# Building on our potential



Strategy update
21 November 2017



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# Today's agenda

- Context for strategic review
- Strategy update
- Executing our strategy
- Case studies
  - Customer service: Serving our Roofing customers
  - Customer value: Delivering customer value in Air Handling
  - Operational efficiency: Driving operational efficiency in France
- Financial guidance
- Conclusions and questions





# Andrew Allner Chairman





# Meinie Oldersma Chief Executive Officer

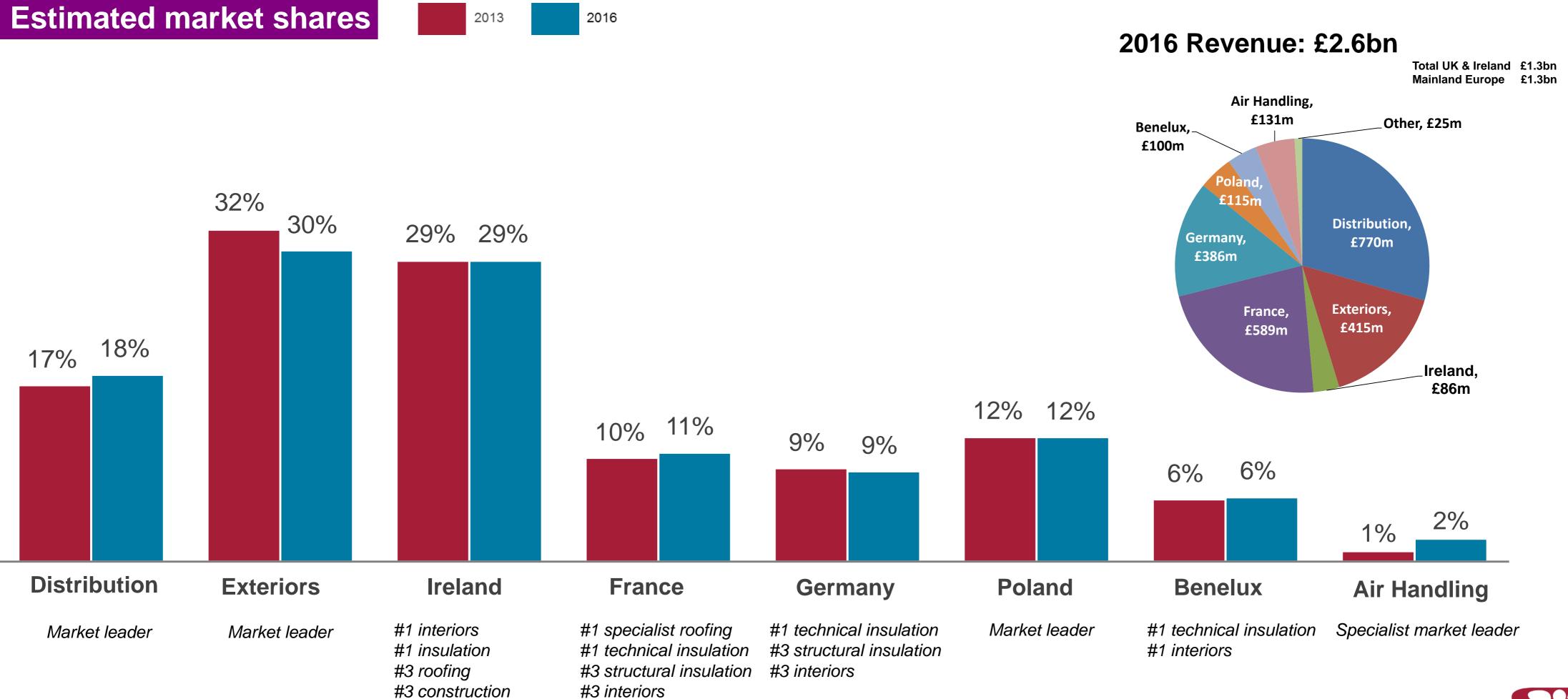


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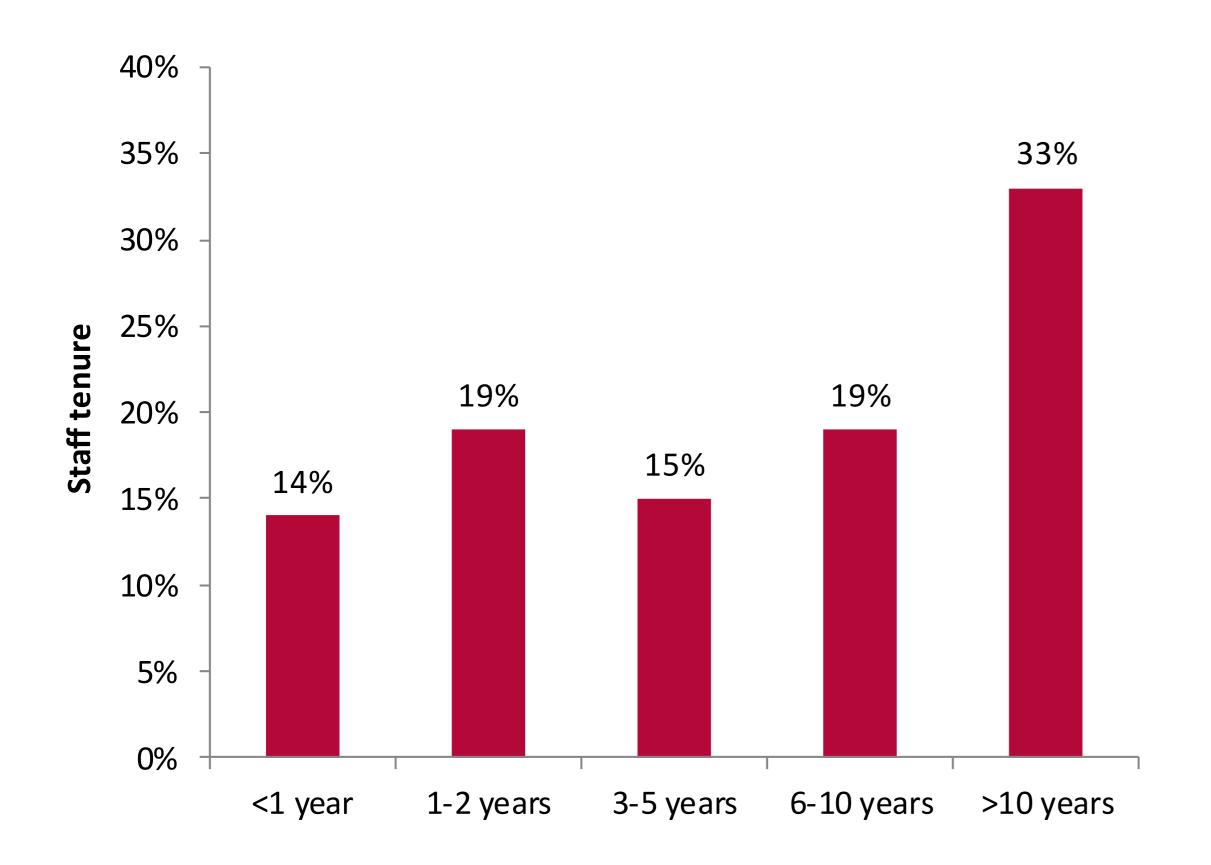
# Our leading market positions





accessories

# Our experienced people



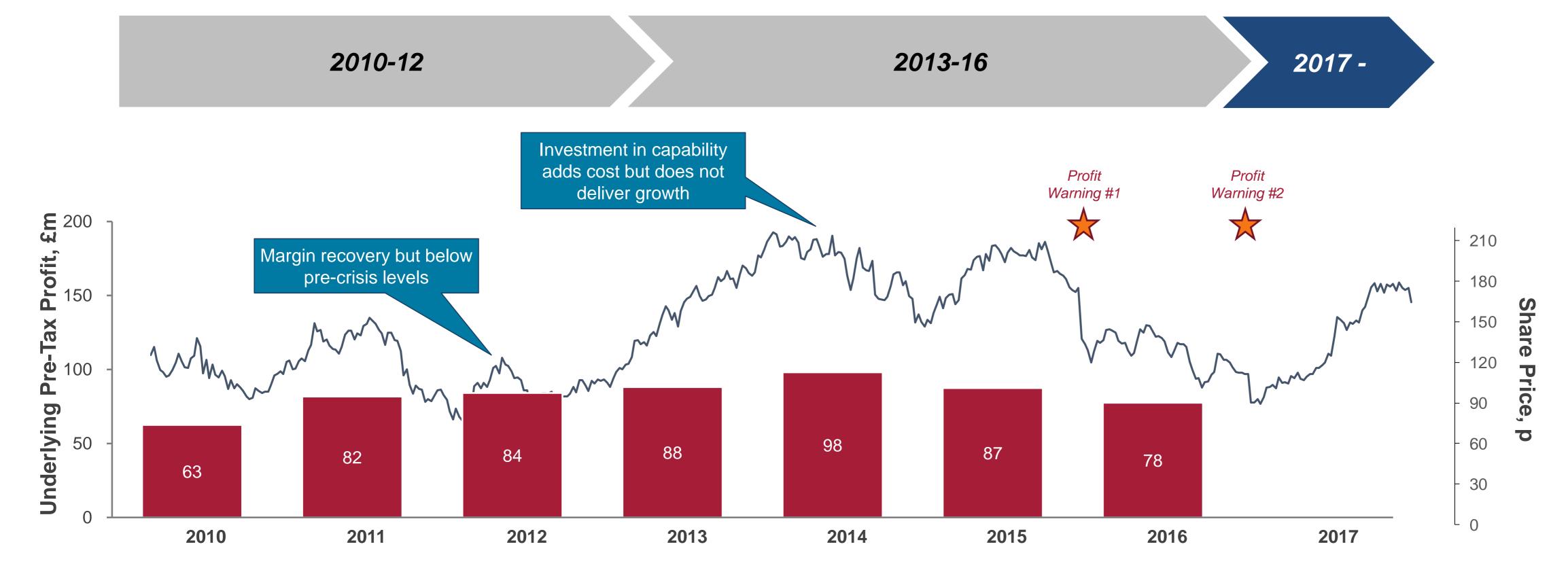


### Length of tenure provides bedrock of experience



NOTE: SIG staff tenure at October 2017

# Lack of meaningful profit growth since 2010



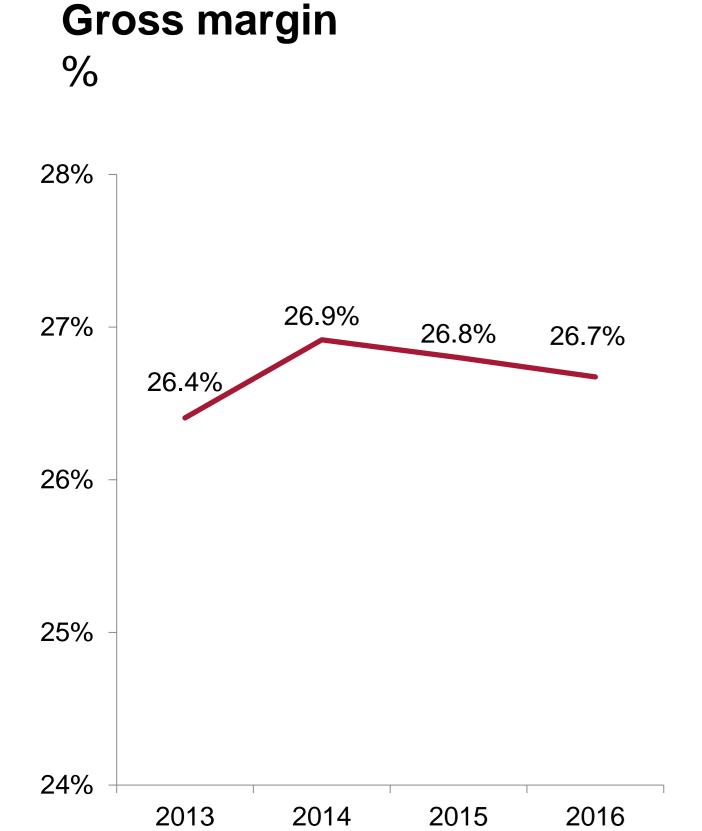
- Loose central organisation with individual Opco focus
- Headcount reduced by c.3,000 and 180 branches closed
- Group fragmented with many disparate brands and businesses

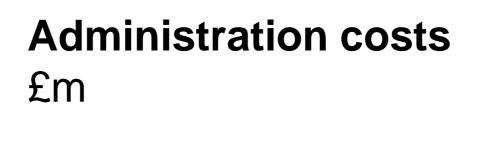
- Investment in central capability adds £45m administration costs
- Many initiatives pursued, though few deliver
- Weak incentive structures and performance management mechanisms
- Poor allocation of capital

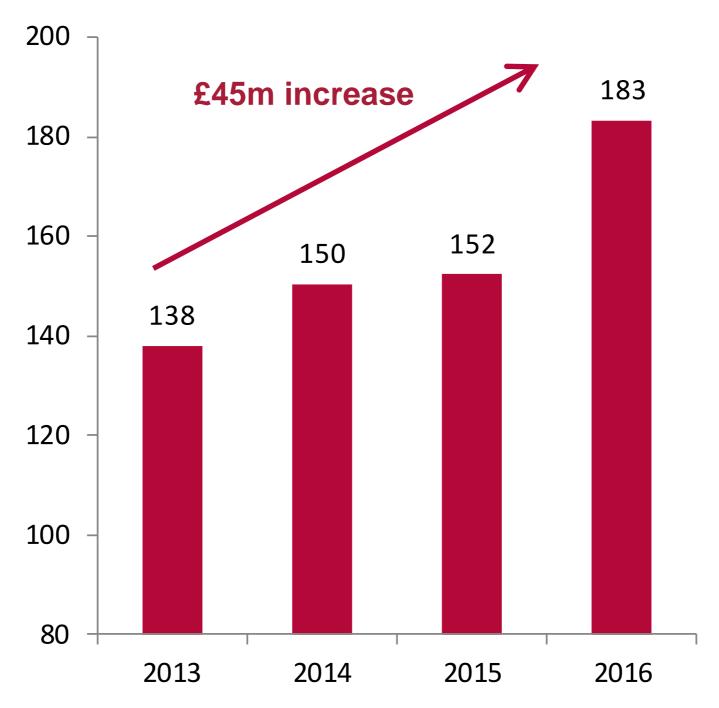
- New leadership (Chairman, CEO, CFO)
- Comprehensive review of strategy



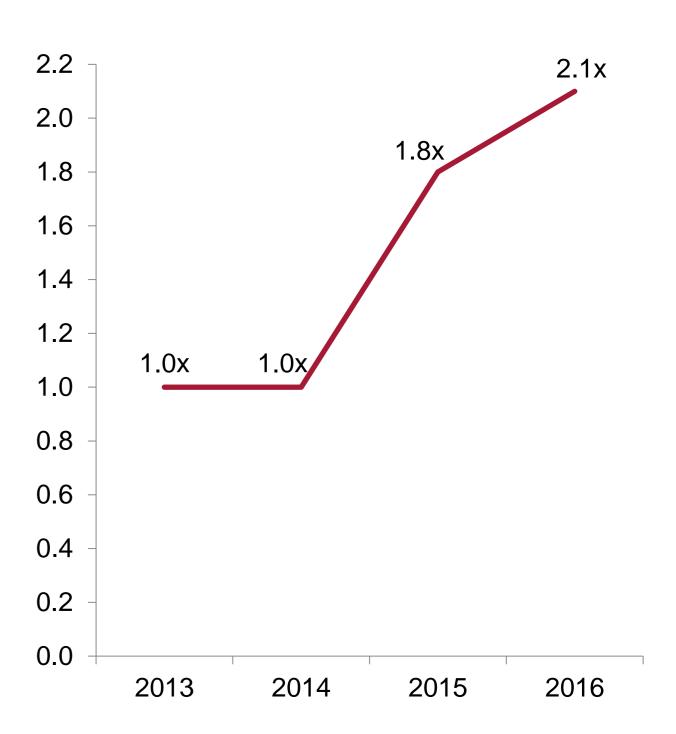
# Poor operational and financial control over 2013-16





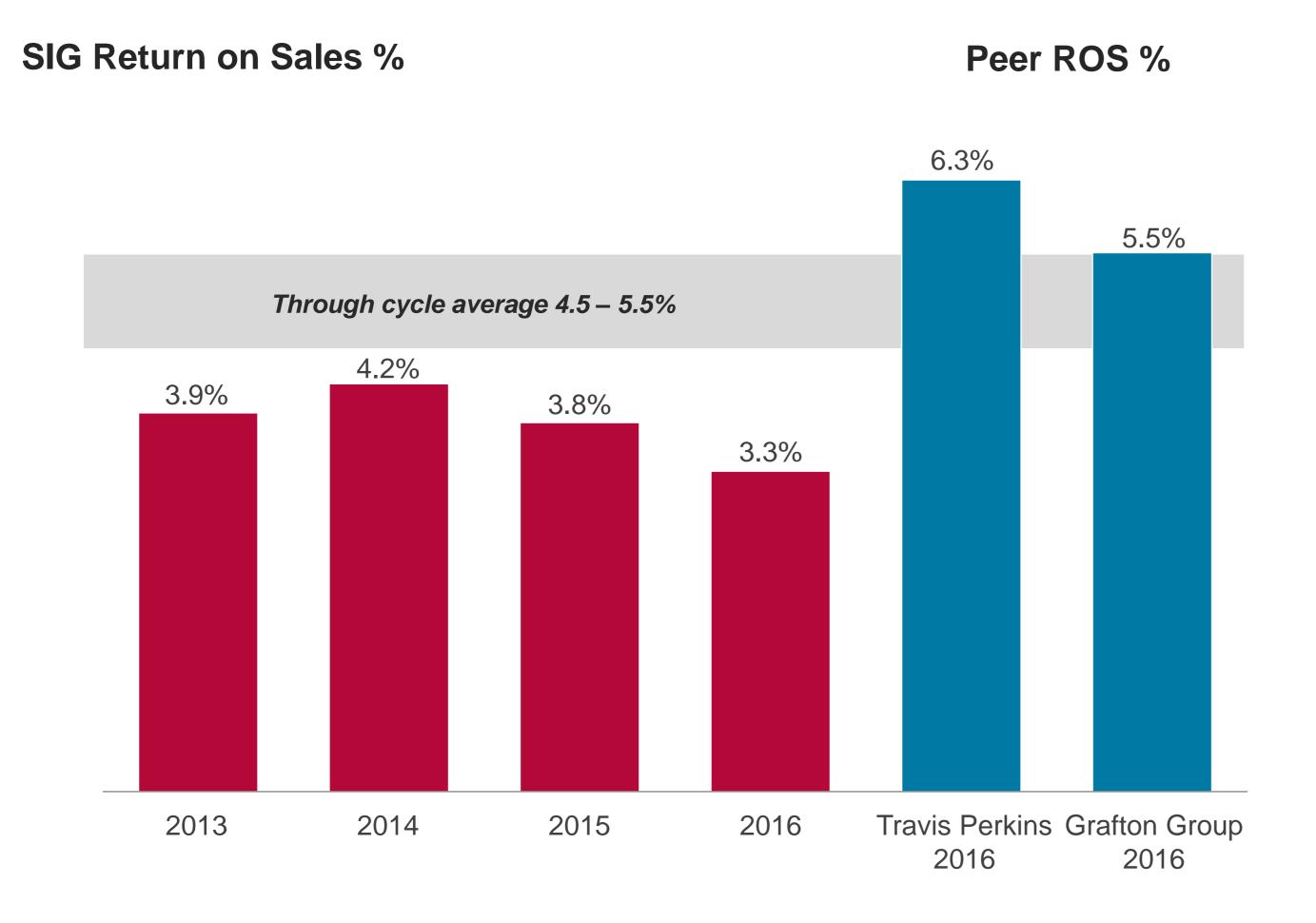


### Headline financial leverage Net Debt / EBITDA





# Considerable scope to improve margin



- SIG has historically delivered a through cycle average ROS of 4.5 - 5.5%
- Every 100bps improvement in SIG's ROS% adds c.£27m additional profit



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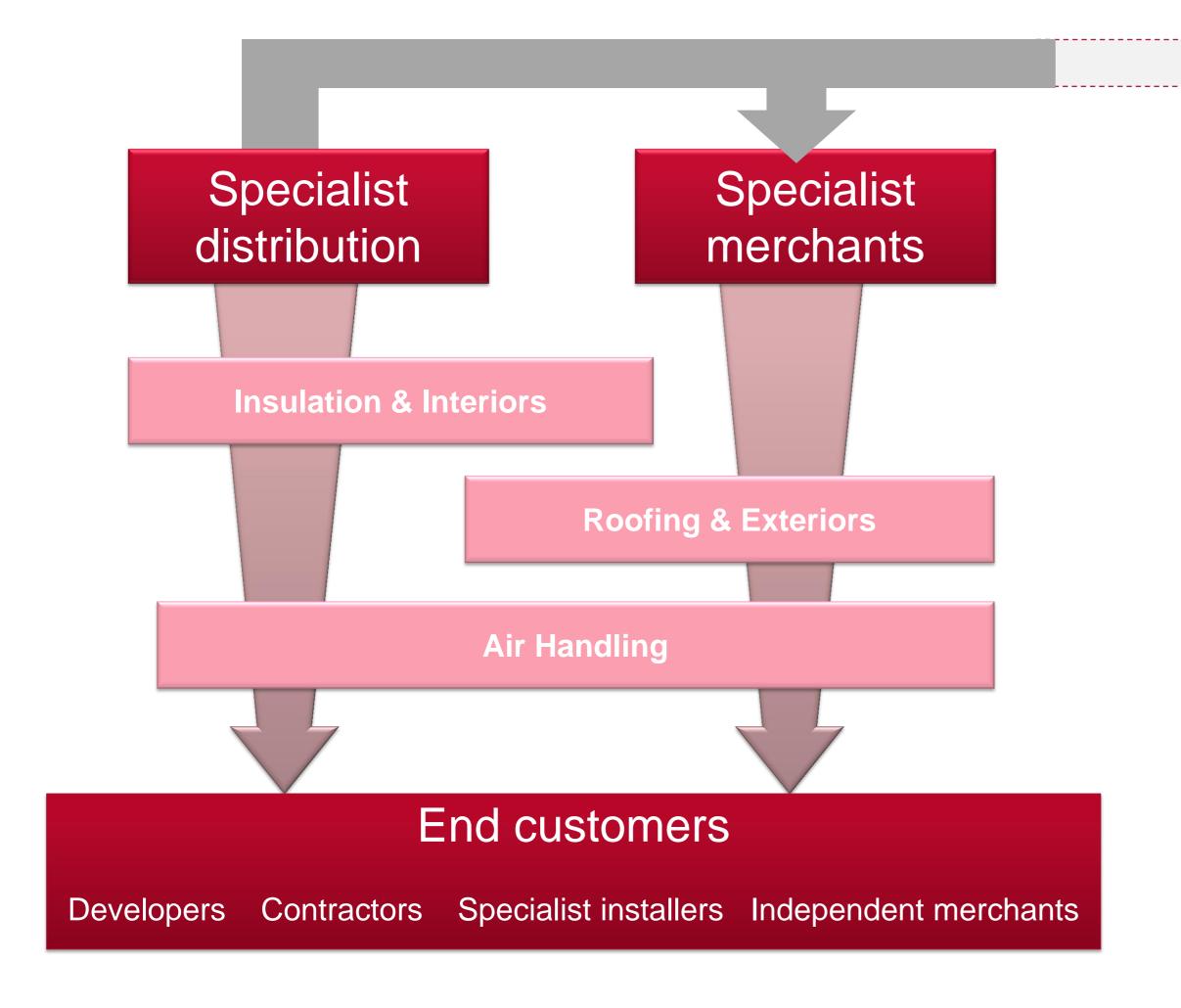


# Review of strategy

- Initiated April 2017
- Thorough and robust review
  - Preliminary view from granular external benchmarking
  - Detailed bottom-up analysis by Opco
  - Supported by external consultants
  - o Importantly, aspirations set by local management teams and only then aggregated at Group level
  - Output in form of medium term plan, focusing on a small number of strategic levers and key strategic enablers that will deliver materially improved performance
- Review has confirmed that there is considerable opportunity to deliver significantly improved operational and financial performance in each major Opco, and across the Group as a whole
- Improvement will come from focused delivery of three strategic levers around customer service, customer value and operational efficiency
- Highly disciplined execution will be required to deliver this opportunity
  - SIG's track record highlights the considerable challenge in delivering lasting change



# Our specialist business model



General merchants

Retail / DIY

### Advantages of specialist focus

- Defined product focus
- Key supply niche
- Partnership with both suppliers and customers
- Market leadership
- Less asset intensive than traditional merchants

SIG is focused on specialist distribution and merchanting of specialist products for our business customers



# Value-add through our specialist business model



We bring value to our customers as a specialist 'middle man' in our core markets



# Strong positions in our core markets

### **Insulation and Interiors**

- Specialist distribution of both value-add and commodity products
- Broad product range across technical and structural insulation and interiors
- Consolidated markets
- Few key suppliers, many large and small customers





# Strong positions in our core markets

### **Roofing and Exteriors**

- Specialist merchanting business
- Broad product range across pitched and flat roofs, facades and accessories
- Markets more regional and fragmented
- Few key suppliers, many small customers





# Strong positions in our core markets

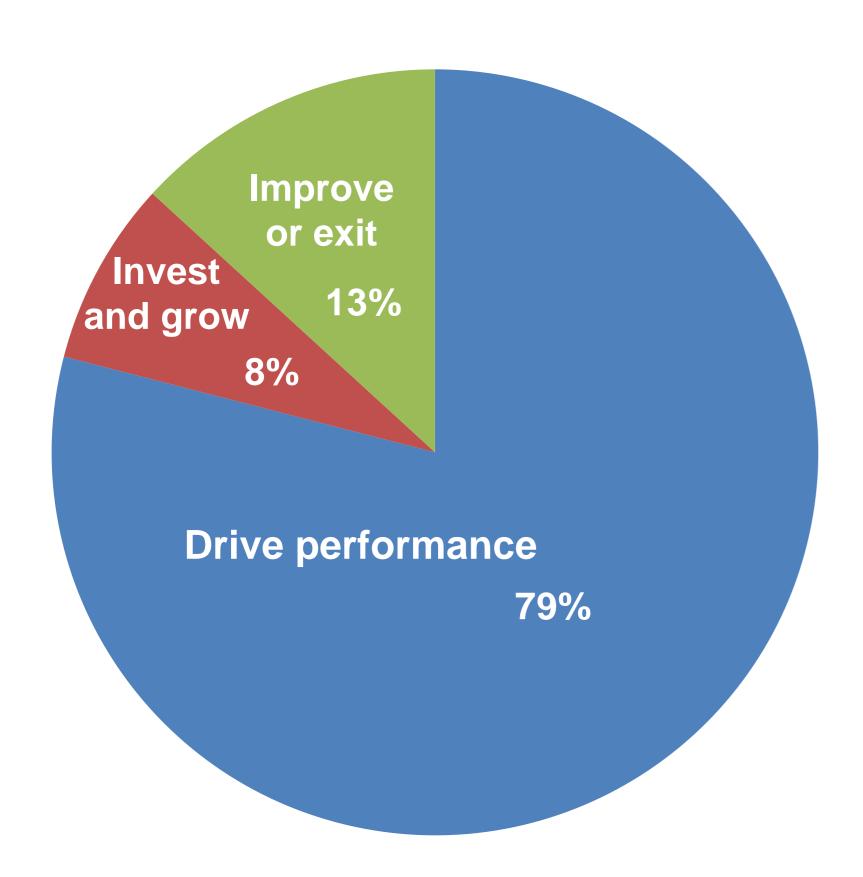
### **Air Handling**

- Specialist through the value chain
- Broad product range from ducting to climate ceilings
- Highly unconsolidated market
- Many suppliers, many customers





# Our core markets present a significant opportunity



2016 total revenue: £2.8bn

(incl. discontinued)

### **Drive performance**

Insulation & Interiors / Roofing & Exteriors

- Major financial contribution
- Sustainable positions and clear strategic rationale
- Significant potential for improvement

#### **Invest and grow**

Air Handling with other specialist businesses over time

- Strong financial performance and trajectory
- Highly profitable market potential
- Scope to invest and grow

#### Improve or exit

5% already addressed (incl. Carpet & Flooring, Building Plastics), with a further 8% potential exit candidates (other peripheral businesses)

- Small scale is a management distraction
- Limited fit with Group strategy
- Poor financial performance



# Our strategic vision

#### **Baseline growth**

Growth in line with market

#### **Our vision**

To deliver significantly improved operational and financial performance as a leading European supplier of specialist building materials

### Our strategic levers

#### **Customer service**

Sales and service

#### **Customer value**

Pricing and product

# Operational efficiency

Overheads and working capital

### Key strategic enablers

#### **Data**

Deliver improved reporting, insight and ability to make informed decisions

Optimise ways of working to deliver effective solutions focused on business priorities

#### **Capability**

Raise talent levels across organisation, supported by specialist short term change management

### **Capital discipline**

Balance sheet strength Investment in core Selective acquisitions



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### Strategic lever: Customer service

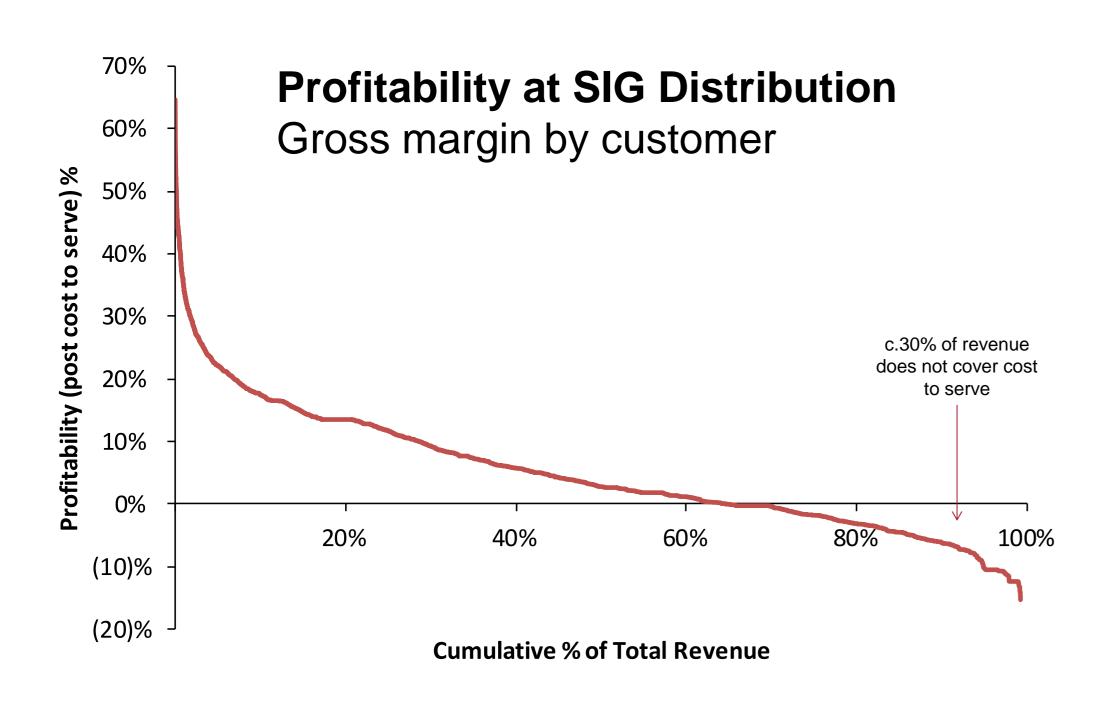


#### Selected actions:

- Invest in trade counter, branch and sales staff training
- Establish central telephony-enabled sales teams providing consistent response levels
- Create specialist customer retention teams
- Restructure external sales teams to track performance and increase accountability
- Reduce administration distractions
- Improve process for inbound leads and use of CRM to drive quote prioritisation and conversion
- Develop enhanced B2B 'click and collect' capability



### Strategic lever: Customer value



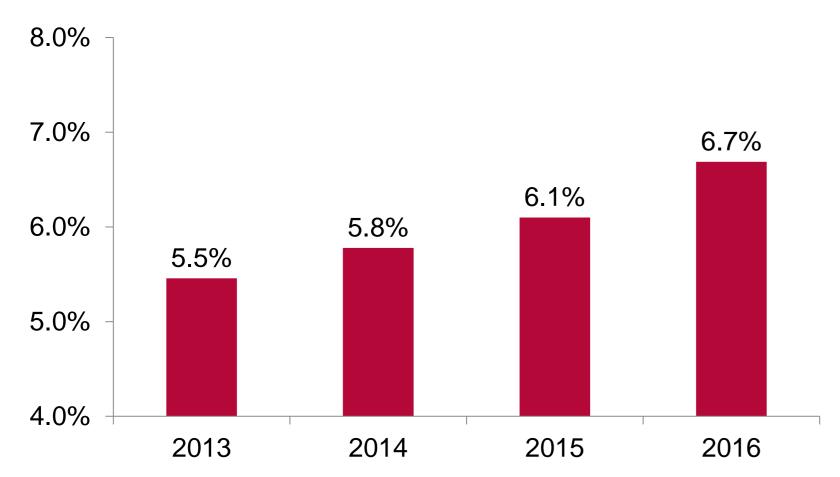
#### **Selected actions:**

- Expand coverage of specialist product offering
- Further develop own label brands and value-add fabrication capability
- Wider use of pricing tools and enhanced pricing data
- Systematic and prioritised approach to renegotiate unprofitable / unattractive business
- Review and manage spot pricing
- Introduction of carriage and ancillary charges where appropriate
- Management focus and training to drive compliance to target price levels
- Alignment of branch and management incentives

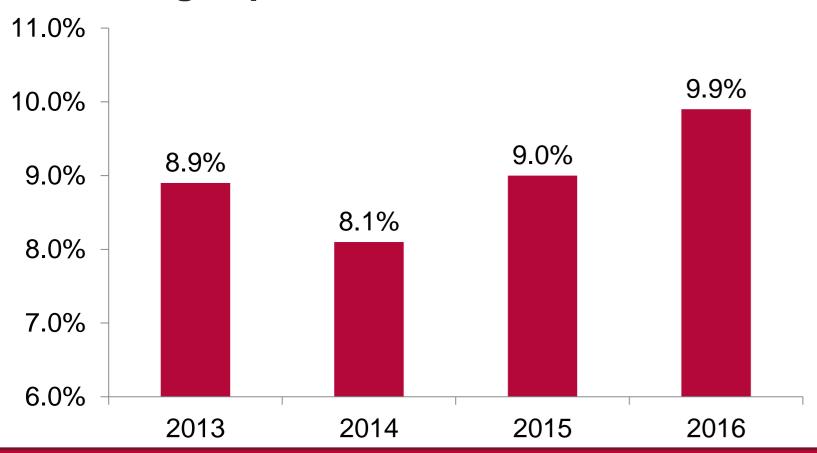


# **Executing our strategy Strategic lever: Operational efficiency**

#### Admin costs as % sales



#### Working capital as % sales



#### Selected actions:

- Downsize Group and functional structure
- Organisation redesign across major Opcos to allow for leaner structure and quicker decision-making
- Process standardisation and system integration at Opco level to generate front and back office synergies
- Optimise branch resource activity
- Close sub-performing branches and centralise stock around 'hubs'
- Short-term levers to reduce working capital: changes to purchasing rules, stockholding guidelines, number of SKUs, centralised stock control
- Medium term structural reduction in net working capital: stock, rebates
- Alignment of branch and management incentives



### Strategic enabler: Data

Currently SIG lacks a consistent data foundation, making it difficult to analyse and improve performance

#### Where are we now?

- Inconsistent data across
   Opcos, with lack of common hierarchies / definitions
- Limited analysis by product, supplier, category
- Many KPIs dependent on financial close



### Where do we want to be?

- Consistent MDM and data architecture
- Visibility of profitability by product, supplier, category
- Understanding of stock levels and ability to optimise
- Ability to inform deployment of capital, opex and time



### Strategic enabler: IT

SIG's IT organisation has significant scope for improvement in critical areas

### Where are we now?

- Inconsistent / divergent IT architecture
- 'Low-cost' internal resource approach
- Significant customisation
- Poor understanding of cost drivers



### Where do we want to be?

- Common infrastructure and central portfolio management
- Projects delivered under standard framework
- Leverage external support to deliver change
- Configured but not bespoke
- Platform for future integration



### Strategic enabler: Capability

SIG needs to reinforce the breadth and depth of its management capability to improve on a poor track record of successful change

### Where are we now?

- Varying capability in senior management and across organisation
- Lack of change management capability
- Weak alignment of rewards to priorities
- Many layers of management and administrative inefficiency



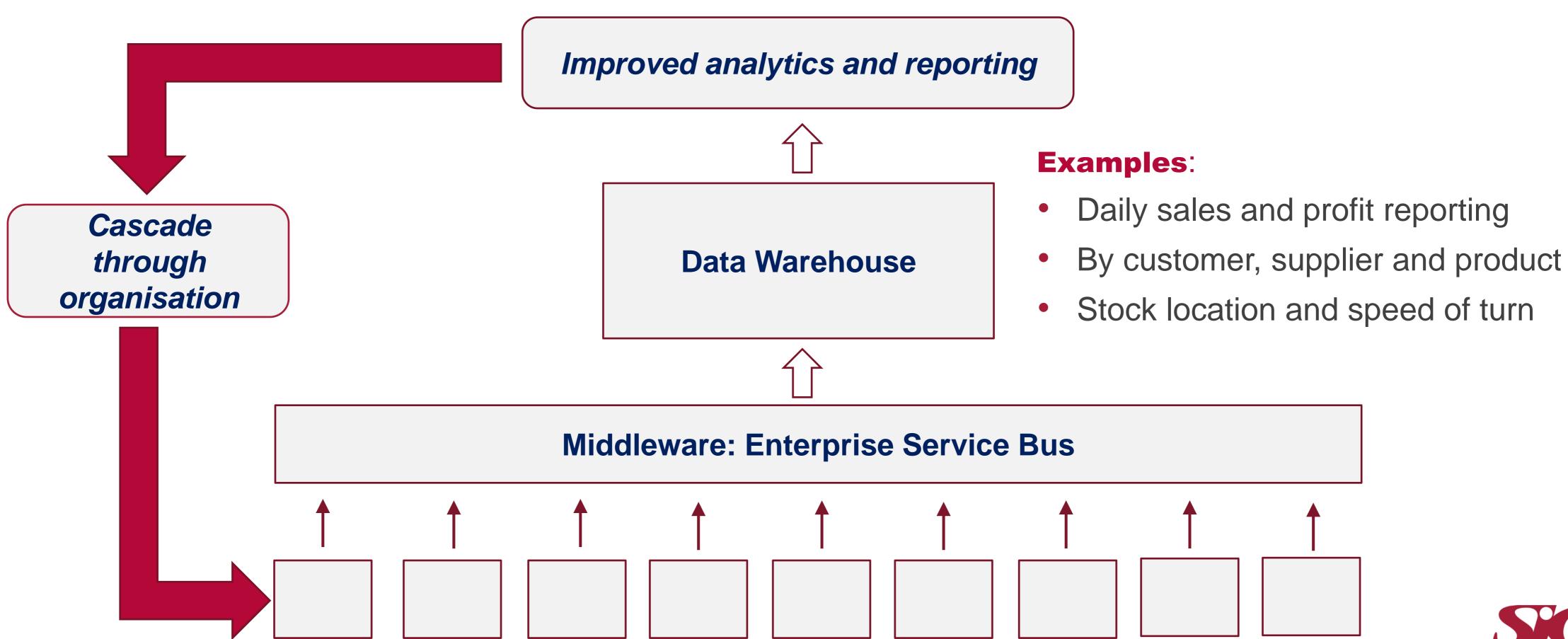
### Where do we want to be?

- Fit for purpose and right size
- Improved bench strength
- Capability to execute ongoing change
- Reward structures aligned to objectives
- People aligned, engaged and energised



### Strategic enablers: an illustration

Improving our data and management insight





### Key challenges

### SIG:

- Improving our capability
- Change management
- Focus and alignment
- Engaging the branches

### Market:

- External market backdrop
- Competitor response





### Why this time will be different....

- Ruthless prioritisation
- Close monitoring and support
- Investment in enablers
- Robust performance management
- Alignment of reward structures up and down the organisation
- Highly disciplined execution





### What we have done so far....

- Organisational right-sizing
- Exit from Paddington office and Hillsborough
- Group functions scaled back
- Pricing trials
- Telephony trials
- Data proof of concept
- Clear IT strategy and governance
- Changes in Opco management
- Peripheral businesses divested / closed
- Leverage down





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# Customer service

### Serving our Roofing customers



Andrew Wakelin Managing Director SIG Exteriors

### **SIG Exteriors**

### **Business description**

- Principally roofing merchanting
- Clear UK leader and only national specialist with c.30% share in fragmented market
- 134 branches
- FY 2016 revenue: £415m\* (c.16% of Group)

### **Key products**

- Tiles, slates, membranes and battens
- Single-ply flat roofing systems
- Industrial roofing and cladding systems

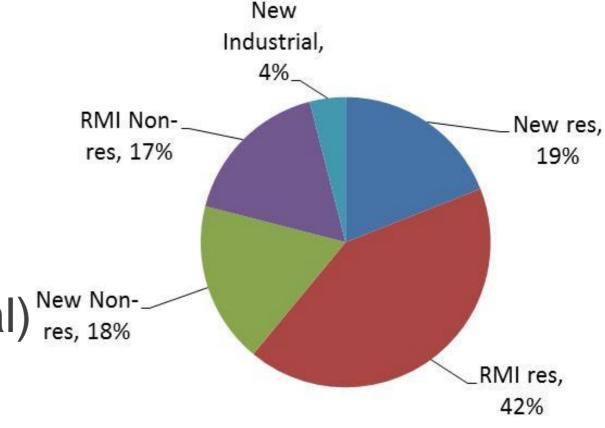


### **Key competitors**

- General builders' merchants (to some degree)
- Other small independent roofing specialists
- Burtons
- Rinus

### **Market drivers**

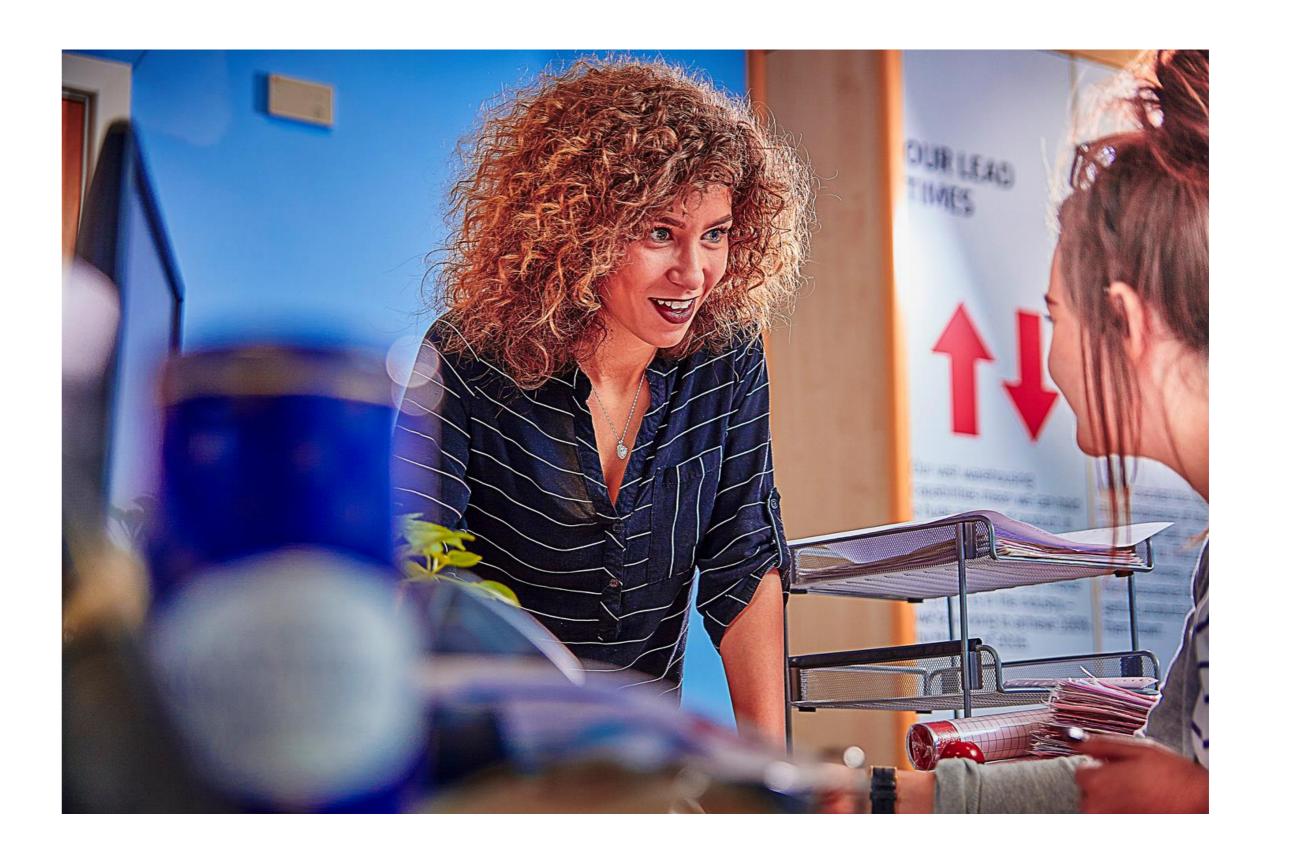
- Construction activity (mainly RMI)
- Replacement of old /
  damaged roofs
  (particularly residential) New Nonres, 18%





# Serving our Roofing customers

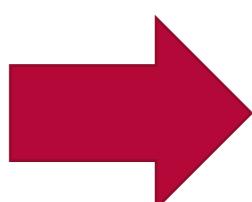
- Trade counter refurbishment and training
- Refresh fleet and yard
- Invest in telephony and sales



### Trade counter refurbishment

- Investment and training to maximise opportunity with local trade
- Successful branch trials generating growth ranging from 10% 30% in cash / collect sales
- Plans to invest £1.8m over the medium term in 75 locations





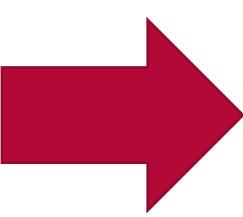




## Refresh fleet and yard

- Fleet replacement programme underway with 45 leased vehicles (17%) planned for replacement by end of 2017
- Continuing investment planned for 2018 and beyond to accelerate the historical replacement cycle
- Enhanced yard maintenance funding of £1.5m planned over the medium term









## Telephony and sales





- Investment plan totalling £1m to upgrade telephony across the Roofing estate to a communications management system
- Diverts customer calls to divisional sales offices during busy trading periods at branch
- Improves customer service and maximises sales opportunity
- Southern office in place, supporting one region, already handling over 2,000 overflow calls per month



# Customer value Delivering customer value in Air Handling



Lex Hemels
Managing Director
SIG Air Handling

## SIG Air Handling

#### **Business description**

- Largest pure-play specialist air handling distributor in Europe
- Whole-system solution from design to supply
- Market supplied by manufacturers (55%) and distributors (45%)
- 22 branches
- FY 2016 revenue: £131m (c.5% of Group)

#### **Key products**

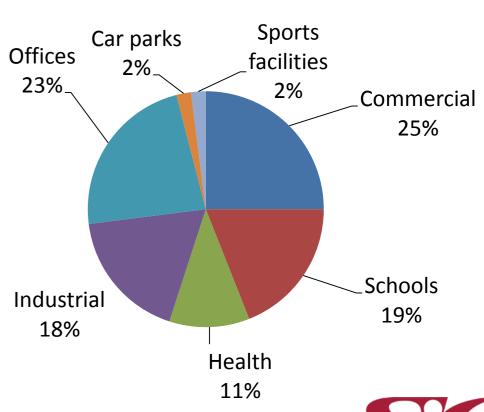
- Air handling units and fans
- Ducts, components and fixings
- Volume and fire / smoke dampers
- Climate ceilings and controls
- Grills and diffusers



#### **Key competitors**

- Systemair
- Lindab
- Fläkt Group
- Trox
- Swegon

- Construction activity (particularly non-residential)
- Higher energy efficiency and air quality standards
- More rigorous fire protection standards
- €7-8bn p.a. and growing





## Focus on indoor air quality to deliver customer value



 An estimated 30 million people are suffering from airway diseases and allergies across Europe due to poor indoor air quality



 An estimated 600,000 early mortalities in Europe annually because of poor indoor air quality



 Research suggests learning capability of children could be increased by 15% if class rooms are well ventilated





# Providing solutions across a broad range of segments





#### **Our markets**



Distribution









Sports facilities



**Projects** 









Schools



Hospitals



Industrial



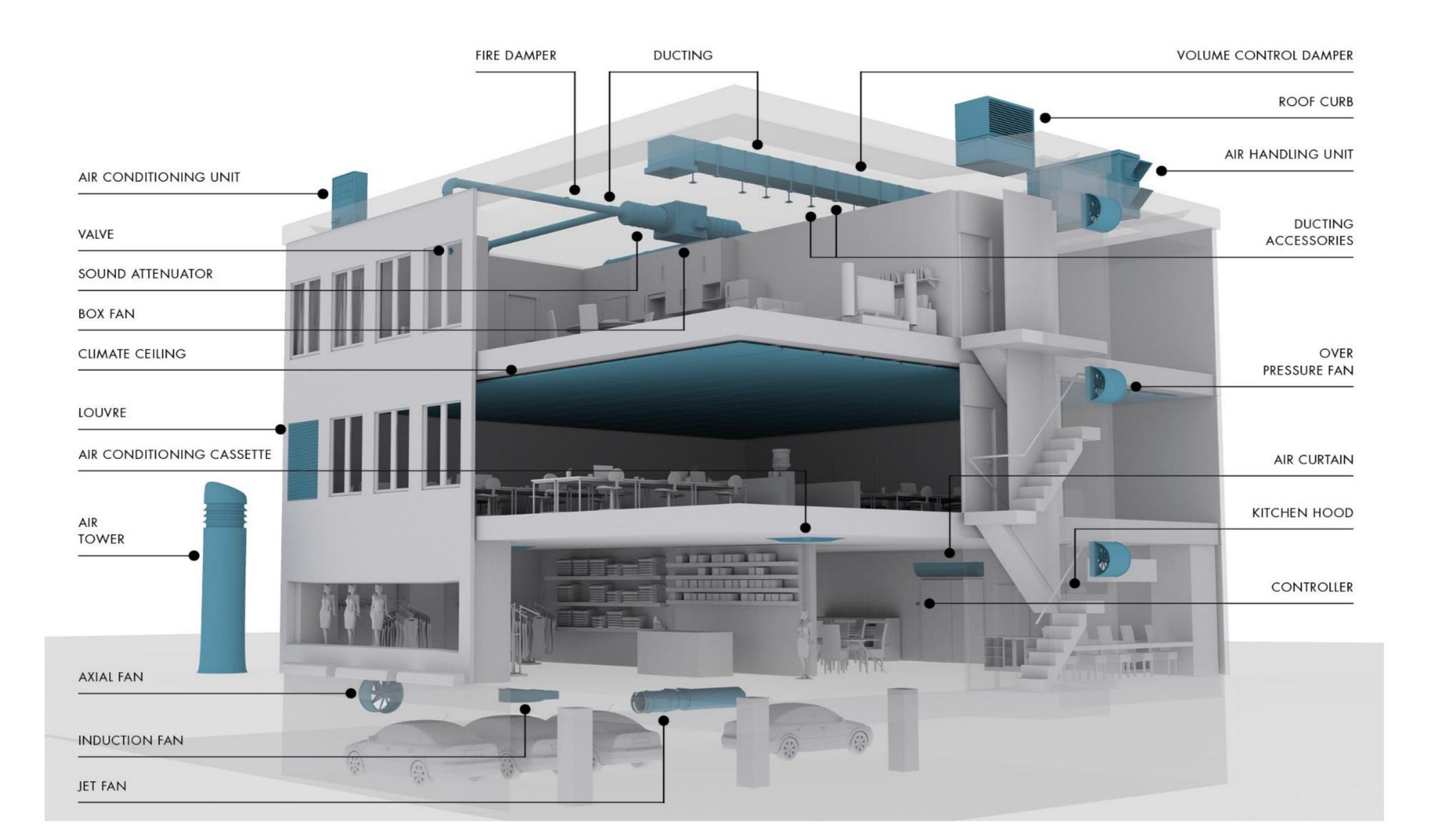
Offices



Services



## Unmatched product and systems breadth





# Delivering customer value

- Build on SIG's position as a leading Air Handling business in Europe
  - Grow organically and, in due course, consolidate fragmented market
- Opportunities to increase future sales
  - Increase product offering, own fabrication and own-label sales
  - Expand e-commerce offer
  - Develop ventilation solutions per market segment, including residential
- Enhance SIG's gross margins and returns
  - Operational efficiency from leveraging existing platform
  - Deliver sustained customer value across a broad range of segments



## Driving operational excellence in France



Philippe Dénecé Managing Director SIG France

## SIG France

#### **Business description**

- Roofing merchanting and insulation / interiors / air handling distribution
- Market leader in specialist roofing (c.17% share) and technical insulation (c.35%); Number three in structural insulation / interiors (c.7%)
- National coverage through 210 branches
- FY 2016 revenue: £589m (c.23% of Group)

#### **Key products**

- Tiles, slates, membranes, battens (Larivière)
- Structural insulation, dry lining and partitions (LiTT)
- Technical insulation (Ouest Isol)
- Air handling (Ouest Ventil)



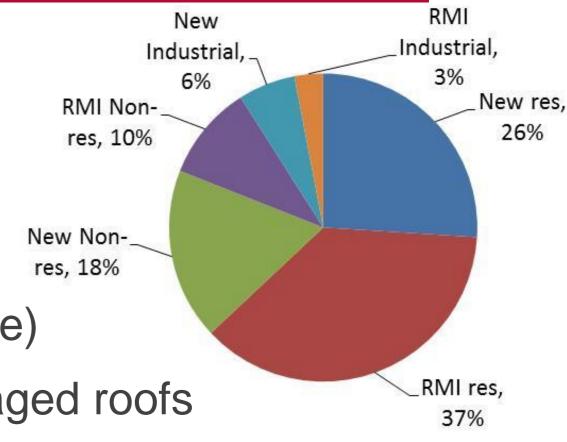




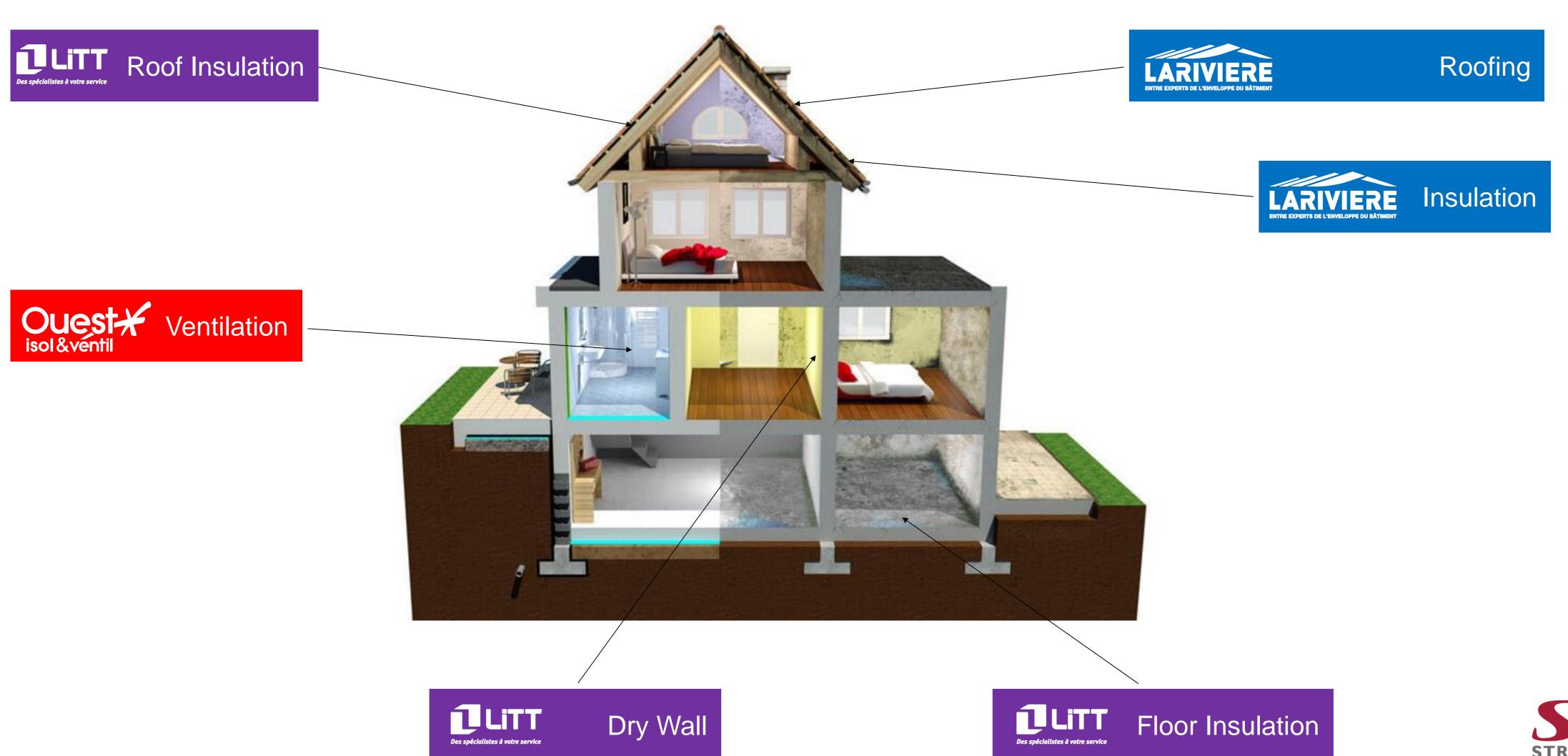
#### **Key competitors**

- Point P (Saint Gobain)
- L'asturienne (Saint Gobain)
- SFIC (Saint Gobain)
- Chausson

- Construction activity
- Higher energy efficiency standards
- Increased regulation
   (Reglementation Thermique)
- Replacement of old / damaged roofs
- 2017 sharp improvement in construction confidence



# SIG France delivers a specialist complementary product offer and service



## Developing our operating model

- Change programme leveraging best practice across Litt / OIV / Larivière
- Focused on
  - Organisation structure
  - Process standardisation
  - Data alignment
  - Supported by the implementation of modern systems
- Sales transformation, placing customers at the heart of our business
  - Demonstrable results at Litt
  - Early wins emerging at Larivière







## The transformation of Litt

- Drive customer relationship
  - The preferred specialist to our customers
  - Special attention to our customers' needs
  - Committed to their success
- Diversify our customer portfolio
  - Deconcentration of customer portfolio; less dependence on large customers, resulting in higher margins
  - Gain market share
- Enhance product offer and service
  - Enlarge product offer; wood panels, tooling
  - Provider of solutions in interiors

Litt LFL sales c.15% ahead of prior year for the four months to October 2017



#### **AMBITION P'REFERENCE LITT**







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# Financial guidance



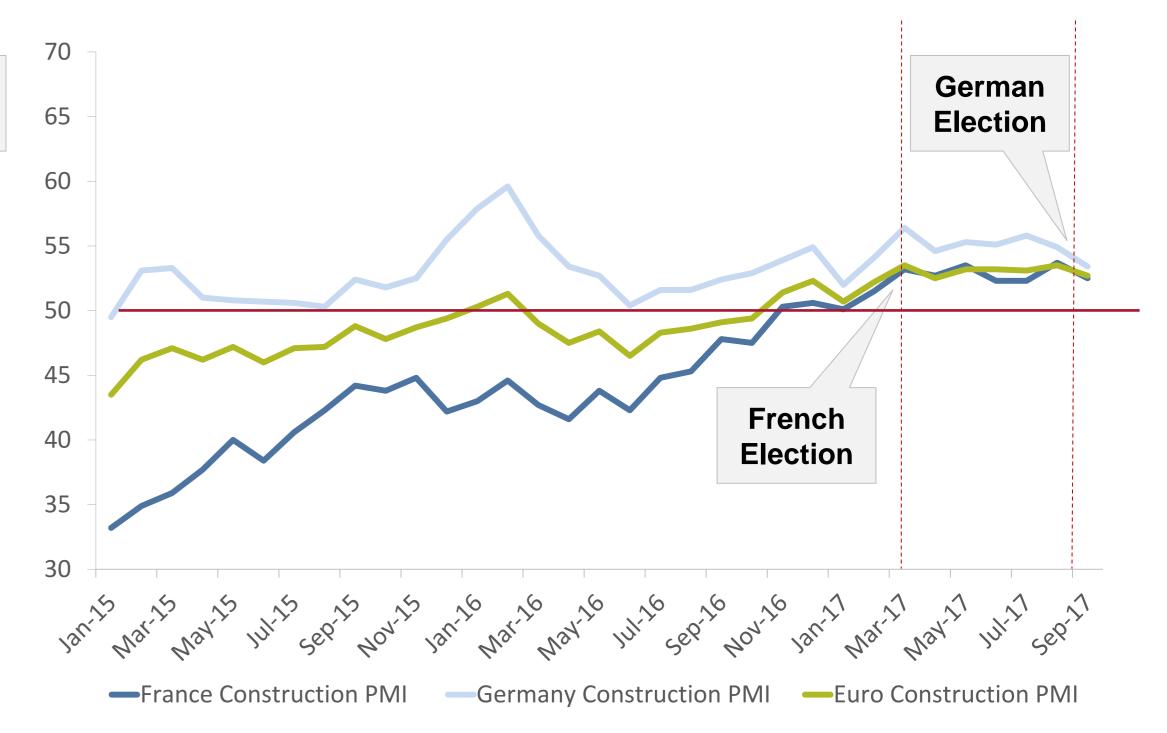
# Nick Maddock Chief Financial Officer

## Market outlook

#### UK market uncertain...

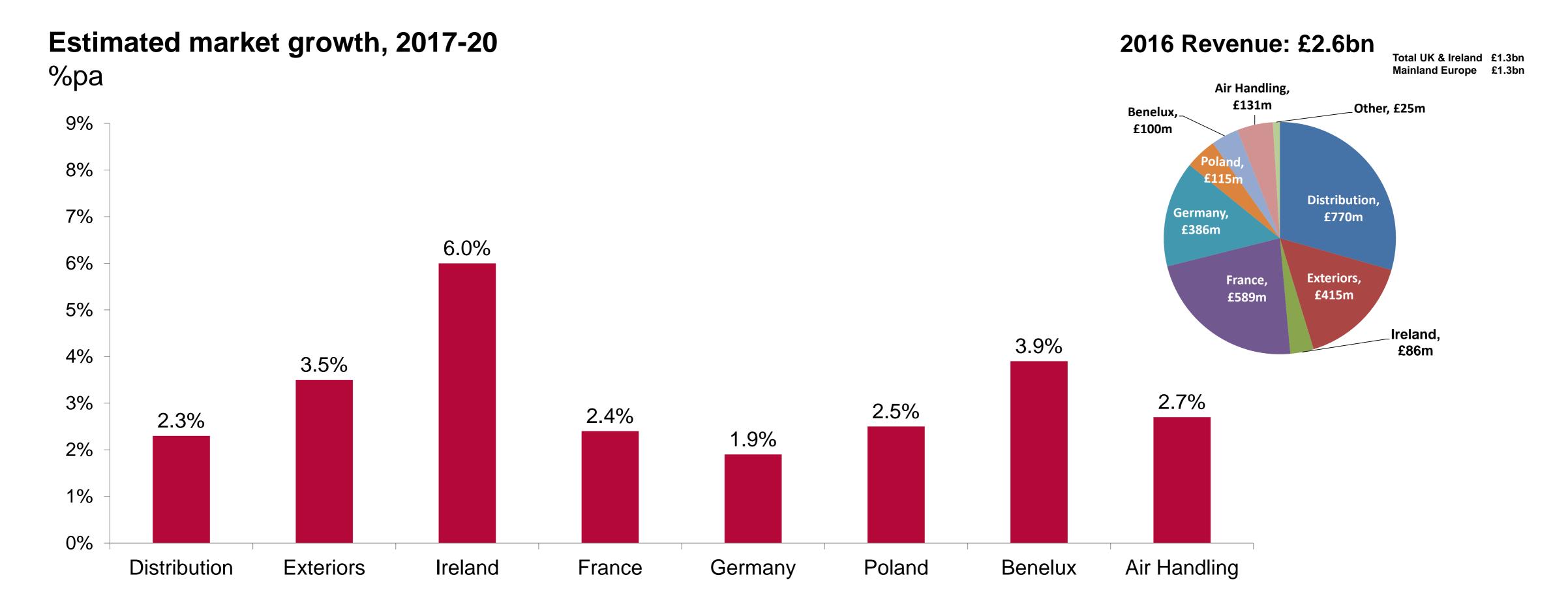
#### 70 **Brexit vote** General 65 **Election** 60 55 Positive confidence **Negative confidence** 45 40 35 30 —UK Construction PMI

#### European markets reinvigorated...





# Market growth



### Expected medium term market growth of circa 2-3%



## Tracking our progress

- Our strategy is focused on delivering significantly improved operational and financial performance as a leading European supplier of specialist building materials
- Recent track record highlights considerable challenge in delivering lasting change
- We seek to provide a clear framework to enable our progress to be tracked by investors
  - Medium term financial targets
  - Additional medium term guidance
  - Other indicators of progress
  - Capital allocation policy
  - Ongoing portfolio management



# Our medium term financial targets

Medium term financial targets			
LFL sales growth %	Market growth Maintain market share		
ROS %	c.5%		
ROCE %	c.15%		
Headline financial leverage (Net debt / EBITDA)	under 1.0x		

## Additional medium term guidance

- Overall expectations for underlying profitability for full year remain unchanged
- ROS improvement thereafter from both gross margin growth and operating cost reduction as % of sales
- Catch-up capex investment ahead of depreciation including some incremental investment in enablers around data and IT
- Significant 'one-offs' in 2017
  - Some beyond 2017 as we divest peripheral businesses and restructure capability
  - Cash impact lower than profit / loss impact
- Effective tax rate reflecting local corporate tax rates in relevant markets
- Target dividend pay-out of 2 3x



## Other indicators of progress

- Reducing opex as % of sales
- Reducing working capital as % of sales
- 'Potential exit' businesses divested or closed
- Selective acquisitions in value-add, high growth markets, only once performance improves and leverage reduced



Regular site visits and investor engagement to provide supporting evidence



## Need for clear capital allocation policy

2013 - 2016	Total
Trading cash flow	£418m
Less:	
- Change in working capital	(£99)m
- Capex	(£112)m
- M&A	(£143)m
- Interest	(£44)m
- Dividends	(£98)m
- Other	(£77)m
Increase in net debt	(£155)m

- Weak track record of capital discipline
- Too much cash flow reinvested in working capital and acquisitions, at expense of core business
- Mixed track record of value creation from acquisitions
- Sharp rise in leverage to 2.1x at FY16
- Priority to sustain strong balance sheet and reinvest in core business

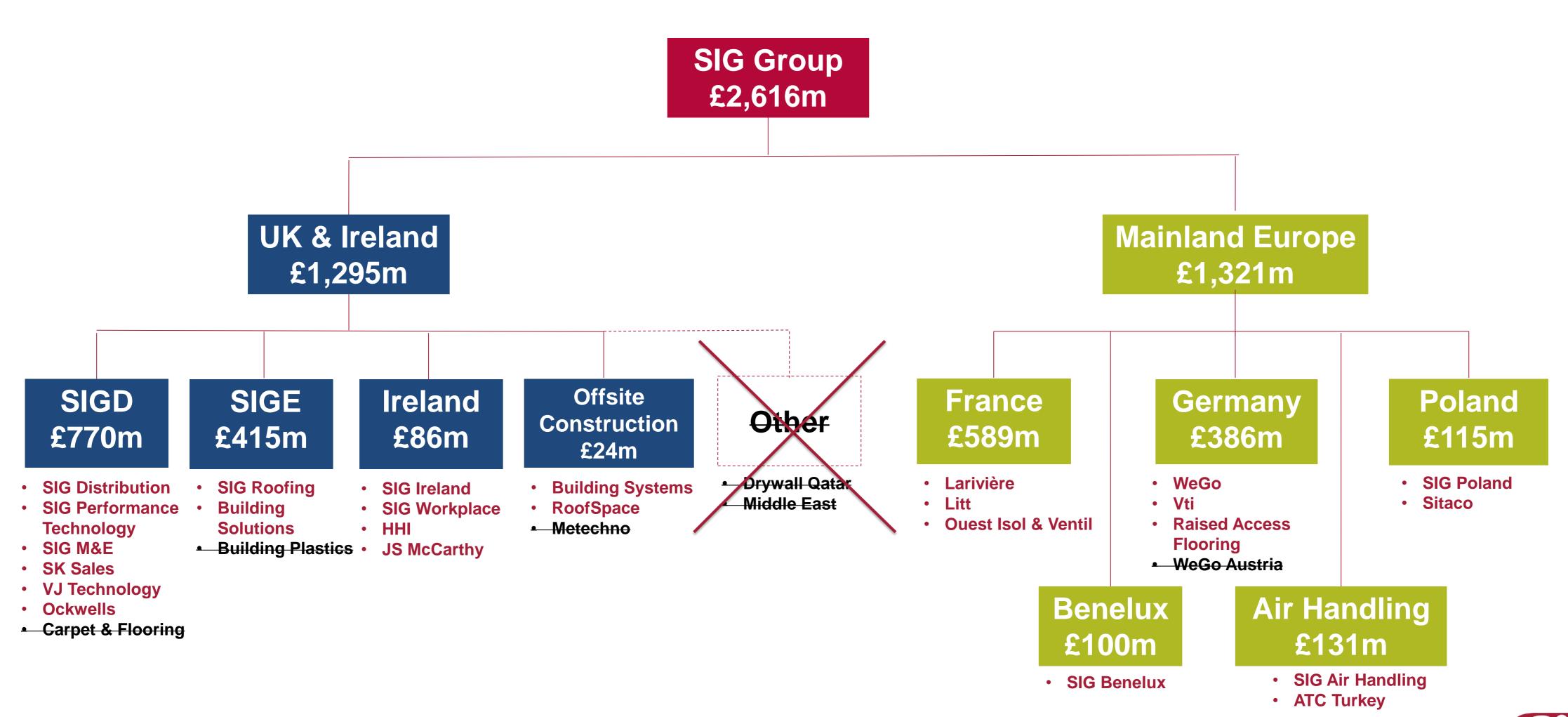


## Capital allocation policy

- Policy to maintain a strong balance sheet with a flexible capital structure that recognises cyclical risk
- Priorities for capital allocation over the medium term
  - Reduction in headline financial leverage below 1.0x
  - Investment in core businesses and enablers: catch-up capex ahead of depreciation
  - Ordinary dividends: target dividend cover of 2 3x underlying earnings
  - Selective acquisitions in higher growth, value-add areas in due course
- Review policy once improvement in financial performance delivered
  - Underlying cash generation provides longer term optionality around portfolio investment / capital return



## Ongoing portfolio management



STRONGER TOGETHER

## Reporting our progress

#### **Medium term financial targets**

- LFL sales growth %
- ROS %
- ROCE %
- Headline financial leverage (x)

#### Other indicators of progress

- Opex as % of sales
- Working capital as % of sales



#### **Key financial outputs**

- Revenue £m
- Gross margin %
- Underlying PBT £m
- Underlying EPS p
- Dividend per share p
- Net debt £m



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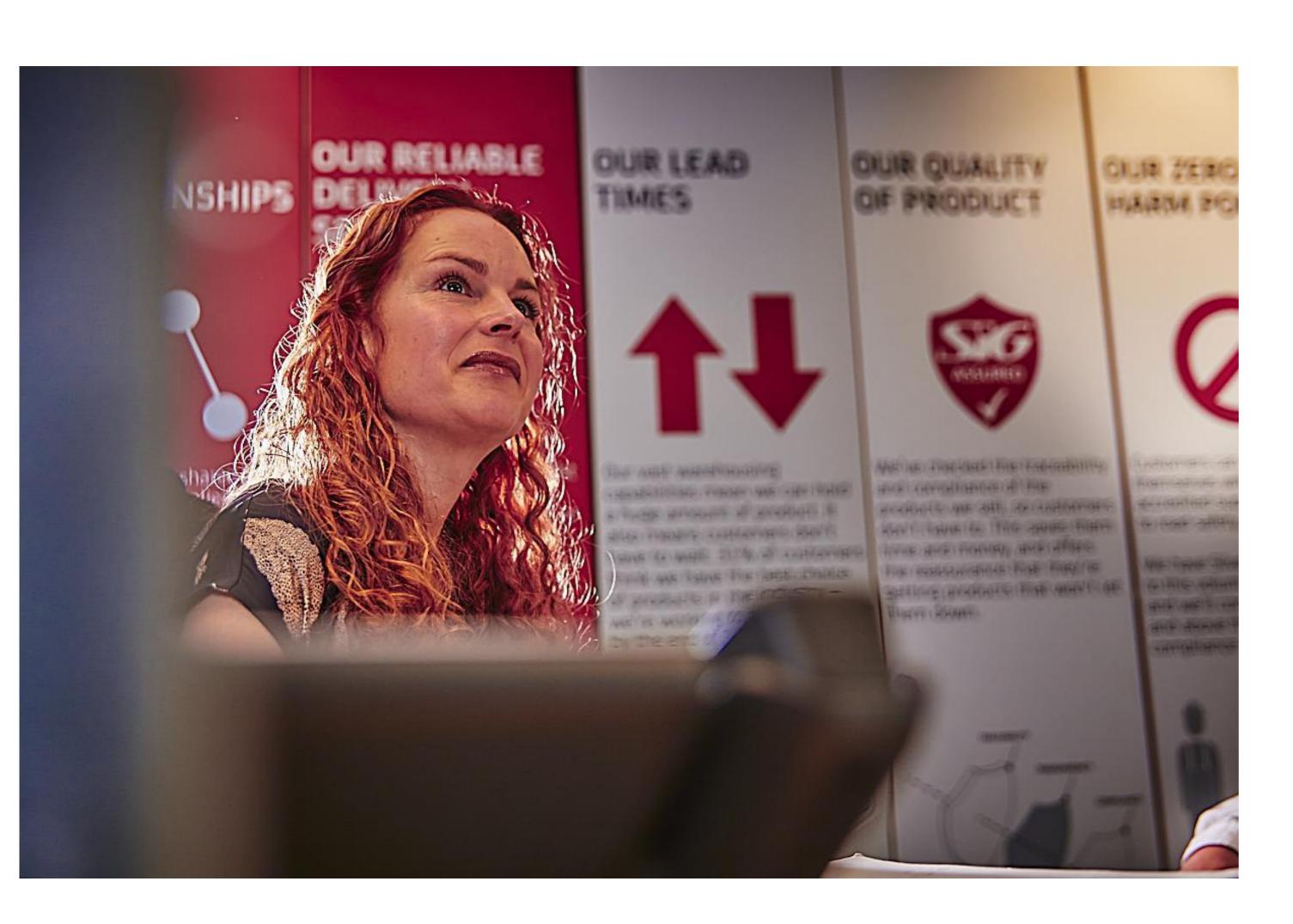
## Conclusions

- This strategy will return the business to financial health and deliver significantly improved operational and financial performance
- Execution is largely within SIG's control
- Peer benchmarks and SIG's history demonstrate the feasibility of achieving these financial targets within the existing footprint and core businesses
- Implementation is focused on strategic levers around customer value, customer service and operational efficiency
- Success will require focused investment in key strategic enablers around data, IT and capability to support implementation
- SIG will pursue this strategy whilst maintaining a strong balance sheet in the context of a robust capital allocation policy, and reporting progress against a clear framework
- Highly disciplined execution will be key to delivering this opportunity



# Questions?





# Appendix Business overview



## **UK & Ireland - H1 2017**

Continuing operations	Revenue (£m)	Change	LFL change	Gross margin	Change vs H1 2016	Change vs H2 2016
SIG Distribution	399.6	2.5%	1.6%	24.5%	(180)bps	160bps
SIG Exteriors	200.4	0.4%	0.3%	29.3%	(20)bps	120bps
Ireland	46.0	15.3%	4.6%	25.8%	(10)bps	40bps
Offsite Construction	13.2	(2.9)%	(2.9)%	22.0%	890bps	10bps
UK & Ireland	659.2	2.5%	1.3%	26.0%	(100)bps	120bps

# Mainland Europe – H1 2017

Continuing operations	Revenue (£m)	Change	LFL change	Gross margin	Change vs H1 2016	Change vs H2 2016
France	324.3	13.8%	5.0%	27.6%	(30)bps	_
Germany	201.4	11.5%	1.8%	26.6%	10bps	(60)bps
Poland	63.6	23.0%	9.6%	20.0%	(30)bps	30bps
Benelux	51.4	5.1%	(4.8)%	25.8%	60bps	50bps
Air Handling	75.5	31.8%	12.0%	36.8%	-	80bps
Mainland Europe	716.2	14.9%	4.3%	27.5%	-	_



Note: continuing operations at H1 2017

## **SIG** Distribution

#### **Business description**

- Principally insulation / interiors distribution
- Clear UK leader with 18% share in consolidated market
- 95 branches
- FY 2016 revenue: £770m (c.29% of Group)

#### **Key products**

- Structural and technical insulation
- Dry lining / stud and track
- Construction accessories and fixings
- Ceiling tiles and grids
- Partition walls and doorsets









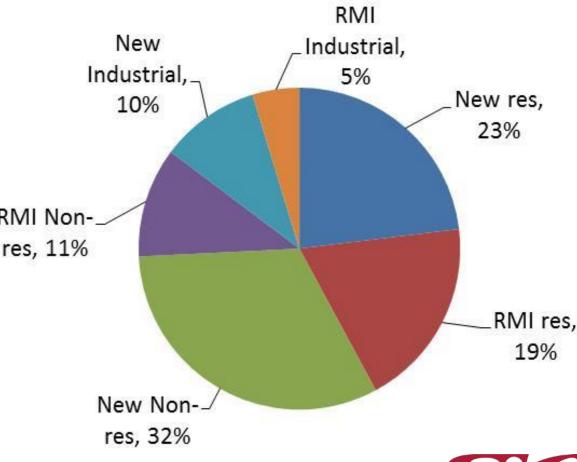


#### **Key competitors**

- CCF (Travis Perkins)
- Minster (Saint Gobain)
- Encon (MBO)

#### Market drivers and exposure

- Construction activity (mainly new build)
- Higher energy efficiency RMI Non-res, 11%
- Increased regulation (Part L of Building Regs)



STRONGER TOGETHER

Note: market share is company estimate

## **SIG Exteriors**

#### **Business description**

- Principally roofing merchanting
- Clear UK leader and only national specialist with c.30% share in fragmented market
- 134 branches
- FY 2016 revenue: £415m\* (c.16% of Group)

#### **Key products**

- Tiles, slates, membranes and battens
- Single-ply flat roofing systems
- Industrial roofing and cladding systems

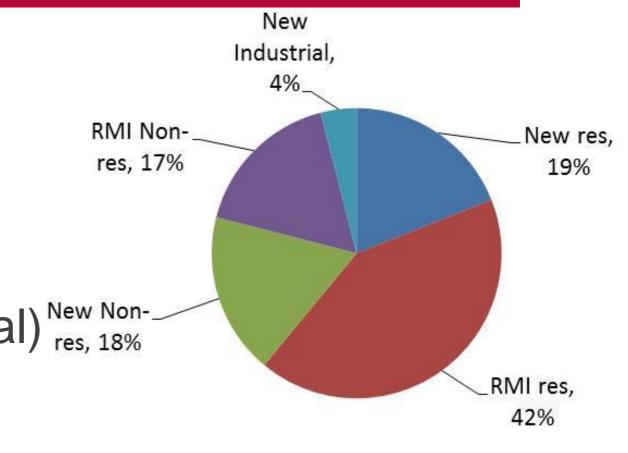


#### **Key competitors**

- General builders' merchants (to some degree)
- Other small independent roofing specialists
- Burtons
- Rinus

#### **Market drivers**

- Construction activity (mainly RMI)
- Replacement of old / damaged roofs (particularly residential) New Nonres. 18%





## SIG Ireland

#### **Business description**

- Principally insulation / interiors distribution and roofing
- #1 Insulation/interiors (c.30% share)
- #2 Technical insulation (c.15%)
- 10 branches
- FY 2016 revenue: £86m (c. 3% of Group)

#### **Key products**

- Structural and technical insulation
- Dry lining
- Suspended ceilings
- Partition walls and doorsets
- Tiles, slates and roofing accessories
- Cladding and façade systems



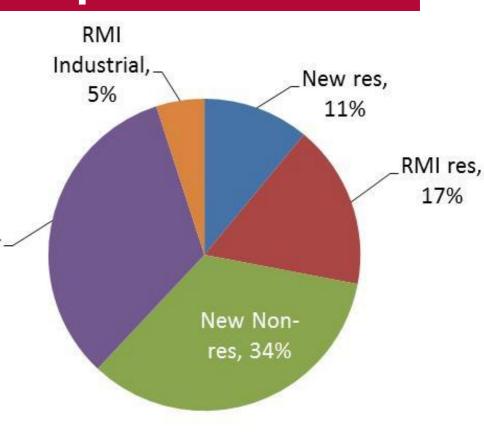
#### **Key competitors**

- Tennants
- Tegral
- TIDL
- McCaig

#### Market drivers and exposure

res, 33%

- Construction activity
- Higher energy efficiency standards
- Increased regulation
- Replacement of old / damaged roofs





## Offsite Construction

#### **Business description**

- Design, assembly and installation of offsite building solutions for the UK construction industry
- 2 production sites (Alcester and Alfreton)
- FY 2016 revenue: £24m (c.1% of Group)

#### **Key products**

- Insulated panelised roofing systems
- Insulated large panels
- Complete modular housing units

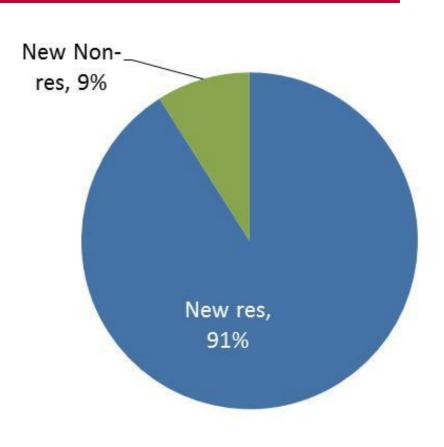




#### **Key competitors**

- Legal & General
- Space4 (Persimmon)
- Bowsall
- Smartroof

- Construction activity (particularly new residential)
- Higher energy efficiency standards
- Displacement of traditional construction methods





### SIG France

#### **Business description**

- Roofing merchanting and insulation / interiors / air handling distribution
- Market leader in specialist roofing (c.17% share) and technical insulation (c.35%); Number three in structural insulation / interiors (c.7%)
- National coverage through 210 branches
- FY 2016 revenue: £589m (c.23% of Group)

#### **Key products**

- Tiles, slates, membranes, battens (Larivière)
- Structural insulation, dry lining and partitions (LiTT)
- Technical insulation (Ouest Isol)
- Air handling (Ouest Ventil)



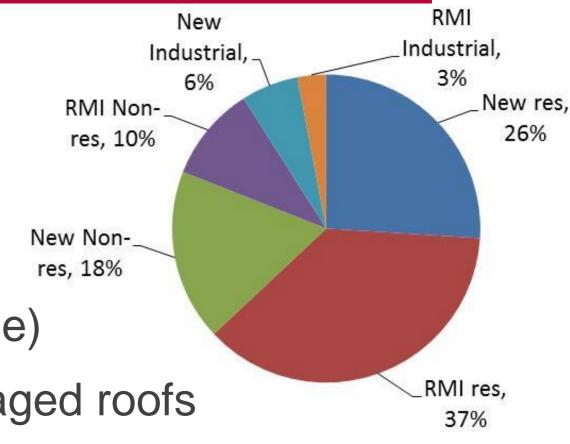




#### **Key competitors**

- Point P (Saint Gobain)
- L'asturienne (Saint Gobain)
- SFIC (Saint Gobain)
- Chausson

- Construction activity
- Higher energy efficiency standards
- Increased regulation
   (Reglementation Thermique)
- Replacement of old / damaged roofs
- 2017 sharp improvement in construction confidence



## SIG Germany

#### **Business description**

- Insulation / interiors distribution
- #1 technical insulation (c.17% share);
   #3 structural insulation / interiors (c.10%)
- Relatively fragmented market
- 53 branches
- FY 2016 revenue: £386m (15% of Group)

#### **Key products**

- Structural insulation and dry lining
- Screed and raised access flooring
- Ceiling tiles and grids
- Doors and frames
- Technical insulation (vti)



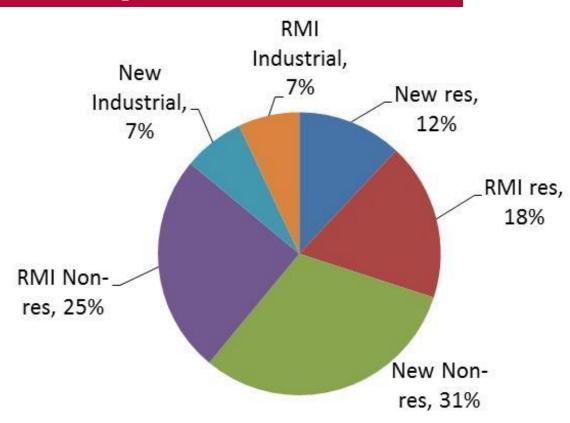


WeGo

#### **Key competitors**

- Raab Karcher (Saint Gobain)
- Bauking (CRH)
- Baustoff & Metall
- Small independent regional players

- Construction activity (particularly non-res and industrial)
- Higher energy efficiency standards
- Increased regulation (EnEV)





## **SIG Poland**

#### **Business description**

- Principally insulations/interiors distribution
- #1 structural insulation/interiors (c.10% share)
- #1 technical insulation (c.20%)
- 49 branches
- FY 2016 revenue: £115m (c.4% of Group)

#### **Key products**

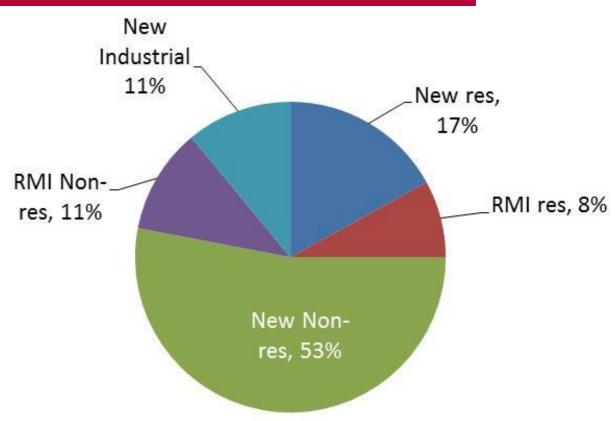
- Structural and technical insulation
- Dry lining
- Ceiling tiles and grids
- Partition walls and doorsets



#### **Key competitors**

- PSB, GHB (Purchasing associations)
- Caldo Izolacja
- Herbud

- Construction activity
- Higher energy efficiency standards
- Increased regulation





## SIG Benelux

#### **Business description**

- Insulations/interiors distribution
- #1 technical insulation (c.25% share)
- #1 interiors (c.28%)
- 15 branches
- FY 2016 revenue: £100m (c.4% of Group)

#### **Key products**

- Structural and technical insulation
- Wet plaster
- Dry lining
- Ceiling tiles and grids
- Stud and track





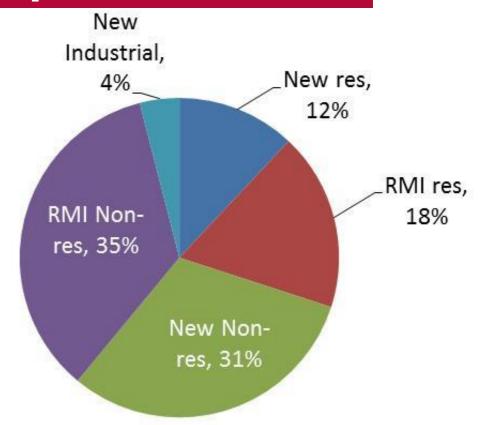




#### **Key competitors**

- Astrimex
- Baustoff & Metall
- Veris
- Raab Karcher
- IPCOM group

- Construction activity
- Higher energy efficiency standards
- Increased regulation





## SIG Air Handling

#### **Business description**

- Largest pure-play specialist air handling distributor in Europe
- Whole-system solution from design to supply
- Market supplied by manufacturers (55%) and distributors (45%)
- 22 branches
- FY 2016 revenue: £131m (c.5% of Group)

#### **Key products**

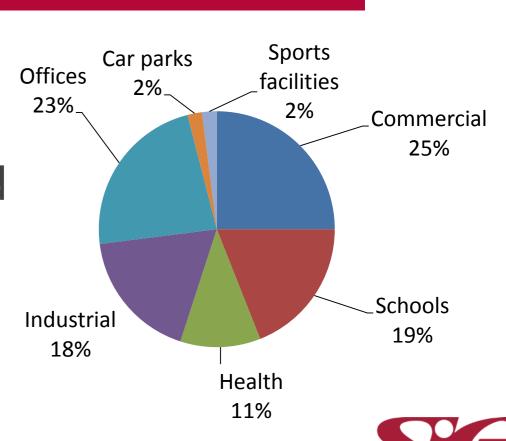
- Air handling units and fans
- Ducts, components and fixings
- Volume and fire / smoke dampers
- Climate ceilings and controls
- Grills and diffusers



#### **Key competitors**

- Systemair
- Lindab
- Fläkt Group
- Trox
- Swegon

- Construction activity (particularly non-residential)
- Higher energy efficiency and air quality standards
- More rigorous fire protection standards



# Trading sites

	31 Dec 2016	Closed/ merged	Opened	Disposed	31 Oct 2017
UK	294	(6)	1	(59)	230
Ireland	10	_	_	-	10
UK & Ireland	304	(6)	1	(59)	240
France	210	_	_	-	210
Germany & Austria	59	(3)	-	(3)	53
Poland	49	_	-	-	49
Benelux	15	-	-	-	15
Air Handling	22	_	-	_	22
Mainland Europe	355	(3)	-	(3)	349
Group Total	659	(9)	1	(62)	589

## Definition of terms

Continuing operations	Excluding the impact of any disposals made in current and prior year or currently under review
Like-for-like (LFL)	Sales per day in constant currency excluding acquisitions and disposals
ROS	Return on Sales, calculated as underlying operating profit before tax, divided by underlying revenue
ROCE	Return on Capital Employed, calculated on a rolling 12 month basis as underlying operating profit less tax, divided by average net assets plus average net debt
Headline financial leverage	Ratio of closing net debt over underlying operating profit before depreciation, adjusted for the impact of acquisitions and disposals during the previous 12 months ("EBITDA")
Opex as % of sales	Ratio of underlying other operating expenses to underlying revenue
Working capital as % of sales	Ratio of working capital (including provisions but excluding pension scheme obligations) to annualised revenue (after adjusting for acquisitions and disposals) on a constant currency basis
Underlying gross margin	Ratio of underlying gross profit to underlying revenue (excluding disposals)

