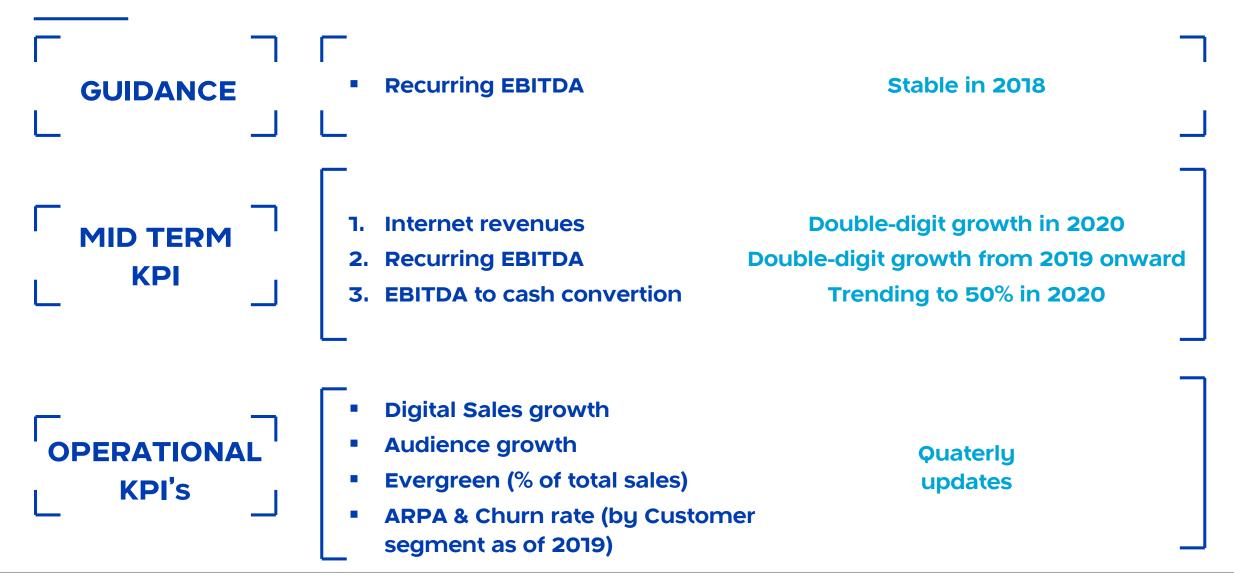


#### **STRONGLY ALIGNED INTERESTS**

- Strict alignment of interests between the CEO and shareholders
- New Long-Term Incentive Plan ("LTIP") to be submitted to shareholders on March 9<sup>th</sup>, 2018
- Key drivers of the new LTIP are directly linked to performance in terms of value creation:
  - EBITDA CAPEX
  - Stock price (target stock price of €1.98 below €1.81 : no allocation to CEO, strong reduction to all beneficiaries)
- No allocation if guidance not met



#### **NEW KPIS**



**Digital services company set up for growth** High impact customer offer & media experience **Recurring revenue growth** Lean fixed cost structure **EBITDA** growth / cash flow generation **Management aligned with shareholders** 



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## **APPENDIX**



#### **IFRS 15 – REVENUES FROM CONTRACTS WITH CUSTOMERS**

- As of January 1, 2018, SoLocal applies the IFRS 15 standard to revenue recognition in its IFRS consolidated accounts
- IFRS 15 introduces new principles for revenue recognition which require the following for each product in the digital range:
  - Precise definition of the distinct services provided by SoLocal to the client
  - Being able to determine the specific sales price for each of these services
  - Determine the time at which the revenue allocated to each distinct service should be recognised
- The adoption of IFRS 15 in SoLocal accounts is expected to defer its revenues and have an impact on the level of its
   2018 revenues which is not significant:
  - For web site activities, the design costs for the client will be spread over a 1 to 3 month period after subscription and the publication costs will be spread over the service period
  - For digital marketing activities, both technical costs and service costs will be spread over the service period. No recognition at subscription date.
  - For print, both technical and publishing costs will be recognised at the time of the directory distribution.



- The new standard will come into effect on January 1, 2018.
- The Group has no more hedging instruments but the norm also impacts the recognition of credit losses on client account receivables.
- The average 3-year credit loss rate (credit loss/turnover) for client account receivables is 0,68% under the current accounting norm (with a write-off after 5 years).
- That rate under IFRS 9 is estimated at 0,73%.
- The impact of IFRS 9 on the group's financials is estimated to be not significant.



#### **IFRS 16 – RENTAL AGREEMENTS**

- The new standard will come into effect on January 1, 2019.
- Operating leases of longer than 12 months will be recorded on the balance sheet as financial debt along with an asset reflecting the right to use the asset over the lease term.
- The norm impacts mainly the treatment of the Group's real estate contracts
- Rent expenses will be replaced with depreciation in the operating income and interest expenses in the financial expenses.
- The Group is currently assessing the impact of this norm on his financial statements and will apply the new norm as of January 1, 2019.

