



## Q3INTERIM REPORT17

Company Announcement No. 10/16 November 2017

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# Interim Report Q3 2017

# **CONTINUED CHALLENGING MARKET CONDITIONS**

#### Consolidated highlights from Q3 2017:

- Revenue decreased by 7.6% in local currencies to EUR 88.0m (EUR 97.8m) in the continuing Moving and Relocation Services business, despite a good performance in the main sales region Europe.
- Total revenue was down 10.7% in local currencies to EUR 89.1m (EUR 102.4m) impacted by the divestment of Records Management activities.
- Revenue from higher-margin Relocation Services increased by 2.8% in local currencies, constituting 16% (14%) of total revenue.
- The continuing Moving and Relocation Services business realised an EBITDA before special items of EUR 6.6m (EUR 8.1m).
- EBITDA before special items was EUR 7.0m (EUR 9.3m) impacted by the divestment of the Records Management activities.
- Net profit was EUR 4.1m (EUR 4.4m).
- Strategic initiatives progressed according to plan. However, options for entry into the US market are being reviewed and closing of a transaction within this year is unlikely.

### Consolidated highlights from the first 9 months of 2017:

- Revenue decreased by 6.4% in local currencies to EUR 227.1m (EUR 244.7m) in the continuing Moving and Relocation business.
- Total revenue decreased by 9.7% in local currencies to EUR 231.5m (EUR 258.6m) following the divestment of Records Management activities.
- Revenue from higher-margin Relocation Services increased by 3.1% in local currencies, constituting 17% (15%) of total revenue.
- The continuing Moving and Relocation Services business realised an EBITDA before special items of EUR 3.4m (EUR 4.5m).
- EBITDA before special items was EUR 5.3m (EUR 8.1m) impacted by the divestment of Records Management activities.

#### Subsequent events:

On 15 November 2017, Santa Fe finalised and signed the agreement to divest the Records Management business in China with an
expected gain of EUR 19m and net proceeds after tax of around EUR 15m.

#### Full-year outlook revised:

The summer peak season disappointed with lower than anticipated activity levels, particularly in UK, Asia, and Australia. New clients secured earlier in the year were not able to make up for lower activity levels with our existing clients, and our expectation of a modest revenue growth for the continuing moving and relocation business in 2nd half of 2017 has not been met. Various cost saving programmes already in progress to mitigate the impact of the lower revenue will not be enough to compensate, and on that basis the full-year outlook is adjusted as follows:

- The Santa Fe Group's consolidated revenue is now expected to be around EUR 300m (previously in the range of EUR 310m-320m)
- Consolidated EBITDA before special items is expected to be in range of EUR 6m-8m (previously in the range of EUR 8m-10m).
- Special items are now expected to be a net gain of around EUR 20m, as a result of the expected gain from the divestment of the Records Management business in China of EUR 19m (previously a net gain of around EUR 2m). The transaction and the recognition of the associated gain is expected to close end of 2017 but it might delay into early 2018. Additional restructuring costs triggered by the reduced activity level is also reflected.

## Commenting on the results, Group CEO Martin Thaysen says:

"We had high expectations for the summer peak on the back of a very successful sales performance in the first half of 2017 and clear indications from our customers that growth in activity levels was anticipated. These expectations were not met, and our performance in the quarter was disappointing.

We continue to progress our strategic agenda. During the month of October, we launched new client and assignee portals also available as Apps, and we launched a new website in Australia. Although early days, it is reassuring to note positive customer feedback and an immediate increase in the number of leads coming in through the website.

Last week, we were recognised at the prestigious EMMA industry awards as both International Moving Company of the year and Relocation Management Company of the year by customers and analysts in the mobility industry. We have now in total been recognised in 10 categories at the EMMAs this year – an affirmation that our strategy and progress resonates with our customers.

During the year, we have had a lot of focus on the US market, to secure a larger presence and home-sale capabilities. Unfortunately, it is now unlikely that we can close a transaction within this year. As the proposed US Tax Reform introduces changes to tax deductions for relocation expenses and adds uncertainty, we are reviewing our approach for how to grow in the US market.

We also continue our structural changes, successfully completing both the buy-out of our 50% minority partner in China, as well as the agreement to divest the Records Management business in China.

The soft market conditions and lack of growth in Q3 has triggered additional cost reductions with approximately 60 positions eliminated at the end of the quarter and another 30 positions in October. The reductions triggered additional restructuring cost included in our outlook. Our main focus, however, remains to grow the business on the back of our enhanced digital offering, increased sales activity and the high service level consistently delivered by our global organisation."

Comparative figures for 2016 are stated in brackets. All currency effects refer to translation effects from reporting currencies unless otherwise stated.

### For additional information, please contact:

Martin Thaysen, Group CEO, +44 20 3691 8300 or Christian Møller Laursen, Group CFO, +44 20 8963 2514 Further information on the Santa Fe Group is available on the Group's website: **www.santaferelo.com** 

# Santa Fe Group A/S

East Asiatic House 20 Indiakaj DK-2100 Copenhagen Ø Denmark

CVR No. 26 04 17 16

Shareholders' Secretariat Telephone: +45 3525 4300 E-mail: investor@santaferelo.com

www.santaferelo.com

**Disclaimer** The 2017 outlook reflects management's expectations of future events and must be viewed in the context of the business environments and currency markets, which may cause actual results to deviate materially from those projected by Santa Fe Group. The outlook is stated at current exchange rates and based on estimated consensus growth rates in key economies as well as present expectations from key corporate customers. Santa Fe's business is seasonal and dependent on the third quarter peak season at the Northern Hemisphere as well as the local fourth quarter peak season in Australia. Hence, the majority of revenue and earnings may be recognised in these periods.

# FINANCIAL HIGHLIGHTS AND KEY RATIOS

| EURm   | Q3 2017 | Q3 2016 | Q1-Q3 2017 | Q1-Q3 2016 | FY 2016 |
|--|---------|---------|------------|------------|---------|
| CONSOLIDATED INCOME STATEMENT  |         |         |            |            |         |
| Revenue  | 89.1    | 102.4   | 231.5      | 258.6      | 338.6   |
| Earnings before depreciation, amortisation and special items (EBITDA before special items) | 7.0     | 9.3     | 5.3        | 8.1        | 10.6    |
| Special items, net   | -1.1    | -1.0    | 1.4        | -2.5       | 7.6     |
| Earnings before depreciation and amortisation (EBITDA)                                     | 5.9     | 8.3     | 6.7        | 5.6        | 18.2    |
| Operating profit (EBIT)  | 4.9     | 6.7     | 3.1        | 0.2        | -3.7    |
| Financials, net  | 0.2     | -0.7    | -0.3       | -1.6       | -2.4    |
| Share of profit in associates  | 0.0     | 0.0     | 0.0        | 0.2        | 0.2     |
| Profit before taxes (EBT)  | 5.1     | 6.0     | 2.8        | -1.2       | -5.9    |
| Income tax   | 1.0     | 1.6     | 3.3        | 3.0        | 4.6     |
| Profit from continuing operations  | 4.1     | 4.4     | -0.5       | -4.2       | -10.5   |
| Profit from discontinued operations  | 0.0     | 0.0     | 0.0        | 0.0        | 0.0     |
| Profit/loss for the period   | 4.1     | 4.4     | -0.5       | -4.2       | -10.5   |
| Earnings per share (diluted) EUR, continuing operations                                    | 0.3     | 0.3     | -0.1       | -0.4       | -1.0    |

| EURm   | 30.09.2017 | 30.09.2016 | FY 2016 |
|--|------------|------------|---------|
| CONSOLIDATED BALANCE SHEET   |            |            |         |
| Total assets   | 215.5      | 247.0      | 234.7   |
| Santa Fe Group's share of equity                                   | 79.0       | 91.3       | 86.8    |
| Non-controlling interests  | -          | 1.8        | 2.2     |
| Working capital employed   | 3.0        | 1.8        | 2.8     |
| Net interest bearing debt, end of period                           | 11.8       | 12.4       | -2.4    |
| Net interest bearing debt, average                                 | 5.1        | 11.2       | 4.0     |
| Invested capital   | 84.2       | 98.8       | 79.3    |
| Cash and cash equivalents  | 19.8       | 28.7       | 43.6    |
| Investments in intangible assets and property, plant and equipment | 5.6        | 3.9        | 6.0     |
| CASH FLOW  |            |            |         |
| Operating activities   | -13.6      | 0.9        | 4.6     |
| Investing activities   | 5.9        | -2.7       | 8.6     |
| Financing activities   | -14.6      | 0.1        | -0.3    |
| RATIOS   |            |            |         |
| EBITDA margin (%), before special items                            | 2.3        | 3.1        | 3.1     |
| Operating margin (%)   | 1.3        | 0.1        | -1.1    |
| Equity ratio (%)   | 36.6       | 37.0       | 37.0    |
| Return on average invested capital (%), annualised                 | 5.0        | 0.3        | -4.1    |
| Return on parent equity (%), annualised                            | -1.5       | -10.8      | -12.9   |
| Equity per share (diluted)   | 6.6        | 7.6        | 7.2     |
| Market price per share, DKK  | 52.5       | 66.5       | 56.0    |
| Number of treasury shares  | 302,494    | 338,494    | 338,494 |
| Number of employees end of period                                  | 2,427      | 2,730      | 2,679   |

The ratios have been calculated in accordance with definitions on page 80 in the Annual Report 2016. For the detailed income statement, statement of comprehensive income, balance sheet, statement of changes in equity, cash flow statement, refer to pages 10-14.

# **FINANCIAL REVIEW**

# **CONSOLIDATED INCOME STATEMENT – Q3**

**Revenue** in the third quarter decreased by 7.6% in local currencies to EUR 88.0m (EUR 97.8m) in the core Moving and Relocation Services business. The decline was mainly seen in some key markets in Asia, in Australia and in the UK market, which continues to be affected by Brexit uncertainty.

Revenue of the Santa Fe Group was EUR 89.1m in Q3 2017 (EUR 102.4m) equivalent to a revenue decline of 13.0% in EUR and 10.7% in local currencies impacted by the divestment of Records Management business in 10 markets.

**EBITDA before special items** reached EUR 7.0m (EUR 9.3m). The continuing Moving and Relocation Services business realised an EBITDA before special items of EUR 6.6m (EUR 8.1m). Revenue and margins were lower than the same quarter last year, but the drive on fixed cost savings from restructuring initiatives completed during 2016 and a higher share of value-added Relocation Services did to some extent compensate.

**Special items** were an expense of EUR 1.1m in Q3 2017 (EUR 1.0m) mainly due to restructuring initiatives triggered by the lower activity levels but also resulting from the planned migration of back-office functions to the service centre in Manila.

Amortisation and depreciation of intangibles, property, plant and equipment in Q3 2017 amounted to EUR 1.4m (EUR 1.6m). The reduction is mainly related to write-off of the Wridgways trademark end of 2016 as a consequence of the impaired Australian business, partly countered by increased amortisations related to the new CORE technology platform.

**Financial expenses and income**, net was an income of EUR 0.2m during Q3 2017 (an expense of EUR 0.7m) of which interest expenses amounted to EUR 0.3m (EUR 0.4m) more than offset by foreign exchange gains.

Net profit/loss in Q3 2017 was a net profit of EUR 4.1m (EUR 4.4m) despite lower revenue in Q3.

**Non-controlling interests' share of net profit** attributable to the minority shareholder in Santa Fe China amounted to EUR 0.0m for Q3 2017 (EUR 0.5m) following the completed acquisition of the remaining 50% of the shares in Sino Santa Fe on 7 July 2017.

Santa Fe Group A/S' share of the net profit/loss for Q3 2017 was a profit of EUR 4.1m (EUR 3.9m) being slightly ahead of Q3 2017.

# **OTHER EVENTS AND STRATEGIC INITIATIVES**

#### **Establishment of Shared Service Centre**

During Q1, Santa Fe Group announced the formal opening of its Manila Service Centre in The Philippines. The Service Centre has taken over several European back-office functions from the UK, France, Germany, Spain, Switzerland and Benelux offices. In Asia, back-office functions in Singapore and the Philippines have also been transferred and Hong Kong is now in transition. Furthermore, an IT team to support the ongoing Salesforce development has been established. Further centralisation of other Group and operational functions will be considered on an ongoing basis. The new resource centre is supporting Santa Fe offices with accounting, operational and IT processes delivered by 100 dedicated employees. The centralisation of the support functions will further enhance service levels towards clients, strengthen global processes and further improve operational efficiencies and margins.

#### **Divestment of Records Management**

As previously announced (announcements no. 7/2016 and 11/2016) Santa Fe Group entered into an agreement to divest its Records Management activities in 10 markets to Iron Mountain Inc. against a cash consideration of EUR 27.1m. On December 30 2016, the transaction was closed in 5 of these markets and the closing of the 5 other markets was completed end February 2017 and 28 April 2017. The divestment resulted in a total divestment gain of approximately EUR 16.5m and net proceeds received before tax of EUR 24.0m of which a gain of EUR 12.2m and net proceeds of EUR 13.4m was recognised during 2016 while a gain of EUR 4.3m and net proceeds of EUR 10.6m has been recognised in 2017. The net gain before tax from the divestment is recognised as special items.

### Buyout of minority shareholder in Chinese subsidiary

On 20 March 2017 the Santa Fe Group entered into an agreement with the Chinese partner to acquire their 50% minority shareholding and thereby giving Santa Fe 100% ownership over the Chinese subsidiary. On 7 July 2017, having obtained all regulatory approvals the Santa Fe Group completed the acquisition of the remaining 50% of the shares in Sino Santa Fe for a consideration of RMB 39.7m (equivalent to EUR 5.0m).

Up until 30 June 2017 Sino Santa Fe China was consolidated 100% into the income statement and balance sheet, and the minority share in China was disclosed separately as non-controlling interests in the profit/loss and equity respectively. As from the completion date no non-controlling interest is reported in the Income Statement. The cash consideration paid has been set off against the carrying amount of the non-controlling interests in the equity and the residual between cash consideration paid and the carrying amount has reduced retained earnings.

#### **Build-up in the USA**

As previously announced, the Group has for some time been scanning the market for acquisition and partnership opportunities that could add supplementary services and capabilities, particularly within home sales, to Santa Fe's American operations and place the Group in a much stronger position. Whereas the strategic objective of building a stronger presence in the USA remains, it is now unlikely that we can close a transaction within this year. A proposed US Tax Reform will, if adopted, restrict the ability for US corporations to claim deduction for relocation expenses, which has added uncertainty to the outlook for the relocation industry in the US. In the meantime, The Group will explore other options for enhancing the service offering for US-based clients.

#### New technology platform

Phase 1 of the CORE Technology programme was launched into the production environment in November 2016 and was fully deployed by end of February 2017. Amortisation commenced as of March 2017. Further enhancements to Phase 1 has been completed over the summer, including upgrades to client and assignee portals and development of a new App. More than 7,500 assignees have until end of October engaged with Santa Fe through the portals. Various options remain under consideration for Phase 2, aimed at delivering impact during first half of 2018. The total investment to be recognised during 2017 is expected to be around EUR 5m.

#### Long Term Incentive Programme

A new long-term incentive programme was launched end of March 2017 (announcement no. 5/17). The programme grants up to 510,500 share options to the Executive Board and certain other employees. Executives in Santa Fe have purchased shares in the Company, and on the back of the shares purchased, been granted share options. On completion of the 2017 grant, management now holds 104,865 shares in Santa Fe Group A/S, and a total of 475,300 options have been granted to the participants (of which 179,000 to the Executive Board). The terms governing the

programme are in accordance with the Remuneration Policy and Incentive Guidelines as approved by the annual general meeting on 27 March 2017. The grant is offered as part of the continued efforts to create value and align performance with shareholder interests.

# **CONSOLIDATED INCOME STATEMENT Q1-Q3**

Revenue of the Santa Fe Group was EUR 231.5m in Q1-Q3 2017 (EUR 258.6m) corresponding to a revenue decrease of 10.5% in EUR and 9.7% in local currencies. Revenue in the continuing Moving and Relocation Services business decreased by 6.4% in local currencies to EUR 227.1m (EUR 244.7m).

Developments in exchange rates between the reporting currency EUR and the functional currencies of subsidiaries affected the Group revenue negatively by EUR 2.0m. This was mainly due to the depreciation of the GBP versus EUR partly offset by the appreciation of the AUD versus EUR.

#### **CURRENCY IMPACT**

| EURm                               | Growth | Q1-Q3 2017 |
|------------------------------------|--------|------------|
| Revenue 2016                       |        | 258.6      |
| Currency translation adjustment    | -0.8%  | -2.1       |
| Divestments, Records Management    | -3.3%  | -8.6       |
| Organic growth in local currencies | -6.4%  | -16.4      |
| Revenue 2017                       | -10.5% | 231.5      |

**EBITDA before special items** reached EUR 5.3m (EUR 8.1m). The continuing Moving and Relocation Services business realised an EBITDA before special items of EUR 3.4m (EUR 4.5m). The reduced revenue had a negative impact on earnings, which to some degree was offset by fixed costs savings, primarily within staff costs.

**Special items** were an income of EUR 1.4m in Q1-Q3 2017 (an expense of EUR 2.5m) mainly due to the gain of EUR 4.2m from the divested Records Management business in 5 countries (Korea, Macau, Indonesia, India and the Philippines) offset by restructuring costs incurred in relation to migrations to the Service Centre in Manila, professional fees related to the buyout of the Joint Venture partner in China as well as warehouse and other restructuring costs in Australia.

**Reported EBITDA** was a gain of EUR 6.7m (EUR 5.6) supported by the divestment gain in special items.

Amortisation and depreciation of intangibles, property, plant and equipment in Q1-Q3 2017 amounted to EUR 4.1m (EUR 5.4m) primarily following the write-off of the Wridgways trademark end 2016 as well as ceased depreciation affecting H1 2017 from assets held for sale and subsequently divested related to the Records Management business.

**Financial expenses and income, net** was an expense of EUR 0.3m during Q1-Q3 2017 (EUR 1.6m) primarily related to interest expenses of EUR 1.0m (EUR 1.3m). Net exchange gains were EUR 0.5m (Net exchange loss of EUR 0.4m).

The **effective tax rate** continue to be impacted by certain entities not recognising deferred tax assets in respect of losses for the period due to uncertainty with respect of utilisation, primarily in Australia and Europe. The tax expense includes tax related to the Records Management divestment of around EUR 0.8m.

Net profit/loss in Q1-Q3 2017 was a net loss of EUR 0.5m (EUR -4.2m).

**Non-controlling interests' share of net profit** attributable to the minority shareholder in Santa Fe China amounted to EUR 0.4m for Q1-Q3 2017 (EUR 0.9m).

Santa Fe Group A/S' share of the net loss for Q1-Q3 2017 was EUR 0.9m (EUR 5.1m).

## **CONSOLIDATED BALANCE SHEET**

**Total equity** by the end of Q3 2017 was EUR 79.0m (EUR 86.8m end of 2016) corresponding to a solvency ratio of 36.6% (37.0%). The equity was negatively impacted by the acquisition of the remaining 50% of the shares in Sino Santa Fe and by foreign currency translation adjustments.

**Working capital employed** amounted to EUR 3.0m (EUR 1.8m) equivalent to an increase of 62% in local currencies. The increase was to some extent due to a temporary less efficient collection process following the migration to the Service Centre in Manila, combined with a lower trade payables position compared to end of September 2016.

**Invested capital** decreased by 19% in local currencies to EUR 84.2m (EUR 98.8m). The reduction was primarily a result of impairment of the Australian business end of 2016, as well as the divestment of Records Management assets which were held for sale end of Q3 2016.

**Return on average invested capital, annualised (ROIC)** in Q1-Q3 2017 was 5.0% (0.3%). Adjusted for special items and thereby the Records Management divestment, the comparable ROIC was 2.8% Q1-Q3 2017 versus 4.0% during the same period last year.

**Net interest bearing debt** amounted to EUR 11.8m (EUR 12.4m) strengthened by the cash proceeds received from the Records Management transaction but partly offset by CORE Technology investments, the buy-out of the minority partner in China and working capital funding caused by a backlog in billing and collections by end of Q3.

## **NET INTEREST BEARING DEBT**

| EURm                        | Q1-Q3 2017 | Q1-Q3 2016 |
|-----------------------------|------------|------------|
| Loans and credit facilities | 23.9       | 32.3       |
| Mortgage                    | 3.8        | 4.1        |
| Finance lease               | 3.9        | 4.7        |
| Total borrowings            | 31.6       | 41.1       |
| Cash and cash equivalents   | -19.8      | -28.7      |
| Net interest bearing debt   | 11.8       | 12.4       |

**Cash flow from operating activities** of EUR -13.6m (EUR 0.9m) was predominantly a consequence of the deterioration of working capital primarily caused by a higher level of work in progress built up during the summer season, coupled with a backlog in billing and collection processes primarily in countries which have been in the process of migrating back-office functions to the Service Centre in Manila. Taxes paid on the Records Management divestment amounted to EUR 0.5m.

**Cash inflow from investing activities** of EUR 5.9m (EUR -2.7m) was primarily related to proceeds of EUR 10.6m from the closing of the Records Management divestment in the remaining 5 markets partly offset by investments in development and software costs associated with new technology platform for the Santa Fe Group.

**Cash outflow from financing activities** was EUR 14.6m (EUR -0.1m) related to repayment of bank facilities of EUR 8m following

the Records Management divestment. The acquisition of the 50% non-controlling interests in China impacted the cash flow from financing activities negatively by EUR 5.0m.

## **CONDENSED CASH FLOW STATEMENT**

| EURm                                |            |            |
|-------------------------------------|------------|------------|
|                                     | Q1-Q3 2017 | Q1-Q3 2016 |
| Cash flow from operating activities | -13.6      | 0.9        |
| Cash flow from investing activities | 5.9        | -2.7       |
| Free cash flow                      | -7.7       | -1.8       |
| Cash flow from financing activities | -14.6      | 0.1        |
| Cash flow for the year              | -22.3      | -1.7       |

# SUBSEQUENT EVENTS

On 15 November 2017, the Santa Fe Group finalised and signed the agreement to divest the Records Management business in China to Iron Mountain Inc. against a cash consideration of EUR 23m. The divestment is expected to result in a divestment gain of approximately EUR 19m and net proceeds after tax of around EUR 15m. The transaction will predominantly take the form of an asset transfer and is expected to close towards the end of 2017, although a delay into early 2018 is possible. The net gain before tax from the divestment will be recognised as special items.

No other material events have taken place after 30 September 2017.

#### 2017 Outlook revised

The summer peak season disappointed with activity levels particularly in Asia but also in UK and Australia being lower than anticipated. The new clients secured earlier in the year were not able to make up for lower activity levels with our existing clients, and our expectation of a modest revenue growth for the continuing moving and relocation business in 2nd half of 2017 has not been met. Various cost saving programmes to mitigate the impact of the lower revenue will not be enough to compensate, and on that basis the full-year outlook is adjusted as follows:

The Santa Fe Group's consolidated **revenue** is now expected to be around EUR 300m (previously in the range of around EUR 310-320m)

Consolidated **EBITDA before special items** is expected to be in range of EUR 6m-EUR 8m (previously in the range of EUR 8m-EUR 10m).

**Special items** are now expected to be a net gain of around EUR 20m, as a result of the expected gain from the divestment of the Records Management business in China of EUR 19m (previously a net gain of around EUR 2m). The transaction and the recognition of the associated gain is expected to close end of 2017 but it might delay into early 2018. Additional restructuring costs triggered by the reduced activity level is also reflected.

**Non-controlling interests' share of net profit** will be eliminated in the second-half year following the acquisition of the 50% minority shareholding in Santa Fe China.

The full-year outlook is sensitive to movements in exchange rates amongst others and highly dependent on the high season for relocations in Australia, which falls in December.

# **BUSINESS LINE PERFORMANCE**

#### **Business and pipeline development**

During the quarter, Santa Fe Group among others secured a large customer contract for relocation services with a large Europeanbased multinational electronics company. No large customers were lost during the quarter, and in general the pipeline of new opportunities remains strong and growing.

The UK-based strategic client, which was announced as a lost client in the Interim Report for Q3 2016, will only initiate a phased migration to their new service provider towards the end of 2017.

Key Client Management continues to be an important strategic focus area in order to further develop customer relationships and support growth opportunities, as well as a more thorough and systemic pipeline management process, with a view to diversify our wins both from a service offering and geographical point of view.

#### **Revenue by business lines**

The Santa Fe Group continues the strategic focus on expanding from traditional Moving Services into other Relocation Services, which typically generates higher margins. Revenue from Relocation Services reached 16% of total revenue in Q3 2017 versus 14% Q3 2016. The increase reflects growth in revenue from Relocation Services as well as the decrease in revenue from Moving Services and the divested Records Management business.

#### **Moving Services**

Overall revenue in Q3 2017 from Moving Services decreased by 9.4% in local currencies and by 11.7% in EUR to a total of EUR 73.9m (EUR 83.6m).

#### **Relocation Services**

Revenue in Q3 2017 increased by 2.8% in local currencies and was on par with the same period last year in EUR amounting to EUR 14.2m (EUR 14.2m).

#### **Records Management**

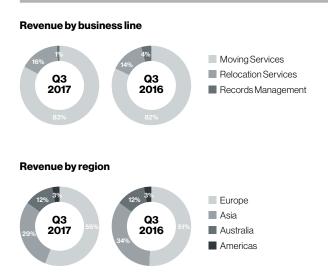
Revenue in Q3 2017 decreased to EUR 1.0m (EUR 4.6m) as a result of the divestment of the activities in 10 markets in the period from December 2016 to end April 2017.

# EUROPE

Overall Q3 2017 revenue in Europe of EUR 50.1m (EUR 52.1m) was 2.1% below Q3 2016 in local currencies. The continent performed well, but the UK business was hard hit by the continuing Brexit uncertainty and the depreciation of the GBP versus the EUR.

Revenue from **Moving Services** in Europe decreased 3.6% in local currencies during Q3 2017 to EUR 41.4m (EUR 43.5m).

### FINANCIAL PERFORMANCE BY BUSINESS LINES AND REGION



Germany continued to perform well following a successful turnaround coupled with important contract wins earlier in 2017. Likewise, most other markets on the European continent performed well. The UK market, however, is still impacted by the Brexit uncertainties affecting both in- and outbound relocations and many especially small- to midsized companies have generated lower activity levels than last year.

**Relocation Services** within Europe Q3 2017 increased by 6.3% in local currencies to EUR 8.7m (EUR 8.5m). The increase was primarily seen in Germany and UK.

**EBITDA before special items** in Europe was a profit of EUR 5.1m compared to a profit of EUR 5.6m in Q3 2016. The lower revenue did impact results and notably UK realised revenue with a lower margin due to a less favourable customer mix. Lower fixed costs following the restructurings executed during 2016 did offset some of the impact.

## ASIA

Revenue in Asia in Q3 2017 reached EUR 26.1m (EUR 35.1m). Revenue in in the continuing Moving & Relocation business declined by 13.7% in local currencies or by 18.2% in EUR.

#### **REVENUE BY BUSINESS LINES AND SEGMENTS**

|                            |        | Q     | 3 2017         |               |                   |        | Q    | 3 2016         |               |                   | Change<br>%, EUR | Change<br>in %, LC |
|----------------------------|--------|-------|----------------|---------------|-------------------|--------|------|----------------|---------------|-------------------|------------------|--------------------|
| EURm                       | Europe | Asia  | Aus-<br>tralia | Ame-<br>ricas | Santa Fe<br>Group | Europe | Asia | Aus-<br>tralia | Ame-<br>ricas | Santa Fe<br>Group |                  | nta Fe<br>iroup    |
| Moving Services            | 41.4   | 20.9  | 10.1           | 1.5           | 73.9              | 43.5   | 25.9 | 12.0           | 2.2           | 83.6              | -11.7            | -9.4               |
| <b>Relocation Services</b> | 8.7    | 4.2   | 0.5            | 0.8           | 14.2              | 8.5    | 4.7  | 0.3            | 0.7           | 14.2              | 0.0              | 2.8                |
| Records Management         | 0.0    | 1.0   | 0.0            | 0.0           | 1.0               | 0.1    | 4.5  | 0.0            | 0.0           | 4.6               | -78.3            | -73.9              |
| Total revenue              | 50.1   | 26.1  | 10.6           | 2.3           | 89.1              | 52.1   | 35.1 | 12.3           | 2.9           | 102.4             | -13.0            | -10.7              |
| Change in %, EUR           | -3.8   | -25.6 | -13.8          | -20.7         | -13.0             |        |      |                |               |                   |                  |                    |
| Change in %, LC            | -2.1   | -21.4 | -13.7          | -17.2         | -10.7             |        |      |                |               |                   |                  |                    |

Revenue from **Moving Services** in Asia decreased 14.6% in local currencies to EUR 20.9m (EUR 25.9m). The decline in revenue was widespread across the Asian region. Lower support from existing clients and reduced support from US agents were the main factors.

Revenue from **Relocation Services** in Asia was EUR 4.2m (EUR 4.7m) equivalent to a 0.3% decrease in local currencies, as lower moving activity adversely impacted activity in relocation services.

Revenue from the **Records Management** business in Asia declined to EUR 1.0m (EUR 4.5m) resulting from the divestment of the activities in 10 markets. The maintained Records Management business in China performed well.

**EBITDA before special items** in Asia in Q3 2017 of EUR 4.2m (EUR 6.7m) was negatively impacted by the divested Records Management business. The continuing Moving and Relocation Services realised an EBITDA before special items of EUR 3.7m (EUR 4.5m) and still below Q3 2016 on comparable basis, mainly due to the lower realised revenue from the moving business.

# AUSTRALIA

In Australia, the Q3 2017 revenue was EUR 10.6m (EUR 12.3m) equivalent to a decrease of 13.7% in local currency.

To drive top-line growth, Santa Fe Group was pleased to announce the appointment of Kobus Fourie as Managing Director for Santa Fe Australia on 11 August. With accomplishments in transformational leadership, Kobus Fourie is seasoned in achieving top line growth, strengthening of customer service and quality, as well as improving financial business performance.

The Australian **Moving Services** revenue decreased by 15.0% in Q3 2017 in local currency to EUR 10.1m (EUR 12.0m).

Revenue from **Relocation Services** from the emerging business remained static in local currency at EUR 0.5m (EUR 0.3m).

**EBITDA before special items** in Australia in Q3 2017 was a loss of EUR 1.6m (EUR 1.4m). The restructuring implemented during 2016 was not fully able to mitigate the revenue decline, and it is clear that focus in coming quarters needs to be on revenue restoration and growth.

A number of initiatives have been initiated before the peak season kicks in, in order to boost growth. The Wridgways brand has been relaunched as part of a new focus on the Australian domestic consumer market. Furthermore, a number of improvements to the local Australian website have been launched to enhance the user-friendliness, increase the traffic on the webpage and ease the ability to receive specific pricing information.

## AMERICAS

Revenue in Americas in Q3 2017 reached EUR 2.3m (EUR 2.9m) or a decrease of 17.2% in local currency. Efforts to make inroads into the corporate relocation market in the US are ongoing. In the absence of an immediate acquisition, other options for building home-sale capabilities are being explored.

Revenue from **Moving Services** in Americas was EUR 1.5m (EUR 2.2m).

Revenue from **Relocation Services** in Americas was EUR 0.8m (EUR 0.7m).

Continued investment in organisational capabilities and positioning in USA drove an increase in SG&A cost.

EBITDA before special items was EUR 0.2m (EUR 0.2m).

### **REVENUE BY BUSINESS LINES AND SEGMENTS**

|                            |        | Q1-Q  | 3 2017         |               |                   |        | Q1-Q3 | 3 2016         |                 |                   | Change<br>%, EUR | Change<br>in %, LC |
|----------------------------|--------|-------|----------------|---------------|-------------------|--------|-------|----------------|-----------------|-------------------|------------------|--------------------|
| EURm                       | Europe | Asia  | Aus-<br>tralia | Ame-<br>ricas | Santa Fe<br>Group | Europe | Asia  | Aus-<br>tralia | Ame- s<br>ricas | Santa Fe<br>Group |                  | nta Fe<br>roup     |
| Moving Services            | 92.5   | 53.7  | 37.6           | 3.8           | 187.6             | 98.7   | 61.7  | 40.1           | 5.1             | 205.6             | -8.8             | -8.1               |
| <b>Relocation Services</b> | 23.2   | 12.2  | 1.6            | 2.6           | 39.6              | 22.4   | 12.9  | 1.5            | 2.3             | 39.1              | 1.3              | 3.1                |
| Records Management         | 0.2    | 4.1   | 0.0            | 0.0           | 4.3               | 0.5    | 13.4  | 0.0            | 0.0             | 13.9              | -69.1            | -68.3              |
| Total revenue              | 115.9  | 70.0  | 39.2           | 6.4           | 231.5             | 121.6  | 88.0  | 41.6           | 7.4             | 258.6             | -10.5            | -9.7               |
| Change in %, EUR           | -4.7   | -20.5 | -5.8           | -13.5         | -10.5             |        |       |                |                 |                   |                  |                    |
| Change in %, LC            | -2.6   | -19.3 | -9.1           | -13.5         | -9.7              |        |       |                |                 |                   |                  |                    |

# **CONSOLIDATED QUARTERLY SUMMARY**

| EURm                                  |       |       | 2017  |        |       |       | 2016  |        |       |       |
|---------------------------------------|-------|-------|-------|--------|-------|-------|-------|--------|-------|-------|
|                                       | Q1    | Q2    | Q3    | Q3 YTD | Q1    | Q2    | Q3    | Q3 YTD | Q4    | FY    |
| EUROPE                                |       |       |       |        |       |       |       |        |       |       |
| Revenue                               | 30.8  | 35.0  | 50.1  | 115.9  | 34.7  | 34.8  | 52.1  | 121.6  | 34.5  | 156.1 |
| - Growth vs. same qtr. prev. year (%) | -11.2 | 0.6   | -3.8  | -4.7   | -5.2  | -12.6 | -13.3 | -11.0  | -13.3 | -11.5 |
| EBITDA before special items           | -1.3  | 0.2   | 5.1   | 4.0    | -1.4  | -0.2  | 5.6   | 4.0    | 0.2   | 4.2   |
| - EBITDA margin (%)                   | -4.2  | 0.6   | 10.2  | 3.5    | -4.0  | -0.6  | 10.7  | 3.3    | 0.6   | 2.7   |
| ASIA                                  |       |       |       |        |       |       |       |        |       |       |
| Revenue                               | 21.1  | 22.8  | 26.1  | 70.0   | 25.3  | 27.6  | 35.1  | 88.0   | 27.5  | 115.5 |
| - Growth vs. same qtr. prev. year (%) | -16.6 | -17.4 | -25.6 | -20.6  | 2.4   | -3.2  | -3.3  | -1.7   | -9.5  | -3.7  |
| EBITDA before special items           | 0.6   | 2.0   | 4.2   | 6.8    | 1.3   | 2.8   | 6.7   | 10.8   | 4.3   | 15.1  |
| - EBITDA margin (%)                   | 2.8   | 8.8   | 16.1  | 9.7    | 5.1   | 10.1  | 19.1  | 12.3   | 15.6  | 13.1  |
| AUSTRALIA                             |       |       |       |        |       |       |       |        |       |       |
| Revenue                               | 17.5  | 11.1  | 10.6  | 39.2   | 17.3  | 12.0  | 12.3  | 41.6   | 16.1  | 57.7  |
| - Growth vs. same qtr. prev. year (%) | 1.2   | -7.5  | -13.8 | -5.8   | -18.8 | -23.6 | -18.5 | -20.0  | -6.9  | -16.9 |
| EBITDA before special items           | -0.4  | -2.0  | -1.6  | -4.0   | -0.5  | -1.8  | -1.4  | -3.7   | -0.6  | -4.3  |
| - EBITDA margin (%)                   | -2.3  | -18.0 | -15.1 | -10.2  | -2.9  | -15.0 | -11.4 | -8.9   | -3.7  | -7.5  |
| AMERICAS                              |       |       |       |        |       |       |       |        |       |       |
| Revenue                               | 2.0   | 2.1   | 2.3   | 6.4    | 2.5   | 2.0   | 2.9   | 7.4    | 1.9   | 9.3   |
| - Growth vs. same qtr. prev. year (%) | -20.0 | 5.0   | -20.7 | -13.5  | 316.7 | 11.1  | 0.0   | 39.6   | -29.6 | 16.3  |
| EBITDA before special items           | -0.3  | -0.2  | 0.2   | -0.3   | -0.2  | -0.1  | 0.2   | -0.1   | -0.2  | -0.3  |
| - EBITDA margin (%)                   | -15.0 | -9.5  | 8.7   | -4.7   | -8.0  | -5.0  | 6.9   | -1.4   | -10.5 | -3.2  |
| UNALLOCATED AND OTHER                 |       |       |       |        |       |       |       |        |       |       |
| EBITDA before special items           | -0.2  | -0.1  | -0.9  | -1.2   | -0.4  | -0.7  | -1.8  | -2.9   | -1.2  | -4.1  |
| SANTA FE GROUP                        |       |       |       |        |       |       |       |        |       |       |
| Revenue                               | 71.4  | 71.0  | 89.1  | 231.5  | 79.8  | 76.4  | 102.4 | 258.6  | 80.0  | 338.6 |
| - Growth vs. same qtr. prev. year (%) | -10.5 | -7.1  | -13.0 | -10.5  | -4.1  | -11.0 | -10.5 | -8.8   | -11.3 | -9.4  |
| EBITDA before special items           | -1.6  | -0.1  | 7.0   | 5.3    | -1.2  | 0.0   | 9.3   | 8.1    | 2.5   | 10.6  |
| - EBITDA margin (%)                   | -2.2  | -0.1  | 7.9   | 2.3    | -1.5  | 0.0   | 9.1   | 3.1    | 3.1   | 3.1   |

# **CONSOLIDATED FINANCIAL STATEMENTS**

# CONSOLIDATED INCOME STATEMENT

| EURm   | Q3 2017           | Q3 2016           | Q1-Q3 2017          | Q1-Q3 2016          | FY 2016             |
|--|-------------------|-------------------|---------------------|---------------------|---------------------|
| Revenue  | 89.1              | 102.4             | 231.5               | 258.6               | 338.6               |
| Direct costs   | 52.6              | 58.5              | 132.5               | 145.7               | 191.4               |
| Other external expenses  | 6.8               | 7.4               | 20.7                | 22.3                | 29.8                |
| Staff costs  | 23.5              | 27.5              | 75.0                | 83.4                | 108.6               |
| Other operating income   | 0.8               | 0.3               | 2.0                 | 0.9                 | 1.8                 |
| Operating profit before amortisation, depreciation, impairment and special items | 7.0               | 9.3               | 5.3                 | 8.1                 | 10.6                |
| Special items, net   | -1.1              | -1.0              | 1.4                 | -2.5                | 7.6                 |
| Operating profit before amortisation, depreciation and impairment                | 5.9               | 8.3               | 6.7                 | 5.6                 | 18.2                |
| Amortisation and depreciation of intangibles, property, plant and equipment      | 1.4               | 1.6               | 4.1                 | 5.4                 | 7.1                 |
| Impairment of goodwill and trademarks, etc.                                      | -0.4              | 0.0               | -0.5                | 0.0                 | 14.8                |
| Operating profit/loss  | 4.9               | 6.7               | 3.1                 | 0.2                 | -3.7                |
| Financial income   | 0.5               | 0.0               | 0.7                 | 0.1                 | 0.4                 |
| Financial expenses   | 0.3               | 0.7               | 1.0                 | 1.7                 | 2.8                 |
| Share of profit in associates  | 0.0               | 0.0               | 0.0                 | 0.2                 | 0.2                 |
| Profit/loss before income tax expense  | 5.1               | 6.0               | 2.8                 | -1.2                | -5.9                |
| Income tax expense   | 1.0               | 1.6               | 3.3                 | 3.0                 | 4.6                 |
| Profit/loss from continuing operations   | 4.1               | 4.4               | -0.5                | -4.2                | -10.5               |
| Profit/loss from discontinued operations   | 0.0               | 0.0               | 0.0                 | 0.0                 | 0.0                 |
| Net profit/loss for the period   | 4.1               | 4.4               | -0.5                | -4.2                | -10.5               |
| Equity holders of the parent   | 4.1               | 3.9               | -0.9                | -5.1                | -11.8               |
| Non-controlling interests  | 0.0               | 0.5               | 0.4                 | 0.9                 | 1.3                 |
|  |                   |                   |                     | 0.5                 |                     |
| Earnings per share (EUR)   | <b>0.3</b><br>0.3 | <b>0.2</b><br>0.3 | <b>-0.1</b><br>-0.1 | <b>-0.5</b><br>-0.4 | <b>-1.0</b><br>-1.0 |
| From continuing operations<br>From discontinued operations                       | 0.3               | -0.1              | -0.1                | -0.4                | -1.0                |
| Earnings per share diluted (EUR)   | 0.3               | 0.2               | -0.1                | -0.5                | -1.0                |
| From continuing operations   | 0.3               | 0.2               | -0.1                | -0.4                | -1.0                |
| From discontinued operations   | 0.0               | -0.1              | -0.1                | -0.4                | -1.0                |

# CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME

| EURm  | Q3 2017 | Q3 2016 | FY 2016 |
|---|---------|---------|---------|
| Net profit/loss for the period  | -0.5    | -4.2    | -10.5   |
| Other comprehensive income for the period   |         |         |         |
| Items not reclassifiable to the income statement  |         |         |         |
| Actuarial gain/(losses), defined benefit obligations  | 0.0     | 0.0     | 0.8     |
| Taxes   | 0.0     | 0.0     | -0.2    |
| Total items not reclassifiable to the income statement, net of tax  | 0.0     | 0.0     | 0.6     |
| Items reclassifiable to the income statement<br>Foreign currency translation adjustments, foreign entities<br>Taxes | -5.0    | -0.5    | 1.1     |
| Total items reclassifiable to the income statement, net of tax  | -5.0    | -0.5    | 1.1     |
| Total comprehensive income , net of tax   | -5.0    | -0.5    | 1.7     |
| Total comprehensive income  | -5.5    | -4.7    | -8.8    |
| Total comprehensive income attributable to:   |         |         |         |
| Equity holders of the Parent Santa Fe Group   | -5.7    | -5.5    | -10.0   |
| Non-controlling interests   | 0.2     | 0.8     | 1.2     |

# **CONSOLIDATED BALANCE SHEET – ASSETS**

| EURm                          | 30.09.17 | 30.09.16 | 31.12.16 |
|-------------------------------|----------|----------|----------|
| Non-current assets            |          |          |          |
| Intangible assets             | 60.3     | 71.8     | 58.8     |
| Property, plant and equipment | 19.5     | 21.1     | 20.7     |
| Investment in associates      | 3.0      | 3.3      | 3.4      |
| Other investments             | 1.6      | 1.7      | 1.7      |
| Deferred tax                  | 2.7      | 3.6      | 2.6      |
| Other receivables             | 1.2      | 1.4      | 1.5      |
| Total non-current assets      | 88.3     | 102.9    | 88.7     |
|                               |          |          |          |
| Current assets                |          |          |          |
| Inventories                   | 1.8      | 1.9      | 2.0      |
| Trade receivables             | 62.2     | 64.5     | 59.9     |
| Other receivables             | 42.8     | 39.8     | 33.0     |
| Current tax receivable        | 0.6      | 0.6      | 0.4      |
| Cash and cash equivalents     | 19.8     | 28.7     | 43.6     |
| Assets held for sale          | -        | 8.6      | 7.1      |
| Total current assets          | 127.2    | 144.1    | 146.0    |
| Total assets                  | 215.5    | 247.0    | 234.7    |

# **CONSOLIDATED BALANCE SHEET – EQUITY AND LIABILITIES**

| EURm   | 30.09.17 | 30.09.16 | 31.12.16 |
|--|----------|----------|----------|
| EQUITY                                       |          |          |          |
| Share capital                                | 115.9    | 115.9    | 115.9    |
| Translation reserve                          | -6.7     | -4.0     | -2.4     |
| Treasury shares                              | -3.2     | -3.2     | -3.2     |
| Retained earnings                            | -27.0    | -17.4    | -23.5    |
| Santa Fe Group's share of equity             | 79.0     | 91.3     | 86.8     |
| Non-controlling interests                    | -        | 1.8      | 2.2      |
| Total equity                                 | 79.0     | 93.1     | 89.0     |
| LIABILITIES                                  |          |          |          |
| Non-current liabilities                      |          |          |          |
| Borrowings                                   | 24.9     | 38.4     | 28.7     |
| Deferred tax                                 | 2.0      | 3.0      | 1.9      |
| Provisions for other liabilities and charges | 5.7      | 2.1      | 4.5      |
| Other liabilities                            | 0.0      | 0.3      | 0.0      |
| Defined benefit obligations                  | 1.6      | 2.3      | 1.7      |
| Total non-current liabilities                | 34.2     | 46.1     | 36.8     |
| Current liabilities                          |          |          |          |
| Borrowings                                   | 6.7      | 2.7      | 12.5     |
| Trade payables                               | 57.4     | 62.3     | 56.3     |
| Other liabilities                            | 36.2     | 40.8     | 35.2     |
| Current tax payable                          | 2.0      | 2.0      | 1.9      |
| Provisions for other liabilities and charges | -        | -        | 3.0      |
| Liabilities held for sale                    | 0.0      | 0.0      | 0.0      |
| Total current liabilities                    | 102.3    | 107.8    | 108.9    |
| Total liabilities                            | 136.5    | 153.9    | 145.7    |
| Total equity and liabilities                 | 215.5    | 247.0    | 234.7    |

# CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

| EURm  | Share<br>capital | Trans-<br>lation-<br>reserve | Treasury<br>shares | Retained<br>earnings | Proposed<br>dividend<br>for the year | SFG's<br>share<br>of equity | Non-<br>controlling<br>interests | Total<br>equity |
|---|------------------|------------------------------|--------------------|----------------------|--------------------------------------|-----------------------------|----------------------------------|-----------------|
| Equity at 1 January 2017  | 115.9            | -2.4                         | -3.2               | -23.5                | 0.0                                  | 86.8                        | 2.2                              | 89.0            |
| Comprehensive income for the period                               |                  |                              |                    |                      |                                      |                             |                                  |                 |
| Profit for the period   | 0.0              | 0.0                          | 0.0                | -0.9                 | 0.0                                  | -0.9                        | 0.4                              | -0.5            |
| Other comprehensive income  |                  |                              |                    |                      |                                      |                             |                                  |                 |
| Foreign currency translation adjustments, foreign entities        | 0.0              | -4.3                         | 0.0                | 0.0                  | 0.0                                  | -4.3                        | -0.2                             | -4.5            |
| Actuarial gain/(losses), defined benefit obligations reclassified | 0.0              | 0.0                          | 0.0                | 0.0                  | 0.0                                  | 0.0                         | 0.0                              | 0.0             |
| Tax on other comprehensive income, reclassified                   | 0.0              | 0.0                          | 0.0                | 0.0                  | 0.0                                  | 0.0                         | 0.0                              | 0.0             |
| Total other comprehensive income                                  | 0.0              | -4.3                         | 0.0                | 0.0                  | 0.0                                  | -4.3                        | -0.2                             | -4.5            |
| Total other comprehensive income for the period                   | 0.0              | -4.3                         | 0.0                | -0.9                 | 0.0                                  | -5.2                        | 0.2                              | -5.0            |
|   |                  |                              |                    |                      |                                      |                             |                                  |                 |
| Transactions with the equity holders                              |                  |                              |                    |                      |                                      |                             |                                  |                 |
| Interim dividends paid to shareholders                            | 0.0              | 0.0                          | 0.0                | 0.0                  | 0.0                                  | 0.0                         | 0.0                              | 0.0             |
| Acquisition of non-controlling interests                          | 0.0              | 0.0                          | 0.0                | -2.6                 | 0.0                                  | -2.6                        | -2.4                             | -5.0            |
| Share-based payments  | 0.0              | 0.0                          | 0.0                | 0.0                  | 0.0                                  | 0.0                         | 0.0                              | 0.0             |
| Total transactions with the equity holders                        | 0.0              | 0.0                          | 0.0                | -2.6                 | 0.0                                  | -2.6                        | -2.4                             | -5.0            |
| Equity at 30 September 2017                                       | 115.9            | -6.7                         | -3.2               | -27.0                | 0.0                                  | 79.0                        | 0.0                              | 79.0            |
|   |                  |                              |                    |                      |                                      |                             |                                  |                 |
| Equity at 1 January 2016  | 115.9            | -3.6                         | -3.2               | -12.3                | 0.0                                  | 96.8                        | 1.7                              | 98.5            |
| Comprehensive income for the period                               |                  |                              |                    |                      |                                      |                             |                                  |                 |
| Profit for the period   | 0.0              | 0.0                          | 0.0                | -5.1                 | 0.0                                  | -5.1                        | 0.9                              | -4.2            |
| Other comprehensive income  |                  |                              |                    |                      |                                      |                             |                                  |                 |
| Foreign currency translation adjustments, foreign entities        | 0.0              | -0.4                         | 0.0                | 0.0                  | 0.0                                  | -0.4                        | -0.1                             | -0.5            |
| Actuarial gain/(losses), defined benefit obligations              | 0.0              | 0.0                          | 0.0                | 0.0                  | 0.0                                  | 0.0                         | 0.0                              | 0.0             |
| Tax on other comprehensive income                                 | 0.0              | 0.0                          | 0.0                | 0.0                  | 0.0                                  | 0.0                         | 0.0                              | 0.0             |
| Total other comprehensive income                                  | 0.0              | -0.4                         | 0.0                | 0.0                  | 0.0                                  | -0.4                        | -0.1                             | -0.5            |
| Total other comprehensive income for the period                   | 0.0              | -0.4                         | 0.0                | -5.1                 | 0.0                                  | -5.5                        | 0.8                              | -4.7            |
|   |                  |                              |                    |                      |                                      |                             |                                  |                 |
| Transactions with the equity holders                              |                  |                              |                    |                      |                                      |                             |                                  |                 |
| Dividends, treasury shares  | 0.0              | 0.0                          | 0.0                | 0.0                  | 0.0                                  | 0.0                         | -0.7                             | -0.7            |
| Total transactions with the equity holders                        | 0.0              | 0.0                          | 0.0                | 0.0                  | 0.0                                  | 0.0                         | -0.7                             | -0.7            |
| Equity at 30 September 2016                                       | 115.9            | -4.0                         | -3.2               | -17.4                | 0.0                                  | 91.3                        | 1.8                              | 93.1            |

# CONSOLIDATED CASH FLOW STATEMENT

| EURm   | 30.09.17 | 30.09.16 | 31.12.16 |
|--|----------|----------|----------|
| Cash flows from operating activities                               |          |          |          |
| Operating profit/loss  | 3.1      | 0.2      | -3.7     |
| Adjustment for:  |          |          |          |
| Depreciation and amortisation and impairment losses                | 3.5      | 5.5      | 21.9     |
| Gain on divestment of Records Management activities in 5 countries | -4.2     | 0.0      | -12.2    |
| Other non-cash items   | -2.8     | -0.1     | 1.5      |
| Change in working capital  | -9.3     | -0.2     | 3.8      |
| Interest paid  | -0.9     | -1.2     | -1.7     |
| Interest received  | 0.1      | 0.0      | 0.1      |
| Corporate tax paid   | -3.1     | -3.3     | -5.1     |
| Net cash flow from operating activities                            | -13.6    | 0.9      | 4.6      |
| Cash flows from investing activities                               |          |          |          |
| Dividends received from associates                                 | 0.3      | 0.2      | 0.2      |
| Investments in intangible assets and property, plant and equipment | -5.5     | -3.7     | -5.7     |
| Proceeds from sale of non-current assets                           | 0.4      | 0.3      | 0.4      |
| Divestment of Records Management activities in 5 countries         | 10.6     | 0.0      | 13.4     |
| Change in non-current investments                                  | 0.1      | 0.5      | 0.3      |
| Net cash flow from investing activities                            | 5.9      | -2.7     | 8.6      |
| Net cash flow from operating and investing activities              | -7.7     | -1.8     | 13.2     |
|  |          |          |          |
| Cash flows from financing activities                               |          |          |          |
| Proceeds from borrowings   | 3.1      | 1.4      | 2.4      |
| Repayment of borrowings  | -12.5    | -0.9     | -1.7     |
| Capitalised financing and legal expenses                           | -0.2     | 0.0      | -0.3     |
| Purchase of non-controlling interests in subsidiaries              | -5.0     | -        | -        |
| Dividend paid out to non-controlling interests in subsidiaries     | 0.0      | -0.4     | -0.7     |
| Net cash flow from financing activities                            | -14.6    | 0.1      | -0.3     |
| Changes in cash and cash equivalents                               | -22.3    | -1.7     | 12.9     |
| Cash and cash equivalents at beginning of year                     | 43.6     | 30.5     | 30.5     |
| Translation adjustments of cash and cash equivalents               | -1.5     | -0.1     | 0.2      |
| Cash and cash equivalents end of period                            | 19.8     | 28.7     | 43.6     |

## **NOTE 1 – CORPORATE INFORMATION**

Santa Fe Group A/S is a limited liability company incorporated and domiciled in Denmark. The address of its registered office is 20 Indiakaj, DK-2100 Copenhagen Ø, Denmark.

The Santa Fe Group A/S and its subsidiaries (together the Santa Fe Group or the Group) provide moving, value-added relocation and records management services to corporate and individual clients.

The Company has its listing on Nasdaq Copenhagen A/S, where its shares are publicly traded.

On 16 November 2017, the Board of Directors approved this interim report for issue.

Figures in the Interim Report Q3 2017 are presented in EUR million with one decimal point unless otherwise stated.

## **NOTE 2 – ACCOUNTING POLICIES**

#### Basis of preparation of the Interim Report Q3 2017

The Interim Report Q3 2017 has been prepared in accordance with IAS 34 Interim Financial Reporting (IFRS) as adopted by the EU and Danish disclosure requirements for listed companies.

The Interim Report Q3 2017 contains condensed consolidated financial statements of Santa Fe Group A/S and does not include all the information and disclosures required in the annual financial statements, and should be read in conjunction with the Company's Annual Report 2016.

The Interim Report Q3 2017 has been prepared using the same accounting policies as the Company's Annual Report 2016, except as described below in note 3.

A description of the accounting policies is available in chapter 1-5 on pages 47-69 of the Company's Annual Report 2016.

#### NOTE 3 – NEW ACCOUNTING STANDARDS, CHANGES IN ACCOUNTING POLICIES, ESTIMATES AND PRESENTATION

The Santa Fe Group expects to adopt all new, amended or revised accounting standards and interpretations ('IFRS') as published by the IASB, and also those that are endorsed by the EU effective for the accounting period beginning on 1 January 2017 as they become mandatory. These IFRSs have not had a significant impact on the consolidated financial statements for the first nine months of 2017.

Significant accounting estimates and judgements are described in the Company's Annual Report 2016, note 1.6, pages 49.

#### NOTE 4 – BUYOUT OF MINORITY SHAREHOLDER IN CHINESE SUBSIDIARY

On 20 March 2017, the Santa Fe Group entered into an agreement with the Chinese partner to acquire their 50% minority shareholding and thereby giving Santa Fe 100% ownership over the Chinese subsidiary. On 7 July 2017, having obtained all regulatory approvals the Santa Fe Group completed the acquisition of the remaining 50% of the shares in Sino Santa Fe for a consideration of RMB 39.7m (equivalent to EUR 5.0m).

Up until 30 June 2017 Sino Santa Fe China was consolidated 100% into the income statement and balance sheet, and the minority share in China was disclosed separately as noncontrolling interests in the profit/loss and equity respectively. As from the completion date no non-controlling interest is reported in the Income Statement. The cash consideration paid has been set off against the carrying amount of the non-controlling interests in the equity and the residual between cash consideration paid and the carrying amount has reduced retained earnings.

## **NOTE 5 – SUBSEQUENT EVENTS**

On 15 November 2017, the Santa Fe Group finalised and signed the agreement to divest the Records Management business in China to Iron Mountain Inc. against a cash consideration of EUR 23m. The divestment is expected to result in a divestment gain of approximately EUR 19m and net proceeds after tax of around EUR 15m. The transaction will predominantly take the form of an asset transfer and is expected to close towards the end of 2017, although a delay into early 2018 is possible. The net gain before tax from the divestment will be recognised as special items.

No other material events have taken place after 30 September 2017.

# **NOTE 6 – OPERATING SEGMENTS**

| Q1-Q3                       | Eur   | ope   | Asia |       | Australia |      | Americas |      | Reportable segments |       | Corporate and<br>unallocated<br>activities |      | d<br>Santa Fe<br>Group |       |
|-----------------------------|-------|-------|------|-------|-----------|------|----------|------|---------------------|-------|--|------|------------------------|-------|
| EURm                        | 2017  | 2016  | 2017 | 2016  | 2017      | 2016 | 2017     | 2016 | 2017                | 2016  | 2017                                       | 2016 | 2017                   | 2016  |
| Income statement            |       |       |      |       |           |      |          |      |                     |       |  |      |                        |       |
| Revenue                     | 134.2 | 141.8 | 91.6 | 108.6 | 40.9      | 43.7 | 8.3      | 9.0  | 275.0               | 303.1 | 0.0  | 0.0  | 275.0                  | 303.1 |
| Intercompany revenue        | 18.3  | 20.2  | 21.6 | 20.6  | 1.7       | 2.1  | 1.9      | 1.6  | 43.5                | 44.5  | 0.0  | 0.0  | 43.5                   | 44.5  |
| External revenue            | 115.9 | 121.6 | 70.0 | 88.0  | 39.2      | 41.6 | 6.4      | 7.4  | 231.5               | 258.6 | 0.0  | 0.0  | 231.5                  | 258.6 |
| EBITDA before special items | 4.0   | 4.0   | 6.8  | 10.8  | -4.0      | -3.7 | -0.3     | -0.1 | 6.5                 | 11.0  | -1.2                                       | -2.9 | 5.3                    | 8.1   |
| Balance sheet               |       |       |      |       |           |      |          |      |                     |       |  |      |                        |       |
| Total assets                | 123.7 | 123.1 | 54.1 | 77.6  | 15.0      | 32.9 | 3.9      | 3.4  | 196.7               | 237.0 | 18.9                                       | 10.0 | 215.5                  | 247.0 |

The segment reporting is based on the internal management reporting.

Reconciliation items in "Corporate and unallocated items" are primarily related to corporate costs and corporate assets including cash and cash equivalents held by the Parent company and the Group functions in London.

The reportable segments provide moving, relocation and records management services to corporate and individual clients. Due to the seasonal nature of these services, higher revenues and operating profits are usually expected in the second half of the year (Q3 in particular) rather than in the first 6 months. Higher revenue during Q3 is primarily driven by many relocations during the peak summer holiday season (including school holiday) in Europe and Asia which is the preferred relocation period. However, the peak season in Australia falls within December and January. This information is provided to allow for a better understanding of the results, however, management has concluded that this is not "highly seasonal" in accordance with IAS 34.

# STATEMENT BY THE BOARD OF DIRECTORS AND THE EXECUTIVE BOARD

The Board of Directors and the Executive Board have today discussed and approved the interim report of Santa Fe Group A/S for the interim period 1 January to 30 September 2017.

The interim report, which has not been audited or reviewed by the Company's auditor, has been prepared in accordance with IAS 34 Interim Financial Reporting, as adopted by the EU, and Danish disclosure requirements for listed companies.

In our opinion, the interim report gives a true and fair view of the Santa Fe Group's assets, liabilities and financial position as of

30 September 2017 and of the results of the Santa Fe Group's operations and the consolidated cash flow for the interim period 1 January to 30 September 2017.

Further, in our opinion the Management's review includes a financial review of the development in the Santa Fe Group's operations and conditions, the result for the period, cash flow and the financial position as a whole, and describes the most significant risks and uncertainty factors that the Group faces.

Copenhagen, 16 November 2017

Santa Fe Group A/S

## **Executive Board:**

Martin Thaysen Group CEO Christian Møller Laursen Group CFO

#### **Board of Directors:**

Henning Kruse Petersen Chairman Preben Sunke Deputy Chairman

Michael Hauge Sørensen

Jakob Holmen Kraglund