



# **PENDRAGON PLC**

## **2010 RESULTS PRESENTATION**

22 February 2011

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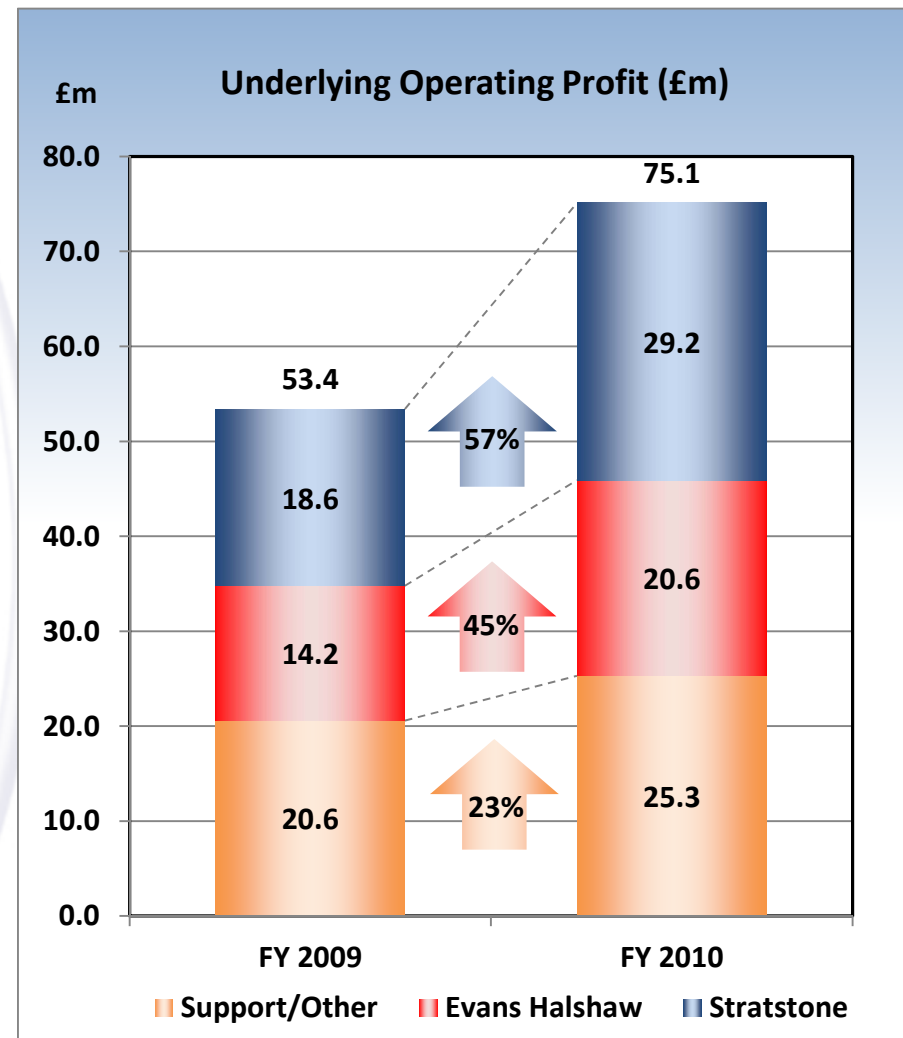
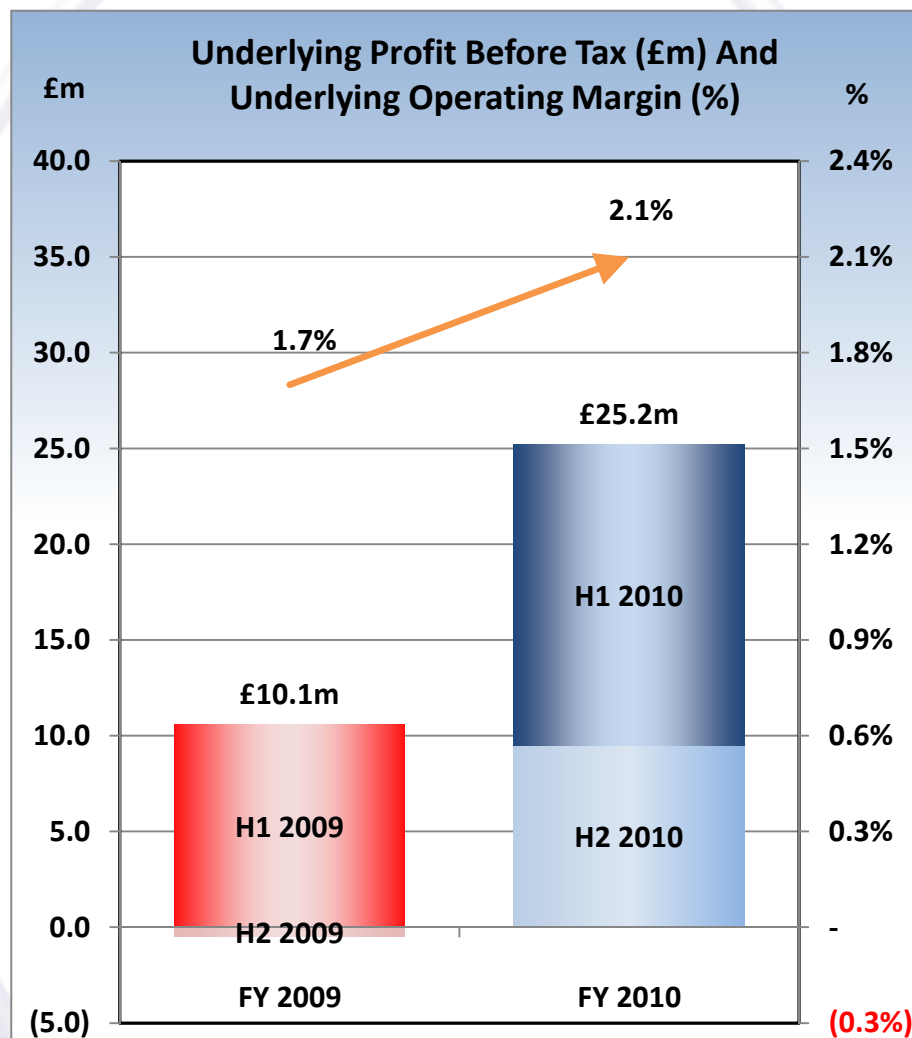
**Trevor Finn**  
**Chief Executive**



**Tim Holden**  
**Finance Director**

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# Highlights

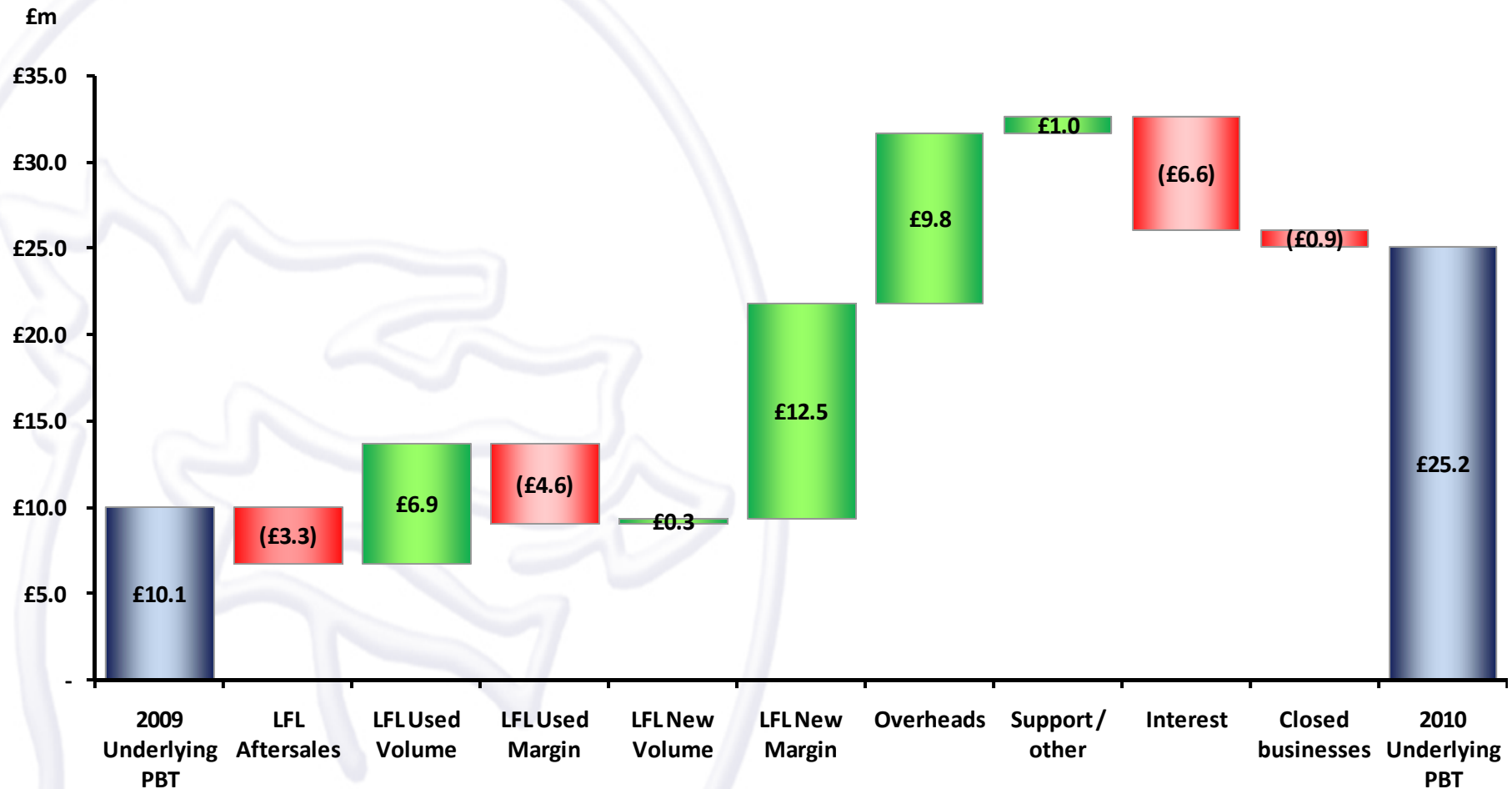


# Financial Summary

	FY 2010	FY 2009
Revenue	£3.6bn	£3.2bn
Underlying Profit Before Tax	£25.2m	£10.1m
Profit Before Tax	£11.0m	£1.3m
Underlying Operating Margin	2.1%	1.7%
Underlying EPS	2.5p	1.1p
Net Debt	£325.5m	£315.4m
Debt:EBITDA	2.8	3.1
Free Cashflow	(£6.8m)	£34.1m

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# Underlying Profit Before Tax Bridge




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# Borrowings

	£m	FY 2010	FY 2009
Operating Activities {	Underlying Operating Profit	75.1	53.4
	Depreciation and amortisation	40.0	47.8
	Non-underlying cashflow	(11.3)	(10.7)
	Underlying working capital movement	(59.6)	2.3
	Others	0.6	0.5
	Cash flow from operating activities	44.8	93.3
Finance Activities {	Interest	(36.9)	(46.4)
	Tax	(1.4)	2.3
	Replacement capital expenditure	(13.3)	(15.1)
	Free Cash Flow	(6.8)	34.1
Investing Activities {	Acquisitions	(6.5)	(4.0)
	Disposals	9.0	6.2
	Other	(5.8)	5.6
	(Increase) / decrease in net debt	(10.1)	41.9
	Closing Net Debt	325.5	315.4

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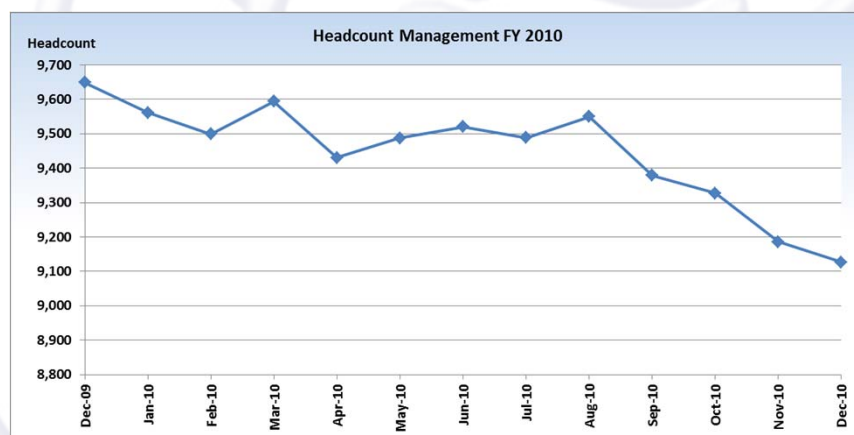
# Debt Glide Path

£m	Debt	Debt:EBITDA
31 December 2010	325.5	2.8
31 December 2011	295.0	
31 December 2012	260.0	
31 December 2013	220.0	

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# Right-sizing (non-underlying)

£m	FY 2010	FY 2009
Redundancy costs	1.9	1.7
Onerous lease costs & vacant property costs	1.7	5.2
Closed business trading losses	4.9	3.8
<b>Total</b>	<b>8.5</b>	<b>10.7</b>



	2010	2009
1 January	9,649	10,788
Continuing business	(229)	(355)
Closed business	(422)	(784)
Opened business	129	-
<b>31 December</b>	<b>9,127</b>	<b>9,649</b>

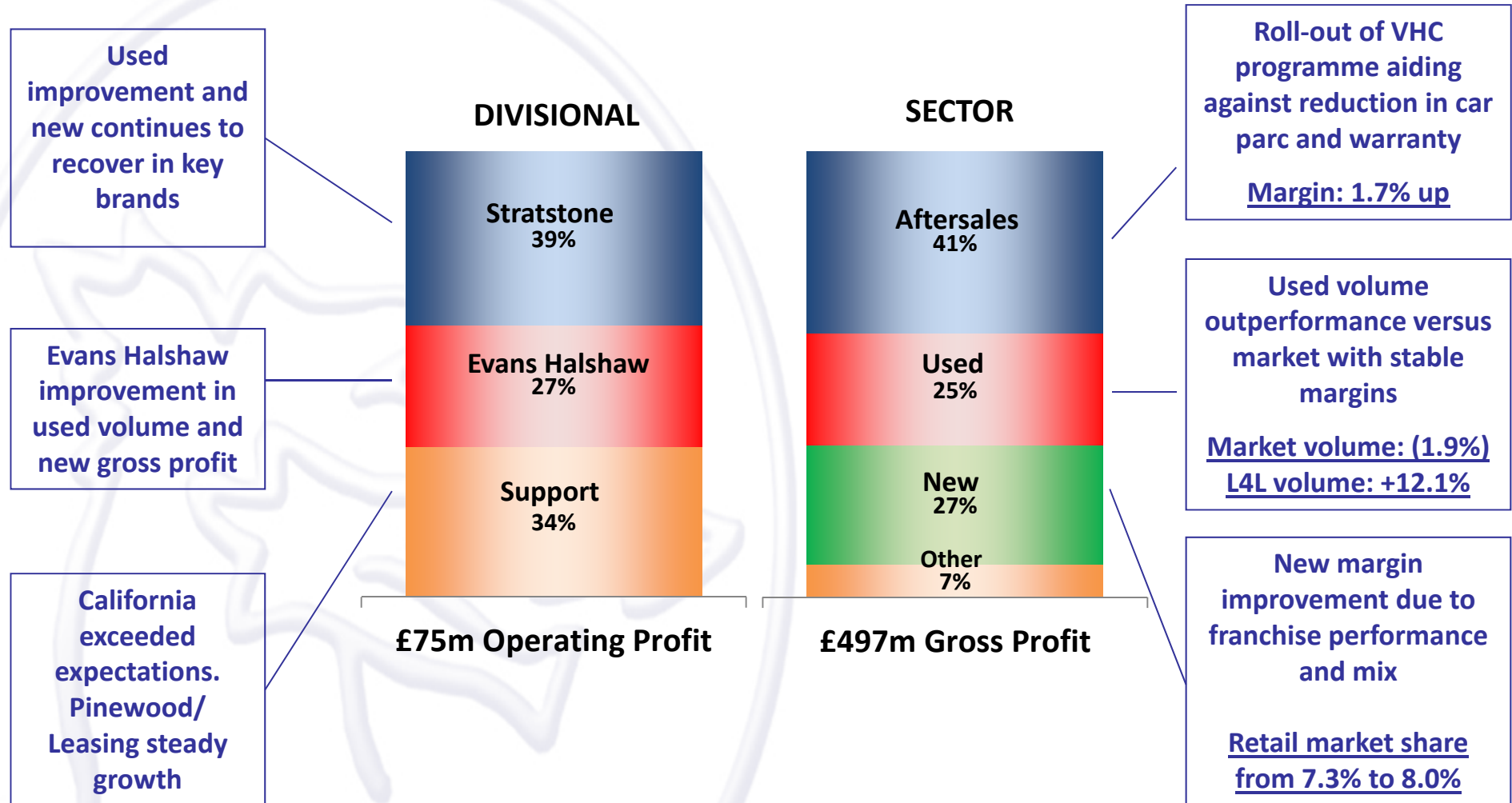
# Other non-underlying items

£m	FY 2010	FY 2009
Start-up business costs	(2.8)*	-
Goodwill impairment	-	(0.8)
Property impairment and net loss on disposal	(0.6)	(0.1)
Refinancing related fees net of fair value gain	-	(9.6)
Pension net finance charge	(2.3)	(3.8)
VAT provision	-	16.2
<b>Total (excluding closed business/redundancy)</b>	<b>(5.7)</b>	<b>1.9</b>

\* - One-off costs in FY 2010. Expected to be profitable in FY 2011 and shown within underlying.

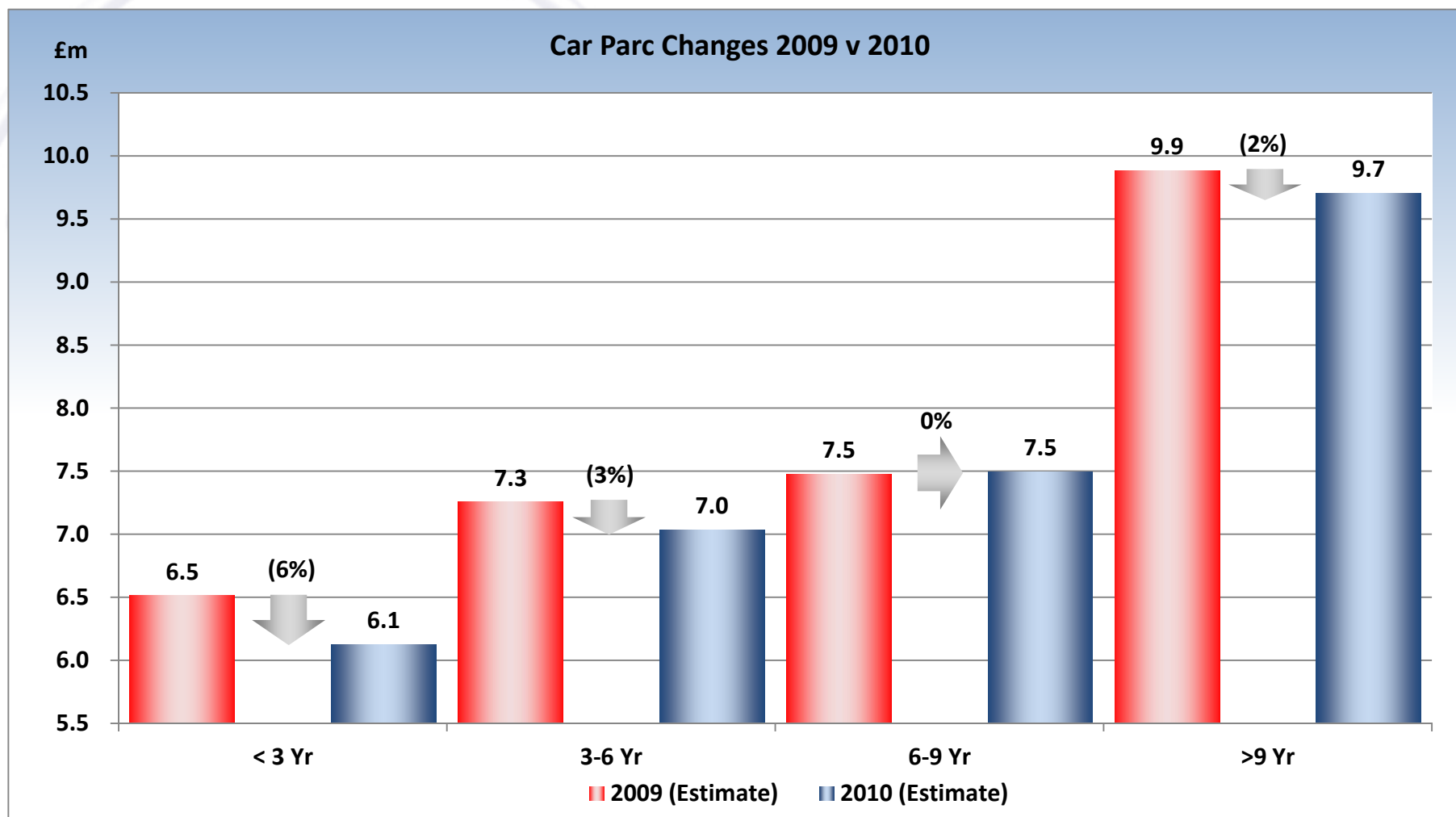
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# FY10 Summary



**Group well placed for 2011**

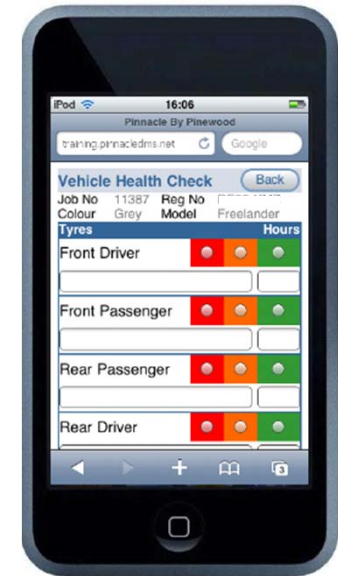
# Aftersales - Car Parc Shrinkage



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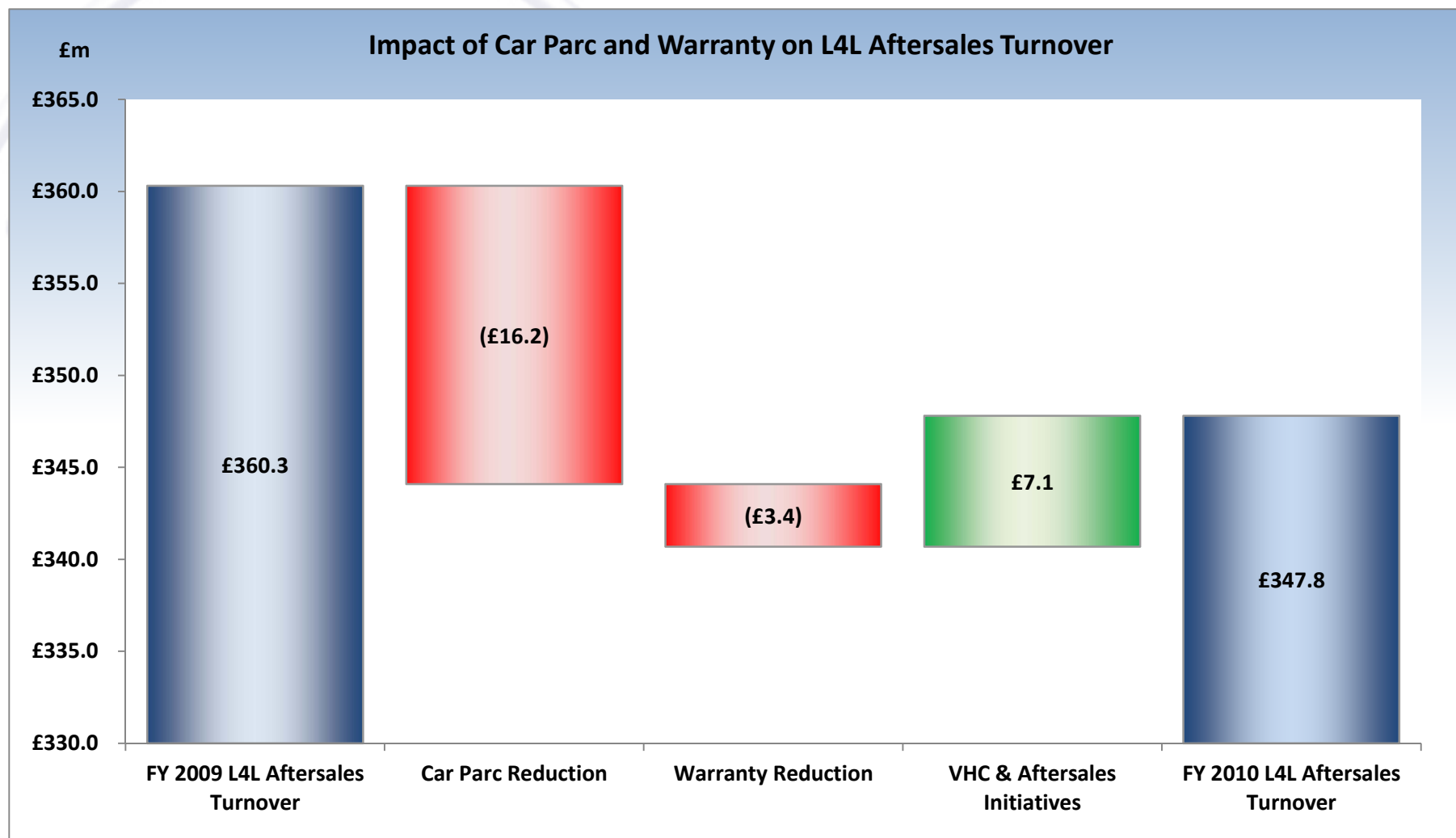
# Vehicle Health Check (VHC)

- **Areas of focus:**
  - **Increase revenue via VHC**
  - **Retain customers for longer via service plans**
  - **Maximise CRM database benefit**
- **Group 50% rolled out on VHC processes**
- **Traction/roll-out similar to used car processes started in FY08**



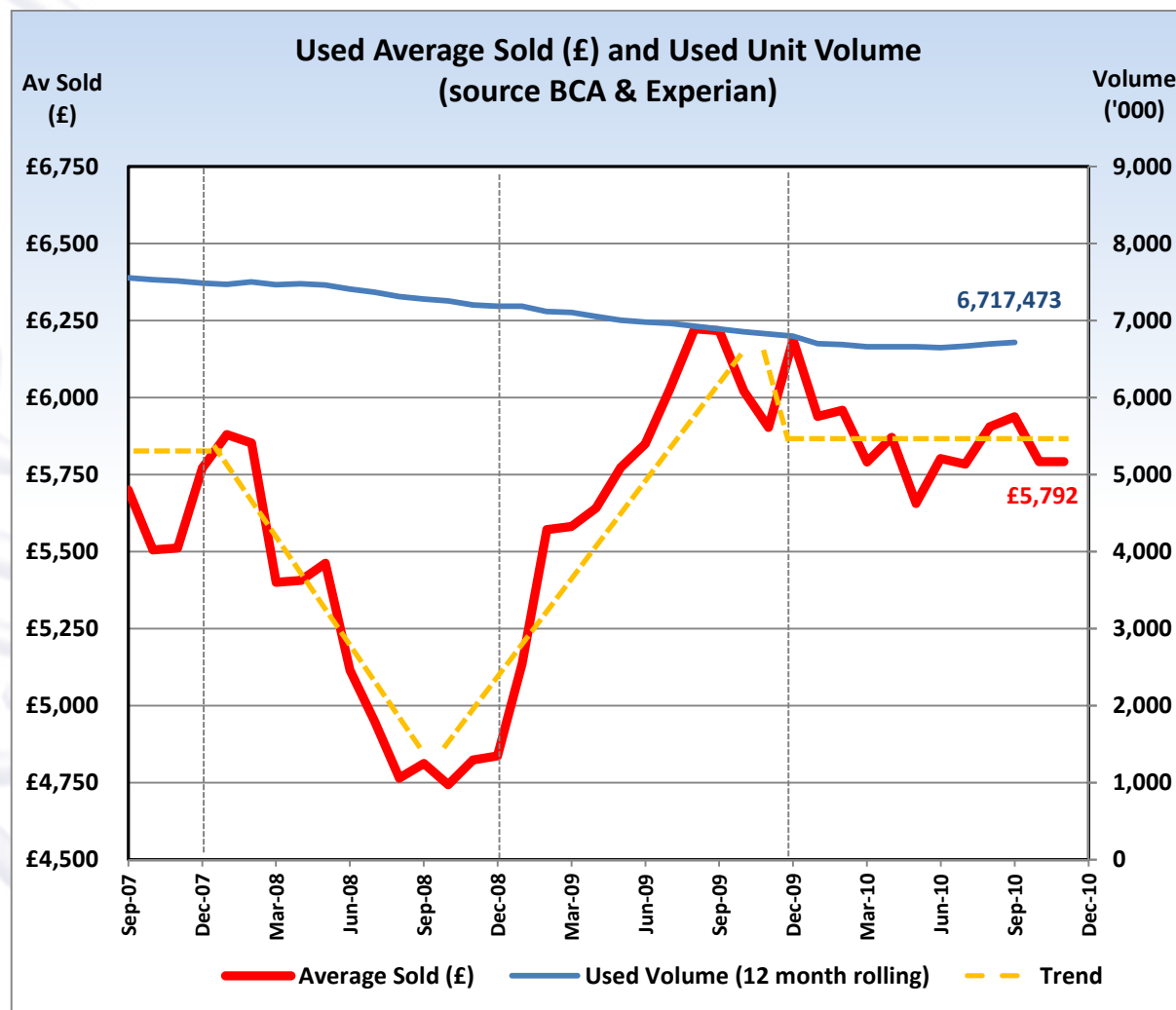
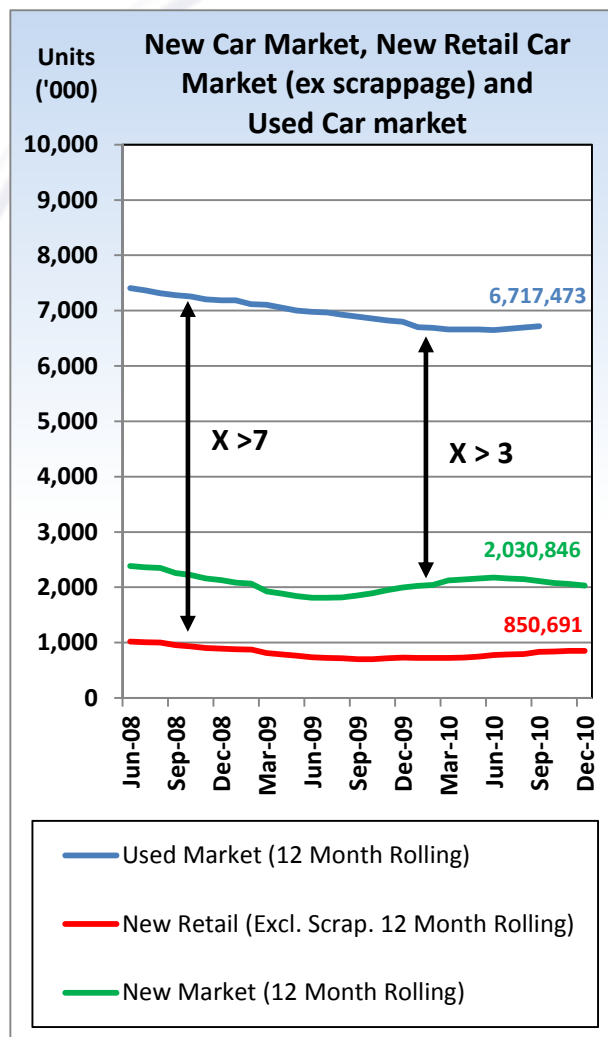
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# Aftersales Revenue



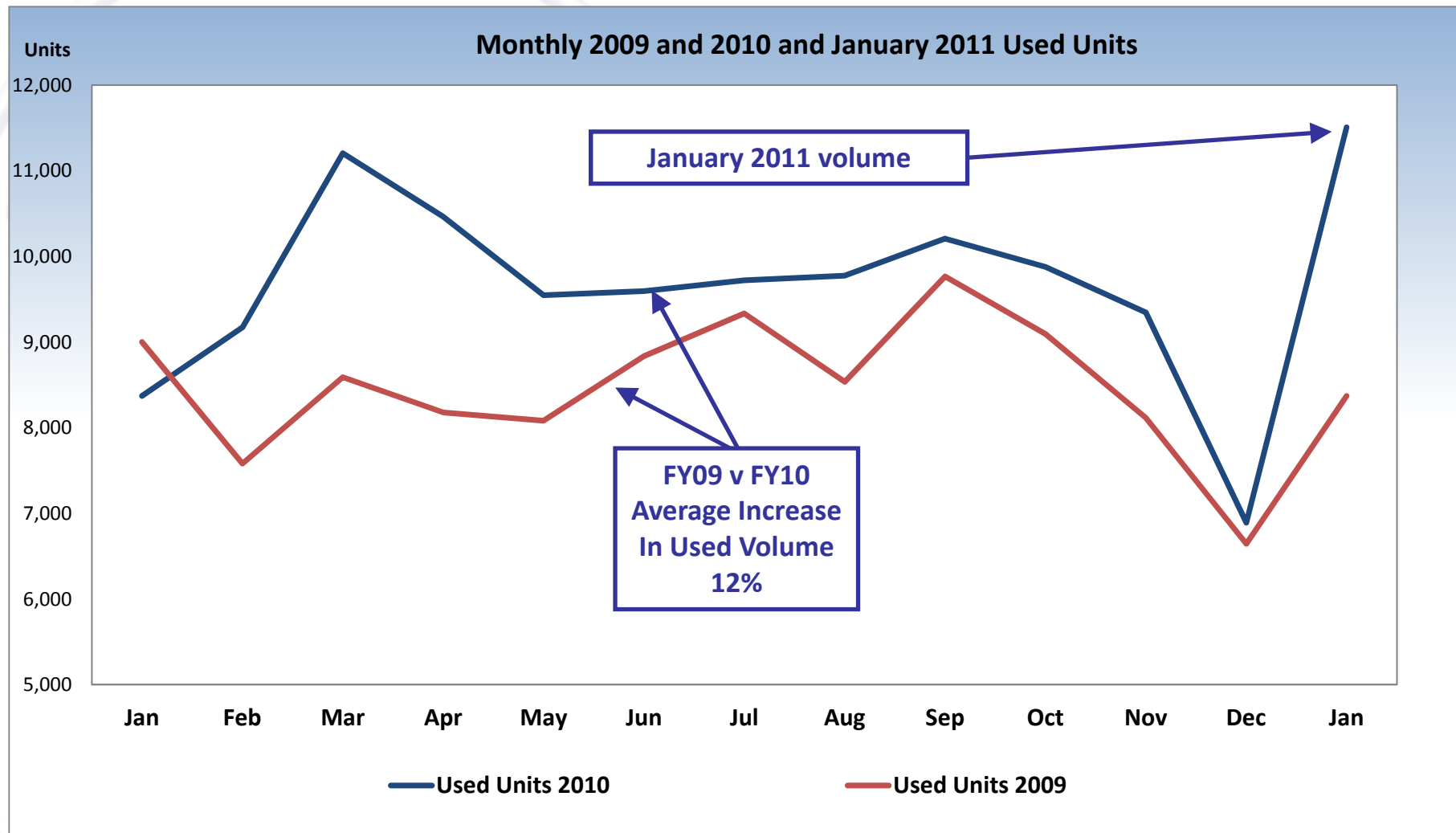
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# UK Used Car Market



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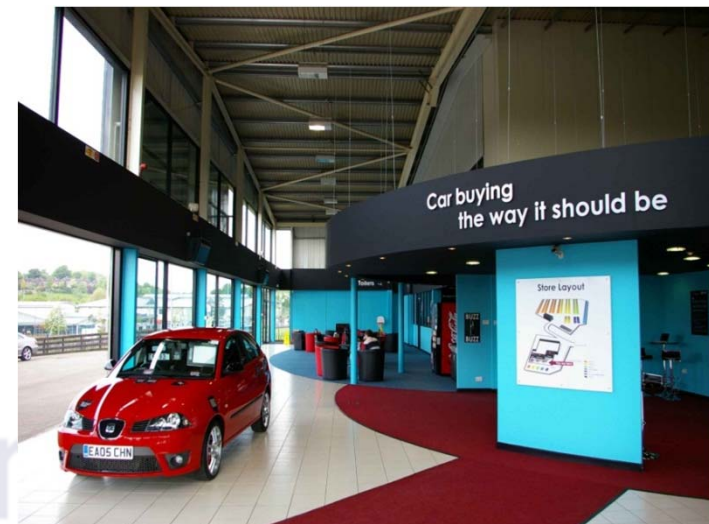
# Used Units FY10 comparison to FY09



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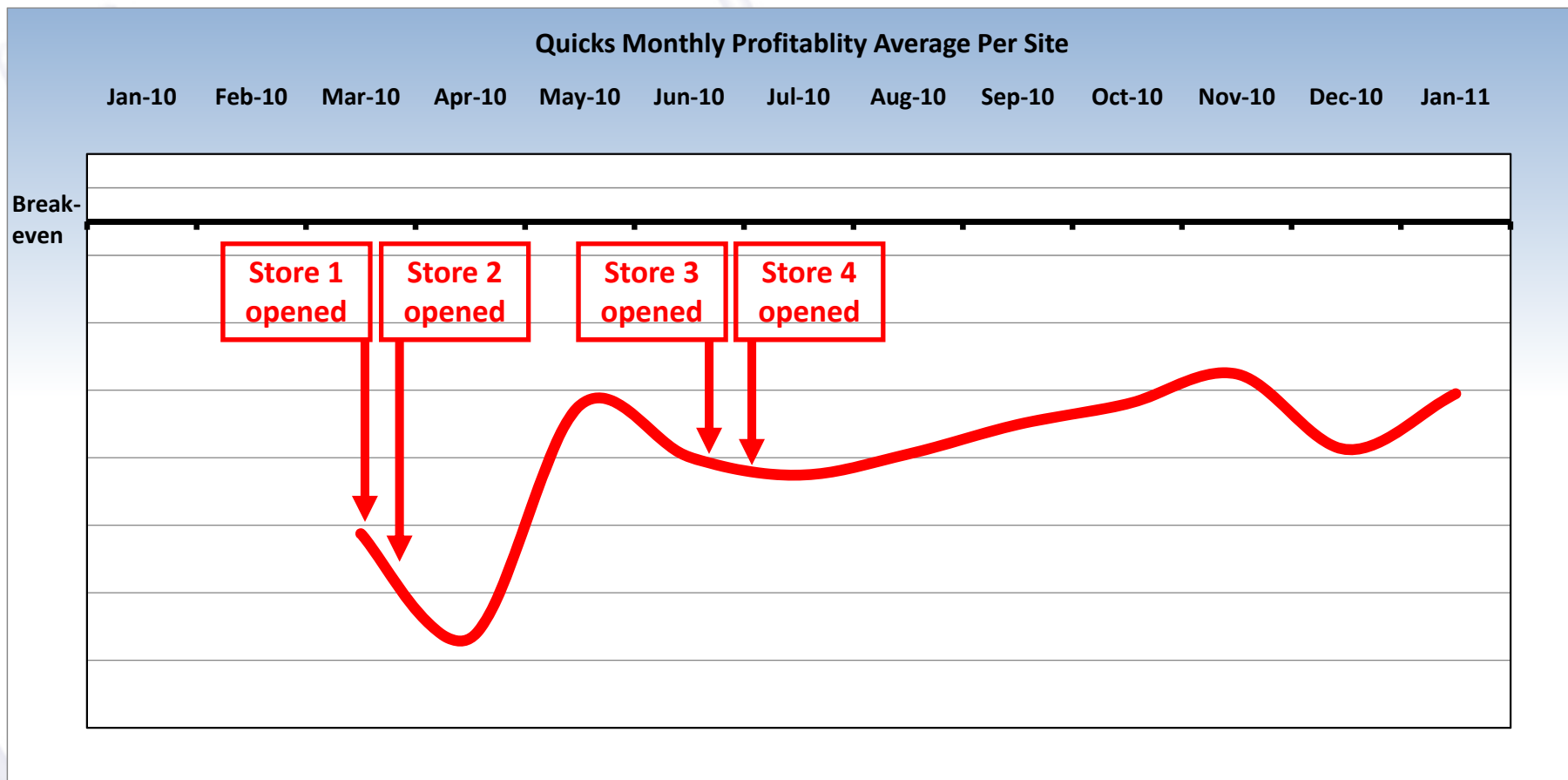
# Quicks

- 4 start up independent used car sites rolled out
- Aftersales being added (additional profit stream)
- Differentiation through customer centric approach:
  - Low prices, Product choice, Customer service, Quality and Transparency
  - High street retail cost model
- 3 more in H1 2011

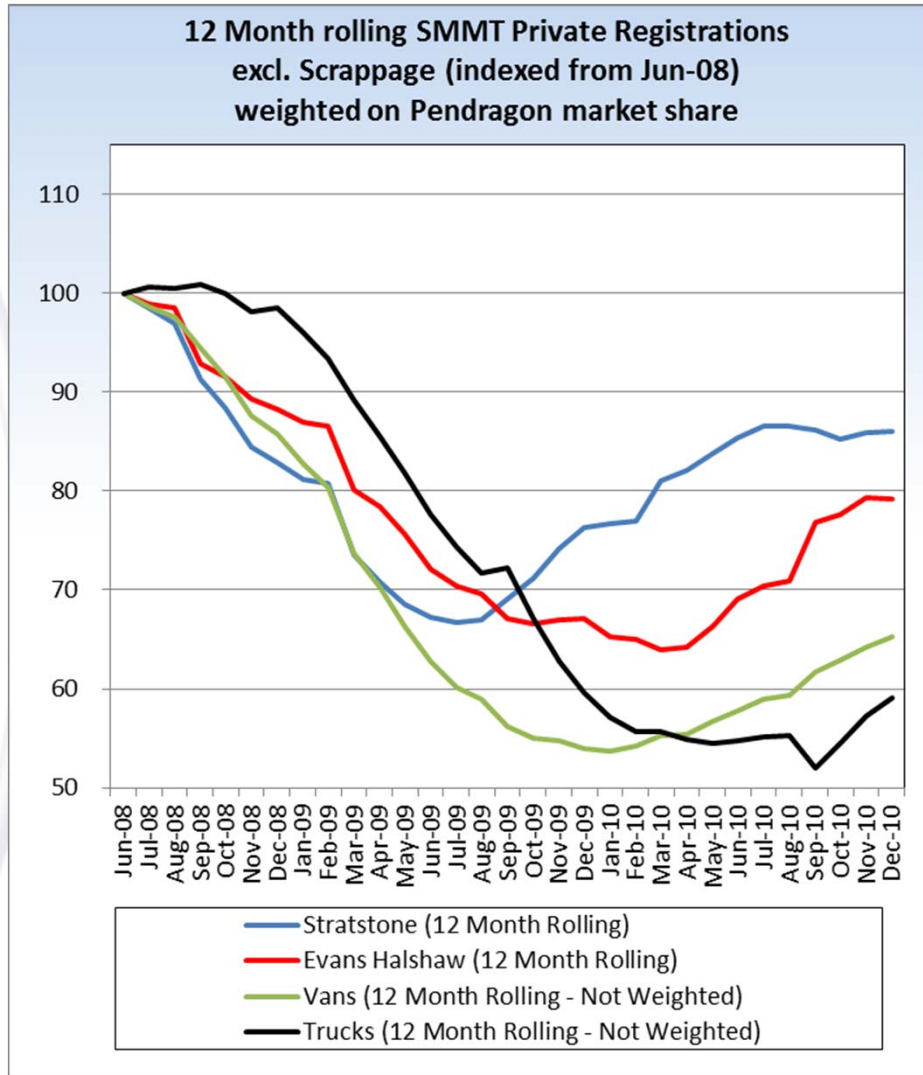
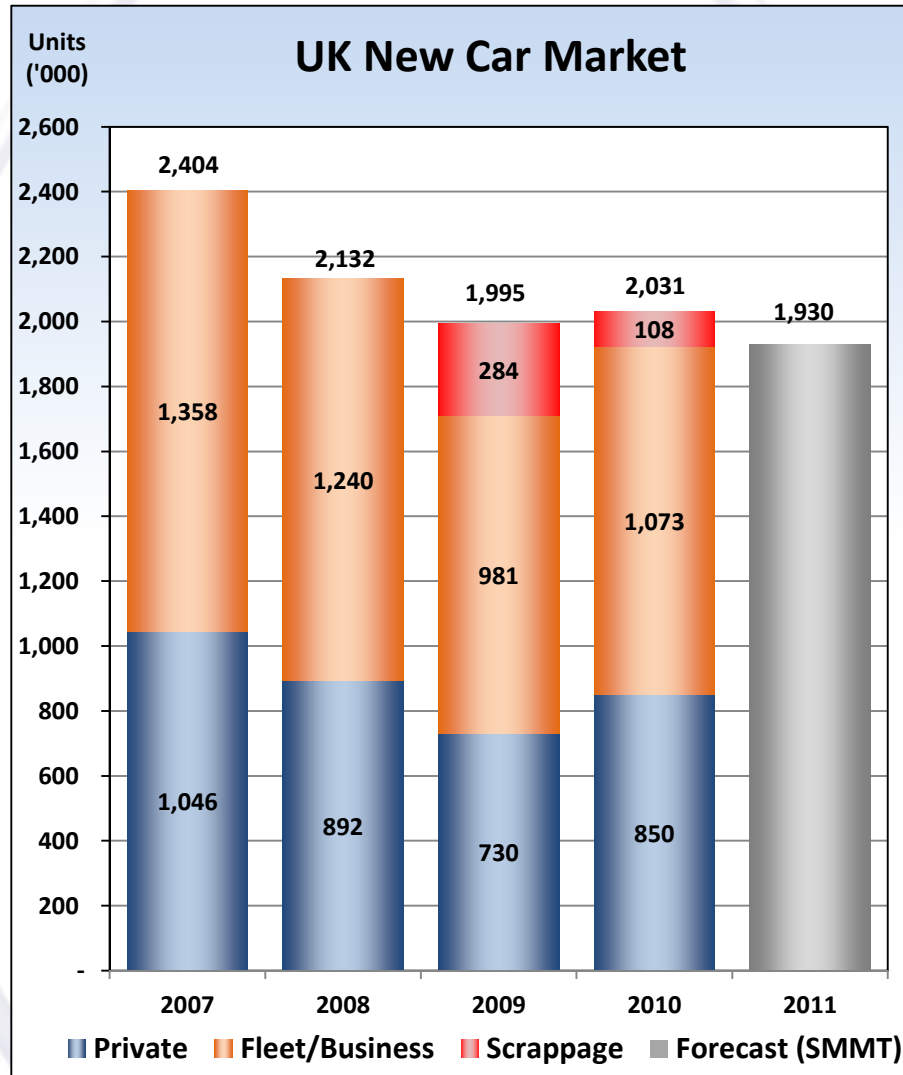


# Quicks Roll Out

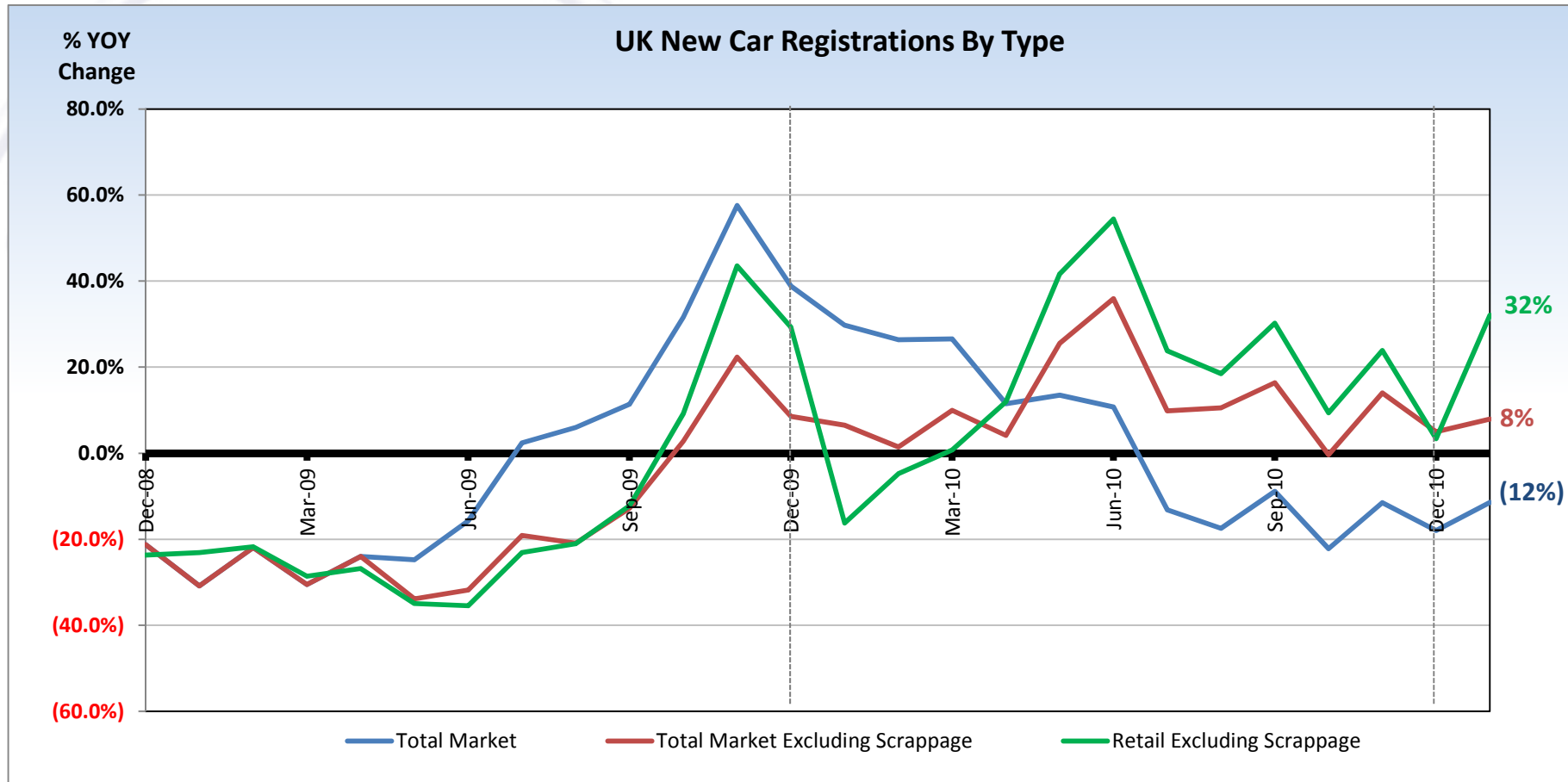
- £2.8m start-up costs in FY10 from initial sites
- Quicks to be profitable in FY11



# Highlights



# Impact of Scrappage

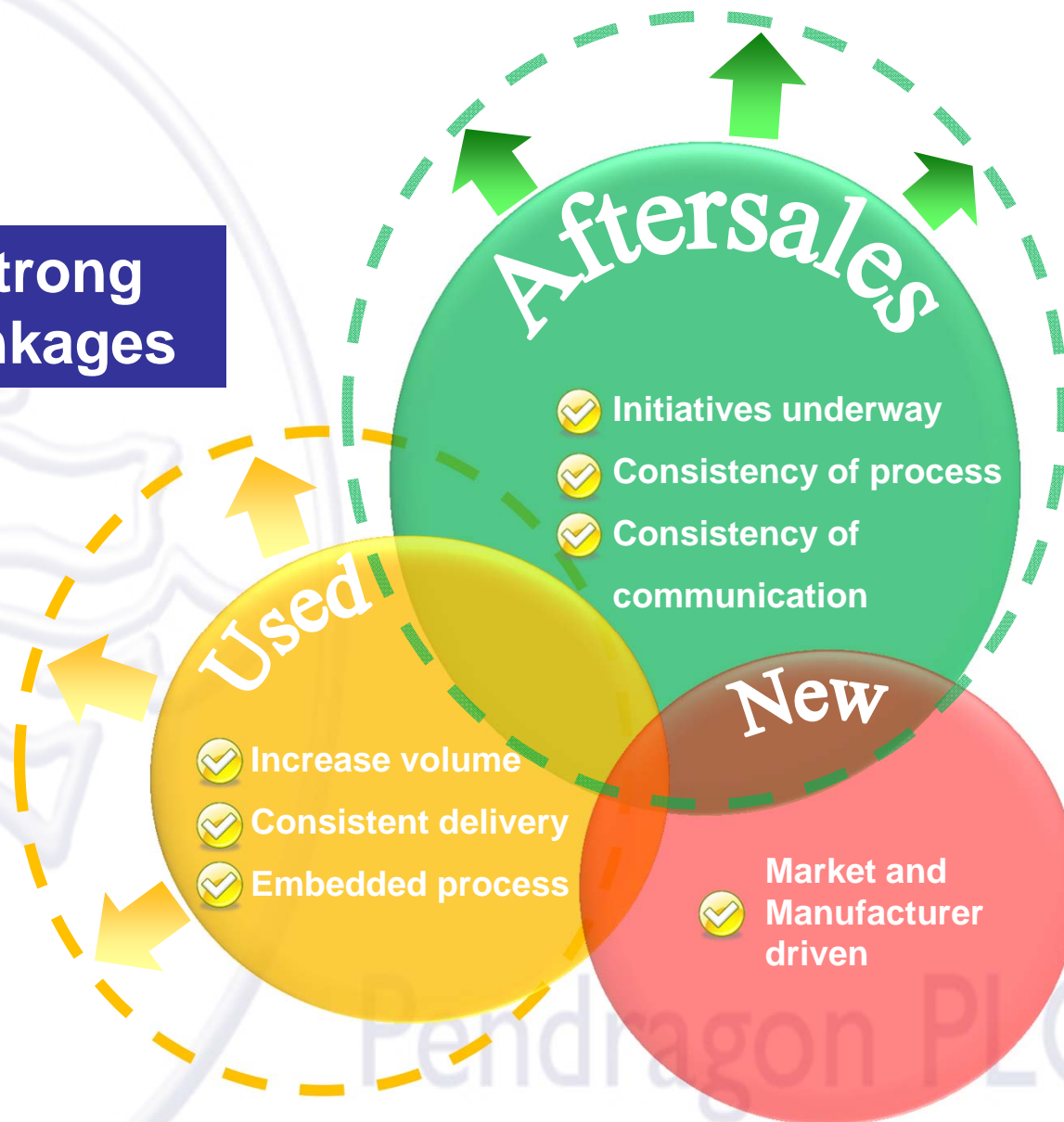


- Total underlying (excluding scrappage) market growth since October 2009
- Underlying retail market up 17% in 2010 versus 2009
- January 2011 underlying retail market up 32% versus 2010





# Strategy



**Strong Linkages**



# FY11 Outlook

Area	Assessment	Success Factors
Aftersales		<ul style="list-style-type: none"> <li>• Further roll-out of VHC</li> <li>• No further decline in warranty</li> <li>• Implementation of further service initiatives</li> </ul>
Used		<ul style="list-style-type: none"> <li>• Margin remaining stable</li> <li>• Continued volume improvements over market</li> </ul>
New		<ul style="list-style-type: none"> <li>• “V” recovery in Stratstone</li> <li>• “U” recovery in Evans Halshaw assisted by commercial vehicles</li> </ul>
Financials		<ul style="list-style-type: none"> <li>• Delivering profit with Debt:EBITDA &lt; 3 and trending to &lt;2</li> </ul>

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