

## Financial Summary

| Financial Highlights | $\begin{array}{r} \text { FY } 2011 \\ \$ ’ m \end{array}$ | $\begin{array}{r} \text { FY } 2010 \\ \$ ’ m \end{array}$ | Change \% |
| :---: | :---: | :---: | :---: |
| Total Revenue | 291.7 | 280.6 | 4.0 |
| NDR (Gross Margin) | 64.6 | 62.6 | 3.1 |
| Underlying EBITDA ${ }^{1}$ | 11.3 | 9.2 | 22.3 |
| Statutory EBITDA | 11.3 | 9.0 | 25.0 |
| Underlying NPAT ${ }^{182}$ | (0.9) | (1.8) | n/a |
| Statutory NPAT | (5.8) | (8.4) | n/a |
| Underlying EPS ${ }^{182}$ (cents) | (0.8) | (1.6) | n/a |
| Operating cash flow before interest and taxation | 9.7 | 10.8 | (10.2) |
| Operating cash flow | 0.8 | 4.0 | (80.0) |

${ }^{1}$ Before significant items FY11:\$nil FY10: \$0.2m
${ }^{2}$ Before amortisation of intangibles, notional interest on deferred payments for business acquisitions under IFRS and impairment of non-current assets

## Operational highlights

## Growth and performance:

- FY11 strategic and geographic alignment to capitalise on growth sectors
- Profit growth momentum continued = EBITDA up 25\% after 58\% rise in 2010
- Focus on steady and sustainable growth


## Productivity and efficiency:

- Continued gains from better consultant productivity and efficiency
- Optimisation of other costs
- Overall EBITDA to NDR at 17.5\% = 3.5 bps improvement on 2010


## Capital management

## Financing:

- Compliance with covenants since July 2009
- $\$ 2.6$ million debt repaid during the year
- Bank facilities extended to 30 September 2012
- Credit approved term sheet for restructure of debt facilities:
- Non interest bearing subordinated debt facility of \$33 million - expiry 31 March 2014
- Senior term debt facility of $\$ 56.1$ million (amortising at $\$ 650 \mathrm{k}$ per quarter), in part to cover vendor payments in November 2011 - expiry 31 March 2014
- Working capital facility $\$ 10$ million, subject to annual review
- $\$ 6$ million bank debt drawn down to fund $\$ 7.2$ million of vendor earn out payments


## Capital management:

- No dividend declared
- Operating cash flow before interest and taxation at $\$ 9.7$ million $=$ good conversion of EBITDA to cash


## Acquisition model:

- Earn-out payments of $\$ 7.2$ million paid during the year
- Balance on track to be extinguished over next 3 years


## Key operating indicators

CONNECTED PEOPLE

- Improved consultant efficiency
- EBITDA to NDR moved towards target

Consultant costs to NDR:Target below 40\%


EBITDA to NDR: Target above 23\%


## Business profile (NDR)

- Diversity: Exploited growth across two speed economy
- Service mix: Permanent strong in FY11 - Building temporary and contract capability for growth optimisation

Industry


- Legal: 2.2 \%
- Sales and Marketing: 13.2 \%
- Blue Collar: 9.1 \%
- Business Support: 11.8 \%
- Resources: 9.3 \%
- Financial (including accounting): 15.5 \%
- IT: 21.3 \%
- Government (including health): 17.6 \%


## Consultants

- Overall numbers stable between 250 and 260
- However added consultants in selected growth markets



## Underlying profitability

| 12 months ended 30 June | $\begin{array}{r} 2011 \\ \text { SM } \end{array}$ | $\begin{array}{r} 2010 \\ \text { SM } \end{array}$ | Change \% |
| :---: | :---: | :---: | :---: |
| Revenue | 291.7 | 280.6 | 4.0 |
| NDR (Gross margin) | 64.6 | 62.6 | 3.2 |
| EBITDA | 11.3 | 9.2 | 22.8 |
| Depreciation | (0.8) | (1.0) |  |
| EBIT | 10.5 | 8.2 | 28.0 |
| Finance costs - amortisation <br> Finance costs - interest/charges | $\begin{aligned} & (2.6) \\ & (8.1) \end{aligned}$ | $\begin{aligned} & (1.5) \\ & (7.9) \end{aligned}$ |  |
| Loss Before Tax | (0.2) | (1.2) | (83.3) |
| Tax | 0.1 | 0.4 |  |
| Cash interest on vendor liabilities | (0.4) | (0.8) |  |
| NPAT | (0.5) | (1.6) | (67.6) |

NPAT attributable to equity holders
(0.9)
(1.8)
(50.6)

EPS (cents)
(0.8)
(1.6)

## Financial position

| 30 June | $\begin{array}{r} 2011 \\ \$ M \end{array}$ | $\begin{array}{r} 2010 \\ \$ M \end{array}$ | Change \% |
| :---: | :---: | :---: | :---: |
| Cash | 2.0 | 3.6 | (44) |
| Receivables | 37.2 | 38.0 | (2) |
| Goodwill | 70.3 | 71.3 | (1) |
| Identifiable intangibles | 3.4 | 7.3 | (53) |
| Other assets | 11.1 | 10.7 | 4 |
| Total Assets | 124.0 | 130.9 | (5) |
| Current Liabilities |  |  |  |
| Trade payables | 23.2 | 25.9 | (10) |
| Deferred vendor consideration | 6.3 | 7.5 | (16) |
| Borrowings - working capital | 32.6 | 24.0 | 36 |
| Borrowings - acquisitions debt | 50.9 | 53.8 | (5) |
| Non Current Liabilities |  |  |  |
| Deferred vendor consideration | 4.6 2.4 | 9.3 0.0 | (51) |
| Borrowings - acquisitions debt | 2.4 2.9 | 2.9 | (0) |
| Other liabilities 2.9 |  |  |  |
| Total Liabilities | 122.9 | 123.4 | 0 |
| Net Assets | 1.1 | 7.5 | (85) |
| Net Asset backing (cents) | 1.0 | 6.8 |  |

## Vendor payment profile

- Vendor payments on track to be extinguished in 2014

Vendor Earn Out Payments ${ }^{1}$


1 Estimated vendor earn out payments for FY 12 to FY 14 at future value of $\$ 12.4 \mathrm{~m}$.
Balance sheet (Deferred vendor consideration) at present value of $\$ 10.9 \mathrm{~m}$.

## Outlook

## Short term

- Continue to target (as announced at half year) :
- consistency of performance across businesses
- efficiency and productivity
- organic expansion
- capital discipline and debt refinancing
-Strategic alignment to capitalise on growth sectors, acknowledging increased risk profile from recent global and local market conditions
- Investing in:
- front line resources, including temporary and contract management capabilities
- development and training
- technology, social media and online initiatives


## Long term

- Skills shortages will present good opportunities for specialist recruiters


## Appendices

## Statutory profitability

| 12 months ended 30 June | $\begin{array}{r} 2011 \\ \$ M \end{array}$ | $\begin{array}{r} 2010 \\ \$ M \end{array}$ | Change \% |
| :---: | :---: | :---: | :---: |
| Revenue | 291.7 | 280.6 | 4.0 |
| NDR (Gross margin) | 64.6 | 62.6 | 3.2 |
| EBITDA | 11.3 | 9.0 | 25.6 |
| Depreciation | (0.8) | (1.0) |  |
| Amortisation | (3.2) | (5.6) |  |
| EBIT | (7.3) | 2.4 | 204.2 |
| Notional interest on vendor liabilities | (1.4) | (1.9) |  |
| Finance costs - amortisation | (2.6) | (1.5) |  |
| Finance costs - interest/charges | (8.1) | (7.9) |  |
| Impairment charge | (1.3) | (0.2) |  |
| Loss Before Tax | (6.1) | (9.1) | (33.0) |
| Tax | 0.7 | 0.9 |  |
| NPAT | (5.8) | (8.2) | (34.1) |
| NPAT attributable to equity holders | (5.8) | (8.4) | (31.0) |
| EPS (cents) | (5.3) | (7.6) |  |

## Reconciliation: statutory to underlying

Underlying NPAT adjusts for significant items, AIFRS-required amortisation, notional interest on vendor liabilities and goodwill impairment

|  | $\mathbf{2 0 1 1}$ | $\mathbf{2 0 1 0}$ |
| :--- | ---: | ---: |
| $\mathbf{1 2}$ months ended $\mathbf{3 0}$ June | $\mathbf{\$ M}$ | $\mathbf{\$ M}$ |
| Statutory NPAT - Equity holders | $\mathbf{5 . 8 )}$ | $\mathbf{( 8 . 4 )}$ |
| Significant items | 0.0 | 0.2 |
| Significant non cash items |  |  |
| Add back: Amortisation of identifiable intangible assets | 3.2 | 5.6 |
| $\quad$ Notional interest on vendor liabilities | 1.4 | 1.9 |
| $\quad$ Impairment of goodwill | 1.3 | 0.2 |
| Deduct: $\quad$ Cash interest on vendor liabilities | $(0.4)$ | $(0.8)$ |
| Tax effect | $(0.6)$ | $\mathbf{( 0 . 5 )}$ |
| Underlying NPAT - Equity holders | $\mathbf{( 0 . 9 )}$ | $\mathbf{( 1 . 8 )}$ |

