

# INVESTORS PRESENTATION

Including 2021 FY results and 2022 Q1 revenue



#### **DISCLAIMER**

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# INTRODUCTION TO SOLUTIONS 30

## **OUTSOURCING MULTITECHNICAL FIELD SERVICES**

Solutions 30 is an integrated services company which aims at making digital technologies easily accessible to everyone.



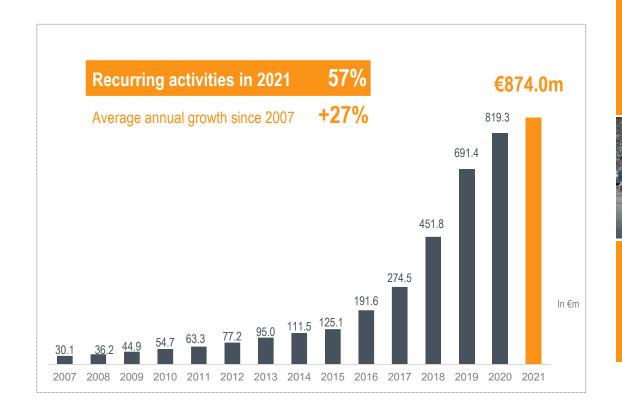
We accelerate the transition to digital by delivering "last mile" solutions, including connected equipment deployment and assistance.



We provide one-stop-shop solutions to end-clients, both individuals and enterprises, on behalf of large technology companies.



## A HISTORY OF HIGH GROWTH





75,000 call-outs per day



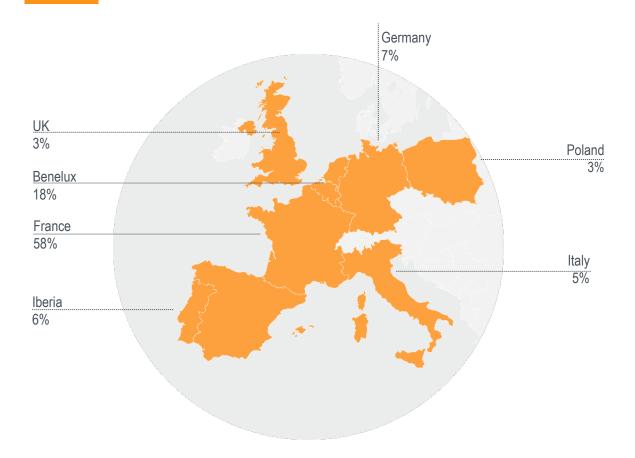
9.4% 2021 EBITDA margin



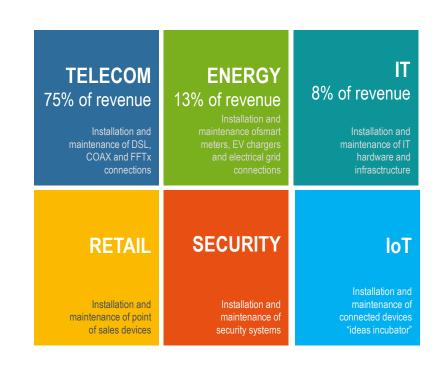
2003 **Creation Date** 

## THE EUROPEAN LEADER IN LAST DIGITAL MILE SERVICES

#### A EUROPEAN FOOTPRINT



#### 6 VERTICALS



## **OUR CLIENT NEEDS**

Outsourcing of a critical but non-core business to a trusted partner

## **OUR PURPOSE**

Delivering field services
better, faster and
smarter in a fast-changing
world

## **OUR CHALLENGE**

Maintain a profitable, efficient and scalable organisational structure with a constant and sustainable quality of service

# SOLUTIONS 30 RELIES ON 3 PILLARS FOR A SCALABLE AND EFFICIENT BUSINESS MODEL

#### **VOLUME**

- Securing high-volume contracts through multi-year partnerships with major technology groups from various business sectors
- Standardizing interventions to maximize economies of scale
- Adding to our knowledge base in real time to constantly increase service providers' expertise and effectiveness







#### **AUTOMATION**

- Automating repetitive and time-consuming tasks to better focus on customer satisfaction
- Simultaneous planning and optimization in real time for schedules and itineraries
- Integrating new staff members quickly, ensuring fast and efficient onboarding



#### **DENSITY**

- Sharing skills and technical resources
- Optimizing travel
- Reducing call-out lead times

#### **PROFITABILITY**

- Planning optimization
- Process industrialization and operational efficiencies
- Economies of scale







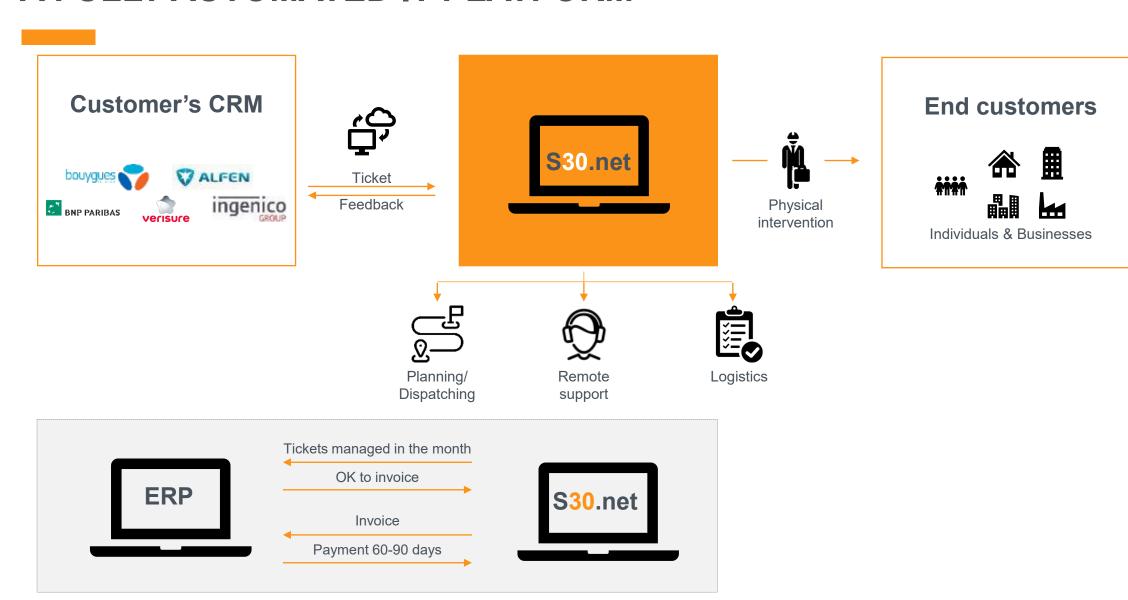








## A FULLY AUTOMATED IT PLATFORM



## AN ESTABLISHED PORTFOLIO OF LOYAL CLIENTS



# STRATEGY PRIORITISES GROWTH TO REACH DOMINATING POSITION IN ALL THE GEOGRAPHIES

<u>#</u>1

#### SECTOR DIVERSIFICATION

From IT to energy: supporting the digitisation of the economy in all sectors

<u>#2</u>

#### GEOGRAPHICAL DIVERSIFICATION

A strategy of selective geographical expansion: accessibility, market structure, growth potential and duplication of model

#3

#### A SINGLE ORGANISATION

An identical operational structure for the various business sectors and countries, maximizing synergies and economies of scale **#4** 

#### MARKET CONSOLIDATION

Numerous opportunities to accelerate growth in a highly fragmented market where Solutions 30 is the natural consolidator





2021 KEY FACTS

#### **KEY HIGHLIGHTS**

#### **FRANCE**

- France has driven growth since the creation of the Group and enabled it to build strong financial and business positions
- French market is mature with differed ramp-up of new businesses due to supply chain issues, on top of the 5<sup>th</sup> wave of covid
- Impact on both revenue and margins
- Operational transition towards new markets undergoing

FRANCE			
FTTH			
5G			
SMART METERS			
ENERGY TRANSITION			
INCREASE DENSITY			
CONCENTRATION			

#### BENELUX

- Booming markets compensating consequences of the pandemic
- Ramp-up of new contracts won in the Energy and Telecom businesses
- Revenue is growing fast while ramp-ups temporary impact margins
- Executing growth while maintaining double digit margins

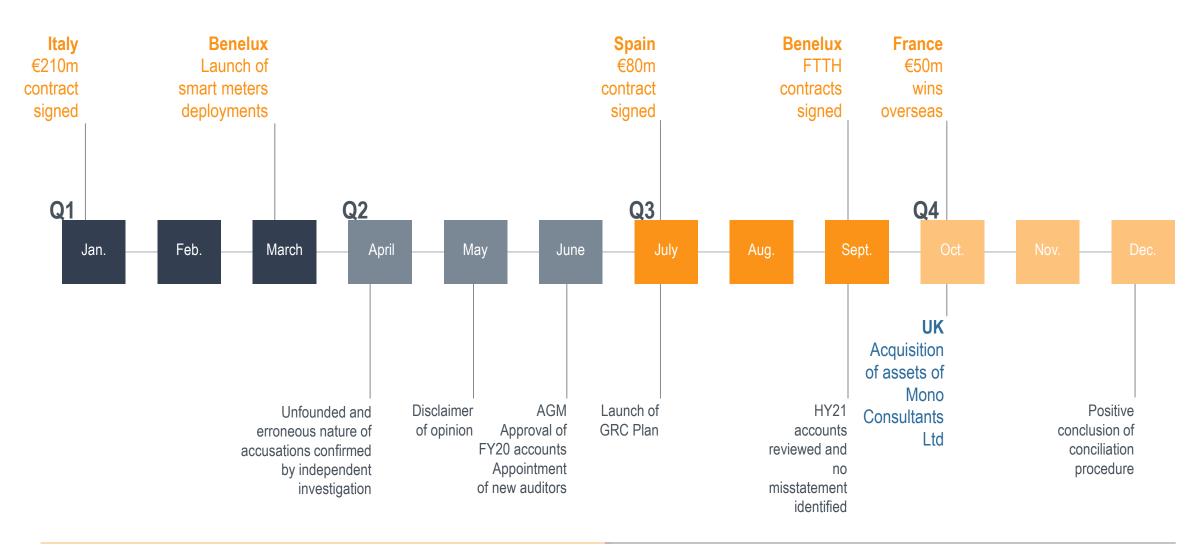
BELGIUM	NETHERLANDS	
FTTH	FTTH	
5G	5G	
SMART METERS	SMART METERS	
ENERGY TRANSITION	ENERGY TRANSITION	
INCREASE DENSITY	INCREASE DENSITY	
CONCENTRATION	CONCENTRATION	

#### **OTHER COUNTRIES**

- Booming markets. Focus on telecom businesses and EVC
- Ramp-up of new contracts in countries where the critical size has not yet been reached impact margins
- Capturing growth and adapting the organisation where needed

GERMANY	SPAIN	ITALY	POLAND	UK
FTTH	FTTH	FTTH	FTTH	FTTH
5G	5G	5G	5G	5G
SMART	SMART	SMART	SMART	SMART
METERS	METERS	METERS	METERS	METERS
ENERGY	ENERGY	ENERGY	ENERGY	ENERGY
TRANSITION	TRANSITION	TRANSITION	TRANSITION	TRANSITION
INCREASE	INCREASE	INCREASE	INCREASE	INCREASE
DENSITY	DENSITY	DENSITY	DENSITY	DENSITY
CONCEN-	CONCEN-	CONCEN-	CONCEN-	CONCEN-
TRATION	TRATION	TRATION	TRATION	TRATION

## 2021 KEY FACTS





**2021 FINANCIAL RESULTS** 

## 2021 ACCOUNTS PRESENT FAIRLY, IN ALL MATERIAL ASPECTS, THE GROUP'S FINANCIAL PERFORMANCE



## In-depth due diligence on the opening balance sheet

- Review and analysis of the results of the independent investigations carried out by Deloitte and Didier Kling Expertises & Conseil in the first half of 2021.
- Transition with the previous auditor.
- Review of the different items of the opening balance sheet and the realization of additional diligences.
- Review of the measures taken by the company in 2021.



No misstatement in the opening balance-sheet



#### **Opinion**

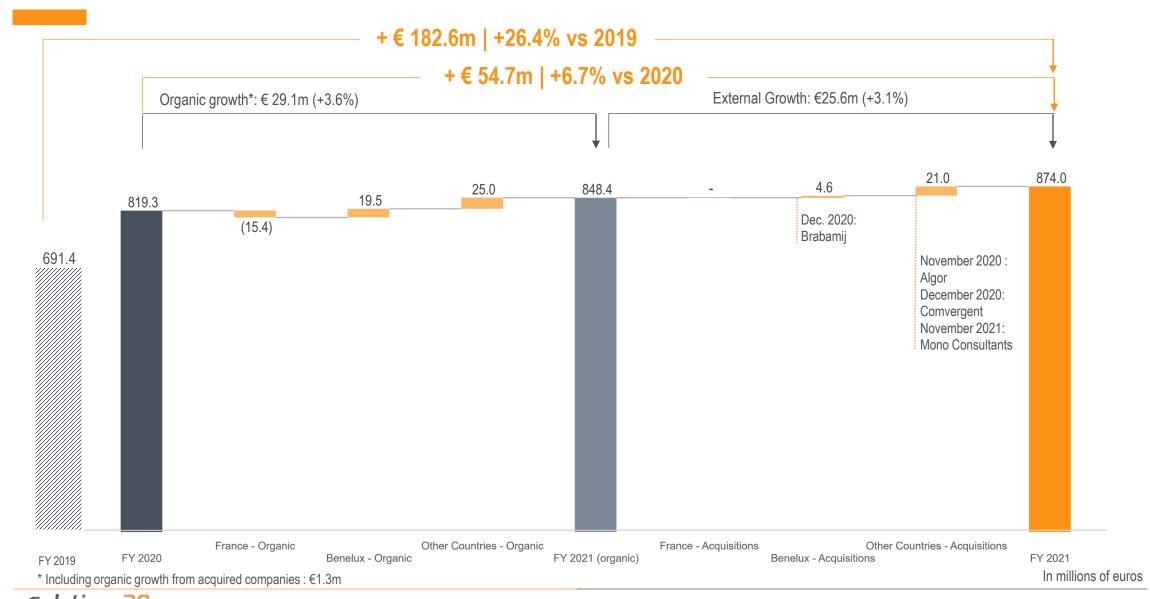
Application of IAS 710: mandatory qualification due to previous auditors' disclaimer of opinion



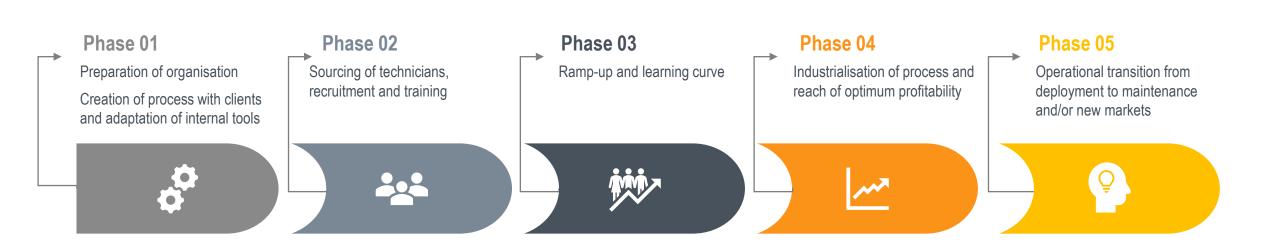
No observation on the 2021 FY statements

PKF's full annual audit report is available on Solutions 30 website

## FY2021 REVENUE: +6.7% (+3.6% organic)



## RAMP-UPS OF NEW CONTRACTS



FTTH	_		<u> </u>
Mobile - 5G			
Smart-Meters			
EVC & Solar			

**Experience in France accelerates the shift to industrialization of process** 

## **ADJUSTED EBITDA MARGIN OF 9.4%**

€ millions	FY 2021	FY 2020	Change
Revenue	874.0	819.3	+6.7%
Operational costs	710.3	632.3	+12.3%
As % of turnover	81.3%	77.2%	5.3%
Central org. costs	81.3	80.4	+1.1%
As % of turnover	9.3%	9.8%	
Adjusted EBITDA <sup>(1)</sup>	82.4	106.5	-22.7%
As % of revenue	9.4%	13.0%	
Operational depreciation	-41.5	-45.7	-9.0%
As % of revenue	-4.8%	-5.6%	
Adjusted EBIT <sup>(1)</sup>	40.8	60.9	-32.9%
As % of revenue	4.7%	7.4%	

#### Pressure on margins and decline in EBITDA due to:

- Lower absorption of fixed costs by lower revenue in France
- Change in the geographical mix

#### And additional temporary items:

- Covid-19 pandemic and disruptions in the supply chain : €4m
- Evolution of the activities and operational transition in France : €6.7m
- Ramp-up, underway or in preparation, particularly in new activities and countries that have not yet reached critical size: €9.8m
- Excluding these items, the EBITDA margin would be 11.8%, down 120 bp.

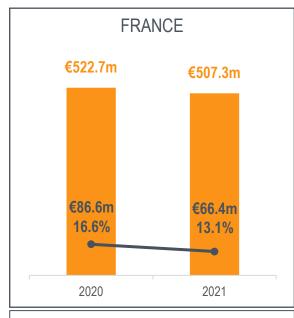
#### Better absorption of central costs

In millions of euros

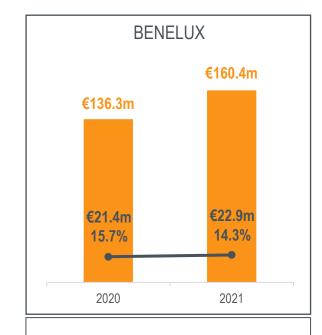


Correction of elements considered by the company as being exceptional or non-recurring to provide a better reading of operational performance Adjusted EBITDA: Earnings before interest, taxes, depreciation, and amortization, as well as non-recurring income and expenses Adjusted EBIT: Operating income before amortization of customer relationships, and non-recurring income and expenses.

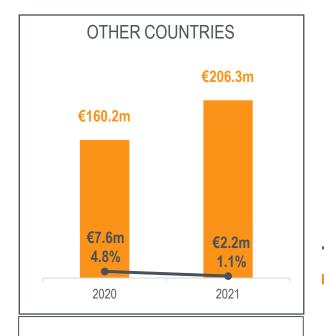
## **ADJUSTED EBITDA PER GEOGRAPHY**



Combined adverse effects of (i) telecom market maturity, (ii) shift from smart meters to new activities related to energy transition and (iii) Covid-19 consequences.



Fast ramp-up of smart-meters deployment in H1 2021 combined with the ramp-up of FTTH deployment launch in Q4 2021.



Ramp-up of new contracts in Italy and Spain, combined with the preparation of expected new growth phase in other countries.

20

Adj. EBITDA

Revenue

## **NET INCOME (GROUP SHARE) OF 2.5%**

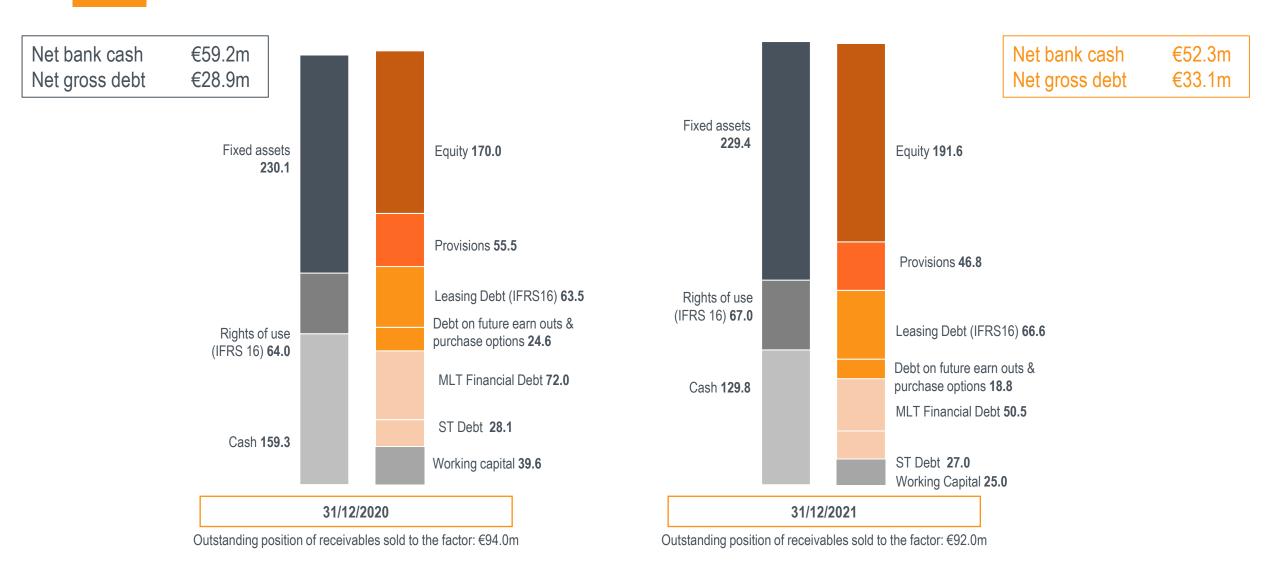
€ millions	FY 2021	FY 2020	Change
Adjusted EBIT	40.8	60.9	-32.9%
Amortisation of intangibles	-14.7	-13.0	
Financial result	4.2	-4.1	
Non-recurring items	-13.2	0.4	
Corporate taxes	5.4	-8.4	
Consolidated net income	22.5	35.8	-37.3%
As % of revenue	2.6%	4.4%	
Net income (group share)	21.5	34.5	-37.7%
As % of revenue	2.5%	4.2%	

#### **Increase in non-recurring items**

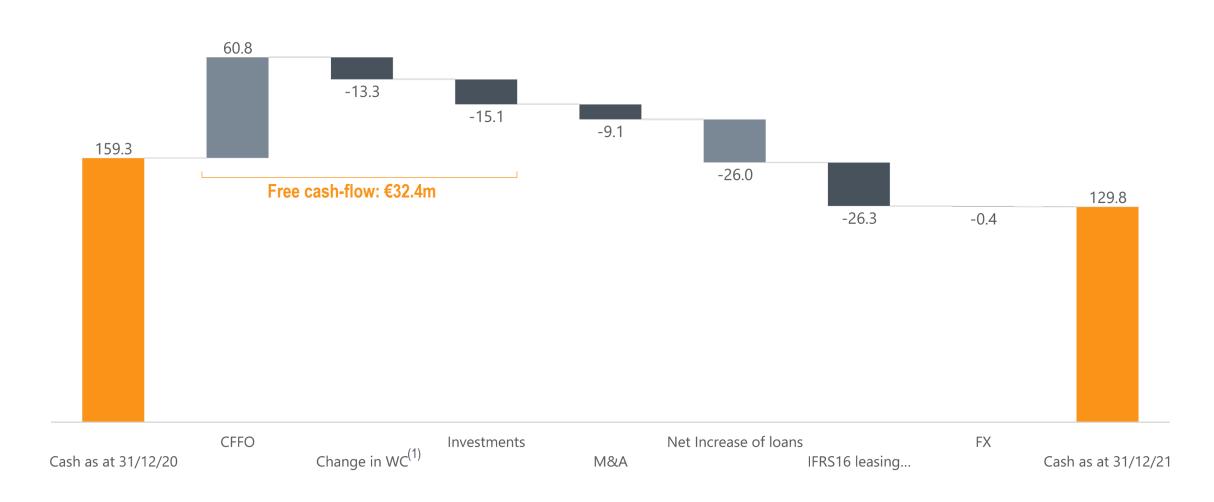
- €7.1m of exceptional expenses linked to the defamation campaign against the Group
- €5.8m of restructuration costs



## SOLID FINANCIAL STRUCTURE



## **FY2021 CASH GENERATION**





## **2021 KEY ACHIEVEMENTS**

**Normalisation** of the situation with auditors

Financial flexibility confirmed allowing operational transition where needed and absorption of ramp-ups in all countries

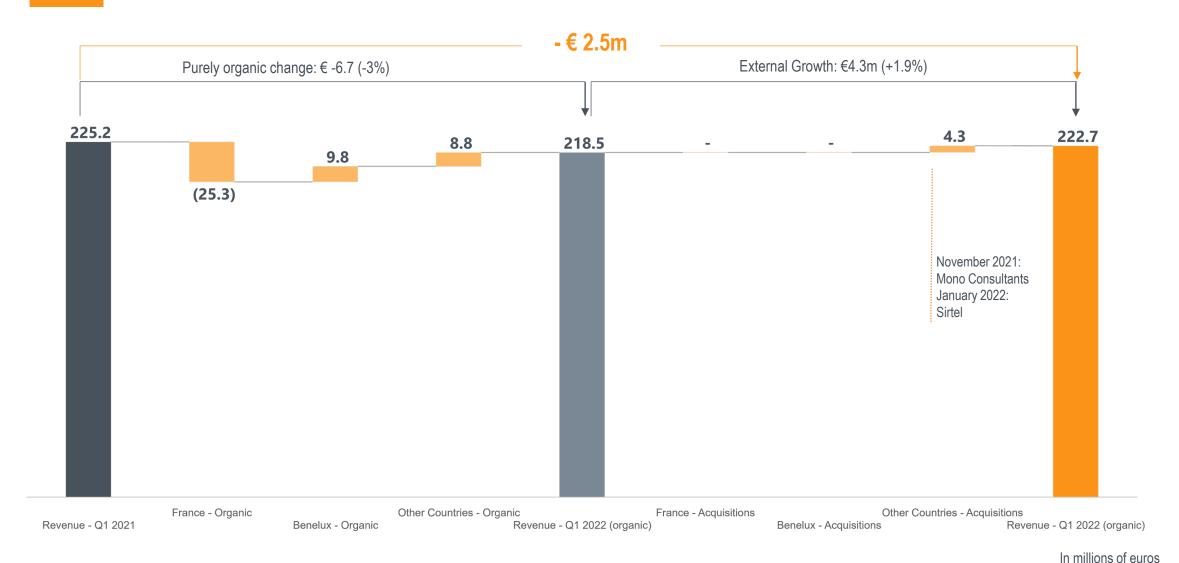
A **solid financial structure** in adequation with the start of the new growth phase expected in H2 2022



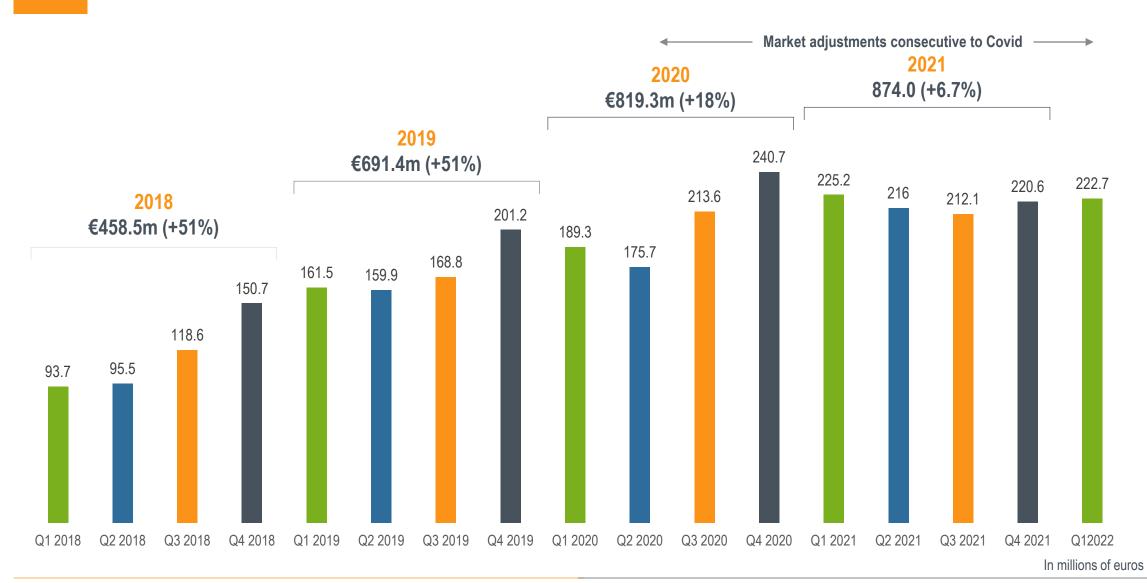


Q1 2022 REVENUE

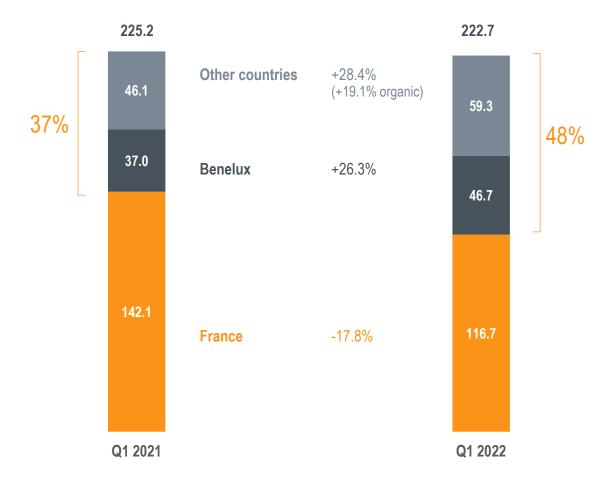
## Q1 2022 REVENUE: -1.1% (-3% organic)



## **SEQUENTIAL GROWTH IN Q1 2022**

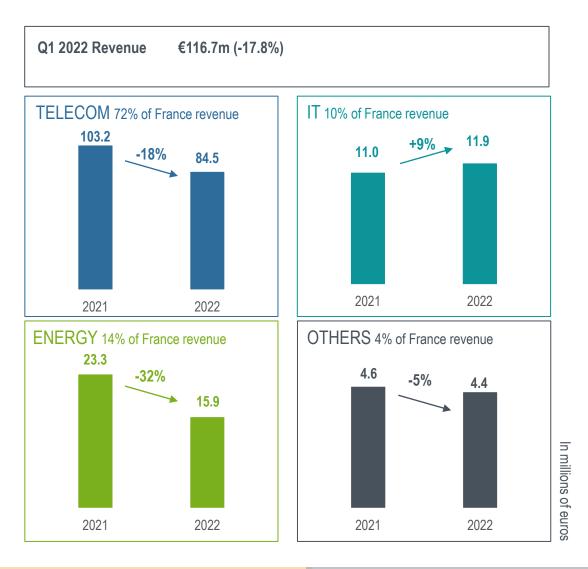


## DOUBLE DIGIT GROWTH OUTSIDE FRANCE DOES NOT COMPENSATE THE ONE-OFF DROP IN FRANCE LINKED TO MARKET MATURITY AND DIFFICULTIES IN SUPPLY CHAIN

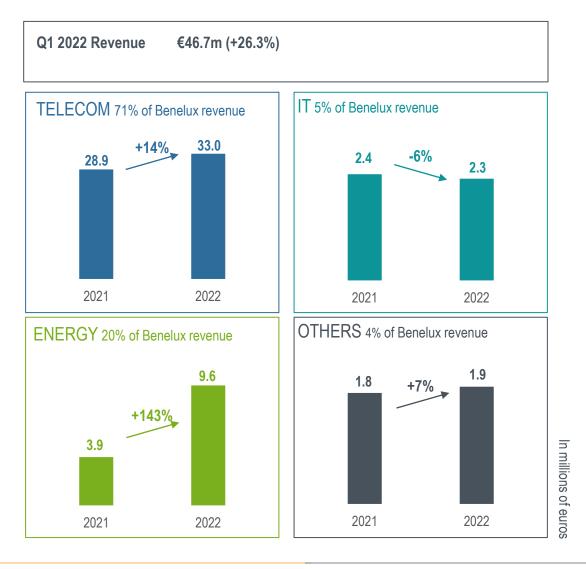


In millions of euros

## **FRANCE**

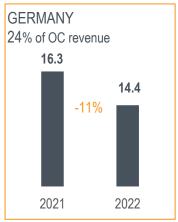


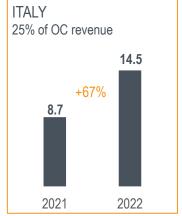
## BENELUX



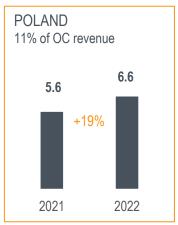
## **OTHER COUNTRIES**

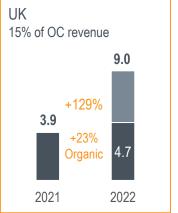








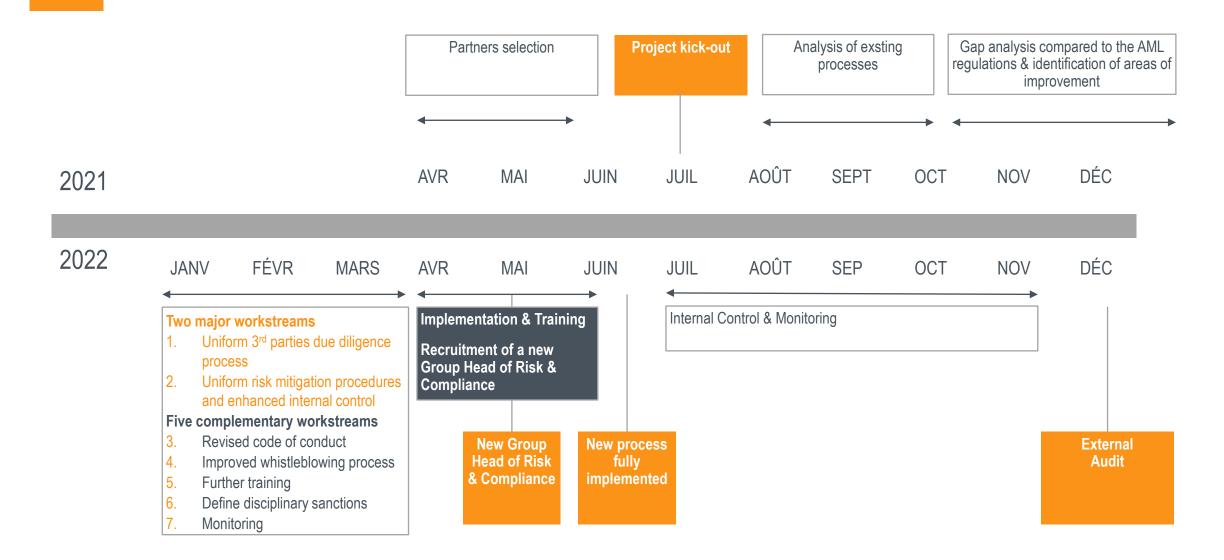






## EMPOWERING S30 AS A NEW GROWTH PHASE IS ARISING

## STRENGTHENING GOVERNANCE, RISK & COMPLIANCE (GRC)



## HARMONISED GRC SYSTEM



• Preparation of an Internal Audit Manual

Preparation of Anti-Co Policy



Updated Code of Conduct and Business Partner CoC

· Communication and Training Concept



• Definition of a Sanctioning Process

• Draft of a Sanction Management Policy

Disciplinary Sanctions

Key **Achievements** 

in the various

areas

Internal and external controls Third Party Due Diligence

Code of Conduct

Whistleblower

Mechanism

• Implementation of a Whistleblower **System** 



Communication and Training Concept





Preparation of Training materials / web-based Trainings

State of the art Compliance Risk-**Relevance-Analysis** 

Development of Risk-Control-Matrices



- Establishment of an Internal Control System (ICS)
- Roll-out of **Training Concept**
- Creation of a Risk & ICS Manual incl. Testing Guidance

- Design and implementation of a Third Party Due **Diligence Process**
- Creation of a Third Party Due Diligence Policy incl. 'how-to-guidance' and ready-to-use templates





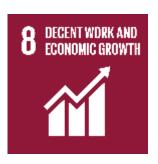
#### CORPORATE SOCIAL RESPONSIBILITY





**OUR MISSION** 

By making the technological innovations that are changing our everyday lives more accessible to everyone at home and at the office, we are contributing to a more sustainable economy.



OUR COMMITTMENT TO YOUTH EMPLOYMENT

The strong growth dynamic enables SOLUTIONS 30 to make significant commitments to job creation. The men and women who make up the group drive its success with their everyday work.



OUR COMMITMENT TO TRAINING

To support its growth and constantly incorporate new skills, the group has created a vast training program that allows to hire young people without degrees or undergoing professional retraining, significantly improving employability.



OUR COMMITTMENT TO GOOD HEALTH AND WELLBEING

Solutions 30 always strives for excellence in the safety and security of people and property and has obtained the ISO 45001:2018 (occupational health and safety management systems) certification.

15,000 expert technicians

Average emissions of new cars purchased < 100 GCO2/km

**41%** of new employees are under 30 years old

**21%** of employees are under 30 years old

**168 338** hours of training provided in 2021

23 hours of training per person

**3.6 / 5** Employees satisfaction survey score

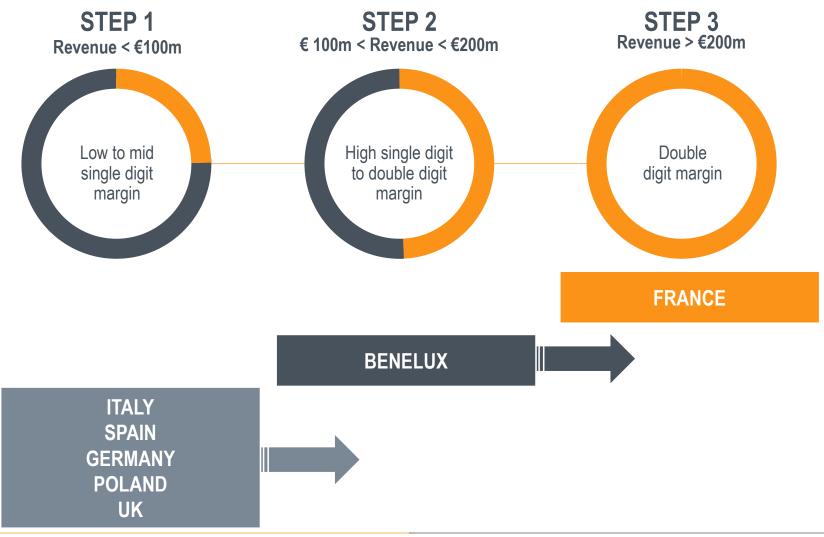
**67%** of employees covered by ISO45001



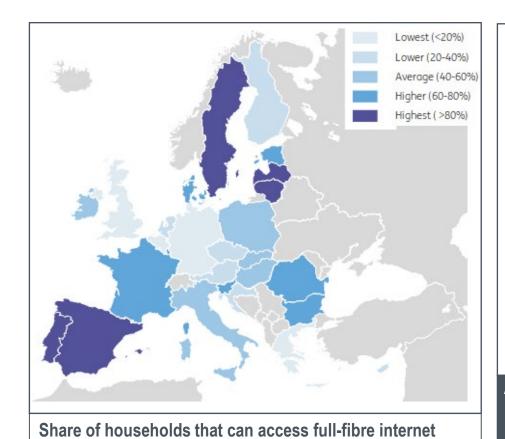


# A NEW CHAPTER OF GROWTH

# 2022-26 KEY CHALLENGE REACHING THE CRITICAL SIZE IN ALL COUNTRIES



## **MARKET KEY DRIVERS - FTTH**



Source: FTTH Council Europe

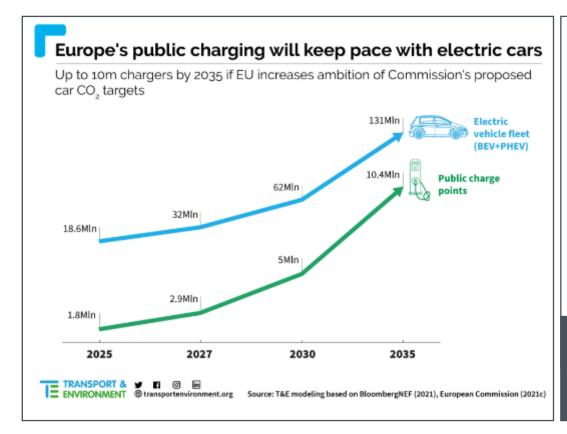
- 44% of all European households can connect to fibre but the state of FTTH rollout differs widely from country to country.
- Germany, Belgium, the Netherlands, the UK lag in rolling out FTTH
- Market is boosted by the need for companies and institutions to access the cloud and the need for individuals to work from home and increasingly use video.

A minimum of 20% of the €672.5bn EU Recovery and Resilience Facility (RRF) used to foster the digital transition

#### **KEY SELLING POINTS**

- Experience in France
- Proven ability to achieve fast ramp-ups
- Longlasting relationships with major telcos in Europe

#### MARKET KEY DRIVERS – EV CHARGING STATIONS



- Public chargers represent 8% of the total number of chargers, while work and home chargers represent 90% of the network.
- By 2035, 110+ millions of chargers are expected to be installed
- Estimated addressable market for Solutions 30: €20-44bn from 2022 to 2035

A minimum of 37% of the €672.5bn EU Recovery and Resilience Facility (RRF) used for climate related investments & reforms.

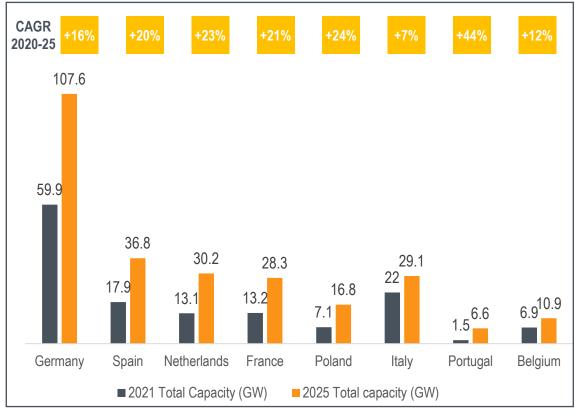
Source: Based on BloombergNEF (2021) & Enedis Forecasts

#### **KEY SELLING POINTS**

- Availability of a fully trained workforce
- High density network of technicians
- Proven ability to deliver standardised services throughout Europe
- Longlasting relationships with major utilities in Europe



#### MARKET KEY DRIVERS – SOLAR PANELS



- Currently 90% of European rooftops are unused.
- Fitting this space with solar offers the potential to save up to 7 million tons of CO2 each year, producing at least 680 TWh of clean electricity supply.
- Solar, as the lowest-cost and most easily deployed clean energy, should play a leading role in delivering the European Green Deal.
- Estimated addressable market for Solutions 30: €4bn from 2022 to 2025

A minimum of 37% of the €672.5bn EU Recovery and Resilience Facility (RRF) used for climate investments & reforms.

#### **KEY SELLING POINTS**

- Proven ability to deliver standardised services throughout Europe
- 15+ years of experience in the installation of of solar panels (Sotranasa)
- Longlasting relationships with major utilities in Europe

Source: EU Market Outlook 2021-25 - SolarPowerEurope

## **2022 OUTLOOK**



Return to double digit growth in H2 2022 after H1 2022 in line with H2 2021



EBITDA margin stabilisation in France and priority to growth and ramp-ups defending margins as best as possible elsewhere



customers







#### **KEY TAKEAWAYS**

- A strengthened organisation with harmonised processes for sustained growth
- Markets growth driven by digital transformation and energy transition
- Stimulus plans boost market growth in every region
- Positioned to capture new market share and replicate growth observed in France in the past 3 years
- → A UNIQUE EXPERTISE TO BENEFIT FROM SECULAR TAILWINDS IN EUROPE

















## **QUESTIONS & ANSWERS**

#### **BY PHONE**

PLEASE PRESS \* 1





#### **BY WEBCAST**

PLEASE TYPE IN YOUR QUESTION BY USING THE BUTTON ON THE READER



#### **AGENDA**

Q2 revenue, 2022 | 27 July 2022

Half-year results, 2022 | 28 September 2022

Q3 revenue, 2022 | 27 October 2022

#### **CONTACT**

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www.solutions30.com



## 2021-2022 CHANGES IN SCOPE OF CONSOLIDATION

COMPANY	COUNTRY	DATE OF CONSOLIDATION	FY REVENUE AT TIME OF ACQUISITION	COMMENT
Algor	Italy (60%)	1 Nov 2020	€4m	5G market penetration
Comvergent	UK	1 Dec 2020	€17.5m	New geography and 5G expertise
Brabamij	Belgium	1 Dec 2020	€6m	Complementary expertise in the Energy business
Mono Consultants	Ltd UK (assets deal)	1 Nov 2021	€32.8m	Market share and 5G expertise
Sirtel	Poland	1 Feb 2022	€3m	Market share and 5G expertise