## #Q3 2018 ACTIVITY AND REVENUES



#### **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 April 26<sup>th</sup>, 2018. 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.

The quarterly financial statements were not audited. Financial statements restated under IFRS 15 are unaudited figures.

Certain business indicators covered in the presentation are for continued activities.

Due to rounding, numbers presented throughout this and other documents may not add up precisely to the total provided.





## Summary

- Business Update
  Eric Boustouller, CEO
- Focus on Cost Reduction & Liquidity Management
  Jean-Jacques Bancel, CFO
- 3 Q&A
- 4 Appendix



PART 1

## Business update

Eric Boustouller, CEO



#### **2018: A YEAR OF DEEP TRANSFORMATION**

- Significant milestones achieved since February 2018
  - Swift execution of the redundancy plan
  - Confirmed 2018 guidance: stable recurring EBITDA<sup>2</sup> (€170m) after 9 consecutive years of decline
  - C. €60m of estimated savings¹ in cost base for FY 2018 compared to FY 2017³
  - Transformation on track: new products, partnerships, leadership, organisation, new identity
- Deep transformation impacting business significantly in the short term
  - Q3 Digital sales down by -19.8% and Q3 Digital revenues down by -3.4%
- Further transformation in 2019 while returning to growth
  - Digital sales ramping up over 2019
  - Back to growth of recurring EBITDA<sup>2</sup> through Digital sales growth and additional cost reductions
  - Further cost reductions and focus on cash supporting self-finance capacity for Solocal 2020 plan



#### **Q3 OVERVIEW**

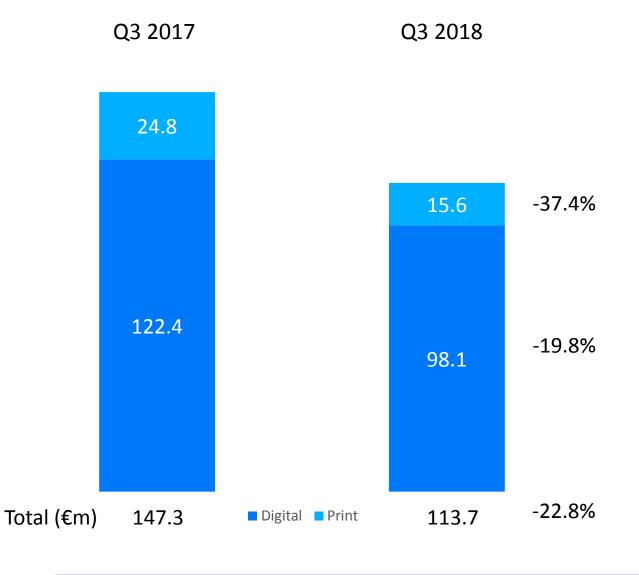
In million euros	Q3 2017 <sup>2</sup>	Q3 2018	YTD 2017 <sup>2</sup>	YTD 2018
Digital sales <sup>1</sup>	122.4	98.1	420.8	390.2
Change		-19.8%		-7.3%
Digital order backlog <sup>1</sup>	353.3	338.2	353.3	338.2
Change		-4.3%		-4.3%
Digital revenues <sup>1</sup>	144.0	139.1	440.7	432.2
Change		-3.4%		-1.9%
Total revenues	177.3	160.0	544.4	509.8
Change		-9.8%		-6.4%
Auto-renewal subscription sales (% of total sales) <sup>3</sup>	10%	15%		



Continued activities
 Restated under IFRS 15

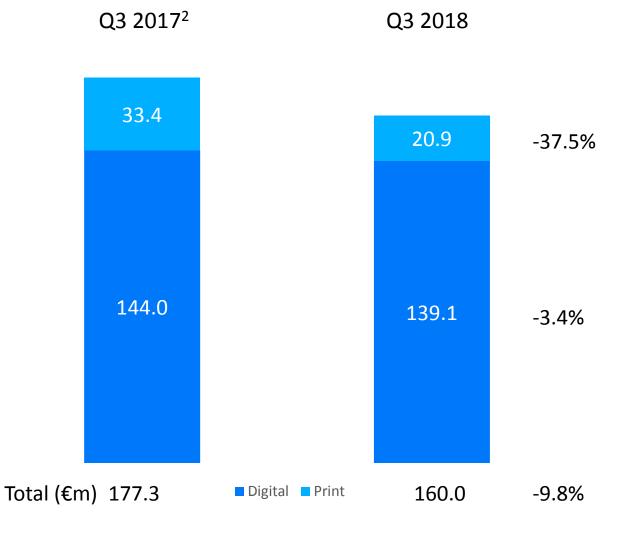
<sup>&</sup>lt;sup>3</sup> Scope PagesJaunes SA

#### Q3 2018 SALES BREAKDOWN<sup>1</sup>



- Significant disruptions related to the redundancy plan
  - 800 people left over the summer of which 400 within the salesforce
  - 60% of field sales have changed managers after
     September 1<sup>st</sup> 2018
  - 25% of client portfolios were reallocated across salesforce
  - Increase in absenteeism, especially among sales teams
- All these issues are being rigorously addressed

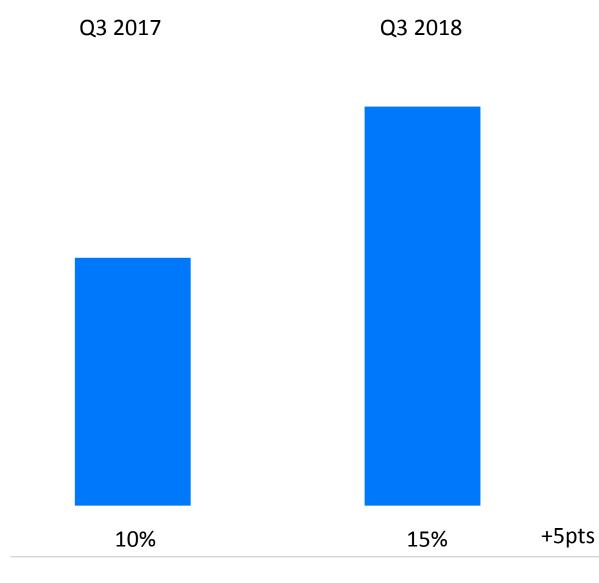
#### Q3 2018 REVENUES BREAKDOWN<sup>1</sup>



- 85% and 15% respectively of Q3 2018 revenues derive from Q3 2018 backlog and Q3 2018 sales
  - This compares to 86% and 14% respectively of Q3 2017 revenues<sup>1</sup> derived from Q3 2017 backlog and Q3 2017 sales
- Double digit growth of performance products driven by Booster Contact
- Growth of Websites
- Customers continue to step away from traditional print products



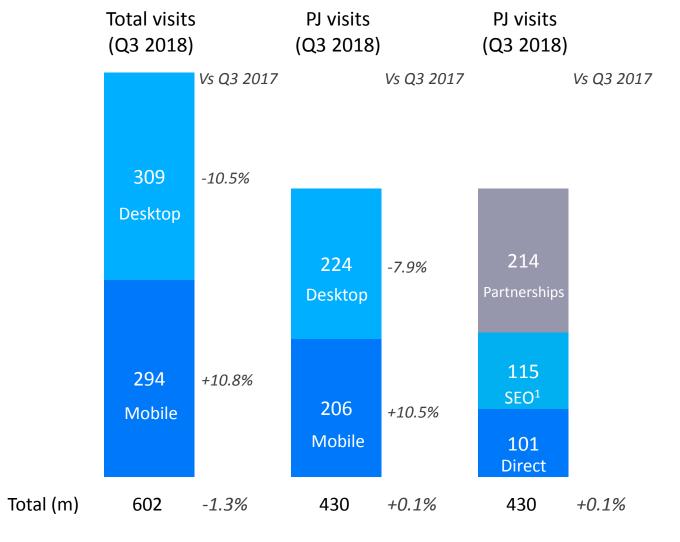
#### Q3 2018 AUTO-RENEWAL SUBSCRIPTION SALES<sup>1</sup> (EVERGREEN)



- Q3 2018 auto-renewal subscription sales include mainly:
  - Websites
  - Booster Contact
  - Social range in partnership with Facebook
- Full product offering deployed in H1 2019



#### **MOBILE TRAFFIC & PARTNERSHIPS DRIVING Q3 2018 AUDIENCE**



- The -1.3% audience decrease in Q3 2018 vs. Q3 2017 is driven by the slowdown of Mappy and Ooreka traffic
  - Mobile visits grew by +10.8% in Q3 2018 vs. Q3 2017 across all websites, reaching a new record in mobile use, and in line with the global trend
- PagesJaunes audience increased by +0.1% in Q3 2018 vs. Q3 2017
  - Visits driven by partnerships have gone up, with those originating from Apple partnership up by +89% in Q3 2018 vs. Q3 2017
  - Leads generated by visitors represented a +1.4% rise in 2018 YTD vs. 2017 YTD





## UNPRECEDENTED TRANSFORMATION BASED ON 3 VALUE-CREATING PILLARS

- Offer a new range of full web digital services, in auto-renewal subscription
- Reinvent PagesJaunes and Mappy through new user experience and business models
- Implement an agile and high performance organisation and customer-oriented culture



#### OFFER A NEW RANGE OF FULL WEB DIGITAL SERVICES

- New Social range digital advertising with Facebook
- Full revamping of website offering developed through a new Saas platform
- Presence offer launched in Nov. 2018 with unique mobile App
- New full web ranking offering
- Auto-renewal subscription based with upfront payment
- New digital solutions (CRM, ...) test and learn
- Omnichannel sales organisation combined with new customer journey including digital coaching
- Sales and marketing automation to drive upsell and new customers
- Monitoring of print profitability by geog. area: end of books in 15 additional French departments reaching a total of 26







Full migration over 2019



H1 2019



Rollover since Sept. 2018



2019



Roll over 2019



Intensification in 2019





#### PRESENCE OFFERING - FULL WEB and AUTO-RENEWAL SUBSCRIPTION-BASED

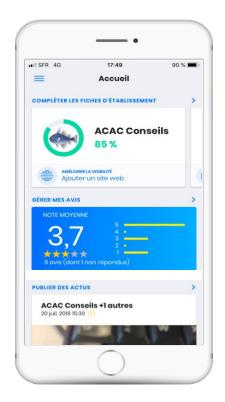
	Free	"Essentiel"	"Premium"
	€0	€29 / month¹	€49 / month¹
Publishing content on	1 publisher	8 publishers Of which	20 publishers Of which
		in	[7]
□ Mini-site	*	$\checkmark$	$\checkmark$
Posting news	×	$\checkmark$	$\checkmark$
Managing customer reviews	<mark>∵</mark>	<mark>∵</mark>	<b>○ (f) ○</b>
Review sollicitation	×	×	$\checkmark$



- Solocal creates pages on digital media (Google My Business, Facebook...)
- Customers update their content through Solocal unique mobile app
- Ongoing customer support through digital coaching

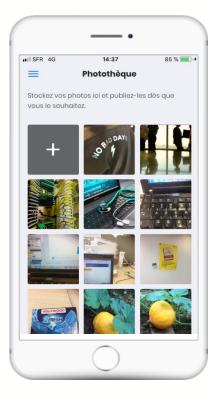


#### PRESENCE OFFERING - SMEs/VSEs - UNIQUE CUSTOMER MOBILE APPLICATION

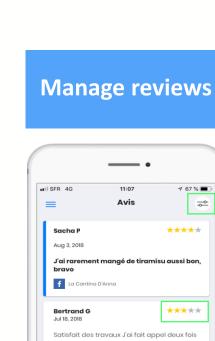


**Edit profile** 





Add photos



f La Cantina D'Anna

Escroquerie. Usurpation de nom. Pas de

Thomas S

restaurant ...

G La Cantina D'Anna

**Fred ProLive** 

✓ RÉPONDU

\*\*\*\*

\*\*\*\*



**Monitor dashboard** 

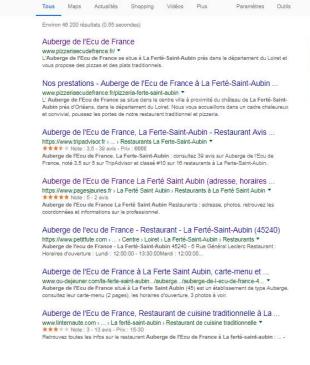


#### AUTOMATIC UPDATE OF CUSTOMER PROFILE ON Google



#### **Searching professionals on Google**

. Q



Auberge de l'ecu de France La Ferté Saint Aubin





Logo

Geolocalisation

**Pictures** 

Website

Address

**Opening hours** 

Phone

News

#### ... AND ON FACEBOOK





Cover picture

**Pictures** 

Payment means

Opening hours

Activity description

Website

Phone

Geolocalisation



News (Events, discounts...)



#### ... AND ON PAGESJAUNES...

t Q Pages Jaunes ≪ ♡ **GABRIELA** Restaurants, Restaurants brésiliens - Autre activité 🐈 **5**/5 6 avis Présentation Infos/horaires Avis .01 42 80 28 14 3 r Milton, 75009 PARIS Contacter par mail www.gabriela.fr + Voir plus de coordonnées Décor hétéroclite coloré et foisonnant de photos pour une atmosphère décontractée et des plats brésiliens. Gabriela, c'est du 100% brésilien. Restaurant, épicerie, traiteur... découvrez les spécialités brésiliennes autour d'une table d'hôte. A noter, l'épicerie propose des produits typiques de là-bas à emporter comme la Doce de Leite bien connue des gourmands. Dépaysement et ambiance chaleureuse garantis. Produits frais. Cuisine fait sur place. Cuisine maison. Pla emporter -10% ⊕ Budget

Réserver une table

Services Customers **Products** 

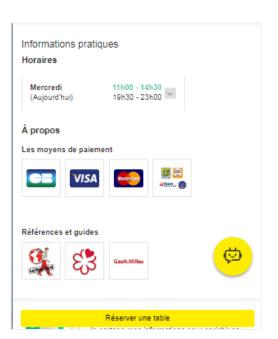
Réserver aujourd	Modifier	
12H00	12H30	13H00
Suggestions du	chef	
Entrée		
Bolinhos de carn	e apimentado	10€
Pao de queilo		9,5€
salgadinhos		9,5€
Plat		
Feijoada		17,5€
Picanha con arro	z,	25€
Vatapa comcama	aroes fritos no dende	10.5.€
Dessert		
Bolinho de estud	ante	8€
Bolo de rolo		8€
	Réserver une table	

**Payment** means

Opening

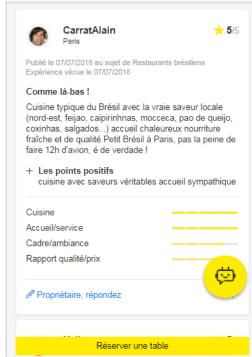
Exceptional openings

Certifications





Reviews



Scroll down



Prix moven: 31-45 euros

Photos

Map

Reviews

Email

Website

Business

activity

Baseline

**Booking** 

#### **NEW INTERNET and E-COMMERCE WEBSITE RANGE**

Set up fees **€660** 

From €80/month\*

12-month contract, automatic renewal

#### "ESSENTIEL" "PREMIUM" "PRIVILEGE" Exclusive templates, optimised design by • Fully customised design with tailor made Customisable templates SEO optimised content dedicated webmaster functionalities and pro photos 300 SFA clicks SEO strategy including 10 keywords Dedicated webmaster and SEO expert 2 follow up calls and updates / year 600 SEA clicks at launch New design every 2 years Hotline and client dashboard 24/7 Specific SEO calls every 4 months SEO strategy including 20 keywords Hotline and client dashboard 24/7 • 1,200 SEA clicks / year for life Websites • Optimisation calls every 3 months Hotline and client dashboard 24/7 Set up fees €450 Set up fees €1,500 Set up fees **€2,790** From €70/month\* From €169/month\* From €325/month\* 12-month contract, automatic renewal 24-month contract, automatic renewal 24-month contract, automatic renewal • All of the above + • All of the above + • All of the above + 500 product catalogue, including 20 • Product catalogue, including 40 products • Product catalogue, including 75 products created for the customer created for the customer products created for the customer E-commerce

Set up fees **€1,650** 

From €169/month\*

24-month contract, automatic renewal



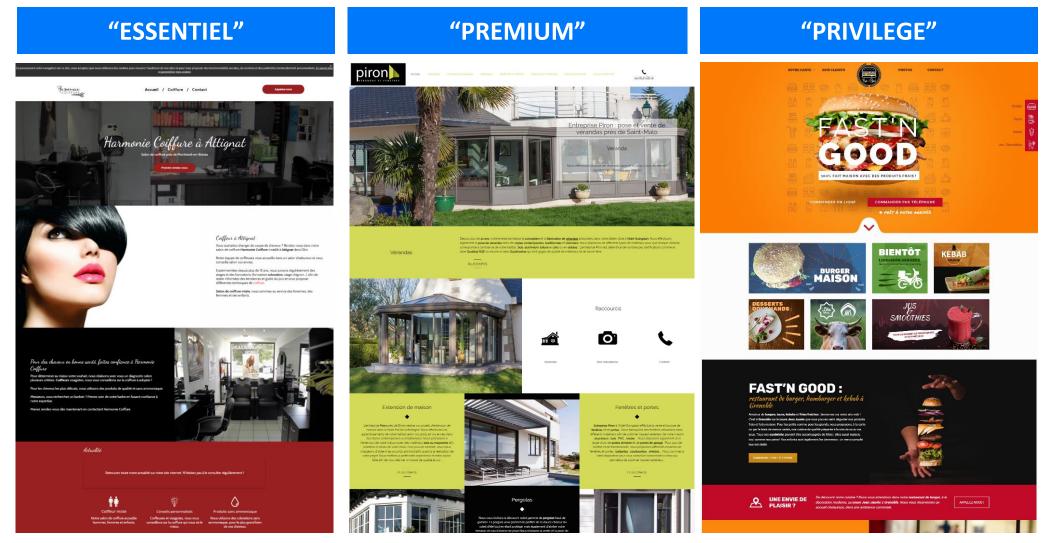
Set up fees €3,540

From €325/month\*

24-month contract, automatic renewal

sites

#### **NEW INTERNET and E-COMMERCE WEBSITE RANGE**



https://www.veranda-piron.com/

https://www.fastngoodburger.fr/



https://www.harmonie-coiffure.fr/

#### REINVENT PJ & MAPPY THROUGH NEW USER EXPERIENCE & BUSINESS MODELS



_	Delevent and negree reliced answers on DI		Testing Bing algorithm
•	Relevant and personalised answers on PJ	$(\mathbf{Y})$	resting bing digoritinin

- Full implem. in 2019 New **user experience** (single field, chatbot, natural language...)
- Enhanced engagement through reviews, recommendations,....
- **Transactional** business model on verticals
- Loyalty program to step up the number of new accounts
- Syndication and development of content
- + Exploring marketplace opportunities

#### m<ppy

- Additional **multimodal** comparisons
- Improved user experience through new **GPS** capabilities
- Enrich further multimodal options with public transportation data
- + Breakthrough plan to capture **MaaS** opportunity



















#### IMPLEMENT AN AGILE ORGANISATION & CUSTOMER-ORIENTED CULTURE

#### **Agile**

•	Streamlined sales	organisation	through removal	of BU and silos
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- Rationalised and centralised functions (customer support, marketing)
- Span of control/reduced layers (from 6 to 8/10 per manager)
- Finalisation of our reorganisation
- Embed customer centric and performance culture
- Team work/agility

#### **Tech**

- Move to cloud for all Digital Services, Infrastructures, Applications
- ERP and CRM platforms implementation
- Building tech platforms to scale the business

#### Customer

- Redesigned customer journey from leads to digital coaching
- Industrialised tools and processes throughout the company





























#### **BACK TO GROWTH: BUILDING SALES & MARKETING MUSCLES**

#### New organisation to UNLOCK full omnichannel sales potential

- New leadership in place
- E-commerce channel up and running in January 2019
- Additional focus on large accounts; targeted products, skilled organisation
- Client reallocation according to new market segmentation
- Strong customer support with digital coaching
- New remuneration rules effective in January 2019
- Embed performance culture at every layer of the organisation

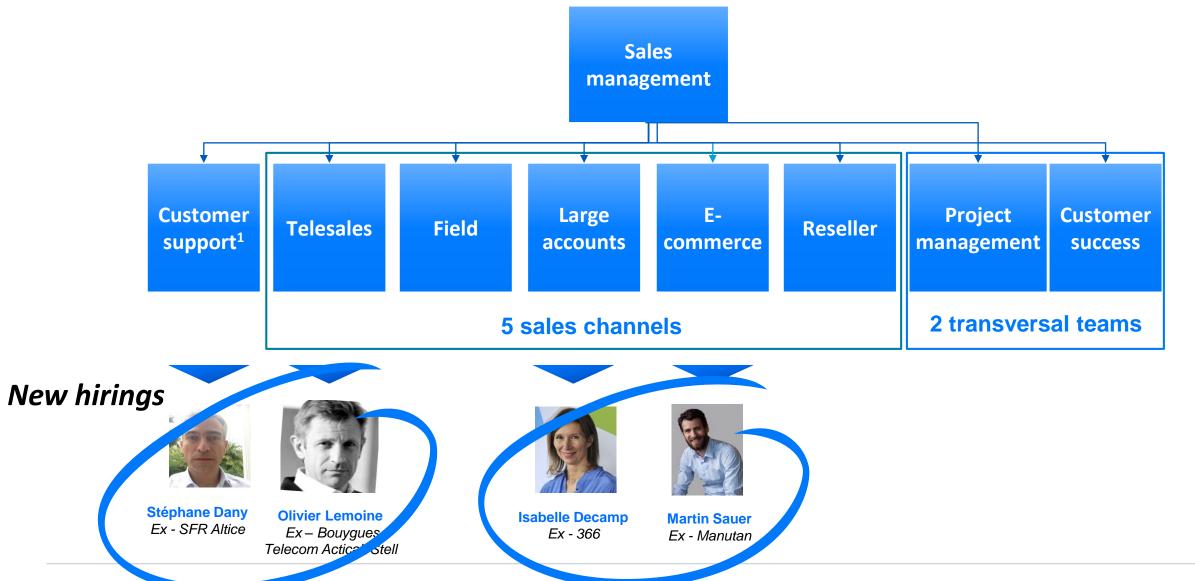
New market segmentation (ARPA)
< €500
€500-€3,000
€3,000-€5,000
€5,000-€25,000
> €25,000

#### Optimised tools and technologies to equip sales and customer support to DRIVE SALES GROWTH

- New product training
- Data driven cust. journey to secure customer migration, client satisfaction, reduce churn and maximise upsell
- Optimised CRM tool: simplified and systematic for sales and customer support
- Marketing automation (fully integrated with CRM tool) to generate leads, new customers and upsell
- State-of-the-art equipment: modernised sales interface, mobile app, internal ROI portals, new device
- Screen share plug-in



#### **NEW SALES ORGANISATION & MANAGEMENT TEAM**



#### **NEW SOLOCAL IDENTITY & WEBSITE**



- New Solocal identity and website revealed early November
- E-commerce website in January 2019
- Embodies Solocal new digital positioning and personality: customer-oriented, direct, unashamed
- Communication and advertising campaigns starting Q1 2019
- Increased communication and marketing expenditures > €10m



#### 2019: A YEAR OF TRANSFORMATION & TRANSITION

Full deployment of new subscription based offering, customer acquisition and migration of the existing customer base

Omnichannel sales force with new variable compensation and tools in place

Breakthrough in e-commerce and large accounts

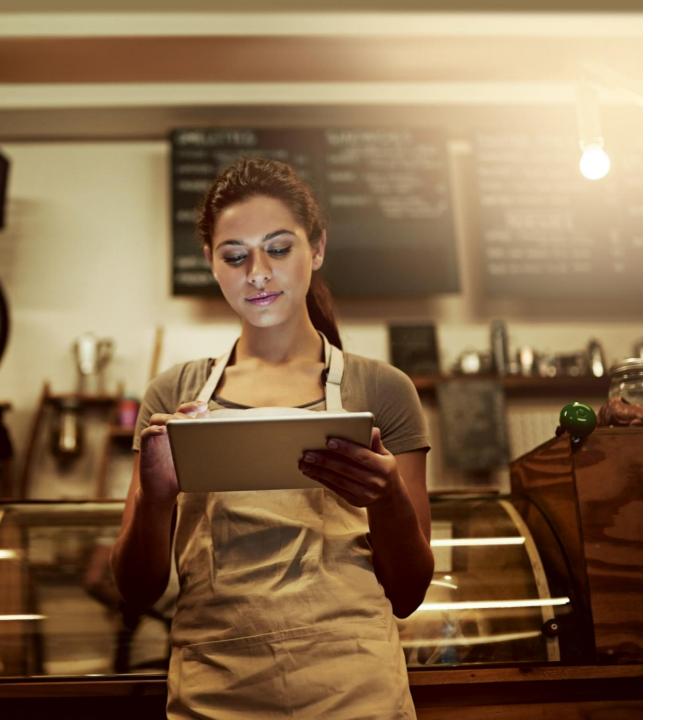
Scaling advertising campaigns, marketing automation and new customer journey

PagesJaunes user experience, verticals and marketplace

Mappy user experience and MaaS

Full cloud, ERP/CRM implementation, all processes and systems modernised





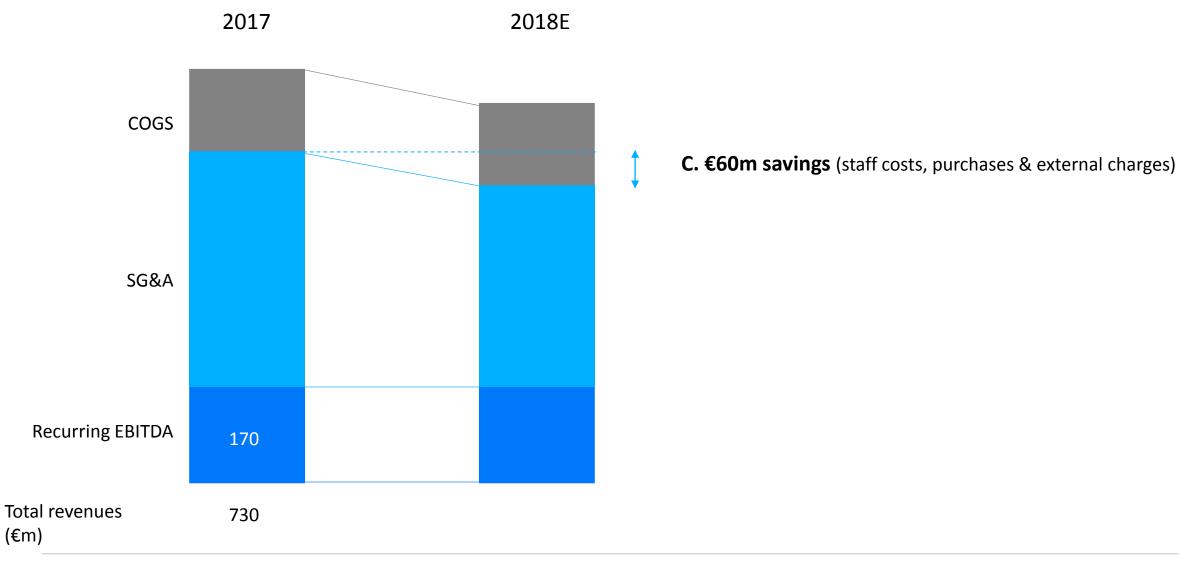
PART 2

# Focus on Cost Reduction & Liquidity Management

Jean-Jacques Bancel, CFO



#### C. €60m SAVINGS IN COST BASE AS OF 2018E



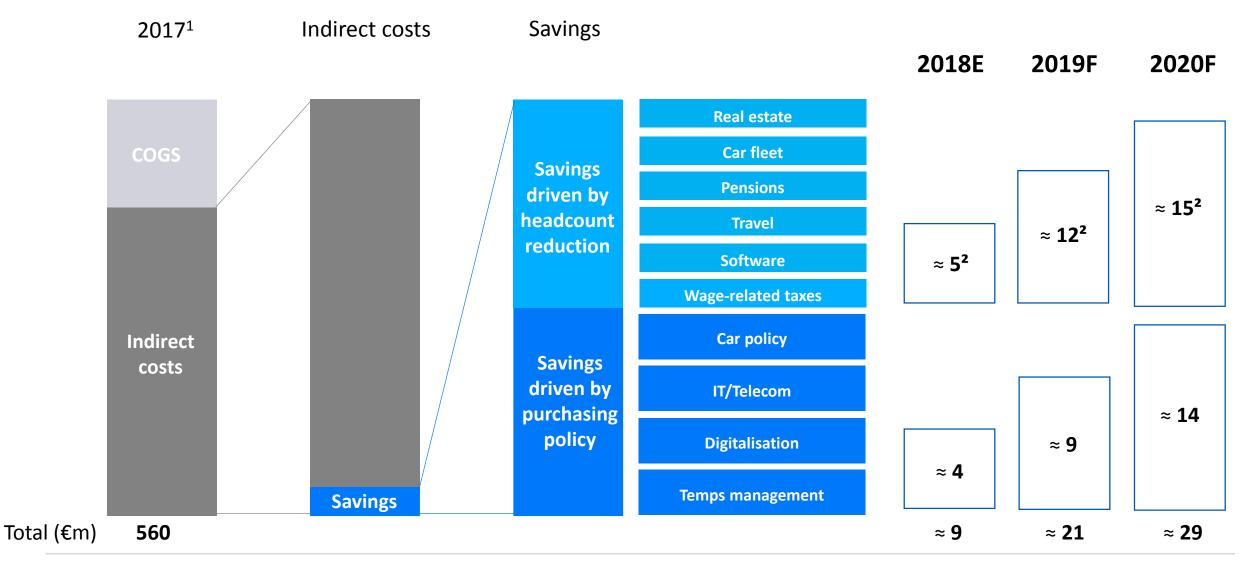


SG&A: Selling, General & Administrative expenses

COGS: Cost of goods sold

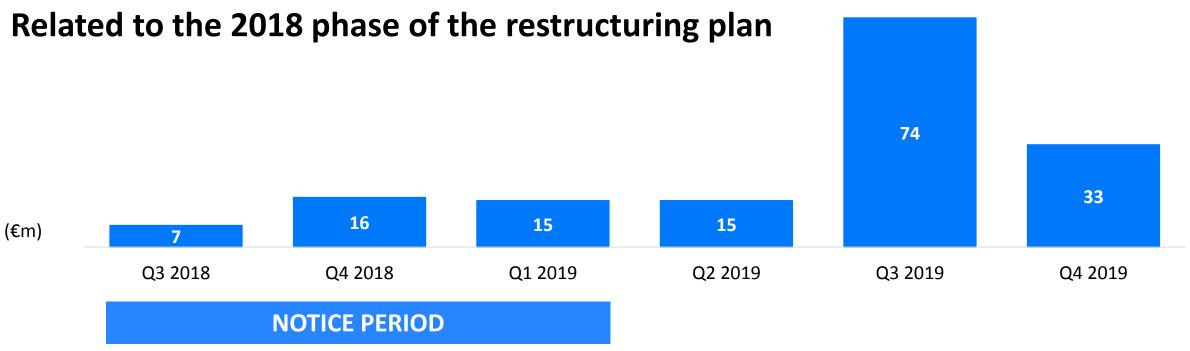
#### **COST-CUTTING INITIATIVES**

*In million euros* 





## **RESTRUCTURING COSTS CASH-OUT**



Monthly base salary payment (2-3 months)

#### **MOBILITY PHASE / RECLASSIFICATION PHASE**

80% of base salary during 9-10 months

#### **COMPENSATION PACKAGE**

Payment depending on seniority



#### FOCUSING ON LIQUIDITY and CASH TO STRENGHTEN BALANCE SHEET

#### **Trade Working Capital Management**

#### **Bond Documentation Authorisations**

#### **Customers**

- Overdue
- Shortened payment deadline
- Bad debt recovery

#### **Suppliers**

- Payment terms control
- Systematic renegotiation to extend payment terms to LME¹ threshold

Working capital facilities

Up to €10m

**Asset financing** 

Up to €50m

**Bilateral credit line** 

**RCF** 

Up to €50m

EBITDA conversion into operating cash flow in excess of 50%

Up to € 110m flexibility

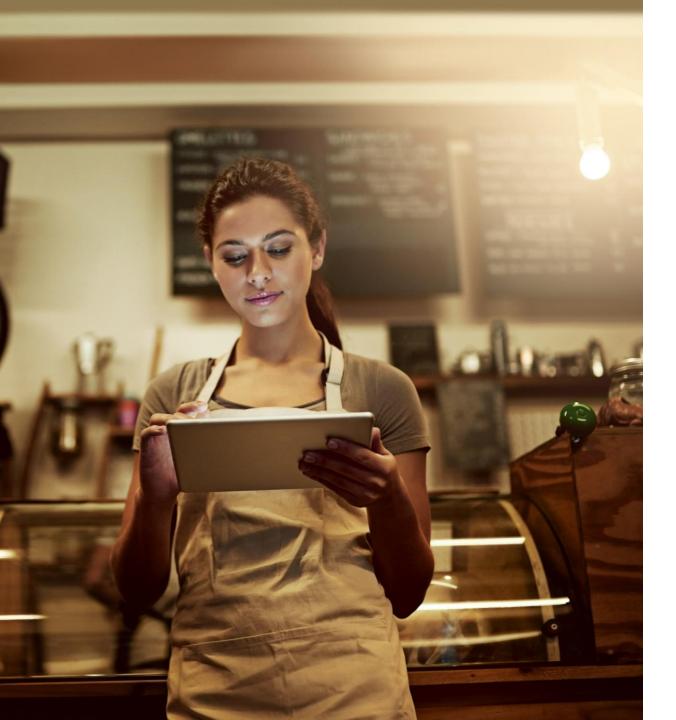




PART 3

Q&A





PART 4

## Appendix



#### FACEBOOK: 1st SOCIAL NETWORK and 2nd VIDEO PLATFORM IN FRANCE

- Advertising on social media: €669m in 2017 i.e. 16% of digital advertising market
  - 62% growth in H1 2018 vs H1 2017
- 34 million users every month: 1 French out of 2
  - 14 visits per day per user
  - 50 minutes spent every day on Facebook
- 1 billion videos watched every month in France
- Only 13% of SMEs use Video on Facebook
  - 44% of them plan to invest more budget in advertising videos on Facebook
- Significant upside potential
  - 5x more time spent on video than on static content





#### **QUALIFIED LEADS GENERATION and INCREASED VISIBILITY**



## Tailor-made advertising including photos and customised call-to-action



Business area focused



Targeting relevant users



Multi-device



Fixed monthly budget

#### = 1 YEAR OF GUARANTEED CLICKS

- Solocal takes care of everything
  - Photos
  - Formatting
  - Smart targeting
  - Daily optimisation
  - Monthly statistics
- Guaranteed performance (clicks)
- Turnkey solution
- Pricing depends on number of clicks on top of set-up costs



#### **INCREASED BRAND AWARENESS**

## social vidéo

Motion design advertising video, edited with professional photos, optimised for Facebook



Business area focused



Targeting relevant users



Multi-device



Fixed monthly budget

= GUARANTEED NUMBER OF VIEWS >10 SECONDS<sup>1</sup>

- Solocal takes care of everything
  - Photos
  - Editing
  - Smart targeting
  - Daily optimisation
  - Monthly statistics
- Guaranteed performance & user engagement
- Turnkey solution
- Pricing depends on number of views >10 secs on top of set-up costs



#### **SOCIAL OFFER FOR LARGE ACCOUNTS**

### socialréseaux

#### **Multi-local advertising**



Local targeting



**Formats** 



**Audience** 



Monitoring

= GUARANTEED PERFORMANCE
WITH LOCAL BREAKDOWN

- Customised/optimised by local store
- Retargeting
- Guaranteed performance with local breakdown measured in number of clicks or impressions
- Turnkey solution
- Pricing depends on number of clicks or impressions on top of setup costs

