

SERVCORP LIMITED

ANNUAL GENERAL MEETING



**CEO PRESENTATION
ALF MOUFARRIGE AO**

BUSINESS FOCUS

25 YEARS
OF UNBROKEN
PROFITABILITY
SINCE LISTING

SUSTAINABLE
INCOME STREAMS

CRITICAL MASS
WITH GLOBAL REACH



ADVANCED
IT SOLUTIONS

UNMATCHED
CUSTOMER EXPERIENCE

DEDICATED
TEAMS

FY13 OVERVIEW



ESERV CORP

2023 OVERVIEW

36.3 cps
Underlying
EPS
Up 39%

\$293.8M
Underlying
Revenue
Up 9%

\$42.3M
Underlying
NPBIT
Up 36%

55%
ROFE*
Up 66%

\$37.9M
Underlying
Operating Profit
Up 40%

\$115.7M
Unencumbered
Cash
Up 8%

\$61.7M
Underlying
Free Cash
Up 17%

22.0 cps
DPS
Up 10%

A YEAR OF ACHIEVEMENTS

A collage of images featuring hot air balloons and a hand reaching towards a sunrise over a valley. The collage is composed of several rectangular panels. The top panels show hot air balloons against a blue sky. The middle panels show a hand reaching up towards a bright sun rising over a valley, with many hot air balloons in the sky. The bottom panels show a close-up of a hand and a view of a valley.

FY14 UPDATE

2024 TRADING HIGHLIGHTS



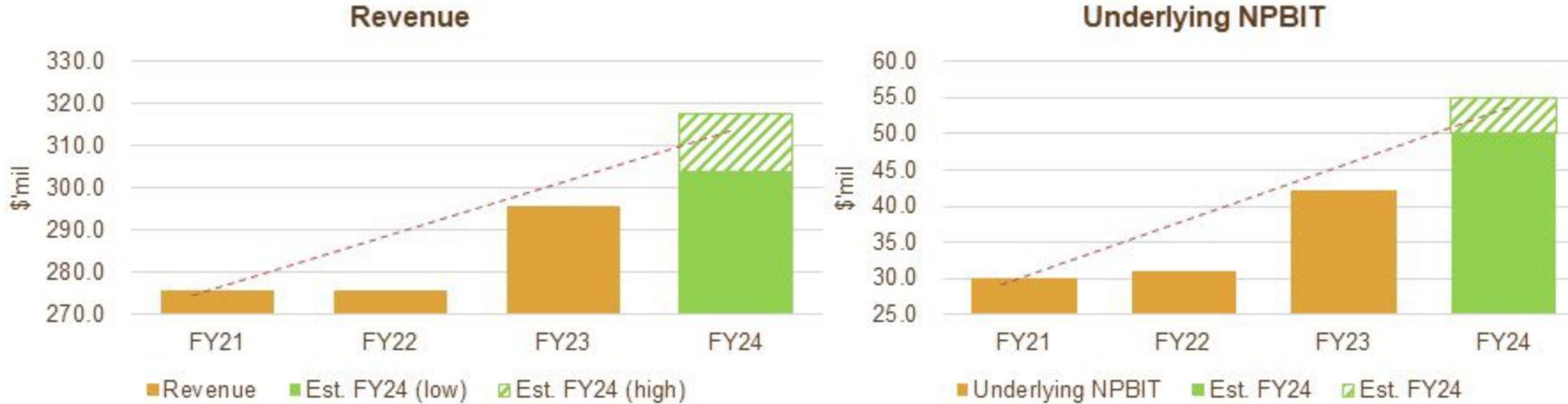
- The clear contrast in the value proposition reflected in product and service offering has driven more leads and inquiries to Servcorp
- Robust momentum witnessed in Q1 of FY24, resulting in year-on-year improvements in key performance indicators
- Significant YTD performance improvements in most markets, attributed to continued strategic focus on generating revenue from sustainable sources, enhancing business resilience
- Clientele optimization empowered by established market leadership position, selectively choosing clients that contribute to better revenue efficiency
- Competition remains fierce as an increasing number of building owners and new operators venturing into the coworking industry



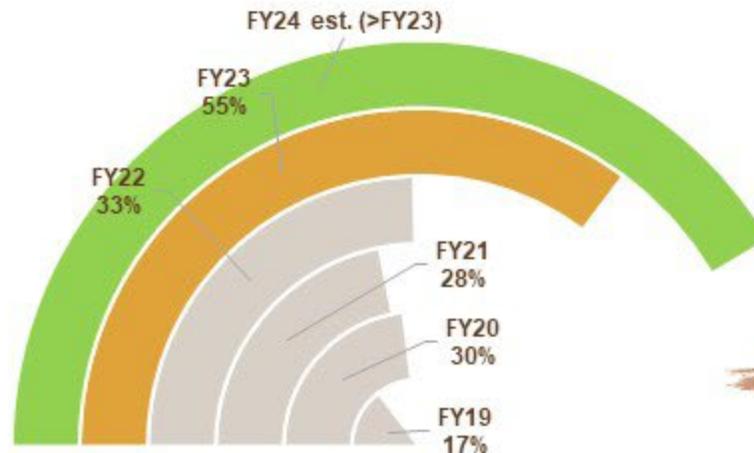
*Revenue efficiency measures the effective revenue billed per client

**Space utilisation measures the increment in effective occupancy on the floors taking into account all clients for dedicated suites as well as flexible workstations

FINANCIAL PERFORMANCE



RETURN ON FUNDS EMPLOYED ROFE



**FY24 YTD
UNDERLYING
FREE CASH UP
\$6.0M ON PCP**

**FY24 COMMENCED
WITH A ROBUST START**



OPERATIONAL PERFORMANCE

CLIENT BASE

+4% SINCE JUN23

STOCK CAPACITY

+4% ON PCP

BUSINESS EFFICIENCY*

+16% ON PCP

MEMBERSHIP

+11% ON PCP

REVENUE PER SQM

+16% ON PCP

SERVICE CONVERSION**

+33% ON PCP

CONTINUED EXPANSION



- 4 new operations opened in the first 4 months of FY24, including 1 in the Middle East, 1 in New Zealand (a replacement floor) and 2 acquired in Canberra.
- 7 operations are currently under construction and are expected to open in the next 12 months.
- 3 additional expansion opportunities are in the pipeline and currently under negotiation, with the likely opening in the next 12-18 months.
- All expansions are organic, funded by cash generated from operations.



2024 OUTLOOK

Outlook

In FY24, Servcorp remains cautiously optimistic and continues focusing on building resilience through expansion of sustainable income streams.

The year began with strong momentum with year-on-year improvements in key performance indicators across the business, despite substantial competition.

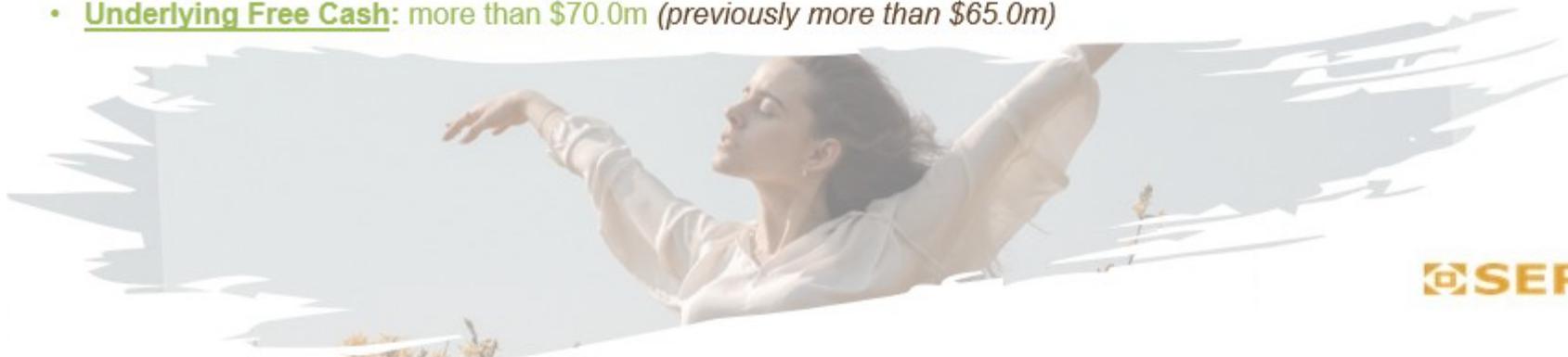
Servcorp remains committed to continued organic expansion globally where management depth is present. 7 operations are under construction for opening in the next 12 months. Another 3 are under negotiation for opening in the next 12-18 months.

As expansion continues, Servcorp will also balance profitability in its approach to drive sustainable income and implement strong cost disciplines.

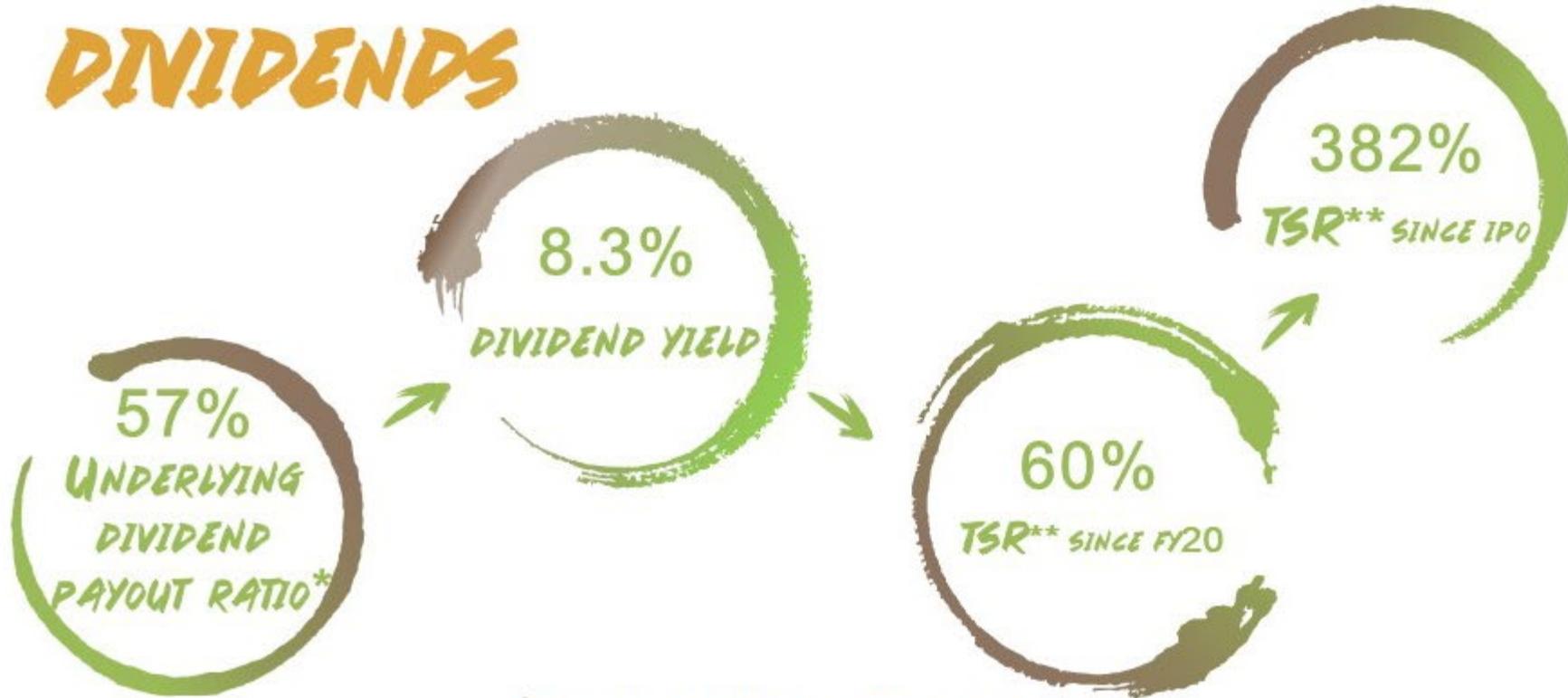
Guidance Upgrade

Supported by the strong results achieved in 4M24, management affirms the following profit upgrade for FY24.

- **Underlying NPBIT:** \$50.0m - \$55.0m (previously \$46.0m - \$49.0m)
- **Underlying Free Cash:** more than \$70.0m (previously more than \$65.0m)



DIVIDENDS



DIVIDENDS PAID/ESTIMATE (CENTS PER SHARE)



* Calculated as DPS divided by underlying EPS

**TSR: Total Shareholder Return

*** To be confirmed at the results presentation in February 2024; **** To be confirmed at the results presentation in August 2024

***** Future dividends are subject to currencies remaining constant, continued strong cash generation, and the continued impacts of global economic uncertainties on the operations

THE DUCKS ARE IN A LINE

and the upper end of our guidance, if achieved for next year, will be an all-time record profit for Servcorp.

With an all-time record profit possible, and over \$100 million in cash, and continuing to produce more than \$1 million per week in free cash, our position is comfortable.

Having paid 47 consecutive dividends, including the final dividend, Servcorp looks okay.

Temper this with the mass of hybrid space competition, much of it without geographic spread or any systems but just designed by building owners in order to attempt to maximise rental revenue to be capped up in a location, and you have a volatile situation that could impede our growth.

Our technology, our geographic spread, our training regime, our new debtor system and our coworking subscription income put us in an almost unassailable position.