

DISCLAIMER

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Rob Legge Deputy CEO & Group COO



Bruno Bayet Group Controller









Strong operational performance improvement in FY19

- All 2019 key targets announced at Capital Markets Day (CMD) achieved.
- Solid growth in Net Sales of +5,4% like-for-like to €3,058m with robust contribution from all segments and regions.
- Recurring EBITDA €207m (post-IFRS 16) and €168m (pre-IFRS 16) with a growth of +12,4%, mainly driven by a solid margin expansion in France and UK.
- Achieved respectively **savings of €10,6m and €5,1m** for procurement and fixed costs in 2019
- Strong Cash Flow from Operations of €109m (pre-IFRS 16) leading to a Net Financial Debt position at €1,263m (pre-IFRS 16), in line with expectations and a leverage of 6,5x (post-IFRS 16)
- Divestment program on track with divestment of Landscaping completed and deconsolidation of Ramky Cleantech in Singapore. Simplification of Group entities ongoing with a reduction of 8% in 2019



The Group delivered on its financial key targets in 2019 announced during the Capital Markets Day

| | 2019 Targets | Achievements as of 31 Dec. 2019 | | |
|----------------------------------|--------------|---------------------------------|-----|--|
| Net Sales | > 3,000 M€ | 3,059 M€ | | |
| LFL Growth (%) | - | 5.4% | | |
| Total EBITDA post-IFRS | >200 M€ | 207 M€ | | |
| LFL Growth (%) | - | 6.8% | | |
| CFFO | > 120M€ | 96 M€ | •• | |
| Cash conversion ¹ (%) | ≥60% | 46,4% | •• | |
| Net financial debt post IFRS 16 | 1,335 M€ | 1,343 M€ ³ | ••• | |
| Leverage ratio ² | 6.4x | 6.5x | ••• | |
| Liquidity | vs Q3 2019 | 185M€ | ••• | |

Note



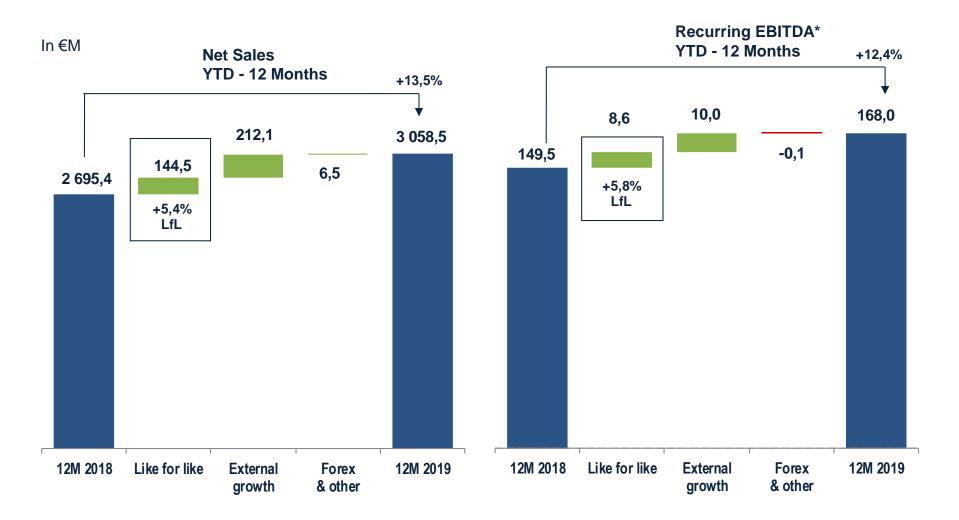


¹⁾ Cash conversion: Cash Flow From Operations after Capex / EBITDA, post-IFRS 16 and incl Non Recourse Factoring

²⁾ Leverage ratio: net financial debt (including non-recourse factoring) / EBITDA; post-IFRS 16

³⁾ Net Financial Debt impacted by deconsolidation of Ramky CleanTech Singapore for €8,8m

Strong organic growth and financial performance in FY2019







HIGHLIGHTS

| in €M | Q4 2019 post-IFRS 16 | Q4 2019 pre-IFRS 16 | Q4 2018 pre-IFRS 16 | change | var LfL (%) | 12M 2019 post-IFRS 16 | 12M 2019 pre-IFRS 16 | 12M 2018 pre-IFRS 16 | change | var LfL (%) |
|---|-------------------------|------------------------|------------------------|---------|----------------|--------------------------|-------------------------|-------------------------|--------|----------------|
| Net Sales | 780,3 | 780,3 | 750,1 | 4,0% | 6,1% | 3 058,5 | 3 058,5 | 2 695,4 | 13,5% | 5,4% |
| Recurring EBITDA | 51,9 | 40,9 | 43,7 | -6,4% | -0,7% | 206,9 | 168,0 | 149,5 | 12,4% | 5,8% |
| EBITDA Margin (%) | 6,7% | 5,3% | 5,8% | -50 bps | | 6,8% | 5,5% | 5,6% | -5 bps | |
| Operating Profit | 13,1 | 11,6 | (19,1) | 160,7% | | 77,7 | 73,1 | 37,3 | 96,0% | |
| Free Cash Flow from Operations (1) | 30,0 | 40,0 | 5,0 | 35,0 | | 96,0 | 109,0 | (3,0) | 97,6 | |
| Cash generation (%) Net Financial Debt | 57,8% 1 343 | 97,8% 1 263 | 11,4% 1 279 | (15,9) | | 46,4% 1 343 | 64,9% 1 263 | -2,0% 1 279 | (15,9) | |
| Leverage ratio | | | | | | 6,5x | 7,5x | 8,6x | | |

⁽¹⁾ FCF from Operations before financial Interests, dividends, acquisitions and divestments

- Like-for-like increase in revenue mainly driven by strong organic growth in France, United Kingdom and solid growth in International
- Margins have improved in all regions, US profitability impacted by restructuring
- Cash Flow from operations 109m€ pre-IFRS 16 and leverage ratio reduced to 6.5x post-IFRS 16



| <u>in</u> €M | Q4 2019 post-IFRS 16 | Q4 2019 pre-IFRS 16 | Q4 2018 pre-IFRS 16 | change | var LfL (%) | 12M 2019 post-IFRS 16 | 12M 2019 pre-IFRS 16 | 12M 2018 pre-IFRS 16 | change | var LfL (%) |
|-------------------|-------------------------|------------------------|------------------------|----------|----------------|--------------------------|-------------------------|-------------------------|---------|----------------|
| Net Sales | 341,5 | 341,5 | 337,2 | 1,3% | 5,0% | 1 363,1 | 1 363,1 | 1 294,8 | 5,3% | 4,4% |
| Recurring EBITDA | 36,1 | 31,0 | 27,3 | 13,6% | 17,9% | 133,0 | 116,7 | 107,5 | 8,6% | 8,6% |
| EBITDA Margin (%) | 10,6% | 9,1% | 8,1% | +100 bps | | 9,8% | 8,6% | 8,3% | +30 bps | |
| of which Cleaning | 30,0 | 25,7 | 20,8 | 23,6% | 23,6% | 102,6 | 89,3 | 80,7 | 10,7% | 10,4% |
| FM | 6,1 | 5,4 | 6,5 | -16,9% | 1,5% | 30,4 | 27,4 | 26,8 | 2,2% | 3,4% |

- France segment revenue increased with strong organic growth in both business lines
- Cleaning revenue increased up by +7.0% mainly due to organic growth (€45m) from new contracts booked in 2019
- Facility Management revenue with strong organic growth of €16m from new contracts in 2019 and the full year impact of the acquisitions partially offset by the disposal of the Landscaping activities



^{*} Excluding corporate holdings

FOCUS UK*

| in €M | Q4 2019 post-IFRS 16 | Q4 2019 pre-IFRS 16 | Q4 2018 pre-IFRS 16 | change | var LfL (%) | 12M 2019 post-IFRS 16 | 12M 2019 pre-IFRS 16 | 12M 2018 pre-IFRS 16 | change | var LfL (%) |
|-------------------|-------------------------|------------------------|------------------------|----------|----------------|--------------------------|-------------------------|-------------------------|---------|----------------|
| Net Sales | 214,9 | 214,9 | 192,5 | 11,6% | 7,8% | 796,0 | 796,0 | 508,0 | 56,7% | 12,2% |
| Recurring EBITDA | 11,7 | 10,6 | 13,2 | -19,7% | -22,7% | 50,6 | 47,4 | 29,3 | 61,8% | 20,8% |
| EBITDA Margin (%) | 5,4% | 4,9% | 6,9% | -190 bps | | 6,4% | 6,0% | 5,8% | +20 bps | |

- UK entities revenues up by 57% over prior year including the full year impact of Servest Group acquisition
- Strong organic growth of 12.2% was mainly due to new customer wins in Cleaning and Technical Services
- A series of new contracts in the cleaning and catering divisions generated a strong organic growth in profitability and margins in 2019
- Quarterly EBITDA lower due to the impact of seasonality on our catering and multitechnical business units but in line with expectations

ATALIAN

| in €M | Q4 2019 post-IFRS 16 | Q4 2019 pre-IFRS 16 | Q4 2018 pre-IFRS 16 | change | var LfL (%) | 12M 2019 post-IFRS 16 | 12M 2019 pre-IFRS 16 | 12M 2018 pre-IFRS 16 | change | var LfL (%) |
|-------------------------|-------------------------|------------------------|------------------------|----------|----------------|--------------------------|-------------------------|-------------------------|---------|----------------|
| Net Sales | 222,8 | 222,8 | 225,6 | -1,2% | 3,8% | 902,7 | 902,7 | 896,3 | 0,7% | 2,4% |
| Recurring EBITDA | 12,5 | 10,0 | 13,6 | -26,5% | -13,2% | 55,0 | 43,3 | 50,6 | -14,4% | -11,1% |
| EBITDA Margin (%) | 5,6% | 4,5% | 6,0% | -150 bps | | 6,1% | 4,8% | 5,6% | -80 bps | |
| of which Central Europe | 6,1 | 6,1 | 7,4 | -17,6% | | 21,6 | 18,5 | 18,6 | -0,5% | |
| USA | (1,1) | (1,6) | 1,0 | -260,0% | | 2,2 | (0,2) | 6,2 | -103,2% | |
| Other | 7,5 | 5,5 | 5,2 | 5,8% | | 31,2 | 25,0 | 25,8 | -3,1% | |

- International segment revenue increased by €6.4m in 2019 with good organic growth in Asia, Central Europe and Africa.
- Profitability impacted by contract losses and restructuring cost in the US business, negative foreign exchange effects in Turkey and Czech Republic and operational losses in Singapore.
- Ramky Singapore deconsolidated in Q4 2019, and being currently divested.





- · Staff costs streamlining
- · HQ rental costs
- · Ongoing operational fixed cost optimization

€5,1m



Procurement savings

Reduction of the number of vendors

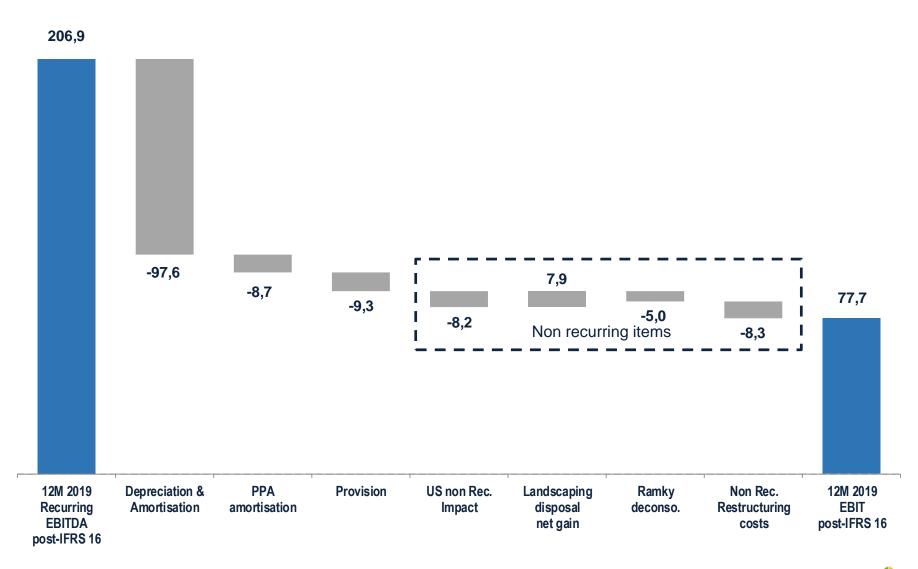
Suppliers year-end rebates renegotiation:

- · Cleaning machines
- · Vehicle leasing
- · Cleaning supplies and consumables
- · Group insurance
- · Recruitment agencies etc.

€10,6m









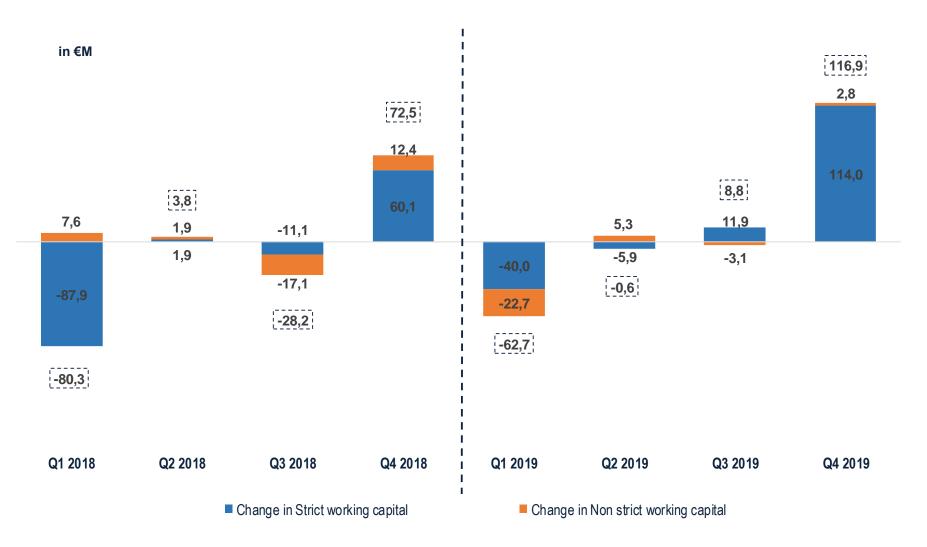
FINANCIAL PERFORMANCE Q4 AND 12 MONTHS 2019

| in €M | Q4 2019 post-IFRS 16 | Q4 2019 pre-IFRS 16 | Q4 2018 pre-IFRS 16 | change | Var LFL (%) | 12M 2019 post-IFRS 16 | 12M 2019 pre-IFRS 16 | 12M 2018 pre-IFRS 16 | change |
|---|-------------------------|------------------------|------------------------|----------|----------------|--------------------------|-------------------------|-------------------------|--------|
| Net Sales | 780,3 | 780,3 | 750,1 | 30,2 | 6,1% | 3 058,5 | 3 058,5 | 2 695,4 | 363,1 |
| Recurring EBITDA | 51,9 | 40,9 | 43,7 | - 2,8 | -0,7% | 206,9 | 168,0 | 149,5 | 18,5 |
| EBITDA Margin (%) | 6,7% | 5,3% | 5,8% | -50 bps | | 6,8% | 5,5% | 5,6% | -5 bps |
| Depreciation and Amortisation | (24,2) | (14,7) | (18,3) | 3,6 | | (97,6) | (63,3) | (54,4) | (8,9) |
| PPA amortisation | (2,2) | (2,2) | (5,4) | 3,2 | | (8,7) | (8,7) | (6,0) | (2,7) |
| Provisions and Impairment losses (net) | (6,4) | (6,4) | (12,1) | 5,7 | | (9,3) | (9,3) | (15,2) | 5,9 |
| Current Operating Profit | 19,1 | 17,6 | 7,9 | 9,7 | | 91,3 | 86,7 | 73,9 | 12,8 |
| Current operating profit margin (%) | 2,4% | 2,3% | 1,1% | +120 bps | | 3,0% | 2,8% | 2,7% | 10 bps |
| Other operating net expenses | (6,0) | (6,0) | (27,0) | 21,0 | | (13,6) | (13,6) | (36,9) | 23,3 |
| Operating Profit | 13,1 | 11,6 | (19,1) | 30,7 | | 77,7 | 73,1 | 37,0 | 36,1 |
| Net financial costs | (17,1) | (17,5) | (19,6) | 2,1 | | (81,9) | (75,8) | (60,2) | (15,6) |
| Other financial expenses | (3,0) | (3,0) | (2,8) | (0,2) | | (3,9) | (3,9) | (2,7) | (1,2) |
| Income tax expenses | 0,2 | 0,2 | (3,3) | 3,5 | | (14,0) | (14,0) | (20,0) | 6,0 |
| Net Profit (loss) for the period before associates and Getronics impairment | (6,8) | (8,7) | (44,8) | 36,1 | | (22,1) | (20,6) | (45,9) | 25,3 |

- New US team executed a comprehensive restructuring to better align and integrate the business; pension claims under former NY DoE contract finally settled
- Full depreciation of 27% share in Getronics due to ongoing major losses, divestment of Ramky Cleantech Singapore initiated in 2019 and to be concluded shortly

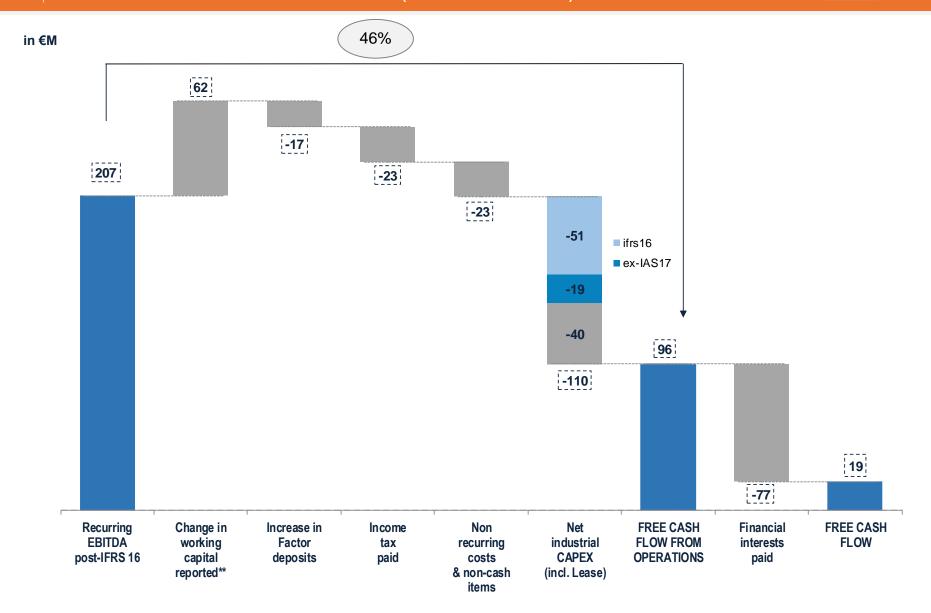


Continuous improvement of change in working capital quarter after quarter

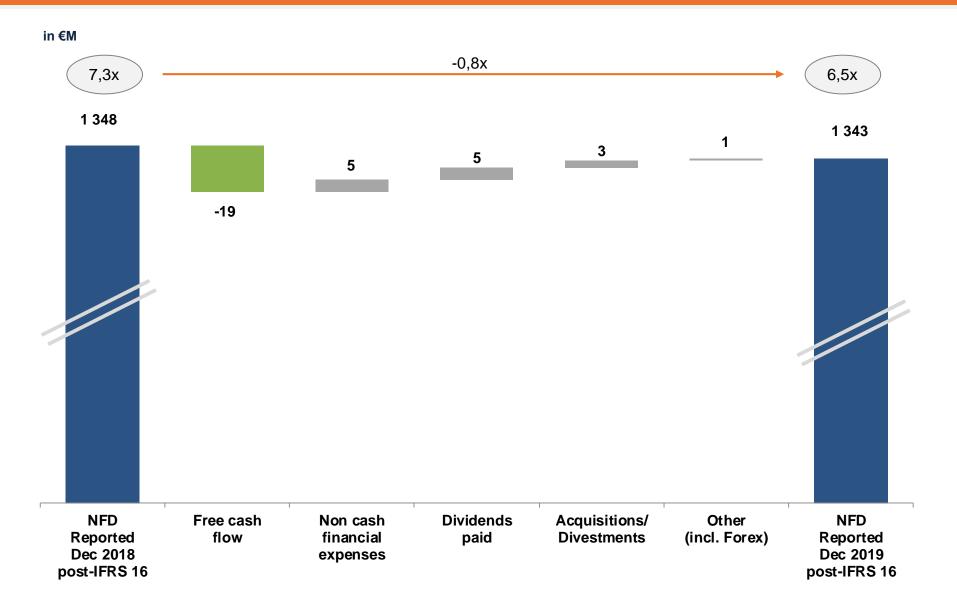


^{*} Change in non-recourse factoring: €85m in Q4 2019 & FY 2019











| | | apitalisation | 6) | | | |
|-------------------------|--------|-----------------|--------|-----------------|---------|--------------------|
| €M | FY | 2018 | FY 2 | 2019 | | |
| | Amount | xRef. EBITDA | Amount | xRef. EBITDA | Tenor | Margin / Coupon |
| Rec. EBITDA | 185 | | 207 | | | |
| Cash | (104) | (0,6x) | (87) | (0,4x) | | |
| Revolver | 30 | 0,2x | 54 | 0,3x | 5 years | E+250bps |
| Factoring | 106 | 0,6x | 31 | 0,1x | | c.2,500% |
| Other debt | 21 | 0,1x | 27 | 0,1x | | c.4,000% |
| Gross secured debt | 157 | 0,8x | 111 | 0,5x | | |
| Net secured debt | 52 | 0,3x | 24 | 0,1x | | |
| EUR 4.000% Senior Notes | 625 | 3,4x | 625 | 3,0x | May-24 | 4.000% |
| EUR 5.125% Senior Notes | 350 | 1,9x | 350 | 1,7x | May-25 | 5.125% |
| GBP 6.625% Senior Notes | 252 | 1,4x | 265 | 1,3x | May-25 | 6.625% |
| IFRS 16 adjustment | 69 | 0,4x | 80 | 0,4x | | |
| Total debt | 1 453 | 7,9x | 1 431 | 6,9x | | |
| Total net debt | 1 348 | 7,3x | 1 343 | 6,5x | | |



| in €M | December 2019 | December 2019 pre-IFRS 16 | December 2018 | December 2018 pre-IFRS 16 |
|-------------------------------|------------------|---------------------------------|------------------|---------------------------------|
| Net cash and cash equivalents | 87,2 | 87,2 | 104,4 | 104,4 |
| HY bonds | 1 239,5 | 1 239,5 | 1 226,5 | 1 226,5 |
| Factoring | 30,5 | 30,5 | 105,7 | 105,7 |
| Other | 160,6 | 80,5 | 120,2 | 51,4 |
| Total gross debt | 1 430,6 | 1 350,5 | 1 452,4 | 1 383,6 |
| | | | | |
| Total net debt | 1 343,4 | 1 263,3 | 1 348,0 | 1 279,2 |

| | FY 2018 | Q1 2019 | Q2 2019 | Q3 2019 | Q4 2019 |
|------------------------|---------|---------|---------|---------|---------|
| Cash & Cash Equivalent | 104 | 93 | 115 | 107 | 87 |
| Head Room RCF | 68 | 53 | - | 20 | 49 |
| ss-Total | 172 | 146 | 115 | 127 | 136 |
| Head Room Factoring | 57 | 43 | 49 | 52 | 49 |
| Liquidity | 230 | 188 | 164 | 179 | 185 |

• Non-recourse factoring: €54m in FY18 & €139m in FY 2019



- Strong business momentum in January/February consistent with 2019 trends
- Shortfalls in revenue in France, the United Kingdom and to a lesser extent the United States since mid March 2020, operations in Asia not materially affected to date by the outbreak, despite softness in specific areas.
- ★ We are pro-actively reducing our cost base in all regions:
 - Active management of workforce
 - Review and renegotiation of supplier arrangements
 - Rigorous management of operating expenses
 - Strong contract management.
- The relevant facilities or arrangements provided by the various national authorities have been initiated to **mitigate the impact of the outbreak on our financial results** and in particular our profitability, cash position and maintain our liquidity.
- Active monitoring of any new business opportunities that may arise for us from the current situation, particularly in our Cleaning activity (disinfection and sanitisation).
- While our current view is that a majority of the impact on demand for our services in the first half of 2020 demand will be recovered throughout the second half of the year, the impact on 2020 Financial Results will depend on the timing of the ramp up of the business post crisis.
- We expect recurring benefit on our business post crisis, following likely behavior changes and increase of spending of our customers.



- **May 29, 2020**: Q1 2020 Results
- **July 30, 2020**: Q2 & H1 2020 Results
- **♦ OCTOBER 29, 2020**: Q3 et 9M 2020 Results



INVESTOR RELATIONS CONTACT

investorcontact.fr.ags@atalianworld.com





BACKUP PAGES FOR DISCUSSION





| in €M | 12M 2019 post-IFRS 16 | 12M 2019 pre-IFRS 16 | 12M 2018 pre-IFRS 16 | change |
|---|--------------------------|-------------------------|-------------------------|--------|
| Net Sales | 3 058,5 | 3 058,5 | 2 695,4 | 363,1 |
| Recurring EBITDA | 206,9 | 168,0 | 149,5 | 18,5 |
| EBITDA Margin (%) | 6,8% | 5,5% | 5,6% | -5 bps |
| Depreciation and Amortisation | (97,6) | (63,3) | (54,4) | (8,9) |
| PPA amortisation | (8,7) | (8,7) | (6,0) | (2,7) |
| Provisions and Impairment losses (net) | (9,3) | (9,3) | (15,2) | 5,9 |
| Current Operating Profit | 91,3 | 86,7 | 73,9 | 12,8 |
| Current operating profit margin (%) | 3,0% | 2,8% | 2,7% | 10 bps |
| | | | | |
| Other operating net expenses | (13,6) | (13,6) | (36,9) | 23,3 |
| Operating Profit | 77,7 | 73,1 | 37,0 | 36,1 |
| | | | | |
| Net financial costs | (81,9) | (75,8) | (60,2) | (15,6) |
| Other financial expenses | (3,9) | (3,9) | (2,7) | (1,2) |
| Income tax expenses | (14,0) | (14,0) | (20,0) | 6,0 |
| Net Profit (loss) for the period before associates and Getronics impairment | (22,1) | (20,6) | (45,9) | 25,3 |
| | | | | |
| Share of profit (loss) of associates | (106,1) | (106,1) | (13,1) | (93,0) |
| Net Profit (loss) for the period from continuing operations | (128,2) | (126,7) | (59,0) | (67,7) |



CONSOLIDATED FINANCIAL STATEMENTS FY 2019

| In €M | December 31, 2019 pre- IFRS 16 | Full impact IFRS 16 | December 31, 2019 post-IFRS 16 |
|--|-----------------------------------|------------------------|-----------------------------------|
| Intangible assets | 1,147.7 | - | 1,147.7 |
| Property, plant and equipment | 112.9 | 76.8 | 189.7 |
| Other non-current assets | 123.6 | - | 123.6 |
| Trade receivables | 388.8 | - | 388.8 |
| Cash and cash equivalents | 89.7 | - | 89.7 |
| Other current assets | 315.5 | - | 315.5 |
| Total assets | 2,178.2 | 76.8 | 2,255.0 |
| Equity (including non-controlling interests) | (65.9) | (3.3) | (69.2) |
| Financial debt (current and non-current) | 1,346.8 | 80.1 | 1,426.9 |
| Other non-current liabilities | 44.0 | - | 44.0 |
| Trade payables | 258.0 | - | 258.0 |
| Bank overdrafts | 2.5 | - | 2.5 |
| Other current liabilities | 592.8 | - | 592.8 |
| Total liabilities | 2,178.2 | 76.8 | 2,255.0 |

