



Disclaimer

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All accounting data on an annual basis is presented in the form of audited consolidated information. However, all accounting data on a quarterly basis is presented in the form of unaudited consolidated information. In Solocal results presentation and Solocal press release, Solocal isolates continuing operations from divested operations. Financial performance indicators are commented on the scope of continuing activities. Financial statement presented for 2018 and Q4 2018 are reviewed in the light of the 2019 scope of continuing operations. Due to rounded figures, the reported amounts cannot be add up.

All detailed financial indicators and data are published in the Consolidated Financial Statements Report as of December 31, 2019, available on www.solocal.com (Investors and shareholders).



Highlights 2019

- ✓ Growth in Digital order intake in Q4 2019 (vs. Q4 2018¹): +7.4%
 - √ 2nd consecutive quarter of growth after Q3 2019 at +5.3%
- ✓ Stabilisation in Digital order intake in 2019 (vs. 2018¹): +0.1%

- ✓ Moderate growth in recurring EBITDA 2019 (vs. 2018¹): +2.2%
 - ✓ After 9 years of consecutive decline followed by a stabilisation in 2018
- ✓ Conversion rate of recurring EBITDA into operational cash flows: 50%



Operational success in 2019

>100,000

Presence / Priority
Ranking customers

>90,000
Digital advertising campaigns

>15,000
Websites produced

- Recurring Digital EBITDA margin¹: 32% (i.e. 30% before IFRS 16, vs. 26% in 2018²)
- Strong adhesion of our customers³ to the new digital services: Migration rate >85% in Q4 2019
- Subscription order intake on the rise: 75%⁴ in Q4 2019 (vs. 25% in Q4 2018)
- Average ARPA on the rise: €1,460 vs. €1,300 in 2018, +12%
- PagesJaunes traffic on the rise: +19% in 2019 (vs. 2018)





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Business review

Eric BOUSTOULLER

Chief Executive Officer

Q4 2019: 2nd consecutive quarter of growth

In million euros	Q4 2018	Q4 2019	Change
Digital order intake	137	147	+7.4%
Digital revenues	139	124	-11%
Subscription-based order intake (as a % of Digital order intake) ^{3,4}	25%	75%	+50 pts
PJ traffic (in million visits) ²	437	488	+12%

In million euros	Sept 2019	Dec 2019	Change
Digital order backlog	318	340	+7.0%

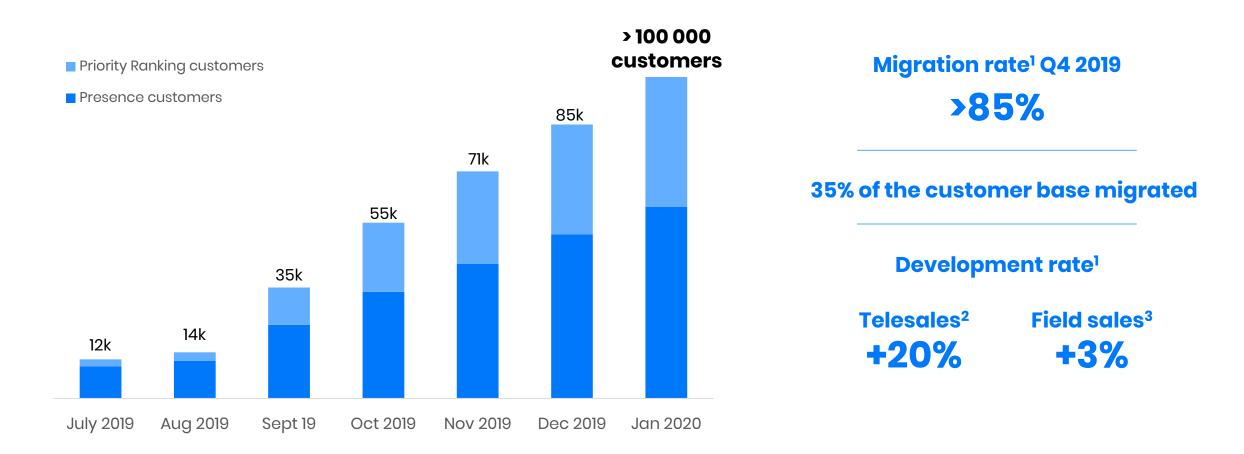


- Successful roll-out of Priority Ranking offer
- Acceleration in Presence and Booster Contact offers
- **Digital revenues** were down -11% as a consequence of the conversion of previous quarters' order intake into revenues
- 3/4 of Digital order intake in Q4 2019 on a subscription basis with automatic renewal, driven by Priority Ranking
- PagesJaunes Traffic up +12% thanks to partnerships
- Digital order backlog up +7% following the growth of Digital order intake in Q4 2019 higher than the recognition of the quarter's revenues



New digital services for VSEs/SMEs: a successful roll-out

A unique application on the VSE/SME market:





ARPA on the rise, churn reduction and focus on migration

Customer segments ⁴	cust	ital omer se ⁶	Diç	jital ARPA	1 2,4,6	Chu	Jrn ^{2,4}
	2018	2019 ⁵	2018	2019 ⁵	Change	2018	2019
Micro-businesses ARPA €0-500	155 k	133 k	€150	€350	+133%) -	22%
VSEs ARPA €500-€3,000	150 k	136 k	€1,100	€1,300	+18%	-	15%
SMEs ARPA > €3,000	35 k	32 k	€5,900	€5,600	-5%	-	9%
Large accounts & networks ³	35 k	26 k	€2,400	€2,900	+21%	-	18%
Total scope ^{2,4}	375 k	327 k	€1,300	€1,460	+12%	20%	18%
Group Total ¹	431 k ⁵	375 k					

- Customer base average ARPA on the rise: +12%
 - New customers ARPA +31%
 vs. ARPA of churned customers
 - ARPA micro-businesses
 (40% of customers) +133%
 thanks to the new digital offers
- Churn reduction: 18% in 2019
 (-2 pts vs. 2018):
 - Churn rate is lower on customers with a high ARPA
 - Higher churn rate on customers with a low ARPA because of attrition of SMEs and lack of entry level offering
- Customer base down in 2019: focus on migration towards subscription offers (vs. acquisition of new customers)



Target 2020: Stabilisation of the customer base

Fall in churn of -2 pts and increase in new customers of x2

ACQUISITION OF NEW CUSTOMERS

Reallocation of sales time freed up by the subscription model

- Field: +40% of sales bandwidth (vs. 2019)
- Telesales boost: + 100 FTEs dedicated to winning over new customers

+33% increase (vs. 2019) in marketing investments

- On-going and multi-source enhancement of the prospects base (MQL¹ x2)
- "Digital audit" on self-service basis and for all our prospects (3k carried out in 2019)
- Establishment of a squad dedicated to qualifying and acquiring leads

New entry level offer:

- Creation of an entry level Presence range (<20€/month)
- DIY websites

Priority Ranking for SMEs / Large accounts

RETENTION OF THE CUSTOMER BASE

Focus on product quality: customer satisfaction

- Websites: quality, performance & commissioning time
- Booster Contact: quality, quantity of contacts
- Priority Ranking: increase in ROI

Generalisation of proactive actions on the customer base

- Maximise usage for the Solocal Manager application
- Preventive actions based on enhanced and probabilistic customer data
- Reallocation of sales time on customer loyalty time

A cell has been set up dedicated to loyalty enhancement

- Hybrid sales & customer service profiles approved for "retention"
- Escalation squad dedicated to Field sales as a back up for salespersons specialised in customer loyalty

Enhanced subscription policy: 24-month commitment



Cross-selling strategy: Solocal ARPA & customer ROI on the rise

Case study: Duvillard Sarl, a heating company in Draguignan

2018

ARPA x2.6 from €3 k to €7 k: historically a print customer: cross-selling Privilege website and Presence subscription in 2018

Goal: be visible

Result: 18,000+ multi-diffusion displays generating 750+ prospects

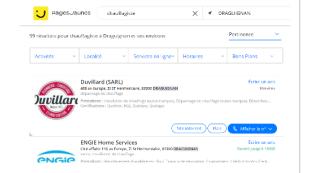


2019

ARPA +30% up to €10 k: Priority
Ranking subscription and Booster
Contact cross-sell in 2019.
2 key-word campaigns
"Heating" and "Plumbing"
in its geographic sector

Goal: increase the number of prospects, by multiplying the entry points

Result: Acquisition cost down -6% 122 new incremental prospects got in touch with Duvillard in 2019, of which 75% through a phone call



2020

ARPA +40%: development
Booster Contact

Goal 2020: improve the transformation rate of a prospect into a client

Booster Contact development







Large Accounts and Networks range

Digital Présence +400%¹ vs. 2018 on the Intermediate networks



Framework agreement for all members of the Five Star Bodywork network, offering visibility for 500 centres

Development of the Booster Networks offering: + 500%¹



10 points of sale



1100 points of sale



230 points of sale



160 points of sale

Local impact: + 107%1



GroupM France media agency (WPP) – local cross media solutions proposing **drive to store offers** (Local impact + SMS) based on Solocal's proprietary data.



1800 points of sale



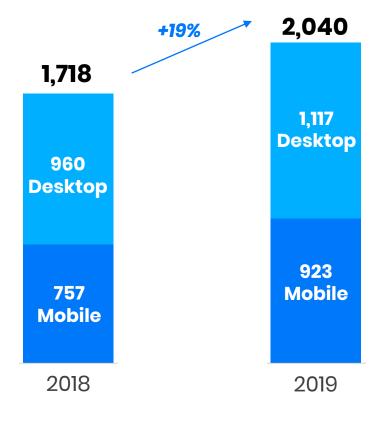
800 points of sale



300 points of sale

PagesJaunes traffic on the rise: +19% in 2019

In millions of visits

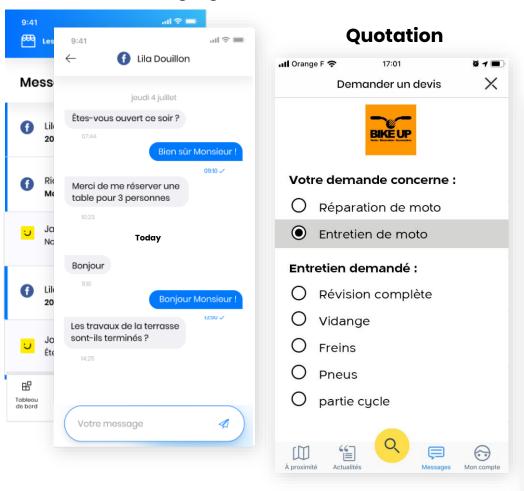


- Partnerships success thanks to rich content: Bing, Apple, Leboncoin, Amazon, etc.
- Increase in qualified contacts: +6% in 2019
- Priority Ranking: improved relevant search results
- New features: mapping, chat (JackBot)
- Capex 2020: UX / UI, Tech
 - New search engine
 - Transactional: appointment scheduling, quotations, click & collect, etc.
 - Loyalty programme
 - Conversational



2020: Enhancement of Solocal's product offering

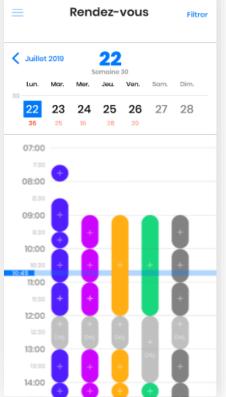
Instant messaging



Appointments

* 100% **==**

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- **Extension of the Presence offer**
 - New **entry level** offer to accelerate acquisition
 - New top of the range offer richer in transactional features:
 - Appointment scheduling
 - Reservations & quotation
 - Customer base management, automation marketing campaign
 - Chat
- Roll-out of the Priority ranking offer on Large Accounts



2020: Boosting of the Websites range

Essentiel



Premium



Privilege



3

WebsitesDo It Yourself

- Customer relationship management + database
- E-commerce websites

- ✓ PERFORMANCE AI SEO, optimised UX/UI, rich content
- ✓ QUALITY Monitoring & unique optimisation tool on the market

✓ PRODUCTION
Reviewed and optimised processes: shorter deadlines





Financial results

Olivier REGNARD

Chief Financial Officer

Financial Highlights

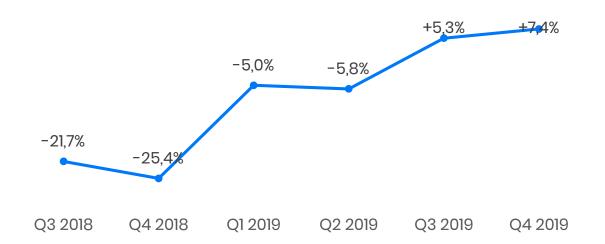
- \rightarrow EBITDA growth
- → Solocal: a fixed cost model

- ightarrow Significant generated operational cash flow
- ightarrow Focus on revenues due to the shift to a subscription model

Stabilisation of Digital order intake – deferred revenues recognition

Quarter-on-quarter order intake growth rate

(% of growth of quarterly order intake year n vs. quarterly order intake year n-1)



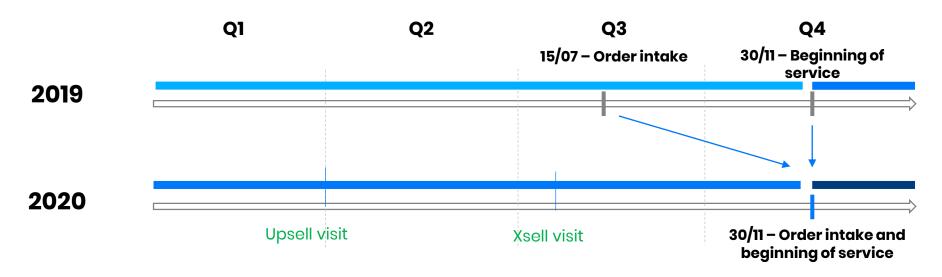
Digital order intake





Shift to the subscription model makes the order intake KPI obsolete

- Conversion of order intake into revenues
 - 2/3 of order intake in 2019 are transformed into revenues within 12 months
 - Improved conversion rate over 12 months of +3 pts vs. 2018
- Order intake / Order booking: leading indicator to illustrate the business dynamic (deferred recognition of revenues)



- Shift to subscription model results in no longer having a formal renewal action before beginning of service
 - Omparison of 2020 order intake vs. 2019 made impossible / No impact on revenues



Key indicators: Revenues and Customer Base

Guidance 2020 (Digital)

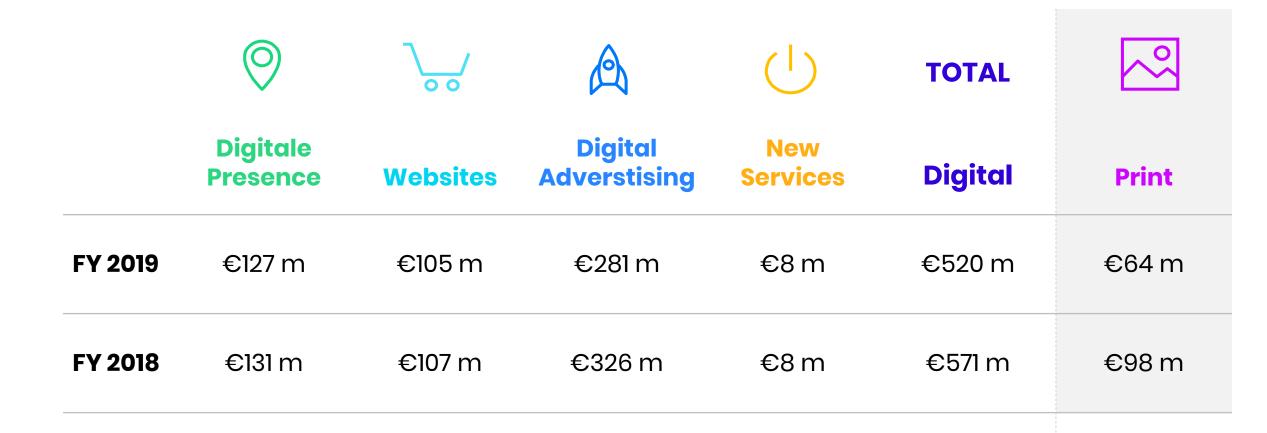
- ✓ Digital revenues
- ✓ Customer base

Other published information (Digital)

- ✓ Acquisition of new customers
- ✓ ARPA¹
- ✓ Order backlog (with breakdown of order intake conversion into revenues per year)



Overview of Solocal revenues



"FULL WEB" | ALL DEVICES | MULTICHANNEL IN SUBSCRIPTION MODE | WITH DIGITAL COACHING



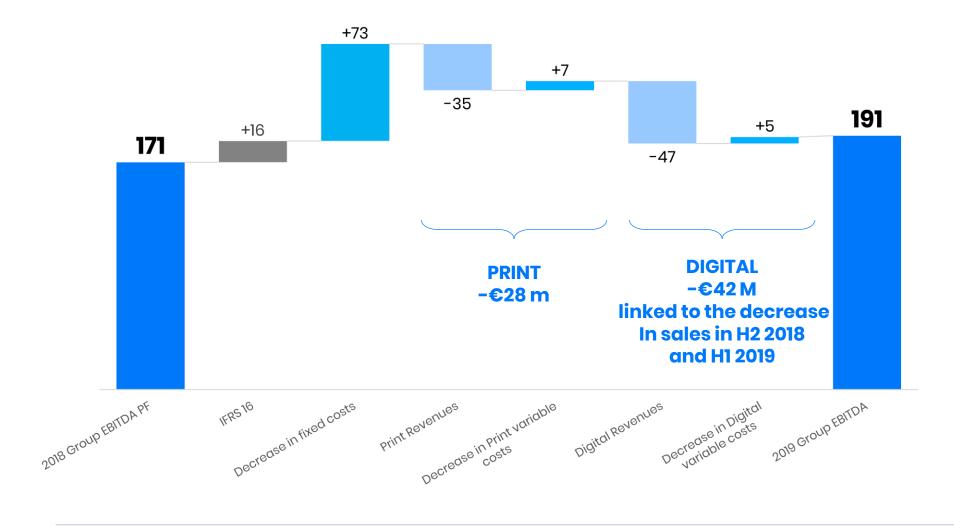
Back to positive net income

In millions of euros	2018	2019 (before IFRS 16)	Change	2019 (IFRS 16)
 Digital Revenues 	571	520	-8.8%	520
Print Revenues	98	64	-35.4%	64
Total Revenues	669	584	-12.7%	584
 Net recurring external expenses 	(192)	(159)	-17.1%	(143)
 Recurring personnel expenses 	(306)	(250)	-18.4%	(250)
Recurring EBITDA	171	175	+2.2%	191
 Restructuring costs 	(166)	(23)		(23)
Consolidated EBITDA	5	152		168
Depreciation and amortisation	(62)	(55)	-11.6%	(71)
Operating income	(57)	97		97
 Other financial income and expenses 	(37)	(39)		
Income before tax	(94)	58		52
Corporate income tax	13	(20)		(20)
Consolidated net income	(81)	39		32

- Revenues mechanically impacted by the decrease in sales in HY2 2018 and HY1 2019
- Moderate growth in recurring EBITDA¹: €175 m
 vs. €171 m in 2018
- Significant external expenses reduction :
 - Personnel expenses €56 m
 (full year effect of the redundancy scheme)
 - External expenses -€33 m¹,
 (effect of the cost cutting plan)
- Extension of the 2018 redundancy scheme into 2019 generating a non-recurring expense of €23 m in 2019
- Increase in **financial expenses** after putting additional financing instruments in place
- Net income + €113 m compared to 2018



An EBITDA up +2% despite a decrease in revenues



- A savings plan initiated in 2018 to "finance" the impact of the strategic end of the Print business (-€28 m in 2019)
- Reduction of Digital variable costs margin following the order intake decrease in H2 2018 and to a lesser extent in H1 2019



Recurring Digital EBITDA margin up +4 pts

In millions of euros		2018			2019			Change	
	Digital	Print	Total	Digital	Print	Total	Digital	Print	Total
Revenues	571	98	669	520	64	584	-8.8%	-35.5%	-12.7%
Variable costs	(55)	(19)	(74)	(51)	(12)	(63)	-8.3%	-37.4%	-15.7%
Margin on variable costs	516	79	595	473	52	521			
Margin rate	90.3%	80.7%	88.9%	90.3%	81.2%	89.3%			
Fixed costs	(367)	(58)	(424)	(300)	(31)	(331)	-13.9% ²	-46%	-18.3% ²
Total recurring expenses	(422)	(77)	(498)	(354)	(43)	(393)			-17.9% ²
Recurring EBITDA	149	22	171	170	21	191	+3.4% ²	-6%	+2.2%2
Recurring EBITDA margin	26.1%	22.4%	25.6%	32.7%	32.5%	32.6%	+4 pts ²		+4 pts

- End of Print activities at the end of 2020
- Increase in recurring Digital EBITDA offsetting the decrease in Print (+3.4% on a same accounting standards basis)

- Recurring Digital EBITDA rate > 30% of revenues
- Very high margin rate on variable costs
 - → A fixed cost model



A fixed cost model that is very profitable in a growth context

Example: figures illustrating the fixed costs model

For +€10 i	in revenues g	enerated
=+€8 EBI	TDA	

Base	Increment	Income			Any additional revenues
100	10	110	\rightarrow	+10%	generated
-11	-1	-12			
89	9	98			
-59	-1	-60			has a favourable
30	8	38	\rightarrow	+27%	incremental impact on profitability
89%		89%			,
30%		34%	\rightarrow	being d	onverted into a global in the EBITDA margin
	100 -11 89 -59 30 89%	100 10 -11 -1 89 9 -59 -1 30 8	100 10 110 -11 -1 -12 89 9 98 -59 -1 -60 30 8 38 89% 89%	100 10 110 → -11 -1 -12 89 9 98 -59 -1 -60 30 8 38 89%	100 10 110 → +10% -11 -1 -12 89 9 98 -59 -1 -60 30 8 38 89% 89% 89% 30% 30% 34% being 0

- Variable costs: production costs (website, media expenditures, etc.)
- Fixed costs: personnel expenses, real estate, IT



Capex focused on our strategic goals

OTHER

IT & CLOUD

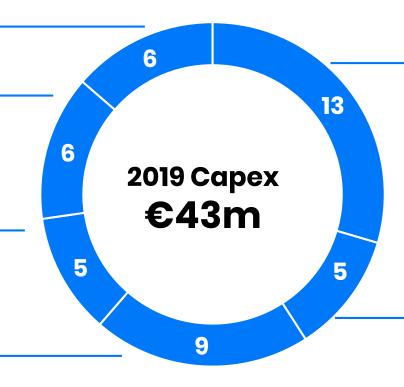
IT infrastructure modernization and Move to Cloud

DATA

Big Data and artificial intelligence

DIGITAL SERVICES

- Presence
- Priority Ranking
- Digital Advertising
- Websites



MEDIA PLATFORMS

Investments in Group media

- Pages Jaunes
- Search engine
- Voice search
- Mappy MaaS (mobility as a service)...

SALES, CRM AND MARKETING

Launch of the new range of services and sales

Presence and Full Web Digital advertising in subscription mode

Adaptation and modernisation of sales, CRM and marketing tools

EBITDA – Capex margin reaches 25% of revenues



Recurring operating FCF over €100 m

	2018	2019	IFRS 16
In million euros		(IFRS 16)	Impact
Recurring EBITDA ¹	171,2	190,6	15,6
Non-monetary items included in EBITDA	10,5	4,1	
Net change in working capital	(14,4)	(48,1)	1,8
Acquisitions of tangible and intangible fixed assets	(43,6)	(42,9)	
Recurring operating free cash flow	123,7	103,7	17,4
Disbursed financial result	(31,7)	(44,0)	(6,1)
Corporate income tax paid	(15,8)	1,8	
Recurring Free Cash Flow	76,2	61,5	11,3

- A €48 m deterioration in the WCR impacted by:
- A structurally negative net client WCR down by €40 m due to:
 - -€20 m linked to the shift to the new digital services (one-off effect)
 - -€20 m linked to the 12% decrease in revenues (Print and Digital)
- The adverse effect of savings on suppliers (17% reduction in the cost base)
- Capex maintained at €43 m
- Recurring operating cash flow > €100 m
- €36 m of financial expenses disbursed (Bond, RCF)
- Recurring free cash flow > €60 m



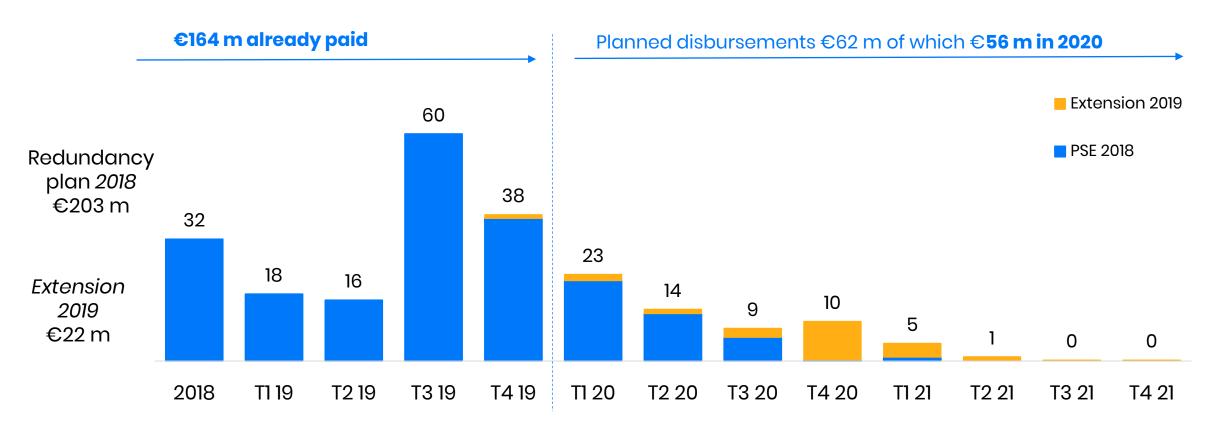
€155 m non-recurring disbursements

2010		2019	IFRS 16
In million euros	2018	(IFRS 16)	Impact
Recurring EBITDA ¹	171,2	190,6	15,6
Non-monetary items included in EBITDA	10,5	4,1	
Net change in working capital	(14,4)	(48,1)	1,8
Acquisitions of tangible and intangible fixed assets	(43,6)	(42,9)	
Recurring operating free cash flow	123,7	103,7	17,4
Disbursed financial result	(31,7)	(44,0)	(6,1)
Corporate income tax paid	(15,8)	1,8	
Recurring Free Cash Flow	76,2	61,5	11,3
Non-recurring items	(67,8)	(154,8))
Free cash flow	8,4	(93,2)	11,3
Increase (decrease) in borrowings	_	58,9	4,5
Capital increase	-	17,1	
Others	(12,8)	(22,9)	(15,8)
Net change in cash	(4,4)	(40,1)	-
Net cash & cash equivalents BoP	86,0	81,6	
Net cash & cash equivalents EoP	81,6	41,5	<u> </u>

- Recurring free cash flow > €60 m
- Disbursements linked to non-recurring items for €155 m mostly due to the 2018 redundancy plan
- Setting up of new financing means
 - RCF: +€50 m
 - WCR facility +€8 m
 - Equity Line
 - 34.4 m shares exercised at the end of December for a net amount of €17.1 m
 - 7.5 m shares exercised in January 2020
 - 16m outstanding warrants (2.5% of potential dilution)



Redundancy plan 2018 & 2019: 73% of costs already paid



• Cost reduction generated by this plan: €116 m decrease in personnel expenses at year end 2019 vs. €100 m initially announced for 2019 (vs. 2017)



Temporary increase in net debt as at 31 December 2019

in millions euros	2018	2019 ²
Gross debt	409	463
• Cash	82	42
Net debt	328	422
Recurring EBITDA	171	175
 Financial leverage¹ 	1.8x	2.3x

- Temporary increase in net debt following €164 m disbursed to date for the redundancy plan:
 - Use of the RCF: €50 m
 - Use of the working cap line: €8 m
- Financial leverage¹ = 2.3x, i.e. 33% headroom with respect to the bond covenant (3.5x)
- 10% coupon of the bond debt for the first half
 2020
- Interest coverage ratio¹ = 4.8x, i.e. 59% headroom with respect to the bond covenant (3.0x)





Guidance & Conclusion

Eric BOUSTOULLER

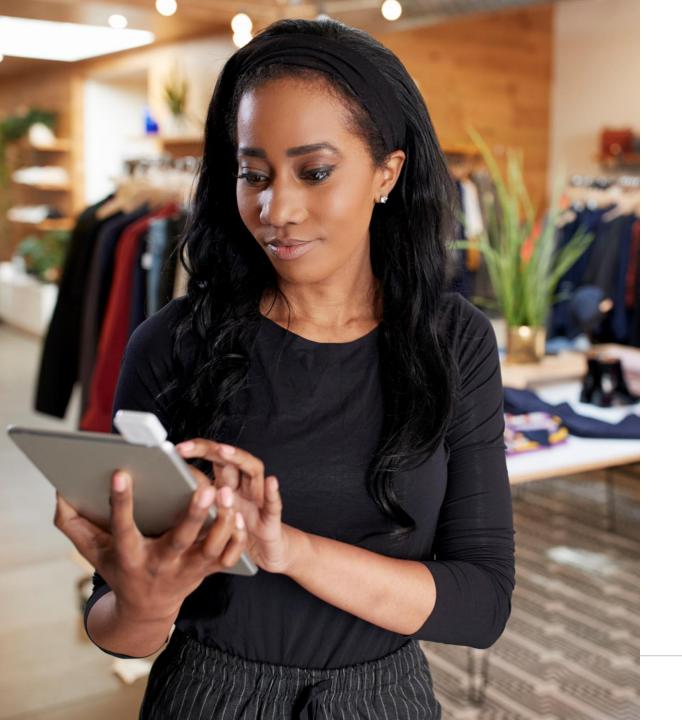
Chief Executive Officer

Outlook 2020

→ Acceleration in new clients acquisition to stabilise the customer base

- → Return to growth in Digital revenues in the second half 2020
 - > 50% of 2020 revenues already secured (from order intake 2019 & 2018)
 - The shift to subscription mode enables to speed up the customer acquisitions,
 the upsell, the cross-sell and to reduce the churn
 - Favourable impact of the new model on the order intake conversion rate into revenues
- → Acceleration in Digital EBITDA growth in 2020
- → Recurring operating free cash flow > €90 m in 2020

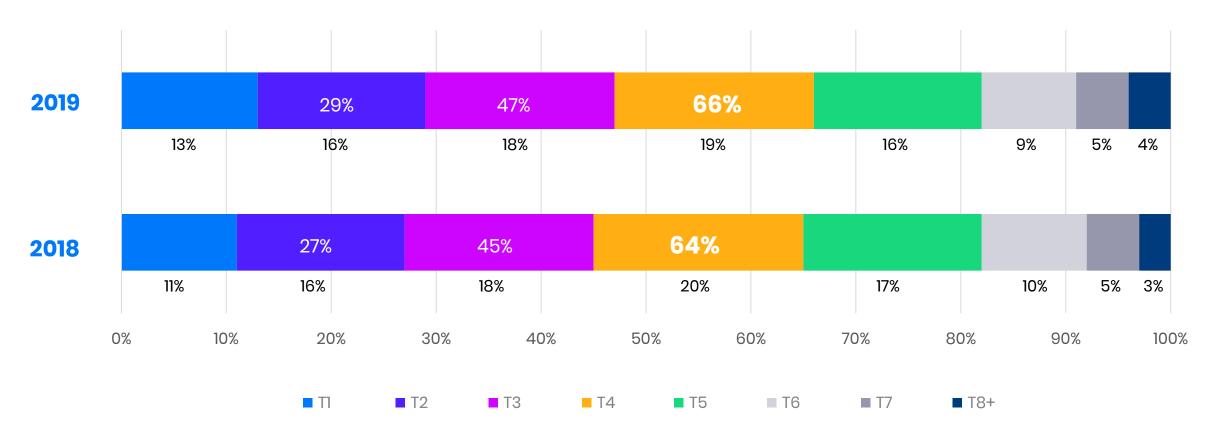




Appendix

Cumulated Digital order intake conversion into revenues

% of Digital order intake converted into revenues in the following quarters (average four quarters of the year)





2019 Impact of the IFRS 16 standard on leases

- Applicable as of 1st January 2019
 - Recognition on balance sheet of all lease commitments currently recognised as off balance sheet commitments and finance leases
 - Impact on the Group's balance sheet:
 - Recognition of a lease debt among liabilities (discounted residual future rentals)
 - In exchange for a right-of-use posted in the assets as a fixed asset amortised over the lease term
 - Leases with a residual term of less than twelve months are excluded
 - Most lease contracts are related to the head office
- The impact on financial debt is €104 m as of 31/12/19
- Impact on recurring EBITDA is +€15.6m in 2019
- No impact on cash

In million euros	IFRS 16 Impact
Revenues	-
 Net external expenses 	15.6
 Personnel expenses 	-
 Restructuring costs 	-
EBITDA	15.6
 Depreciation and amort. 	(16.3)
Operating income	(0.7)
 Financial income 	-
 Financial expenses 	(5.8)
Financial result	(5.8)
Income before tax	(6.5)
 Corporate income tax 	-
Net Result	(6.5)



Change in staff numbers

Catégorie	31/12/2018	31/12/2018 Proforma of PSE departures	31/12/2019 Proforma of PSE departures
Telesales	849	684	555
Field Telesales	1325	960	990
Sales support	330	222	235
Customer Satisfaction	343	244	224
Production	453	391	360
IT – R&D	364	329	306
Others	656	561	489
TOTAL	4 320	3 391	3 159

 Departures related to the redundancy plan are taken out of staff figures after their severance benefits are settled



Main features of 2022 bond

Amount: €398m

• Interests: 10% payable quarterly as of January 2020

3-month EURIBOR rate – with a minimum of 1 % + margin based on the level of consolidated net financial leverage ratio (consolidated net debt/consolidated EBITDA) at the end of each semester

Greater than 2.0:1	9.0%
Less or equal to 2.0:1 but greater than 1.5:1	7.0%
Less or equal to 1.5:1 but greater than 1.0:1	6.0%
Less or equal to 1.0:1 but greater than 0.5:1	5.0%
Less or equal to 0.5:1	3.0%

- Maturity: 15 March 2022
- **Early repayment** or callable by the company: at any time, all or part of the bonds at 100% of the principal amount (par value)
- Credit ratings:

	lssuer rating	Security rating
Fitch	CCC+	B-
Moody's	Caal negative outlook	Caa2

BASKETS IN THE BOND DOCUMENTATION

Working capital facility

Up to €10m

Asset financing

Up to €50m

Bilateral credit lines

RCF

Up to €50m



A simplified VSE/SME digital offer

	Essentiel	Premium	Privilege	Developments 2020
Websites	Starting from €70 Ex VAT/month	Starting from €169 Ex VAT/month	Starting from €355 Ex VAT/month	 Enhancement of the Privilege offer Launch of the Do-It-Yourself entry level offer
Presence	Starting from €29 Ex VAT/month	Starting from €49 Ex VAT/month	Price to be set (€70-80)	 Launch of the Privilege component with more relational and transactional services included Enhancement of Premium and Essentiel
Advertising	Starting from €67 Ex VAT/month Current ^t Réf. Prioritaire	Starting from €90 Ex VAT/month Current ^t Boos. Contact		 Enhancement of the Booster Contact Premium offer Restructuring of the Branding PagesJaunes and Full Web range
2018 2019 2	020			



Solocal Digital SME offer



