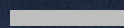


ersonal use only

rxp'group

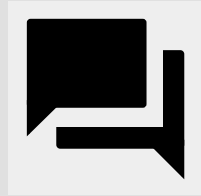
Annual General Meeting

2 November 2020



## Online Attendees – Questions Process

When the Question function is available, the Q&A icon will appear at the top of the app

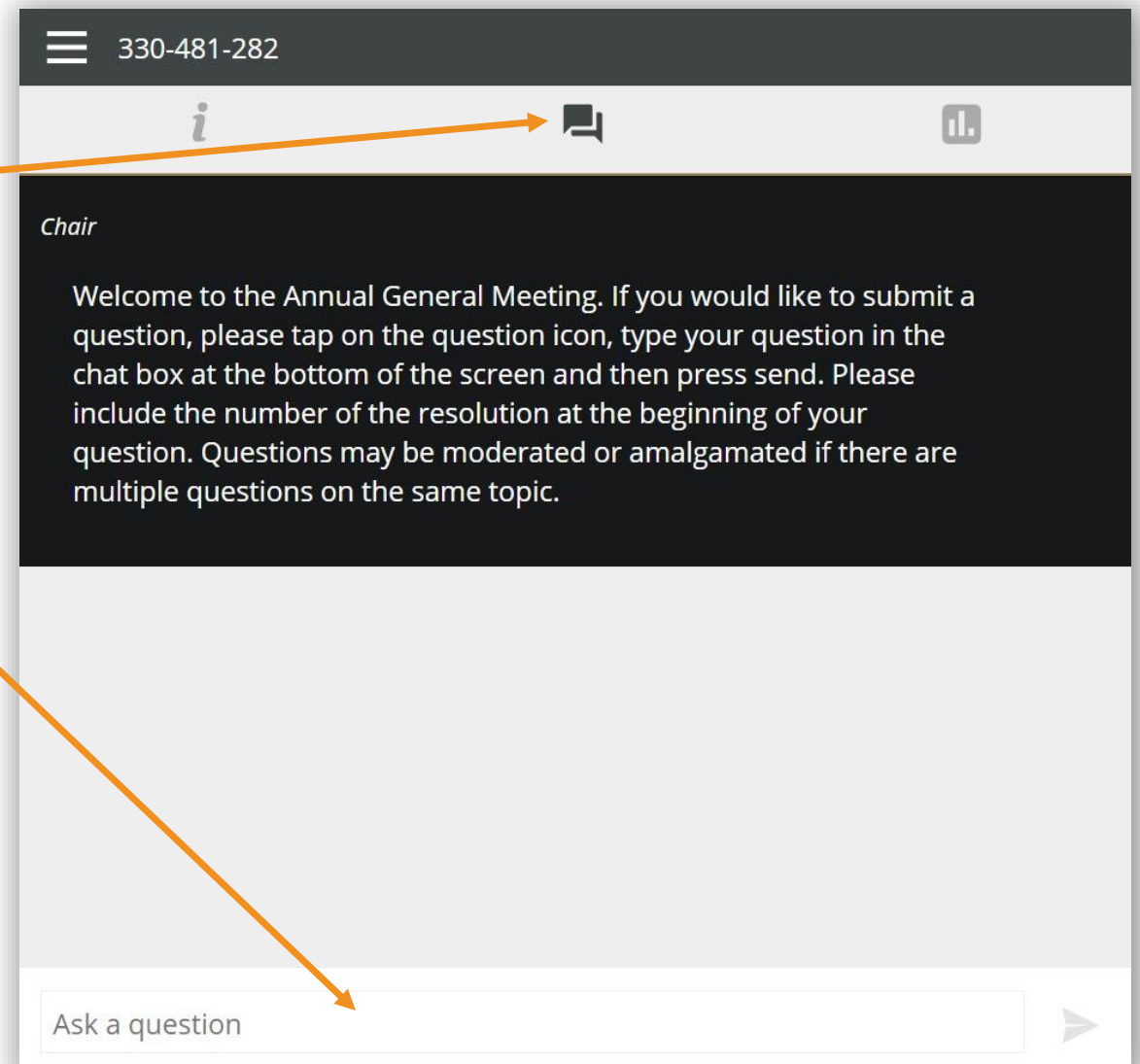


To send in a question, click in the 'Ask a question' box, type your question and press the send arrow



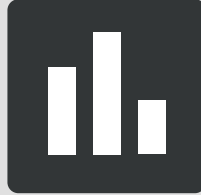
Your question will be sent immediately for review

✓ Received



## Online Attendees – Voting Process

When the poll is open, the vote will be accessible by selecting the voting icon at the top of the screen



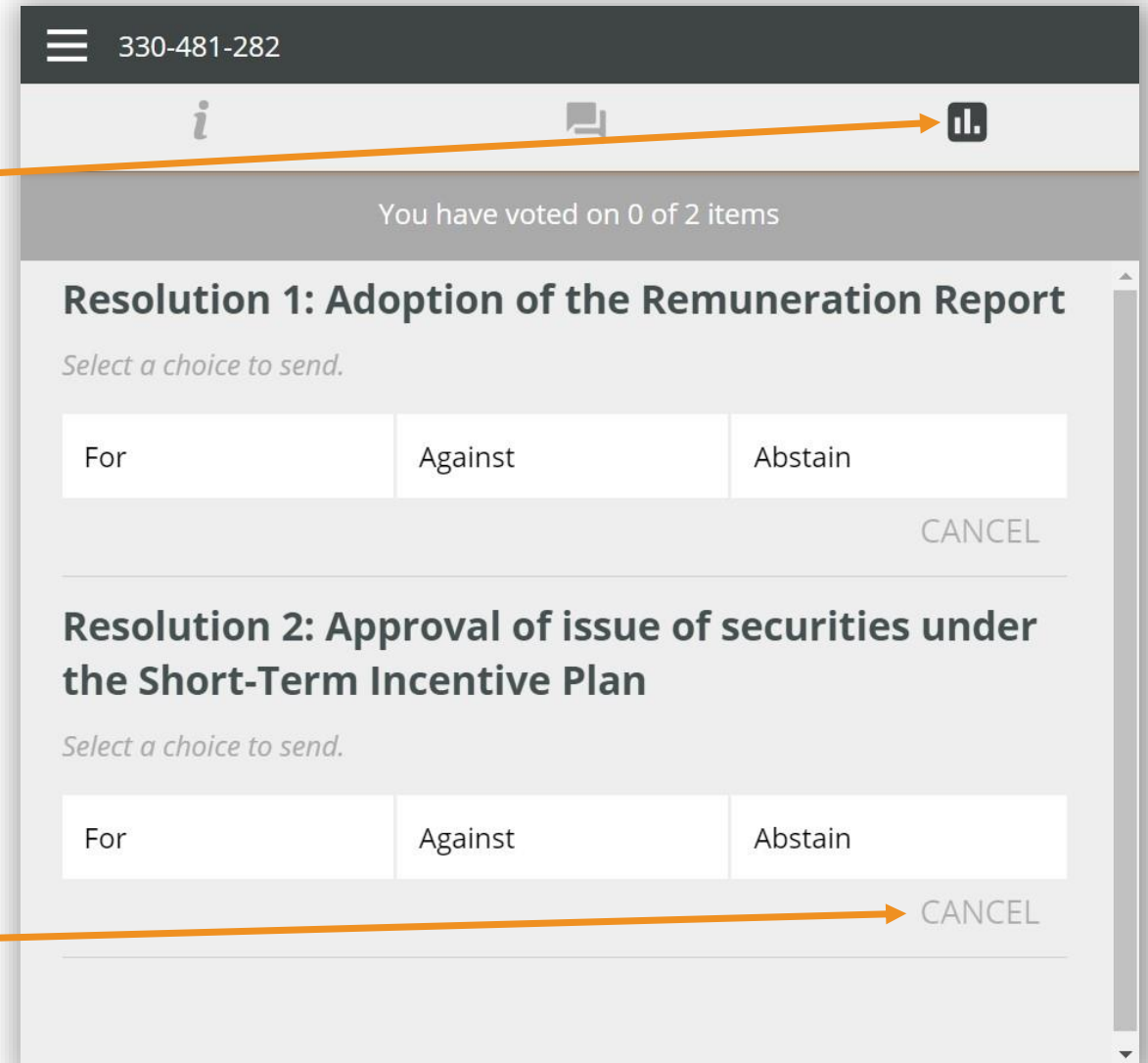
To vote simply select the direction in which you would like to cast your vote. The selected option will change colour

For

Against

Abstain

There is no submit or send button, your selection is automatically recorded. You can change your mind or cancel your vote any time before the poll is closed



The screenshot shows a mobile application interface for online voting. At the top, there is a dark header with a menu icon, the number '330-481-282', and a status bar. Below the header, there is a navigation bar with an information icon, a document icon, and a voting icon (a bar chart). An orange arrow points from the voting icon in the navigation bar to the voting icon in the screenshot. Below the navigation bar, there is a status bar that says 'You have voted on 0 of 2 items'. The main content area displays two resolutions. Each resolution has a title, a prompt to 'Select a choice to send.', and three buttons: 'For', 'Against', and 'Abstain'. The 'For' button in the first resolution is highlighted in orange. Below the buttons, there is a 'CANCEL' button. An orange arrow points from the 'CANCEL' button in the first resolution to the 'CANCEL' button in the second resolution.

330-481-282

You have voted on 0 of 2 items

**Resolution 1: Adoption of the Remuneration Report**

Select a choice to send.

For Against Abstain

CANCEL

**Resolution 2: Approval of issue of securities under the Short-Term Incentive Plan**

Select a choice to send.

For Against Abstain

CANCEL

# — Agenda

## **A. Chairman and CEO Presentations**

- 1. Discussion of Financial Statements and Reports**
- 2. Consideration of Remuneration Report**
- 3. Consideration of the Re-election of Director – Ms Sandra Hook**
- 4. Consideration of the Approval of the DSTI Plan**
- 5. Consideration of the Approval of grant of Performance Rights under the FY21 DSTI Plan to Mr Ross Fielding for FY21**



# FY20 Financial Performance

- Solid H2 result in the face of COVID-19
- Increased client focus on “digitisation” driving wins
- Strong cash generation
- Strong balance sheet in place



**Revenue**  
**\$127m**

Down 10%; H2 result relatively flat  
despite COVID-19



**Underlying EBITDA**  
**\$15.4m**

Down 8%; H2 up 29% on H1



**Cash Conversion**  
**150+%**



**Capital Management**  
**2.50cps Final Dividend**  
**DRP introduced**



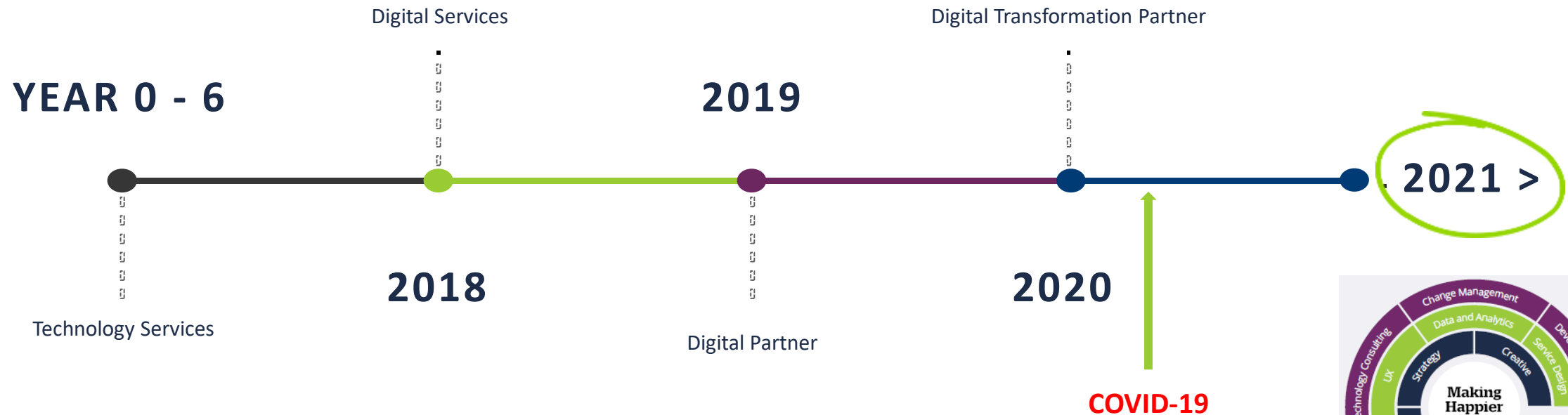
**Digital Services Growing**  
**Digital now represents**  
**~90% of revenue**

Note: All references above refer to continuing operations

## — We've been on a journey

The journey has seen us refine our services offerings over time, repositioning the group to take advantage of the digital economy and best meet the needs of our clients as a digital transformation partner.

The Group is well-positioned for growth over the long term and to deliver improved shareholder returns.



Ross Fielding - CEO  
FY20 Operational Overview

rxp:group



## FY20 Managing COVID-19

- Despite the COVID-19 challenges that have arisen, the RXP team have been quick to adapt
- The “COVID-19 Managing Through, To and Beyond” framework put in place has provided the team with the structure necessary to operationally manage the business and support our clients through these challenging times
- We have made sure that there has been a focus on the short, medium and long term when it comes to:
  - safety and wellbeing of our people
  - the health of our business
  - the value we can create for our clients
- As client focus grows in terms of improving the digital experience they provide, our 3Es (Expression, Experience, Enablement) set of capabilities underpins RXPs position as their partner of choice





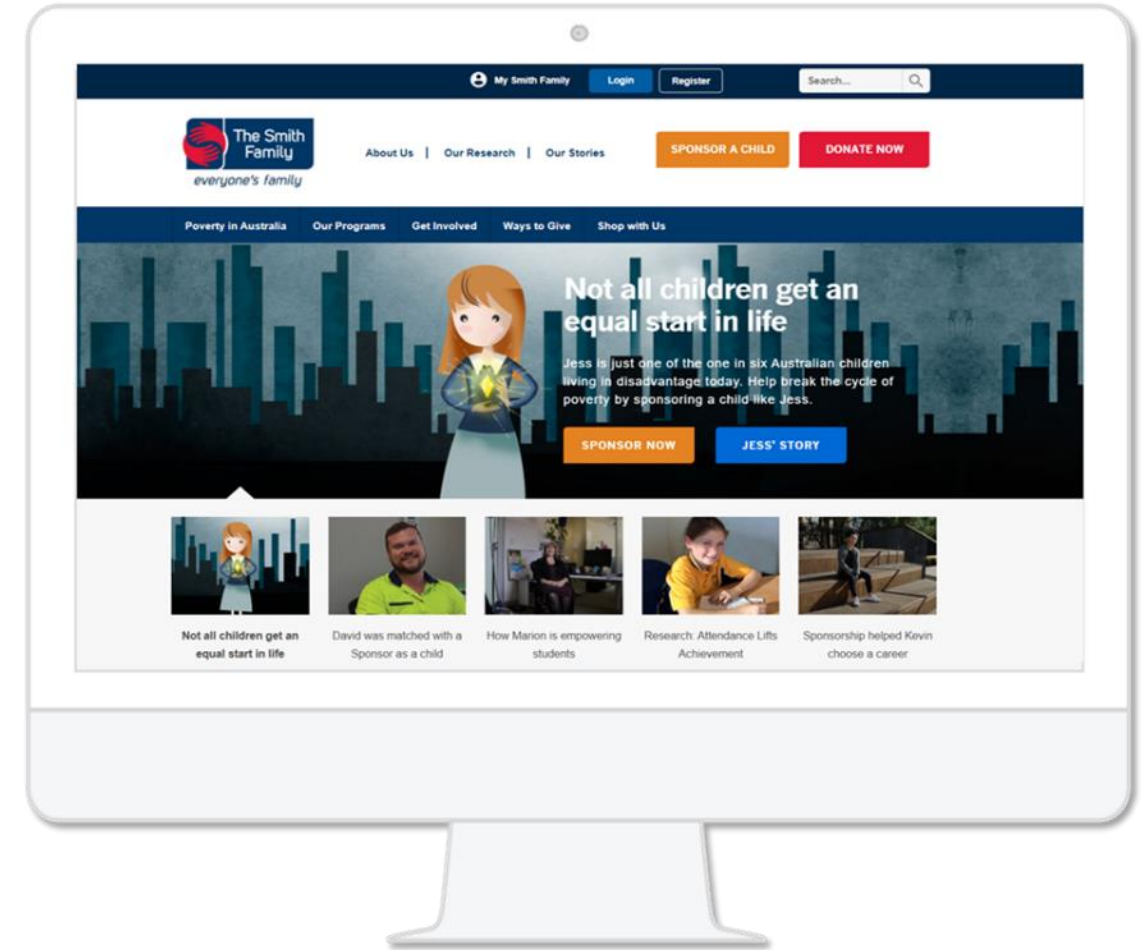
## Sydney and Canberra delivered growth

**Solid growth achieved in Sydney and Canberra despite COVID-19, leveraging our end-to-end capability set and business model (3Es – Expression, Experience Enablement)**

- These regions delivered in line with expectations, despite impacts of COVID-19
- Several significant wins across Government and Industry verticals



**Our end-to-end capabilities continues to position us well in the digital market-place – results produced in these regions reinforced this fact**



## Melbourne Region rebuilding

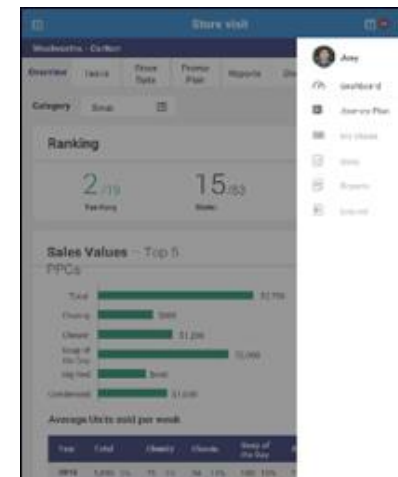
Following a soft H1, momentum began to build in H2 prior to impact of COVID-19

- Sales pipeline in Melbourne began to build in early H2 (as a result of the structural changes made), prior to COVID-19 impact
  - Jared Hill appointed to the key role Group Executive – Southern Region, with improved results
  - COVID-19 has slowed conversion of opportunities as key clients took time to revisit their priorities
  - Momentum and pipeline has slowly built back up as businesses reset their priorities
  - Pipeline conversion still slower than hoped, but easing of COVID restrictions and recognition by client s of the need to leverage technology and drive improvement in digital experiences provides us with optimism

**Tight alignment of resourcing to business wins resulted in improved H2 FY20 utilisation (back up to >86%) – this has continued**



Streamlining Sales & Delivering Data for Kraft Heinz



## Digital Marketing Services regained momentum

### Momentum building again in Digital Marketing Services

- We consolidated Digital Marketing Services into NSW
- We are seeing momentum build in Digital Marketing Services leveraging our Sydney based team, despite the COVID-19 pandemic
  - Good wins with the likes of Destination NSW, Aware Super, Goodman Fielder, and Containers for Change
- We are looking forward to more good wins in this area as businesses look to accelerate their digital marketing efforts

**Solid pipeline continues to build providing confidence as we look forward**



#LoveNSW

Get inspired and start planning your trip at [visitnsw.com/love-nsw](https://visitnsw.com/love-nsw)

- 1 Make your hands into a heart shape.
- 2 Take a photo with your heart in a NSW location.
- 3 Share on your socials with #LoveNSW.



## Public Sector

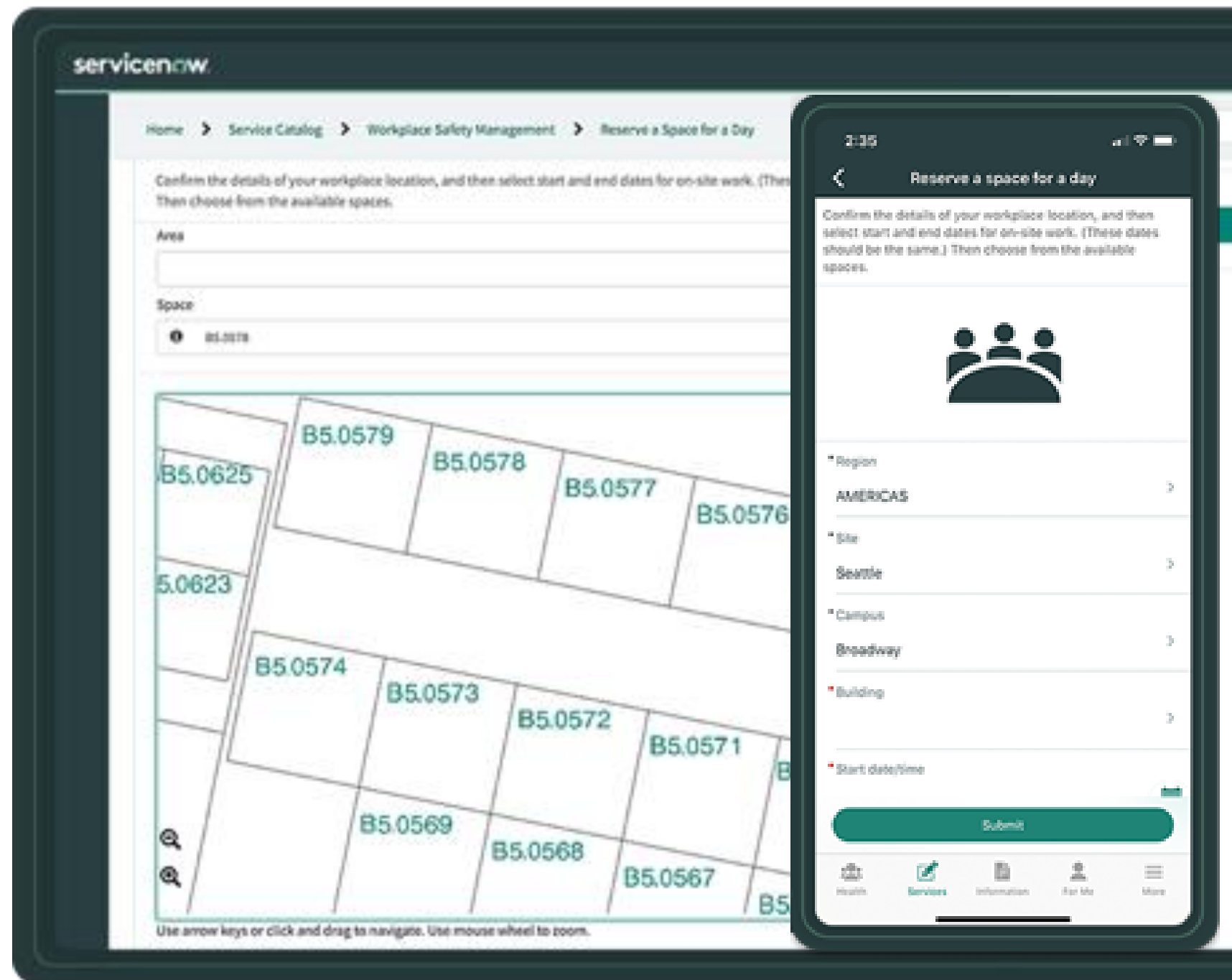
### Helping Victorian Government return to work safely

#### The Challenge

Covid-19 restrictions have created a myriad of complexities for businesses who must look after the welfare of their staff and provide a suitably safe work environment. From seating and appropriate Covid-Safe distancing to rostering and cleaning there are a numerous obstacles to be overcome.

#### The Outcome

RXP was engaged to partner with a large Victorian Government department to help pilot a return to work solution that leverages our ServiceNow expertise. As Elite ServiceNow partners we have been working to develop a proof of concept that will allow government the chance to plan the safe return to work for its people.



# UniSuper

## Delivering a new customer experience

### The Challenge

UniSuper, an Australian superannuation fund for employees of Australia's higher education and research sector were faced with legislative change that would expose them to greater competition in the coming years. UniSuper were in need of a trusted partner to uplift their customer experienced channels to lay the foundations for a new competitive environment

### The Outcome

RXP was engaged to partner with UniSuper to uplift multiple Sitecore implementations including their public website and member portal from Sitecore 7.2 to 9.2. Delivered as multiple streamed agile projects RXP and UniSuper jointing delivered a modern future proof platform that adhered to Sitecore best practices.



# Boating Victoria

## Enabling boaters making better decisions on the water

### The Challenge

Maritime Safety Victoria's (MSV) required a mobile, responsive solution that simplified and consolidated all critical informational needs into one solution to facilitate safer decision making and thereby ultimately reduce casualties on the water.

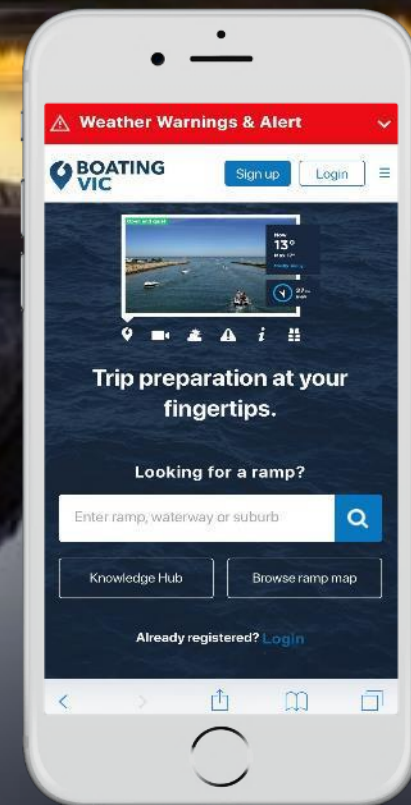
### The Outcome

We delivered a Minimum Viable Product (MVP) designed and built consolidating a validated set of informational data needs into a responsive user-friendly solution. The solution provides targeted information relating to more than 400 boat ramps and launching locations across Victoria.

- Includes ramp and car park vision (live at selected locations), to inform users if the ramp is busy or quiet.
- Localised information such as marine weather forecasts fed directly from the Bureau of Meteorology, warnings, notifications, facility information and safety advice from a range of agencies.

**“RXP Group never shied away from coming up with the best solution. What has been produced will help drive a positive safety culture.”**

Liberty Fletcher-Seales, Project Management Officer at MSV





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design



Direct use of digital  
platforms

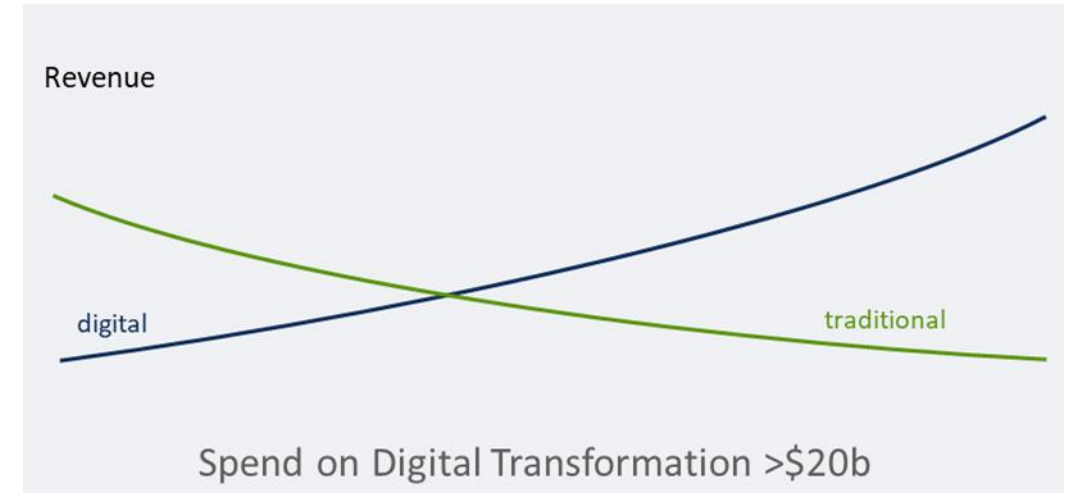


## Digital Services now ~90% of revenue

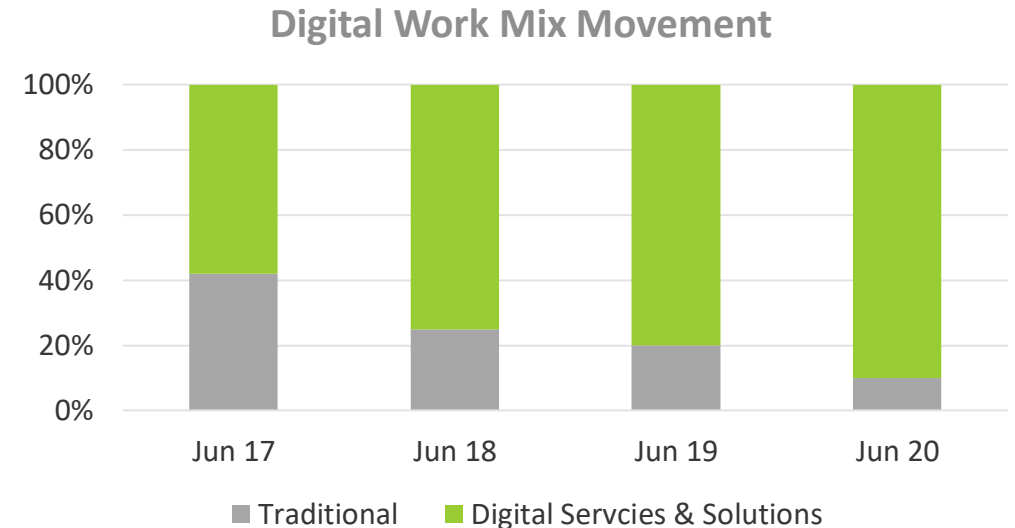
Digital Services has grown another ~5% and now represents ~90% of the RXP group revenue

- Digital Transformation has taken on greater urgency in the later part of FY20 due to COVID-19
- Our ability to consult across a broad value chain has proven advantageous
- The importance for businesses to improve the digital experience they have grown
- Our focus on the 3E's (Expression, Experience, Enablement) continues to provide us with the opportunity to have conversations with clients at multiple points in their business
  - Helping our clients deal with complexity and transformational change
  - This has been key to us winning client work

**RXP remains very well placed to take advantage of the current environment focusing on true digital transformation**



Digital evolution - "moving left to right"



## — Update on operations

### Closure of RXPs Hong Kong office / Discontinued operations

- Inline with our plans, RXP closed its Hong Kong office on 30 June 2020
- The closure was smooth with clients and staff working positively through the transition process

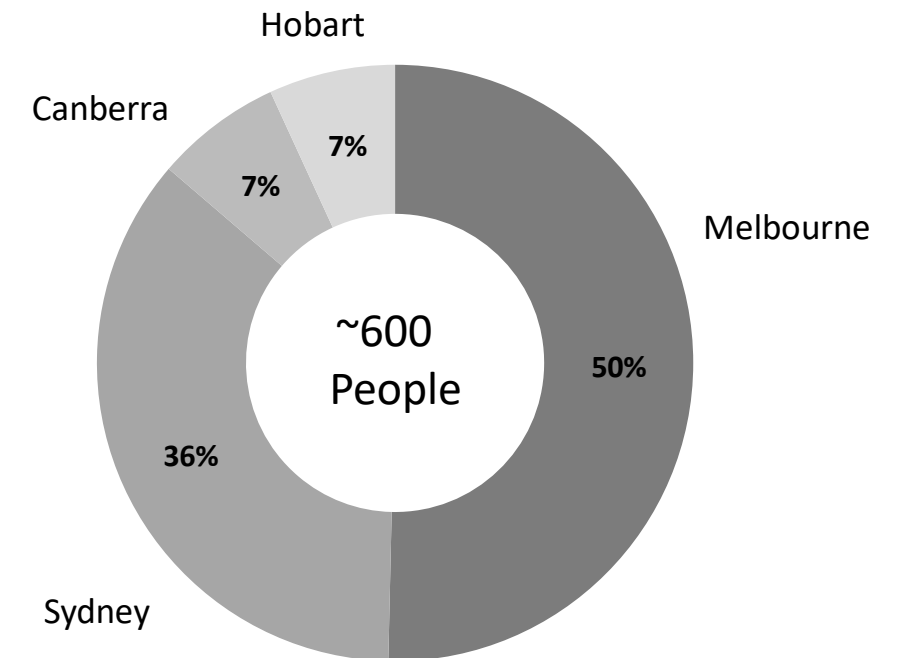
### RXP now has offices in Sydney, Canberra, Melbourne and Hobart

- With our lease at Milsons Point coming to an end, we have taken the opportunity to consolidate our Sydney team into our Margaret Street office in the CBD

### Investments made in further enhancing our operational and management processes, with benefits coming through

- Introduction of a streamlined Program Management Office (with a focus on project delivery excellence and profitability)
- Implementation of the Workday platform (a leading finance, human capital and professional services automation platform) to better manage our people related processes

### Locations



## FY20 Operational Summary



**Digital Services continues to grow:  
Northern region performed well;  
recovery in Southern Region was  
slowed down by advent of COVID-19**

- Northern region performance was strong– ongoing digital project wins validates our strategy
- Southern region – after a soft H1, we did see improvement early in H2 for the Southern region, however the advent of COVID-19 did result in a slowing of sales conversion; momentum slowly building
- Overall, Digital Services now accounts for >90% of overall group revenue



**Digital Marketing Services regaining  
momentum**

- Marketing Services experienced a building of momentum in H2 of FY20 and this has continued into this FY
- Having the ability to consult across a broad value chain has been advantageous – our #Es set of capabilities (Expression, Experience, Enablement) has been key to us winning work



**Financial Outcomes:  
H2 delivered an improved set of  
financials, setting a sound base to  
move forward from**

- Strong cash conversion
- Final fully franked dividend of 2.50cps, dividend reinvestment plan (DRP) announced
- Underlying EBITDA up 29% on H1, despite the advent of COVID-19 with flat half on half revenue
- No further impairment at full year
- RXP is well positioned
  - With a strong balance sheet, there is a solid financial foundation in place
  - We have the people and end-to-end capabilities to assist our clients' desire to accelerate on their digital transformation journey
  - We have the flexibility to invest in value accretive growth opportunities

## Looking ahead

1. Harnessing the COVID Catalyst
2. Strategic Framework & Outlook

## — Harnessing the COVID Catalyst

In a short space of time businesses have seen their view of technology shift from hype to hope

The importance for businesses to invest in digital is now inarguable - as is the fact clients still need trusted advisors and a reliable partner with whom to execute

Our partnership strategy with Tier 1 Digital Platform providers continues to be validated

RXP are well placed overall to take advantage of this increased focus and urgency providing clients with deep specialisation and a true end to end service offering



Anticipating the needs of our clients, and leveraging our strong balance sheet, our investments in FY21 will be deliberately geared towards value-accretive growth areas and opportunities

- Commerce
- Martech
- Governance, Risk & Compliance
- Mobile Applications & Cloud
- Enterprise Service Management
- Low Code, No Code environments
- Managed Services – focused on reducing TCO



## Looking ahead...

Despite the advent of COVID-19 in H2, we have maintained a solid foundation for the business

- H2 EBITDA was up 29% on H1
- As restrictions ease, we look forward with optimism

It's clear that COVID-19 has driven a greater urgency for digital transformation at the back end of H2

- The importance for businesses to improve the digital experience they provide to people has grown
- Making Happier Humans and pursuing a strategy where we can partner with clients to enable their digital transformation agenda remains our focus

We look forward with optimism

- Our first quarter has delivered a solid result
- Client decision making has generally slowed however easing of COVID restrictions gives us confidence this will improve moving forward
- Our plan continues to focus on growth, with agile decision making given the fluidity of the business environment

### OUR VISION:

To be Australia's leading digital services business

### OUR PURPOSE:

Making Happier Humans

### FY21 Objectives

Top & Bottom Line growth | Growth in People Engagement

Growth in client advocacy | Growth in Shareholder value

### FY21 Priorities



#### CULTURE

Build a growth mindset



#### BRILLIANT BASICS

Make sound financial management a habit



#### WAYS OF WORKING

Agility and "can do attitude" in the face of change



#### PARTNERSHIPS

Better Together



#### SERVICE OFFERING

Differentiate & growth

OUR VALUES: Be Ingenious | Use Your Voice | Show you care

# — Agenda

## A. Chairman and CEO Presentations

- 1. Discussion of Financial Statements and Reports**
2. Consideration of Remuneration Report
3. Consideration of the Re-election of Director – Ms Sandra Hook
4. Consideration of the Approval of the DSTI Plan
5. Consideration of the Approval of grant of Performance Rights under the FY21 DSTI Plan to Mr Ross Fielding for FY21

# — Agenda

## A. Chairman and CEO Presentations

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## Item 2, Ordinary Resolution 1

### Consideration of Remuneration Report

- *“That, the Remuneration Report forming part of the Directors Report for the year ended 30 June 2020 is adopted.”*

#### Voting Summary

<b>For</b>	23,046,778	38.32%
<b>Against</b>	35,933,489	59.75%
<b>Open usable</b>	1,159,690	1.93%
<b>Excluded</b>	10,135,068	NA

592,521 OPEN USABLE PROXY VOTES ARE AVAILABLE TO THE CHAIRMAN

# — Agenda

## A. Chairman and CEO Presentations

1. Discussion of Financial Statements and Reports
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3. **Consideration of the Re-election of Director – Ms Sandra Hook**
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5. Consideration of the Approval of grant of Performance Rights under the FY21 DSTI Plan to Mr Ross Fielding for FY21

## — Item 3, Ordinary Resolution 2

- This resolution has been withdrawn



# — Agenda

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  - 5. Consideration of the Approval of grant of Performance Rights under the FY21 DSTI Plan to Mr Ross Fielding for FY21

## Item 4, Ordinary Resolution 3

### Consideration of the Approval of the DSTI Plan

- *“That, for the purposes of Listing Rule 7.2, Exception 13 and for all other purposes, the Company approves the issue of Securities under the Company’s DSTI Plan, as an exception to Listing Rule 7.1.”*

### Voting Summary

For	22,970,604	37.97%
Against	36,374,744	60.12%
Open usable	1,156,415	1.91%
Excluded	10,135,068	NA

589,246 OPEN USABLE PROXY VOTES ARE AVAILABLE TO THE CHAIRMAN

# — Agenda

## A. Chairman and CEO Presentations

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3. Consideration of the Re-election of Director – Ms Sandra Hook
4. Consideration of the Approval of the DSTI Plan
5. **Consideration of the Approval of grant of Performance Rights under the FY21 DSTI Plan to Mr Ross Fielding for FY21**

## Item 5, Ordinary Resolution 4

### Consideration of the Approval of grant of Performance Rights under the FY21 DSTI Plan to Mr Ross Fielding

- “That, subject to Resolution 4 being approved, for the purposes of Listing Rule 10.14 and for all other purposes, approval is given for the Company to grant to the Managing Director and Chief Executive Officer of the Company, Mr Ross Fielding, Deferred Performance Rights in accordance with the rules of the Company’s short term incentive and deferred short term incentive plan (in respect of the financial year ending 30 June 2021 and subject to achieving specific KPIs), and to provide Mr Fielding any or all of the benefits ( including on the cessation of employment) upon the terms and conditions summarised in the Explanatory Statement..”*


#### Voting Summary

For	22,552,648	37.32%
Against	36,708,780	60.76%
Open usable	1,156,415	1.92%
Excluded	10,135,068	NA

589,246 OPEN USABLE PROXY VOTES ARE AVAILABLE TO THE CHAIRMAN

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 Level 15, 31 Queen St, Melbourne, VIC 3000

[Add address details and contact details]  
 [info@rxpservices.com](mailto:info@rxpservices.com)



03 8630 5800

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