

# 2016 FULL YEAR RESULTS PRESENTATION

Strong Revenue, Earnings and Cash Performance



7 March 2017

# CAUTIONARY STATEMENT REGARDING FORWARD-LOOKING STATEMENTS



This presentation contains certain forward-looking statements with respect to the financial condition, results, operations and business of Intertek Group plc.

These statements and forecasts involve risk and uncertainty because they relate to events and depend upon circumstances that will occur in the future.

There are a number of factors that could cause actual results or developments to differ materially from those expressed or implied by these forward-looking statements and forecasts.

Nothing in this presentation should be construed as a profit forecast.

7 March 2017

# **AGENDA**

01 Performance Highlights

02 **2016 Financial Results** 

03 **2016 Strategic Update** 

04 2017 Outlook by Division

05 Summary



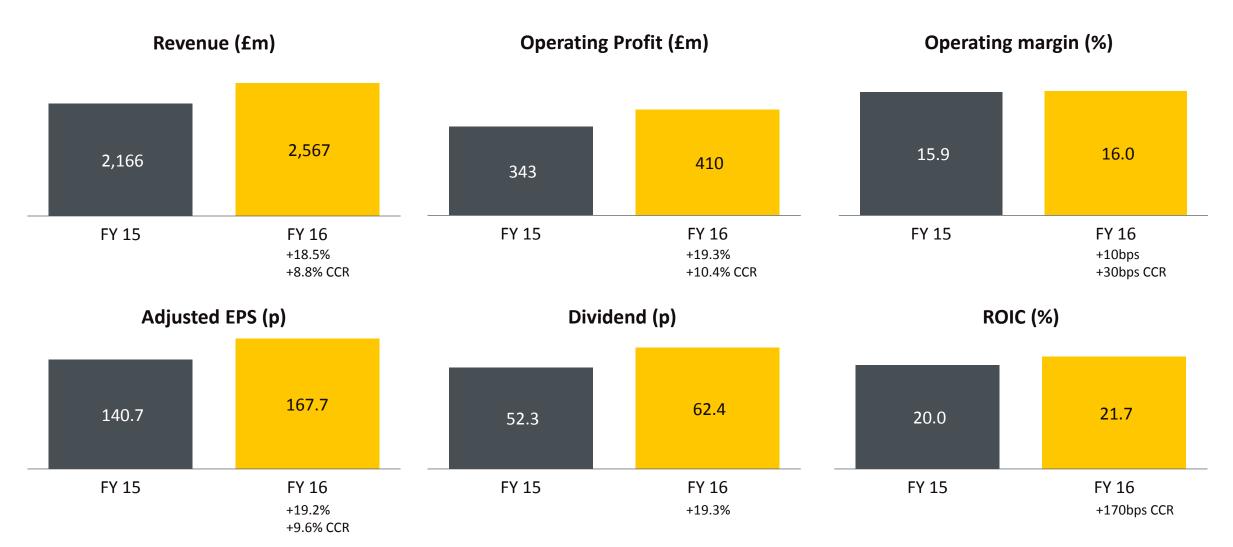
# 01 PERFORMANCE HIGHLIGHTS

**André Lacroix Chief Executive Officer** 



# STRONG REVENUE AND EARNINGS GROWTH





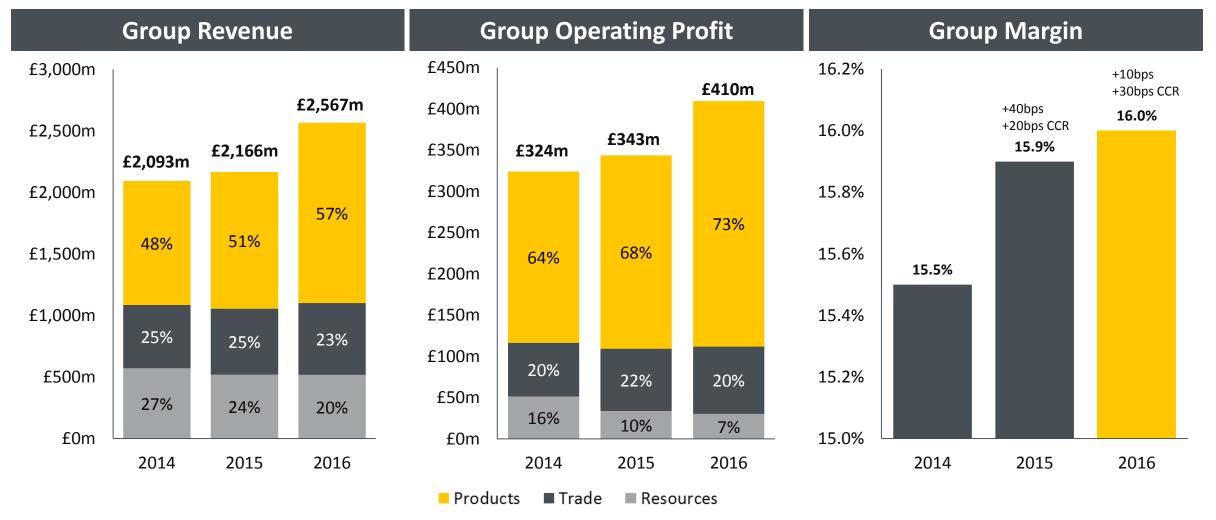
# M&A IN ATTRACTIVE MARKETS STRENGTHENING INTERTEK'S PORTFOLIO



	£242m additional revenue from M&A					
	PSI	MT Group	FIT-Italia	EWA Canada	ABC Analitic	
Business model	Building & Construction	Building & Construction	Food	Electrical and Wireless	Environmental	
Location	US	US	Italy	Canada	Mexico	
Completion Date	November 2015	October 2015	January 2016	October 2016	November 2016	
Market position	Leading US provider of testing and assurance services to commercial and civil construction markets	Leading provider of materials testing and speciality construction inspection in New York	Market leader in food assurance and inspection in Italy	Leading provider of cyber security and assurance services for products, equipment and networks across multiple industries	Market leader in the provision of environmental water testing and analytical services in Mexico	
Integration status	Completed Synergy plans on track	Completed	Completed	In progress	In progress	
Growth drivers	US infrastructure and non- residential building development	US infrastructure and non- residential building development	Increased focus on food supply chain risk management	Growth in IoT and wirelessly connected devices	Increased corporate and government focus on environmental safety	

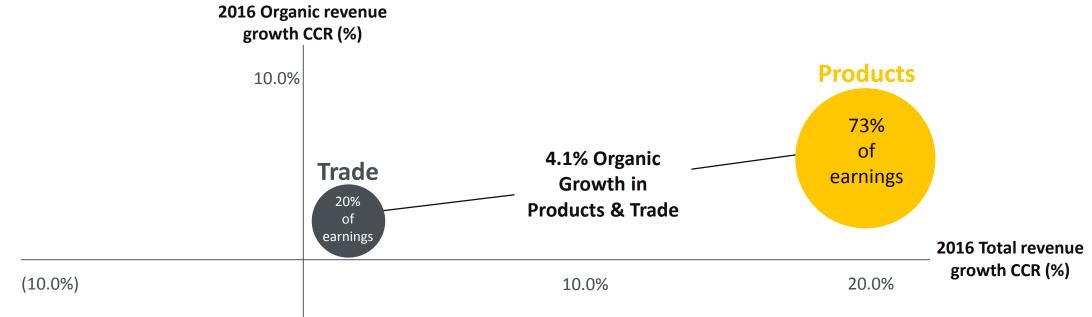
# GROUP'S CENTRE OF GRAVITY MOVING TOWARDS HIGH GROWTH HIGH MARGIN SECTORS





# **GDP+ ORGANIC GROWTH IN 93% OF EARNINGS**





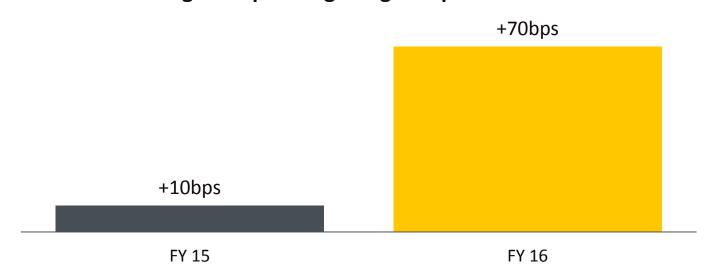


(15.0%)

# **CONTINUOUS COST AND MARGIN DISCIPLINE**



### Organic operating margin improvement<sup>1</sup>

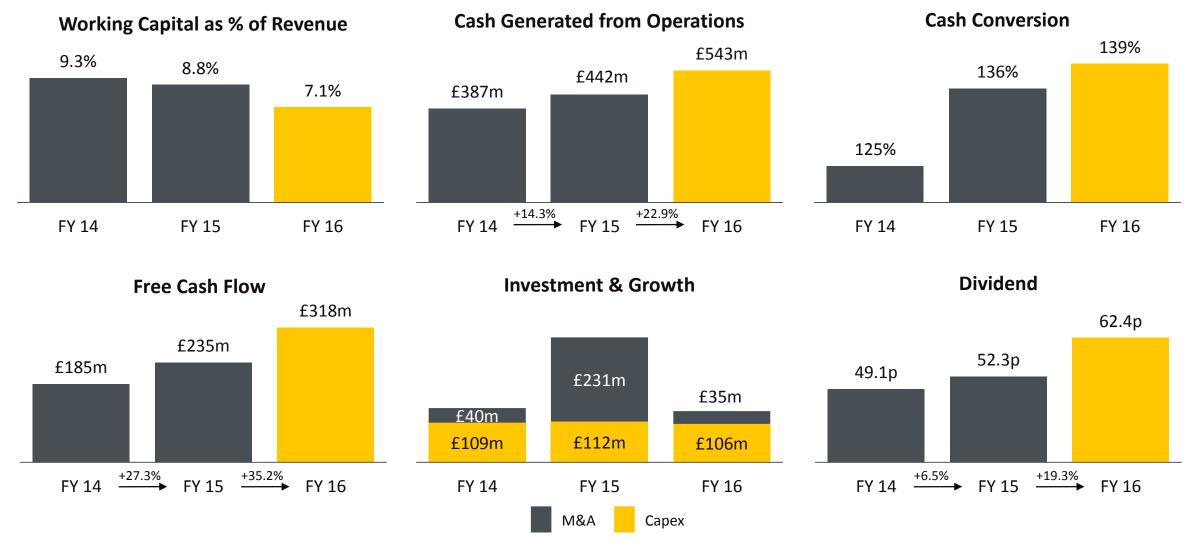


Cost reduction activities		tivities	Productivity management	Portfolio strategy	
	Headcount	Savings <sup>2</sup>	<ul> <li>Monthly performance reviews for Top 30 countries/16 Business Lines</li> </ul>	Organic & inorganic growth in Products and Trade	
2014	1,100	£10m	Business line and country	Strategic review of underperforming	
2015	200	£4m	benchmarking	business units	
2016	550	£10m	Site span of performance management	Consolidation of facilities	
				Targeted performance management	
			- (CCD) (2) A		

Notes: (1) Organic growth at constant currency rates (CCR); (2) Annualised

# STRONG CASH CONVERSION AND ACCRETIVE DISCIPLINED CAPITAL ALLOCATION







# **KEY FINANCIALS**

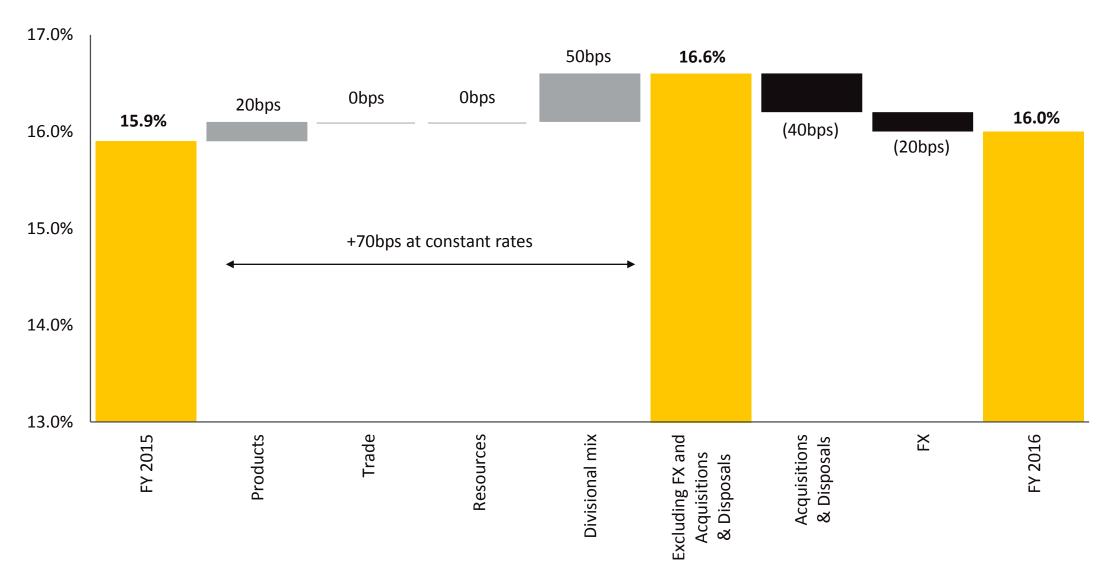


		YoY 9	%
	FY 16	Actual Rates	Constant Rates
Revenue	£2,567m	18.5%	8.8%
Organic revenue <sup>1</sup>	£2,322m	8.9%	0.1%
Operating profit <sup>2</sup>	£410m	19.3%	10.4%
Operating profit margin <sup>2</sup>	16.0%	10bps	30bps
Adjusted Diluted EPS <sup>2</sup>	167.7p	19.2%	9.6%
Free cash flow	£318m	35.2% increase	

Notes: (1) Organic revenue excludes the impact of acquisitions and disposals in 2015 and 2016; (2) Before separately disclosed items

# **OPERATING MARGIN BRIDGE**





# **CASH FLOW & NET DEBT**



£m @ actual exchange rates	FY 15	FY 16
Adjusted operating profit <sup>1</sup>	343.4	409.7
Depreciation/amortisation	85.2	89.5
Change in working capital	26.8	52.4
Other <sup>2</sup>	10.3	13.7
Adjusted cash flow from operations	465.7	565.3
Net capex	(110.9)	(102.5)
Other <sup>3</sup>	(119.6)	(144.7)
Free cash flow	235.2	318.1

• +19.3% at actual rates

• Cash conversion at 139%<sup>5</sup>

Increase in Free Cash Flow of 35.2%

Acquisitions<sup>4</sup> (231.3) (34.8)

Net debt 775.4 743.7

• Net debt / EBITDA ratio 1.5x

#### Notes:

# **FINANCIAL GUIDANCE**



	FY 2017 Guidance
Net finance cost	c.£25m
Effective tax rate	25.5 – 26.0%
Minority interest	c.£17m
Diluted shares (as at 31 December 2016)	162.6m
Capex	£120 – 130m <sup>1</sup>
Net Debt	£650 – 700m²

Note: (1) Before any material change in FX rates; (2) Before any material change in FX rates and any additional M&A

032016 STRATEGIC UPDATE

**André Lacroix Chief Executive Officer** 



# ATTRACTIVE GROWTH IN THE \$250BN GLOBAL QUALITY ASSURANCE MARKET



#### **Existing customers:**

- Increase account penetration
- ATIC cross selling

#### **New customers:**

New contracts

# \$50BN Currently outsourced

#### **Existing & New customers:**

Outsourcing



# **STRUCTURAL GROWTH DRIVERS**



Products		Tra	ade	Resources	
57% of Revenue	73% of Profit	23% of Revenue	20% of Profit	20% of Revenue	7% of Profit
Brand & SKU proliferation	Faster innovation cycle	Population growth	GDP growth	Long term demand for energy	Investment in infrastructure
Increased regulation	Focus on sustainable products	Development of regional trade	Growth in transport infrastructure	Supply chain risk management	Growth in alternative energy
Improvements in safety, performance and quality	Increased focus on risk management	Focus on traceability	Growth in port infrastructure	Sustainability of energy supply	Focus on health & safety
GDP+		GDP 8	growth	Long-teri	m growth

Mid- to long-term outlook: GDP+ Organic revenue growth

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### **5X5 DIFFERENTIATED STRATEGY**



#### **Our Customer Promise**

Intertek Total Quality Assurance expertise delivered consistently with precision, pace and passion, enabling our customers to power ahead safely

5 Strategic Priorities	5 Enablers		
Strong Brand Proposition	Living Our Customer Centric Culture		
Superior Customer Service	Disciplined Performance Management		
Effective Sales Strategy	Superior Technology		
Growth and Margin Accretive Portfolio	Energising Our People		
Operational Excellence	Delivering Sustainable Results		

# **5x5 Strategic Goals**



Fully engaged employees working in a safe environment

2

Superior customer service in Assurance, Testing, Inspection and Certification 3

Margin accretive revenue growth based on GDP+ organic growth

4

Strong cash conversion from operations

5

Accretive, disciplined capital allocation policy

# **5X5 DIFFERENTIATED STRATEGY FOR GROWTH IN ACTION**



# Revenue growth priorities

1. Customer Retention



2. Customer Penetration



3. ATIC Cross-Selling



4. New Customer Wins



5. Customer Outsourcing



# 1. CUSTOMER RETENTION: SUPERIOR CUSTOMER SERVICE



#### Methodology

- Net Promoter Score (NPS)
- Helps drive improved customer retention and pricing power

#### Coverage

- On average c.6-7,000 customer interviews per month
- Covering all Intertek markets

#### **NPS Process**

- Evaluate results in local operations and global business lines
- Leverage insights to drive continuous improvement and innovation

#### **Example of Process Improvement**

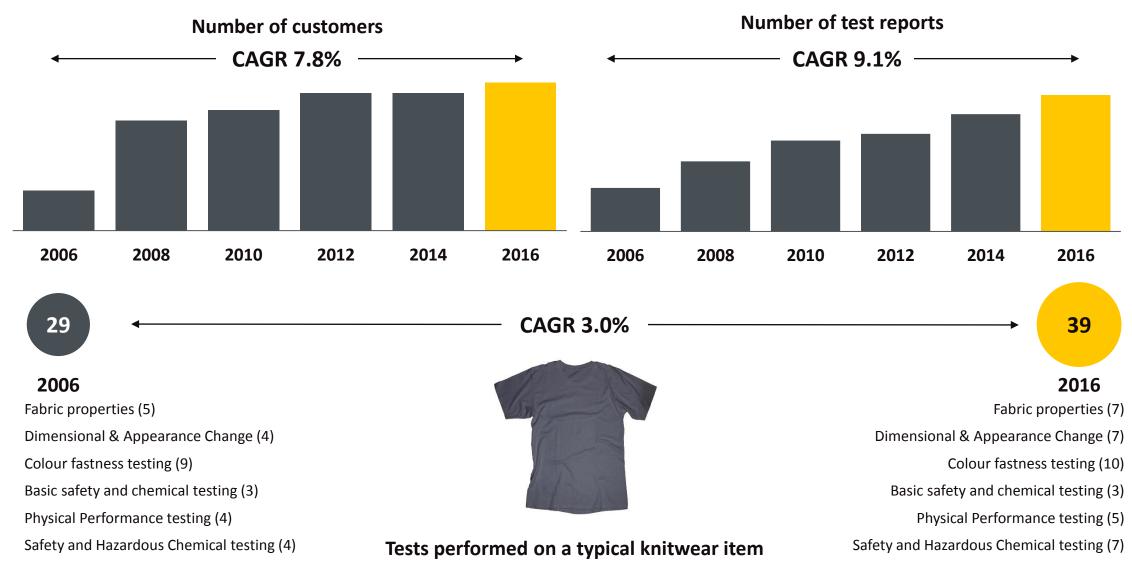
- Following NPS results and feedback we launched a new customer communication platform
- 'Fast track hotline' put in place to speed up response time to customer enquiries
- Led to a material improvement in NPS score

#### **Example of Innovation**

- In Africa, following customer feedback, we introduced a Soil Manager app
- This enables farmers to access a range of agricultural services from remote locations
- Digital customer transaction

# 2. MARKET PENETRATION: EXISTING SOFTLINE LAB EXAMPLE





# 3. ATIC CROSS SELLING: 2016 CUSTOMER EXAMPLES





#### **Global Automotive Manufacturer**

- ATIC meeting provided opportunities in:
  - Pre-production supplier qualification
  - Supply chain risk management
  - Portable vehicle emissions



#### **Global Toy Retailer**

- ATIC meeting provided opportunities in:
  - Auditing and risk assessment
  - Product evaluation and classification



#### **Global FMCG Manufacturer**

- ATIC meeting providing opportunities in:
  - Certification for ISO and other standards
  - Regulatory market access services
  - Further risk assurance management

### **ATIC Selling Process**

Target ATIC priority accounts

GKAM identifies ATIC opportunities

**GKAM** sets up meetings

ATIC discussion with customer

Leads follow-up with subject matter experts

## 4. NEW CUSTOMER WINS: 2016 EXAMPLES





**US Hardlines Retailer** 

- Asked Intertek to manage a more complex quality assurance requirement, due to a larger geographic footprint
- Intertek offered a multi-national inspection program across 10 countries



**Global Truck & Bus Company** 

- Won an assurance contract for a global automotive company – competitive tender process
- Replaced incumbent by offering an innovative and bespoke solution to a regulatory issue
- Intertek leveraged its technical relationships to engage with the relevant regulator



**Global Garment e-Retailer** 

- Won a tender for the provision of testing services to a leading global e-retailer
- Later in the year offered further business in the footwear and non-clothing lines

## **5. CUSTOMER OUTSOURCING WINS: 2016 EXAMPLES**





**National Mine & Port Operator** 

- Client required expertise and maintenance of specialized robotic equipment
- Intertek offered market leading capability in robotic laboratory systems
- Intertek leveraged global relationships with robotics OEMs to provide cost effective solutions to the client



**Americas Haulage & Logistics Provider** 

- US logistics client was expanding its footprint in Latin America
- Appointed Intertek to provide food logistics supply auditing services across its new operations
- Subsequent appointment to cover all food supply auditing needs in their main market in North America, replacing inhouse operations



Global Petroleum Formulator & Manufacturer

- Multi-year agreement with Intertek's Cargo/AA business as the client looked to outsource all non-core services
- Involved Intertek taking over in-house Quality Assurance lab
- Contract won based on speed of service delivery and adaptability to the clients' evolving business needs

# 04 2017 OUTLOOK BY DIVISION

**André Lacroix Chief Executive Officer** 



# **GROUP OUTLOOK 2017**

- Solid organic revenue growth at constant currency
  - Good growth momentum in Products
  - Solid growth expected in Trade
  - Continuing challenging trading conditions in Resources
- Moderate Group margin progression
  - Portfolio strategy
  - Continuous cost discipline
  - Performance management
- Strong cash conversion
- Capex: £120 130m
- Net debt: £650 700m<sup>1</sup>



# PRODUCTS – 73% OF GROUP EARNINGS



	2016 Trading @ Constant Currency		2017 Outlook @ Constant Currency	
<b>Products Division</b>	5.5% Organic Revenue Growth	20.3% Operating Margin	Good organic growth	
Softlines	<ul> <li>Our Softlines business delivered robust organic growth across our markets, benefiting from growth with existing customers and the acquisition of new customers</li> </ul>		<ul> <li>We expect good growth in the softlines business, driven by the continuous increase in the number of SKUs, supply chain expansion in new markets, and increased demand with luxury brands</li> </ul>	
Hardlines	<ul> <li>Our Hardline and Toy business continues to take advantage of our strong global account relationships and delivered robust organic growth across our main markets of China, Hong Kong, India &amp; Vietnam</li> </ul>		<ul> <li>We expect good growth in our Hardlines business, driven by innovation from our customers based on wireless technology, and Intertek's new inspection service based on innovative technology</li> </ul>	
Transportation Technologies	<ul> <li>Our Transportation Technology business delivered strong organic growth across our main markets in the USA, UK, Germany and China</li> </ul>		<ul> <li>We expect strong growth in our TT business, driven by the continued investment of our clients in new models and new fuel efficient engines, driving increased consumer focus on lower cost and sustainability, as well as increased regulatory scrutiny on emissions</li> </ul>	
Business Assurance	Our Business Assurance business delivered double-digit organic growth, benefiting from the increased focus of corporations on risk management		We expect double-digit growth in Business Assurance, driven by ISO standards upgrades, and the increased consumer and government focus on ethical supply	
Electrical & Wireless	We delivered solid organic growth in our Electrical & Wireless business, driven by higher regulatory standards in energy efficiency and by increased demand for wireless devices		<ul> <li>We expect to deliver solid growth in Electrical &amp; Wireless, benefiting from industry investment in new appliances to provide better efficiency and connectivity, and the growth of cyber security assurance</li> </ul>	

# PRODUCTS – 73% OF GROUP EARNINGS



	2016 Trading @ Constant Currency		2017 Outlook @ Constant Currency
<b>Products Division</b>	5.5% Organic Revenue Growth 20.3% Operating Margin		Good organic growth
Building & Construction	Building & Construction had robust growth with growing demand for greener and higher quality buildings		<ul> <li>We expect our Building &amp; Construction business to deliver robust organic growth in the USA, driven by growth in commercial and civil sectors, and a broader service offering for existing customers post the PSI and MT acquisitions</li> </ul>
Chemicals & Pharma	<ul> <li>Chemicals &amp; Pharma saw solid growth, leveraging structural growth opportunities in healthcare markets</li> </ul>		<ul> <li>We expect to deliver solid organic growth, driven by the growth in SKUs and increased concerns on product safety and traceability</li> </ul>
Food	Food delivered good growth with increased focus from corporations on food safety		<ul> <li>We expect to deliver good growth in Food, driven by the increased focus on safety of supply chains and continuous innovation</li> </ul>

Intertek Innovative solutions







# TRADE – 20% OF GROUP EARNINGS



	2016 Trading @ Constant Currency		2017 Outlook @ Constant Currency	
Trade Division	1.3% Organic Revenue Growth	14.0% Operating Margin	Solid organic growth	
Cargo/AA	<ul> <li>Benefiting from structural growth drivers, our Cargo/AA business reported solid organic growth performance</li> </ul>		<ul> <li>We expect our Cargo/AA business to deliver solid organic growth based on the global trade structural growth drivers, while the normalisation of the supply situation will continue</li> </ul>	
Government and Trade Services	<ul> <li>Lower trade volume activities in the Middle East and Africa resulted in reduced demand for our Government and Trade Services</li> </ul>		<ul> <li>We expect our GTS business to deliver a solid organic growth driven by new customers contracts</li> </ul>	
Agriculture	Our Agriculture business continued to benefit from the expansion of the supply chain of our clients in fast growing markets to deliver robust organic growth performance		<ul> <li>We expect our Agri business to continue to deliver robust growth performance, driven by customer wins in fast growing markets and increased penetration with existing customers</li> </ul>	

Intertek Innovative solutions





Digital cargo inspection management platform



Client workflow certification management system

# **RESOURCES – 7% OF GROUP EARNINGS**



	2016 Trading @ Constant Currency		2017 Outlook @ Constant Currency	
Resources Division	(13.0%) Organic Revenue Growth 5.8% Operating Margin		Continued challenging trading conditions	
Minerals	Minerals testing activities were stable		We expect our Minerals business to remain stable in 2017	
Capex Inspection	<ul> <li>Capex inspection services were impacted by lower investment and reduced exploration activities</li> </ul>		<ul> <li>We expect continued challenging trading conditions in Capex Inspection</li> <li>Continuous focus on cost and capacity control</li> </ul>	
Opex Inspection	Opex maintenance services remained stable		We expect Opex Inspection services to remain broadly stable	

Intertek Innovative solutions







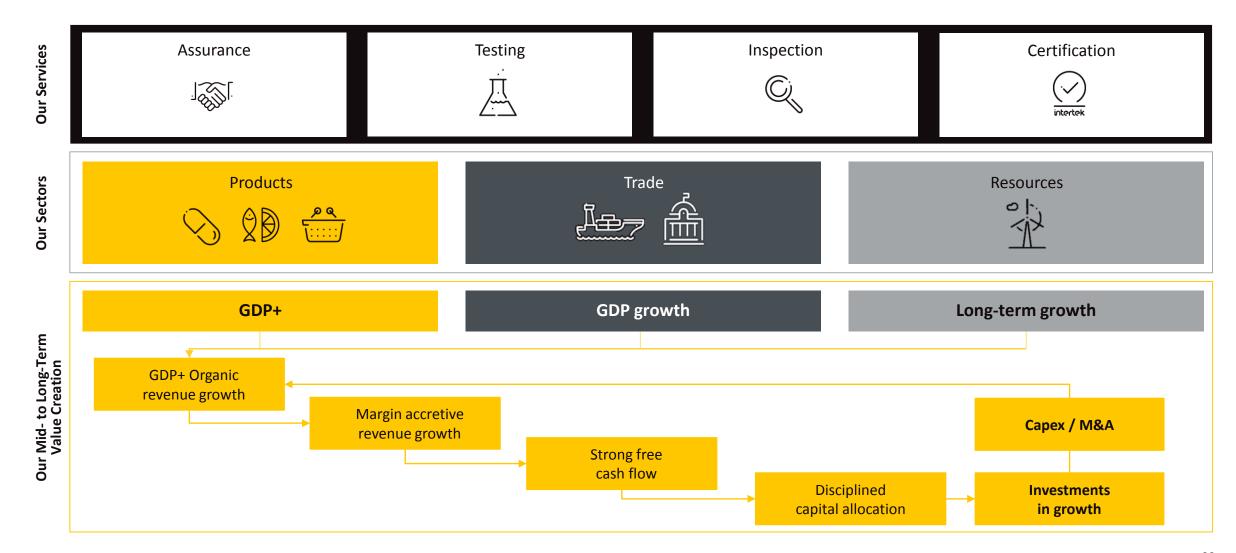
# 05 SUMMARY

**André Lacroix Chief Executive Officer** 



# **INTERTEK HIGH QUALITY EARNINGS MODEL**





## **ACCRETIVE DISCIPLINED ALLOCATION OF CAPITAL**



01

Capex and working capital investment to support organic growth (target c.5% of revenue in capex)

Sustainable shareholder returns through payment of progressive dividends

02

03

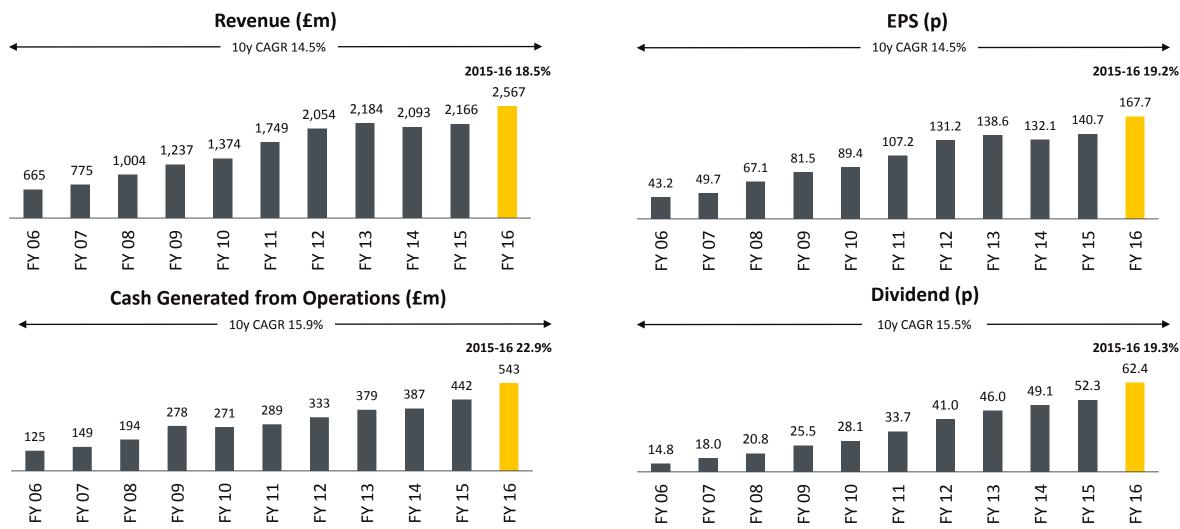
M&A focused on strong growth and margin prospects in businesses with leading market positions or in new attractive growth areas, geographies or services

Efficient balance sheet with flexibility to invest in growth with Net Debt / EBITDA target of 1.5x - 2.0x

04

## TRACK RECORD OF SHAREHOLDER VALUE CREATION





# **SUMMARY**

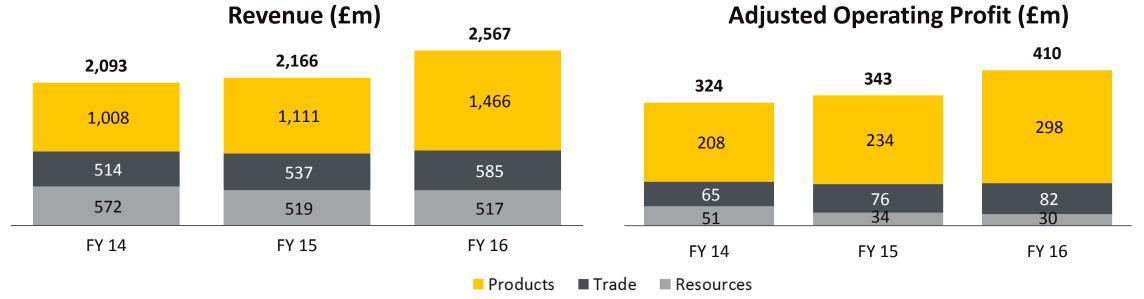
- Strong revenue, earnings and cash performance
- Attractive growth prospects
- Differentiated growth strategy
- Disciplined performance management and capital allocation
- High quality earnings model





# **GROUP PERFORMANCE (2014 – 2016)**





	Margin		
	FY 14	FY 15	FY 16
Products	20.6%	21.1%	20.3%
Trade	12.7%	14.1%	14.0%
Resources	9.0%	6.5%	5.8%
Group	15.5%	15.9%	16.0%

Key Metrics 2016				
% Group Revenue	% Group Profit	Organic Revenue Growth		
57%	73%	5.5%		
23%	20%	1.3%		
20%	7%	(13.0%)		
100%	100%	0.1%		

# **ADJUSTED EPS**



£m @ actual exchange rates	FY 15	FY 16	
Adjusted operating profit <sup>1</sup>	343.4	409.7	+19.3%
Net interest expense	(24.2)	(22.4)	
Profit before tax	319.2	387.3	
Tax 25.3% (24.3%)	(77.5)	(98.0)	
Profit after tax	241.7	289.3	
Non-controlling interest	(13.5)	(16.6)	
Net profit	228.2	272.7	
Fully diluted shares (m)	162.2	162.6	
Earnings per share (GBp)	140.7	167.7	+19.2%
Dividend (GBp)	52.3	62.4	+19.3%

# **GLOBAL TRADE REPRESENTS 58% OF GLOBAL GDP**

# (n)

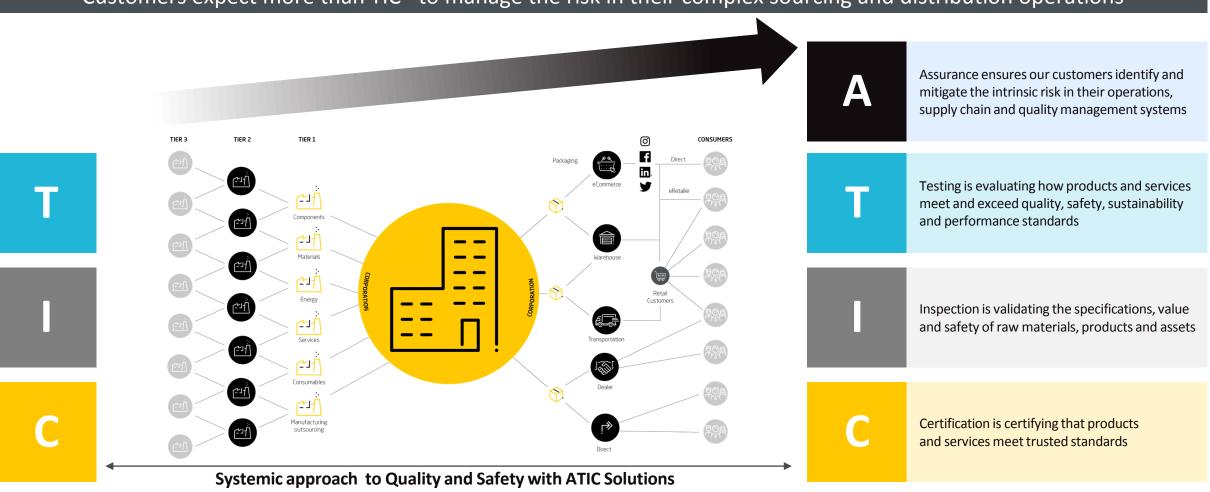
## Demand has become truly global reflected in global supply



# THE QUALITY ASSURANCE INDUSTRY IS EVOLVING FURTHER



Customers expect more than TIC\* to manage the risk in their complex sourcing and distribution operations



Customers expect Total Quality Assurance: ATIC

\* TIC = Testing, Inspection & Certification 41

## **DEPTH AND BREADTH OF ATIC SOLUTIONS**



# Assurance

Management Systems

Benchmarking in Quality & Performance

Sustainability & Environment

Facility / Plant & Equipment

Legal & Regulatory

**Product Development** 

**Vendor Compliance** 

Corporate Social Responsibility

Failure Investigation

**Laboratory Outsourcing** 

Risk Management

**Supply Chain Assessment** 

#### **Testing**



Softlines

Hardlines

Automotive

**Biofuels** 

**Building Product** 

Chemical & Pharmaceutical

Electrical

Food

Health & Beauty

Mineral

**Packaging** 

**Pharmaceutical** 

Oil & Gas

#### Inspection



Agriculture

**Asset Integrity** 

**Building Product** 

Chemical & Petrochemical

Electrical

Exporter & Importer

Field Labelling

Industrial

Mineral

Oil & Gas

Site Construction

Textile & Apparel

#### Certification



Appliance & Electronic

Aerospace & Automotive

**Building Products** 

Conformity by Country

**Eco-Textile** 

Food & Food Service

**Hazardous Location** 

HVACR<sup>(1)</sup>

**Industrial Equipment** 

IT & Telecom

Life Safety & Security

Lighting

Medical Device

<sup>(1)</sup> Heating Ventilation Air Conditioning and Refrigeration

# INTERTEK TOTAL QUALITY ASSURANCE VALUE PROPOSITION



**Systemic Approach to Quality and Safety with ATIC Solutions** 

