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25 February 2010

The Manager Company Announcements Office Australian Stock Exchange Limited By electronic lodgement

Dear Sir

Servcorp Limited (SRV)
Half Year Results Presentation

Enclosed is a copy of the 2010 Half Year Results briefing presented at Servcorp's results presentation held at Level 12, MLC Centre, Sydney at 4.30 p.m. this afternoon.

Yours faithfully

Company Secretary

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# Servcorp Limited Analyst Presentation

Alf Moufarrige, CEO
Thomas Wallace, CFO

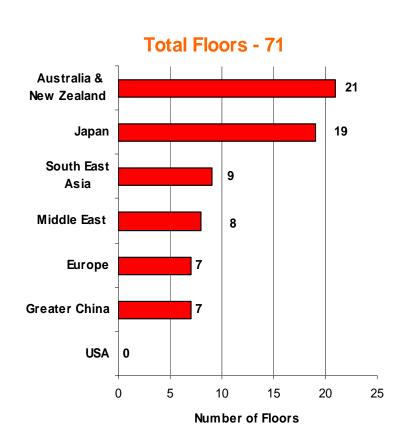
Thursday 25 February, 2010

Six Months ended 31 December 2009

SERVCORP Smart Office®

# **Operational Highlights H1 2010**

- Mature floor NPBT of \$12.05 million for H1 2010 (in line with forecast)
- Virtual Office packages up 5% in H1 2010 (10% annualised)
- Virtual Office revenue up 7% in constant currency for H1 2010
- 5 new floors opened in London, Jeddah, Abu Dhabi, Fukuoka and Tokyo
- Closure of 3 floors in the 2009 / 2010 year
- Development of Virtual Office business model
- Capital raising of \$80 million for the purposes of expansion
- Global expansion is on track



## Financial Results - H1 2010

	H1 2010 \$000's	H1 2009 \$000's	%	% (Constant Currency)
Revenue	84,034	118,298	(29%)	(21%)
Mature Floor Net Profit Before Tax (excluding interest, foreign exchange and abnormals)	12,003	27,308	(56%)	
Mature Floor Net Profit Before Tax (in line with forecast)	12,045	31,666	(62%)	
Immature Floor Expansion costs	(8,966)	(1,515)		
Office Squared Losses	(1,208)	(2,058)	41%	
Net Profit Before Tax	1,871	28,093	(93%)	(92%)
	At 31/12/2009 \$000's	At 30/06/2009 \$000's		
Net Assets	213,164	145,291	47%	
Cash Balance	142,960	83,958	70%	
Net Tangible Assets (per share)	\$2.00	\$1.71	17%	
Interim Dividend (cents per share)	5.00 cps	10.00 cps		

## **Serviced Office Business**

- ➤ Very difficult trading environment in H1 2010 as a result of the global financial crisis:
  - ➤ Increased competition in Serviced Offices
  - Occupancy rates have suffered
  - Office prices have been impacted
  - Serviced Office margins compressed
- Average occupancy has softened from 81% in H1 2009 to 76% for H1 2010
- ➤ Office revenue for H1 2010 has decreased by 32% compared H1 2009
- ➤ Office revenue decreased by 28% on a constant currency basis compared to H1 2009
- ➤ We believe we have hit the bottom of our earnings cycle in the Serviced Office business





## **Virtual Office Business**

- ➤ Continued growth of Virtual Office package growth of 5% for H1 2010 (annualised 10% growth)
- ➤ Virtual Office revenue increased by 2% in H1 2010
- ➤ Virtual Office revenue increased by 7% on a constant currency basis compared to H1 2009
- Management are happy with Virtual Office growth to date
- We are excited by the development of the Virtual Office business model
- Purchase of <u>virtualoffice.com</u> domain name









# Office Squared

- > The Office Squared business has been scaled back considerably
- > In the process of terminating the Joint Venture in I-City
- Office Squared will continue to operate in two locations:
  - > Hangzhou, China
  - ➤ Norwest, Sydney
- Losses for H1 2010 were \$1.2 million
- > Action has been taken to further reduce losses

## **Around The World 2009 – 2010**

## **AUSTRALIA & NEW ZEALAND**

- Not impacted to the same extent as other countries by the global financial crisis
- ➤ One floor will close in H2 2010
- > Intend to open four new locations by the end of calendar 2010
- Virtual Office is performing well

## **JAPAN**

- > Recession has impacted business confidence
- Competition has increased
- Virtual Office is performing very well
- ➤ Management are confident there is a market upswing underway







## **Around The World 2009 – 2010**

#### **GREATER CHINA**

- > Loss of some big clients in Shanghai and Beijing
- Management has been restructured in Greater China
- Two floors will close in H2 2010
- ➤ We have just opened in the best building in Hong Kong in 2IFC (January 2010)
- ➤ On track to recovery in H2 2010

#### **SOUTHEAST ASIA**

- Singapore and Kuala Lumpur have seen dramatic falls in commercial property values
- > A recovery is now evident in both of these markets
- Bangkok market has proved resilient to the global financial crisis







## **Around The World 2009 – 2010**

#### MIDDLE EAST

- ➤ The property market in Dubai has suffered a material downturn. Servcorp is still profitable in this city
- > Other cities in the Middle East are performing as expected
- > Opened new floors in Jeddah and Abu Dhabi in H1 2010
- > A floor in Kuwait has just opened in February 2010
- ➤ Six more floors to open in this region by the end of calendar 2010

#### INDIA

- Real estate market continues to be depressed
- ➤ Both Indian locations will be profitable in February 2010







## Around The World 2009 - 2010

#### **EUROPE**

- > Paris office market continues to be soft
- > Brussels surprised on the upside and is now in profits
- ➤ London opened in December 2009

#### **USA**

- ➤ Commenced expansion in H1 2010
- > First floor to open in Chicago in March 2010
- ➤ We expect to have at least twelve floors open in the USA by the end of calendar 2010





# Global Expansion Is On Track

- > The intention is to rapidly expand Servcorp's footprint globally
- > The opportunity to expand exists now because:
  - > Real estate markets are at cyclical lows and rents can be locked in at low rates
  - > We have developed the Virtual Office business model
  - > There is an availability of quality space
- ➤ Opened five floors in H1 2010 and another two floors so far in H2 2010
- A further 13 leases committed to
- ➤ An additional 20 leases are in the advanced stages of negotiation
- > We are fully funded to complete our expansion plan:
  - > \$30 million (approx) will be generated by the mature business in calendar 2010
  - > \$142 million cash in the bank at 31 December 2009
- > A strong AUD enables us to construct floors overseas below budget estimates



## 2009/2010 Outlook

- > Trading conditions will continue to be challenging in the medium term
- > Revenue in January / February 2010 is encouraging
- ➤ Mature floor net profit before tax will continue at approximately \$2 million per month for the second half of the 2010 financial year (assuming currencies remain constant) subject to unforeseen circumstances and global financial markets remaining stable
- > Expansion costs for new floors will continue to have a material negative impact on group profits until they reach maturity
- > Expect to open no less than 35 floors by 31 December 2010
- > Expect to have 29,000 Virtual Office packages by 31 December 2010
- On track to open 100 floors by 2012 2013



## 2009 / 2010 Dividend

- ➤ March 2010 interim dividend of 5 cents (fully franked) declared
- > October 2010 final dividend of 5 cents (fully franked) anticipated



