


helloworld TRAVEL LIMITED

FY18

CEO Andrew Burnes
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This document includes the presentation of results on a statutory basis as well as non-statutory information. All financial results are presented in AUD unless otherwise stated and rounded to millions. Data used for calculating percentage movements has been rounded to thousands.

Key non-statutory financial metrics

Total Transaction Value (TTV) *- does not represent revenue in accordance with Australian Accounting Standards. TTV represents the price at which travel products and services have been sold across the Group, as agents for various airlines and other service providers, plus revenue from other sources. The Group’s revenue is, therefore, derived from TTV. Total TTV does not represent the Group cash inflows as some transactions are settled directly between the customer and the supplier.*

Earnings before interest expense, tax, depreciation and amortisation (EBITDA) *- is a financial measure which is not prescribed by Australian Accounting Standards but is the measure used by the Board to assess the financial performance of the Group and operating segments.*

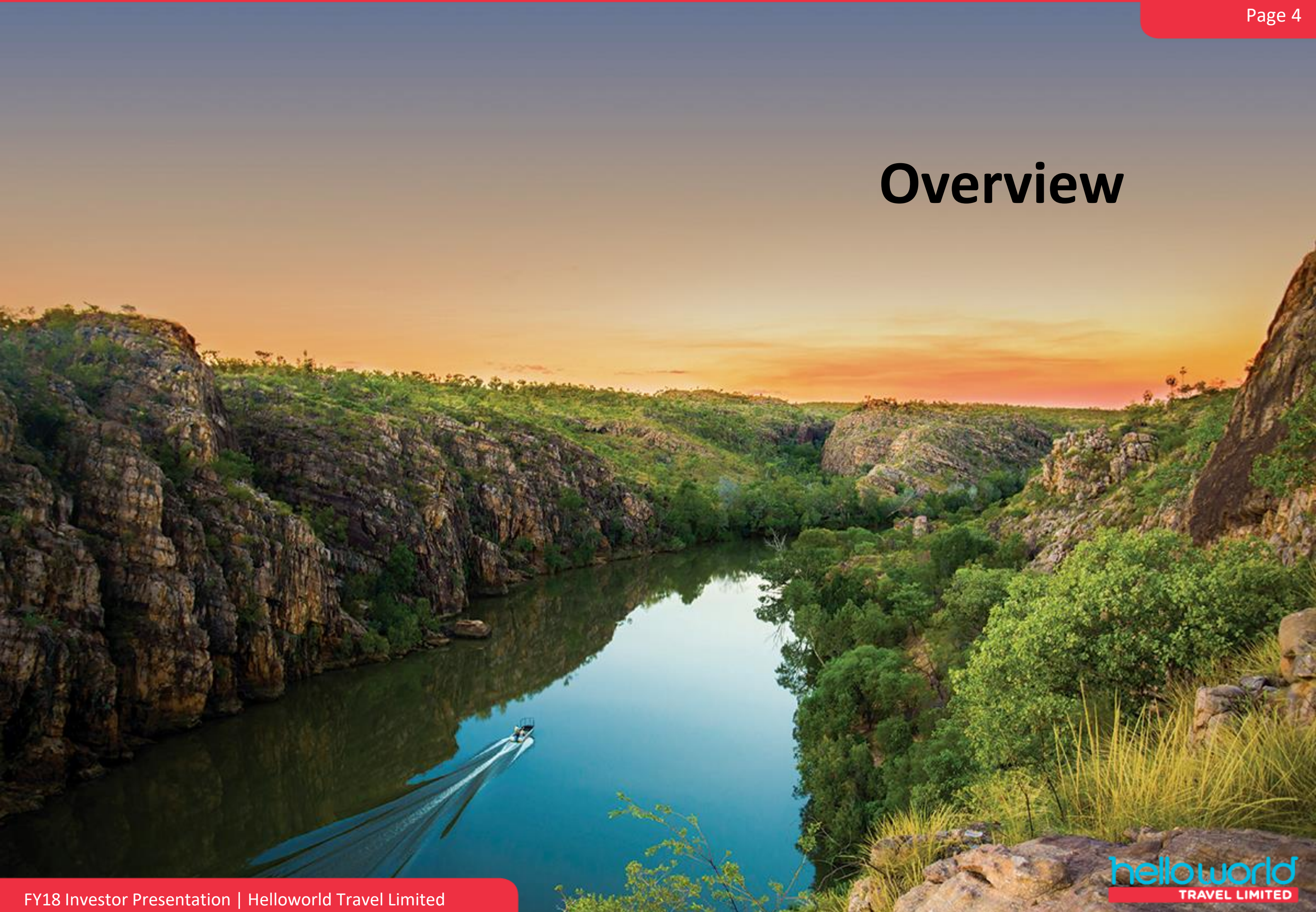
Agenda

1 Overview

2 Financial Performance

3 Business Focus and Priorities

4 Appendix



Overview

FY18 Results Overview

TTV
$6,077.0m
3.5% on FY17

Revenue
$326.9m
Consistent with FY17

EBITDA
$65.2m
18.2% on FY17

NPAT
$32.0m
48.1% on FY17

Total Dividend
18.0 cents
28.6% on FY17

- **$6.1 billion TTV achieved** led by strong air sales volume growth and business acquisitions undertaken in the second half of FY18.
- **Reported revenue was in line with FY17** with the impact of disposed operations and restructure of Insider Journeys business partially offsetting business acquisitions. Excluding these factors, **underlying revenue increased by $1.6m or 0.5%** reflecting improved contracting outcomes across air, land, cruise and ancillary products, supported by transaction growth partially offset by lower international airfares.
- **Significant profitability growth in both EBITDA and NPAT**:
  - Focus on profitable revenue streams.
  - Right size cost base through cost reduction and productivity initiatives.
  - Flow through benefit from implemented prior year merger synergies and cost reduction program to current year cost base.
- **Retail member network growth to 2,223 members:**
  - Magellan Travel Group acquisition
  - Branded member expansion
  - Strong My Travel Group and MTA member growth
- **Marketing initiatives improving brand recognition and value proposition to our members and agents.**
- **Rewarding shareholders with higher dividends.**

Financial Performance

FY18 Full Year Results

	FY18 $m	FY17 $m	Change %
Total Transaction Value (TTV)	6,077.0	5,872.3	3.5%
Revenue	326.9	326.8	0.0%
Gross margin %	5.4%	5.6%	(0.2%)
EBITDA	65.2	55.2	18.2%
EBITDA % of revenue	20.0%	16.9%	3.1%
Profit before tax	46.2	31.0	48.9%
Net profit after tax	32.0	21.6	48.1%
Basic earnings per share (cents)	27.1	18.8	44.1%
Diluted earnings per share (cents)	26.9	18.7	43.9%
Total dividends per share (cents)	18.0	14.0	28.6%

- TTV growth of 3.5% underpinned by strong transaction volume growth and business acquisitions, partially offset by lower average airfares.
- Revenue was in line with the prior year with the benefits of business acquisitions in second half of FY18 offset by disposed operations and restructured Insider Journeys business.
- On an underlying basis, revenue increased by $1.6m or 0.5% with revenue margin at 5.3% (2017: 5.4%) as improved contracting outcomes have been offset by lower international airfares.
- Operating costs lowered significantly compared with the prior year across all segments reflecting continual focus on reducing operating costs to resize the cost base for our revenue and product offerings, whilst investing in enhanced technologies to deliver further benefits in future years.
- Strong EBITDA growth for the third successive year. EBITDA margin improvement of 3.1% to achieve 20.0%.
- Strong net profit after tax, earnings per share (EPS) and dividends growth for 3rd consecutive year.

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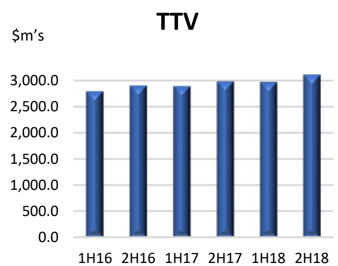
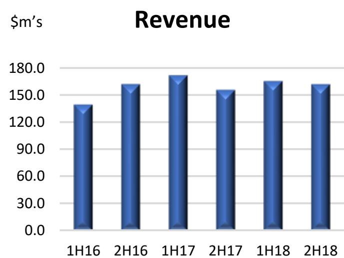
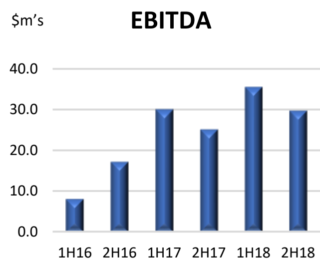
Key financials – half yearly trend

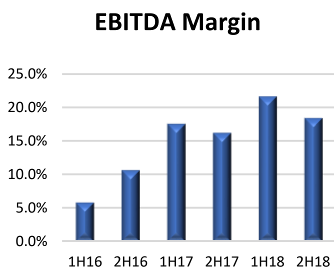
	1H16 $m	2H16 $m	1H17 $m	2H17 $m	1H18 $m	2H18 $m
Total Transaction Value (TTV)	2,792.3	2,902.0	2,890.1	2,982.2	2,967.9	3,109.1
Revenue	139.0	161.5	171.4	155.4	165.1	161.8
Gross margin %	5.0%	5.6%	5.9%	5.2%	5.6%	5.2%
Operating Expenses	(130.9)	(144.3)	(141.5)	(131.1)	(130.5)	(132.7)
Equity Accounted Profits	0.0	0.0	0.1	0.8	0.9	0.6
EBITDA	8.1	17.2	30.1	25.2	35.5	29.7
EBITDA % of revenue	5.8%	10.7%	17.5%	16.2%	21.5%	18.4%
Profit before tax	(1.0)	4.5	18.7	12.4	26.0	20.2
Net profit after tax	(1.7)	3.4	12.9	8.7	18.1	13.9
Basic earnings per share (cents)	(0.4)	2.3	11.5	7.3	15.4	11.7
Dividend (cents per share)	0.0	2.0	6.0	8.0	7.0	11.0

- Key TTV, EBITDA and EBITDA margin metrics improving each half year compared with corresponding period.
- Seasonality of business trading results in higher profit derived in first half of year.
- Reducing costs to resize the cost base.
- Continual growth in EPS and dividends to our shareholders.

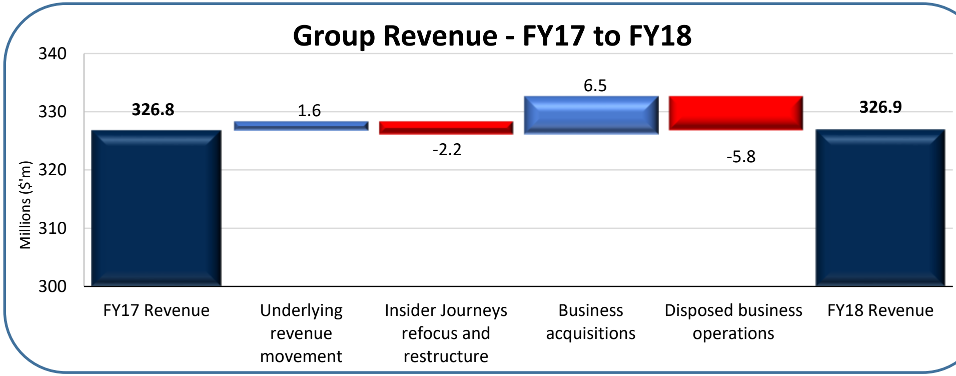


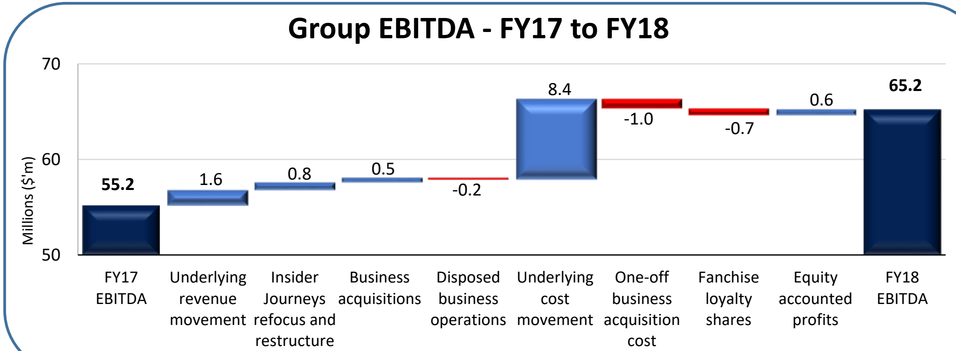






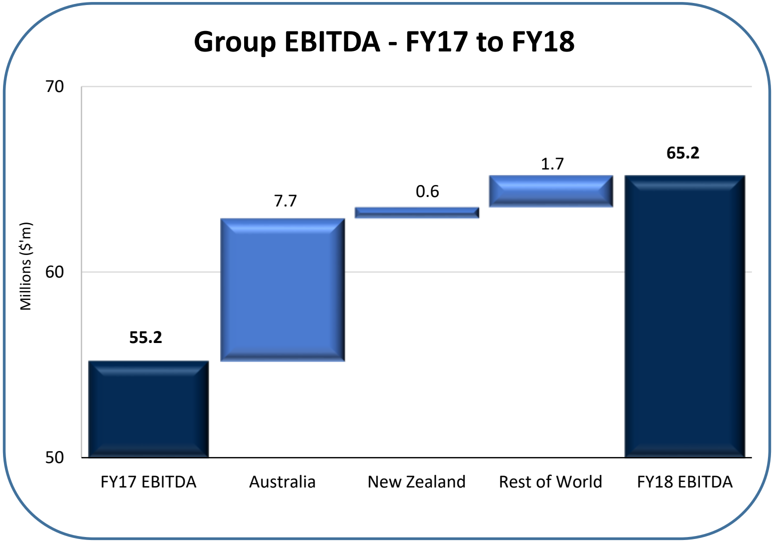
Group Revenue and EBITDA





- Underlying revenue increase represents improved contracting outcomes offset by margin changes from lower airfares, business unit mix change and product mix change.
- Underlying costs decrease reflects focus on right sizing the cost base through cost reduction and productivity initiatives.
- Insider Journeys business restructured with the focus on traditional wholesale market and profitability.
- Business acquisitions include Magellan Travel (Mar 18), Flight Systems (Apr 18) and Asia Escape Holidays (May 18).
- The disposed operations include the air representation business (sold Jan 17) and reduced number of company owned stores across Australia and New Zealand.
- The full year impact of the prior year franchise loyalty shares was $0.7m.
- MTA performed strongly leading to an increase in equity accounted profits of $0.6 million.

Group EBITDA – by segment



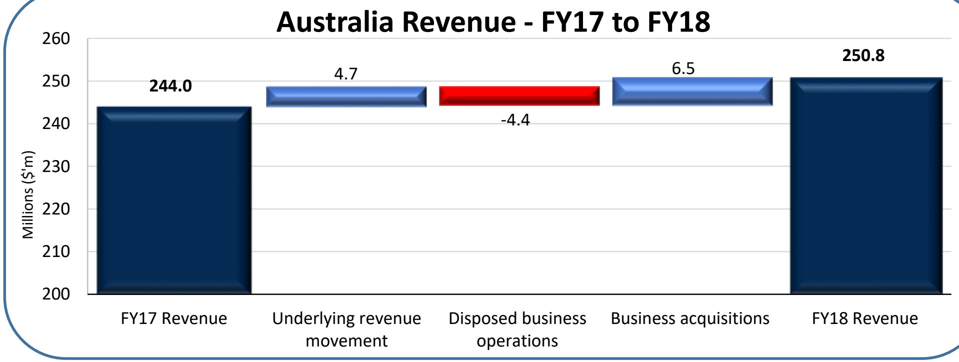
- **Australia segment** – TTV and revenue growth through business acquisitions and improved contracting outcomes. Cost reduction initiatives delivering strong profit growth. Segment continues to drive improvements in technology and automating processes.
- **New Zealand segment** – TTV growth in the retail division from increased member numbers offset by lower sales from APX and lower margins impacted by change in business unit mix.
- **Rest of World segment** – Small segment with key businesses continuing to be restructured with a lower cost base to improve reported EBITDA and position for long term growth.

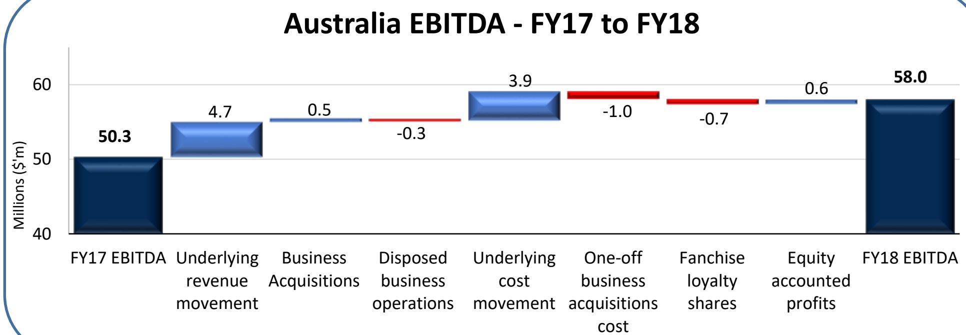
Australia Overview

	FY18 $m	FY17 $m	Change %
Total Transaction Value (TTV)	5,078.5	4,908.8	3.5%
Revenue	250.8	244.0	2.8%
Gross margin %	4.9%	5.0%	(0.1%)
Operating expenses	(194.3)	(194.6)	0.1%
Equity accounted profits	1.5	0.9	75.7%
EBITDA	58.0	50.3	15.2%
EBITDA margin	23.1%	20.6%	2.5%

- TTV growth from Retail, Wholesale, Inbound and Corporate divisions. Air Tickets transaction volumes increased by 10%.
- Revenue increase included the business acquisitions in the second half of FY18 and improved contracting outcomes, partially offset by lower average international airfares and the disposed air representation business and company owned stores.
- Costs were significantly lowered with a focus on cost control, new business initiatives and system automation. The reduction was partially offset by inclusion of cost base from new acquisitions and associated one off acquisition costs.
- MTA contributed an additional $0.6m.
- Significant EBITDA improvement of $7.7m to $58.0m, with strong EBITDA margin improvement of 2.5% to 23.1%.

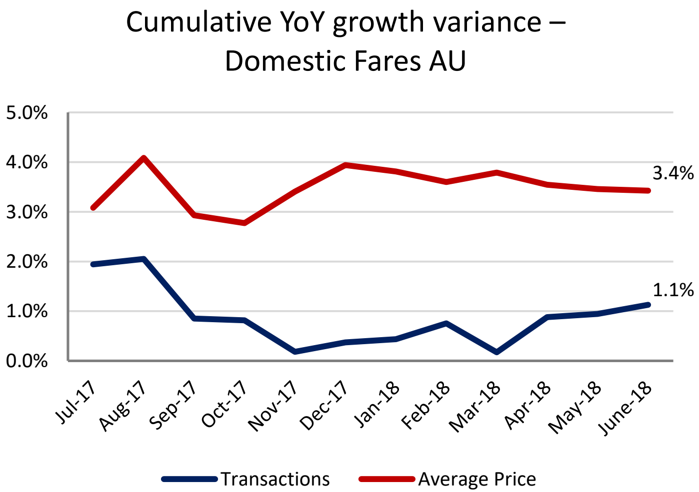
Australia Revenue and EBITDA

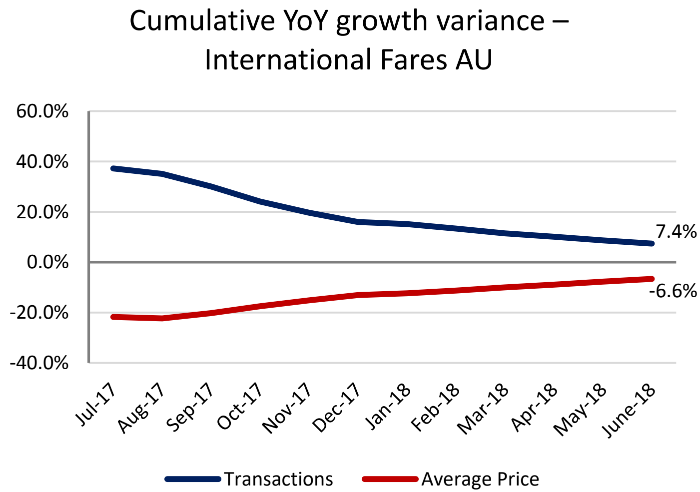




- Focus on profitable revenue streams and right sizing the operational cost base with the better use of technology has resulted in process efficiencies. Underlying revenue increased by \$4.7m and underlying costs reduced by \$3.9m.
- The business acquisitions of Magellan Travel Group, Flight Systems and Asia Escape Holidays contributed \$0.5m to EBITDA in the current year. One off business acquisition costs were incurred of \$1.0m in FY18.
- The disposed operations include the air representation business (sold Jan 17) and the disposal of the remaining seven company owned stores in Australia (sold Aug 18).

Australia Air Ticketing - transaction and price trends





- Higher transactions growth at the start of FY18, following softer conditions in the first half of the prior year.
- For the full year, 1.1% transaction volume growth and 3.4% increase in average airfares.

- Significant international volumes generated in first half of FY18 due to discounted airfares.
- For the full year, 7.4% transaction volume growth and 6.6% decrease in average airfares.

Australia Business Review

Retail Distribution operations

- **Member numbers growth**
  - Increase to 1,854 members from 1,715 members at 30 June 2017 led by member growth across the network and the addition of the Magellan Travel Group.
- **Acquisitions**
  - Acquired the Magellan Travel Group in March 2018, one of Australia's leading independent travel agent groups with over 120 members, providing a sixth Helloworld Travel retail member network in Australia.
  - Acquired Flight Systems in April 2018, a provider of web-based flight booking technologies and operator of the Skiddoo website.
  - Acquired minority shareholding in the first half of FY18 in the Hunter Travel Group (the Group's largest multi-franchise operator) and Helloworld Travel Mackay.
- **Renewed the Collective Purchasing Agreement with Travellers Choice**
  - Five year term signed to 30 June 2023.
  - Travellers Choice has over 145 outlets in Australia.
- **Marketing initiatives**
  - Successfully rolled out the rebranding and new logo to the Helloworld Travel network.
  - Increasing investment in consumer marketing, advertising and sponsorship, accelerating brand presence.
  - FY19 introduction of new free to air television program showcasing Helloworld Travel products and services.
- **Investment in technologies**
  - Continuing with rapid enhancement of ResWorld platform to further deliver member benefits.
  - Development of Air Tickets shop and book technology.
- **2018 National Travel Industry Awards winners**
  - Helloworld Business Travel – Best Non-Branded Travel Agency Group.
  - Air Tickets – Best Agency Support Service.
  - MTA – Best Travel Broker Network.

Australia Business Review

Wholesale/Inbound operations

- **Enhanced ReadyRooms**
  - Launched in June 2018, the upgraded portal includes a new look and enhanced functionality.
- **Acquisition of Asia Escape Holidays**
  - The acquisition complements Helloworld Travel's existing wholesale businesses and provides the Group with a trade focused brand that has expertise and speed to market in the key Asia Pacific region.
- **New in-house product expansion**
  - New brochures covering the Maldives, Disney Magic, Weddings & Honeymoons and Unique Rail Journeys.
- **Strong demand from inbound market**
  - The traditional markets including the UK, US and Europe continued to perform strongly.
  - China FIT platforms delivering growth with further expansion expected in FY19.
- **2018 National Travel Industry Awards winner**
  - Qantas & Viva! Holidays – Best Wholesaler – Australian Product.

Travel Management operations

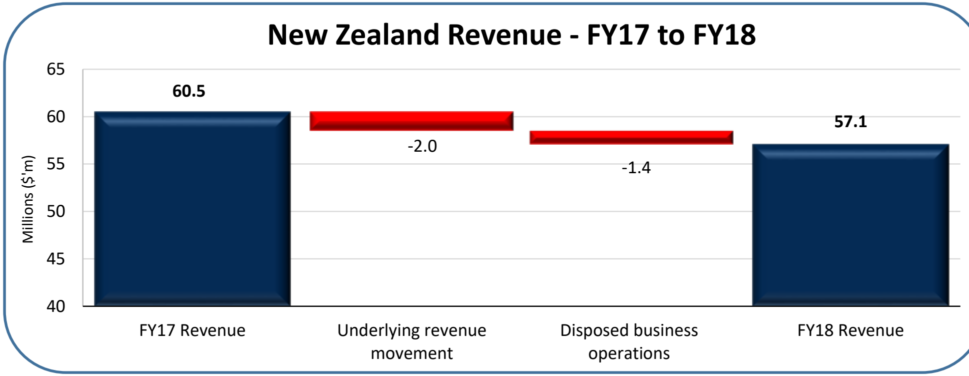
- **Strong TTV and transaction growth from both corporate and government clients.**
- **Establishment of Inspire Travel Management**
  - An indigenous joint venture between QBT and In Travel Group.
- **WoAG Accommodation Program Management contract**
  - AOT Hotels successfully re-tendered for a 3 year term, with further extension option of up to 3 years.
- **Focused on investing in technologies to improve customer service offerings and productivity initiatives.**

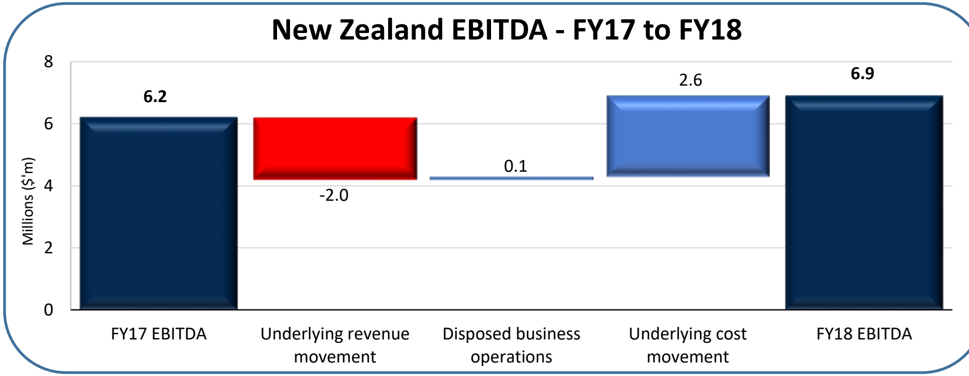
New Zealand Overview

	FY18 $m	FY17 $m	Change %
Total Transaction Value (TTV)	901.8	849.0	6.2%
Revenue	57.1	60.5	(5.6%)
Gross margin %	6.3%	7.1%	(0.8%)
Operating expenses	(50.2)	(54.3)	7.4%
EBITDA	6.9	6.2	10.3%
EBITDA margin	12.0%	10.3%	1.7%

- TTV growth driven by significant increase in Air Tickets division transaction volumes from a larger retail member network, partially offset by lower TTV from corporate business (APX) and lower domestic and international airfares impacting gross margin.
- The reduction in company owned stores has lowered reported revenue, revenue margin and costs. There is no significant impact to EBITDA. As at 30 June 2018, there were 2 (Jun 17: 6) company owned stores in New Zealand.
- Revenue was impacted by lower sales from the APX corporate business, partially offset by growth in the wholesale and inbound operations.
- Revenue margin reflects business mix change including strong TTV growth in lower margin retail business and product mix changes with growth in lower margin cruise business.
- Operating costs decreased led by lower business cost base from productivity efficiencies, cost rationalisation and centralisation of key functions.
- EBITDA improvement of $0.7m to $6.9m, with strong margin improvement of 1.7% to 12.0%.

New Zealand Revenue and EBITDA

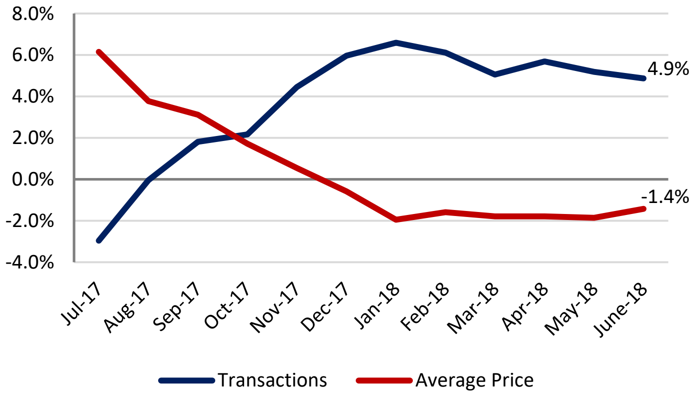




- Underlying revenue decrease represents business unit and product mix change. In addition, the full year impact of lost key clients in the APX corporate business was partially offset by new accounts won in the second half of FY18 including Fonterra.
- The disposed operations relate to the reduction in the number of company owned stores. As at 30 June 2018, there were 2 (Jun 17: 6) company owned stores in New Zealand.
- Business focus continues to be on right sizing our operational cost base, with reduction of $2.6m compared with the prior year, with significant reductions in employee and operating expenses.
- The NZ business is benefiting from productivity efficiencies and centralisation of key functions with Australia.

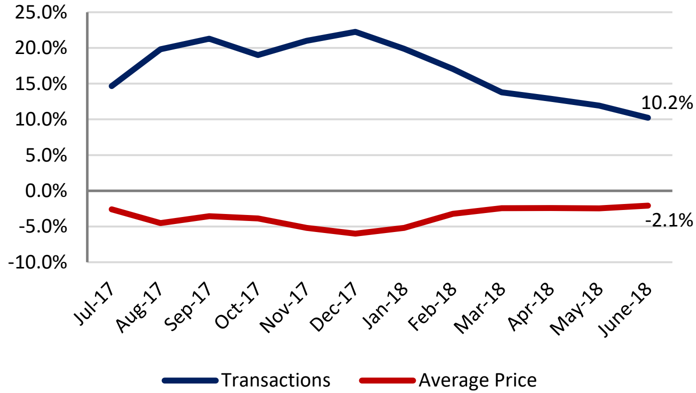
New Zealand Air Ticketing - transaction and price trends

Cumulative YoY growth variance – Domestic Fares NZ



- Seasonal shift change between the first half of FY18 and the second half of FY18.
- 4.9% transaction volume growth and 1.4% decrease in average airfares.

Cumulative YoY growth variance – International Fares NZ



- Strong volume growth offset by continued price reduction.
- 10.2% transaction volume growth and 2.1% decrease in average airfares.

New Zealand Business Review

Retail Distribution operations

- Retail member growth to 369 members from 300 at 30 June 2017 led by expansion of Helloworld Travel branded stores and increase in the non-branded My Travel Group network.
- Disposed of company owned stores, as at 30 June 2018, only 2 company owned stores remain in the retail network.

Wholesale and Inbound operations

- TAANZ NTIA award winner
  - Go Holidays - Best Wholesaler for the 4th year running, announced in September 2017.
- GO Holidays being well supported by Helloworld branded members.
- Strong demand for inbound New Zealand product globally.

Travel Management operations

- Market challenges of strong competition in corporate market, falling average airfares impacting revenue and customer churn.
- Fonterra on board in second half of FY18.
- Improved alignment with Australian corporate business to offer trans-Tasman services and implement cost synergies.

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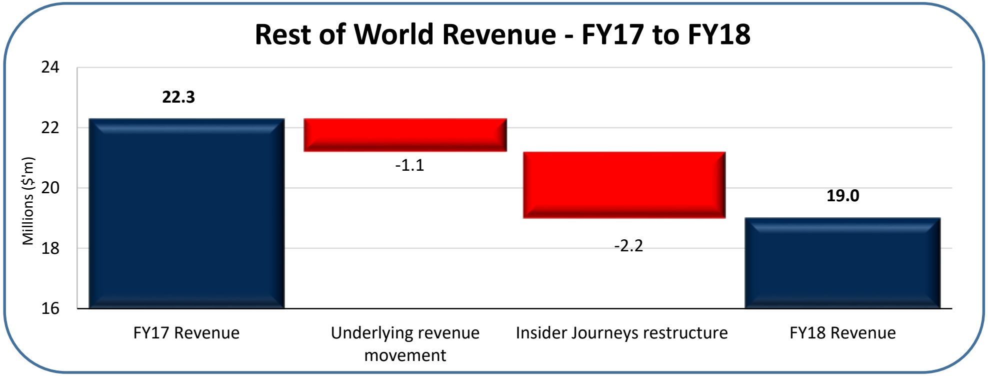
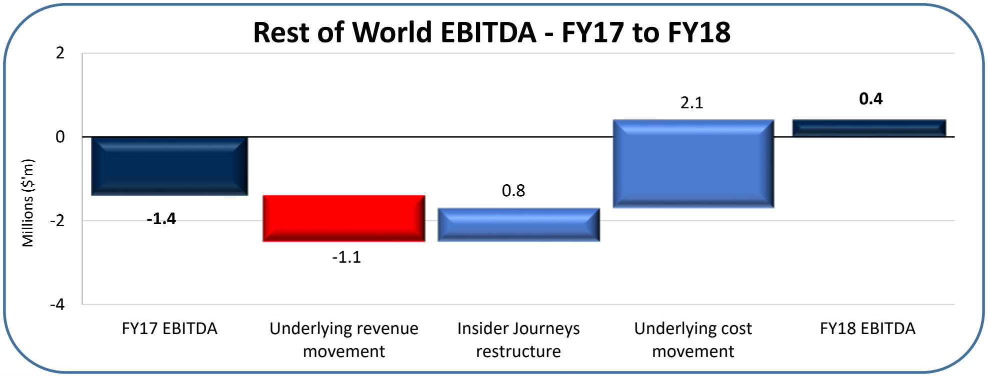
Rest of World (ROW) Overview

	FY18 $m	FY17 $m	Change %
Total Transaction Value (TTV)	96.8	114.5	(15.5%)
Revenue	19.0	22.3	(14.9%)
Gross margin %	19.6%	19.5%	0.1%
Operating expenses	(18.6)	(23.7)	21.4%
EBITDA	0.4	(1.4)	129%
EBITDA margin	2.0%	(6.1%)	8.1%

- TTV and revenue reduction in line with expectations from the refocus and restructure of Insider Journeys business and weather conditions adversely impacting the Fiji businesses.
- Significant lowering of cost base achieved to align with revenue and product offerings.
- A strong business turnaround and segment is now delivering a positive EBITDA contribution to the Group.
- Continue to seek future opportunities for segment growth and drive improved profitability.

Rest of World (ROW) Revenue and EBITDA





- Underlying revenue decrease represents change in business mix to lower margin air sales in the USA business and revenue decrease in the Fiji businesses due to cyclone activity adversely impacting Fiji visitor numbers during the year.
- Insider Journeys business improvement resulting from restructured business with a shift back to the wholesale market and resized cost base.
- Business focus to reduce operational cost base, with operating expense reduction of $2.1m led by significant reductions in employee and operating expenses.

Rest of World (ROW) Business Review

Insider Journeys

- Australian outbound markets to key Asia destinations such as Vietnam has softened, coupled with aggressive pricing and heavy discounting by competitors has impacted TTV and revenue.
- Refocus of revenue distribution channel (traditional wholesale).
- Restructure and right size cost base.
- Business systems alignment with other internal wholesale brands implemented and providing benefits of improved product range and product availability.

Inbound and Transport businesses (Fiji)

- Air and cruise ship arrivals impacted by cyclone activity during the year which has slowed business growth.
- Continued investment in TTF fleet upgrades ensuring the business maintains its position as Fiji’s premier transport operator.

Wholesale USA

- Restructured business to generate future TTV growth with increase in coverage and region exposure.
- Refocused marketing to drive profitable growth.

EBITDA to NPAT reconciliation

	FY18 $m	FY17 $m
EBITDA	65.2	55.2
Depreciation & amortisation	(17.3)	(21.1)
Finance costs	(1.7)	(3.1)
Net profit before tax	46.2	31.0
Income tax expense	(14.2)	(9.4)
Net profit after tax	32.0	21.6

- Depreciation and amortisation expense successfully lowered from the prior year reflecting refocused capital investment in technology enhancements and numerous assets being fully depreciated or amortised in prior years.
- Finance costs reduction due to new 5 year secured financing facility, signed in May 2017, with more favourable terms and conditions. Partially offset by the increased level of debt in the second half of FY18 to fund the business acquisitions.
- Income tax increase reflecting higher trading profit. The income tax effective rate was 30.8%, compared with 30.4% in the prior year.
- Strong net profit after tax and earnings per share growth, supporting final dividend declared.

Liquidity and funding

Liquidity	FY18 $m	FY17 $m	FY16 $m
Company cash	42.0	34.7	26.2
Client cash	161.5	163.4	176.4
Total cash	203.5	198.1	202.6
Drawn debt	(42.1)	(20.8)	(47.5)
Net cash	161.4	177.3	155.1

Funding	FY18 $m	FY17 $m	FY16 $m
Funding facility	60.0	60.0	95.6
Used facility	52.2	31.6	59.5
Unused facility	7.8	28.4	36.1

- Strong balance sheet, with general cash of $42.0m and external drawn debt of $42.1m. In FY18, general cash has increased due to the strong business performance, generating additional free cash flows to support dividends and acquisitions.
- Long term debt facility of $60.0m in place until the year 2022, with bank guarantees utilized of $10.2m.
- As at 30 June 17, the available headroom on existing facility was $28.4m which was partly used in the current year to fund the acquisitions of the Magellan Travel Group, Flight Systems and Asia Escape Holidays. As a result, the available headroom decreased to $7.8m as at 30 June 2018.

Cash conversion

	FY18 $m	FY17 $m	Change $m
EBITDA	65.2	55.2	10.0
Non cash and working capital movement	(7.2)	(6.4)	(0.8)
Finance costs paid	(1.7)	(2.5)	0.8
Income tax paid	(7.8)	(4.2)	(3.6)
Working capital position, net of client cash from acquisitions	(5.4)	0.0	(5.4)
Movement in client cash	(1.8)	(13.1)	11.3
Operating cash flow	**41.3**	**29.0**	**12.3**
Net outflow from capex	(17.7)	(10.5)	(7.2)
Free cash flow	**23.6**	**18.5**	**5.1**

- Operating cash flow generated of $41.3m, an increase of $12.3m compared with the prior year.
- Working capital decline in current year mainly reflects timing change in airline payments with IATA in Air Tickets consolidation business.
- Income taxes paid increase from the prior year due to timing of tax paid on the prior year increasing profits.
- Free cash flow generated of $23.6m, an increase of $5.1m compared with the prior year.
- Strong operating cash flow, used to fund increased capex and higher dividends.
- Increased capex of $7.2m led by rebranding to Helloworld Travel across network and focused internal development of technology and system automations to enhance future travel solutions.

Business Focus and Priorities

Growth in member networks and numbers

BRANDED – AUSTRALIA AND NEW ZEALAND

INDEPENDENT – AUSTRALIA AND NEW ZEALAND

BRANDED MODEL	CORPORATE MODEL	ASSOCIATE MODEL	INDEPENDENT MODEL	TRAVEL BROKERS MODEL	MAGELLAN TRAVEL GROUP
helloworld TRAVEL – THE TRAVEL PROFESSIONALS	helloworld BUSINESS TRAVEL	a member of helloworld TRAVEL; helloworld TRAVEL | TRAVEL	My TRAVEL GROUP	MTA mobile travel agents; THE TRAVEL BROKERS	Magellan TRAVEL GROUP

TOTAL = JUN18: 2,223 JUN17: 2,015

Helloworld Travel’s retail network has grown to 2,223 members across Australia and New Zealand, an increase of 208 since 30 June 2017, led by the:

- expansion of the My Travel Group network through continued improvement in brand recognition and support network;
- growth in the Helloworld branded footprint in New Zealand, reflecting increasing brand support and brand awareness;
- growth in home based agents in Australia via the MTA network; and
- introduction of a new sixth retail network in Australia via the acquisition of the Magellan Travel Group.

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Continued Business Focus

Business Improvement

- Supporting margins
- Expanding products
- Consolidating advantages
- Systems consolidation
- Premises consolidation

Agent Focus

- Simple and transparent remuneration model
- Optimising returns to members
- Aligned Clicks & Mortar strategy

Technology

- ResWorld
- helloworld.com.au
- Flight Systems website
- Microsites & Apps
- ReadyRooms
- Inbound systems development

Cost Control

- Structure and remuneration
- Property
- Technology and communications
- Advertising and marketing
- Process efficiencies

Brand Awareness

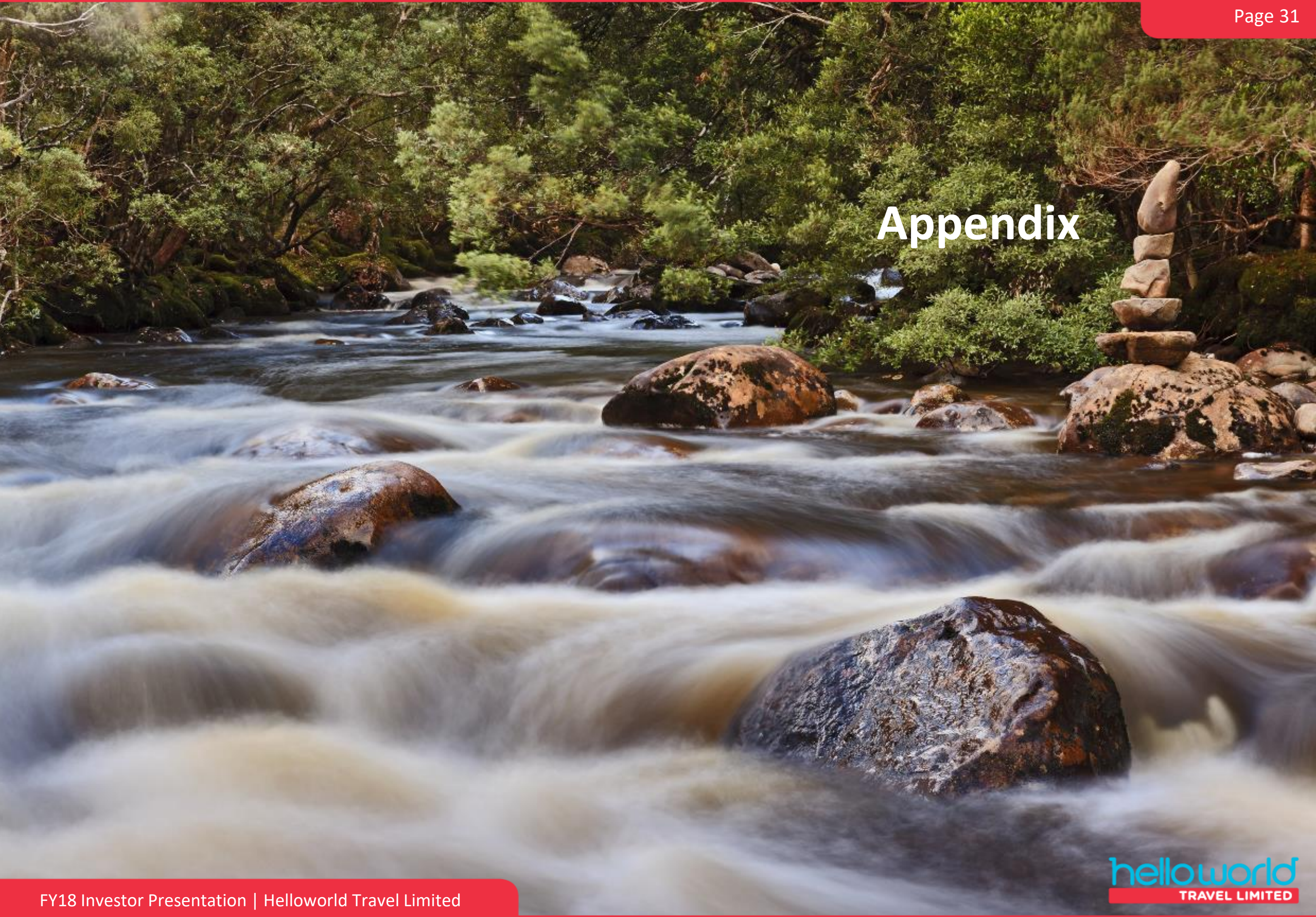
- Brand evolution
- Key sponsorships
- Member growth
- Traditional and digital media mix
- New television program
- NZ expansion

Our Travel Portfolio

Conclusion

- A strong business performance for FY18 was delivered with growth in TTV, EBITDA and net profit after tax, leading to increased dividends to our shareholders.
- All segments recorded EBITDA improvements compared with the prior year. In addition, EBITDA margin continues to grow driven by the continual resizing of the cost base and focus on profitable revenue streams.
- Helloworld Travel has grown its future business via strategic acquisitions and increased capital expenditure, with the focus on enlarging our product offerings and technology supporting the suite of travel products and services provided.
- FY19 EBITDA is expected to be in the range of $76.0 million to $80.0 million. The guidance is subject to no material and unexpected deterioration in operating conditions or material unforeseen adverse events.
- Helloworld Travel is well positioned for sustainable long term growth, delivering further benefits to our customers, agents, suppliers and shareholders.

Appendix



Yearly trend analysis

The table below provides relevant Group performance information for key financial measures over the last five financial years:

	2018	2017	2016	2015	2014
	$m's	$m's	$m's	$m's	$m's
Revenue	326.9	326.8	300.5	279.2	291.7
EBITDA (excluding impairment FY15/FY14)	65.2	55.2	25.3	24.1	40.6
Net profit / (loss) after income tax expense	32.0	21.6	1.7	(201.1)	(63.2)
EBITDA margin (%)	20.0%	16.9%	8.4%	8.6%	13.9%
Basic earnings per share (cents)	27.1	18.8	1.9	(274.0)	(86.3)
Total dividends declared per share (cents)	18.0	14.0	2.0	-	-

Company background information

A$4.80 Share Price at 30 June 2018	124.5 M Shares Outstanding	A$597.6 M Market Cap at 30 June 2018	A$42.0 M Cash A$42.1 M Debt

Board & Management Team

Non-Executive Director and Chairman - Garry Hounsell
Mr Hounsell was appointed to the Board as Chairman on 4 October 2016. In addition to his extensive experience on a wide range of highly successful boards, Mr Hounsell was formerly Senior Partner of Ernst & Young.

CEO & Managing Director - Andrew James Burnes
Mr Burnes was appointed CEO and Managing Director on 1 February 2016. He founded The Australian Outback Travel Company (The AOT Group) in 1987 and merged this business with Helloworld Travel in 2016.

Non-Executive Director - Michael Peter Ferraro
Mr Ferraro is currently the CEO and Managing Director of Alumina Limited, having been appointed on 1 June 2017. He was previously a Non Executive Director of Alumina.

Non-Executive Director - Andrew John Finch
Mr Finch is General Counsel and Group Executive, Office of CEO at Qantas.

Executive Director & Group General Manager – Wholesale & Inbound - Cinzia Burnes
Mrs Burnes was appointed on 1 February 2016 and brings extensive sector and management experience to the board. Having played a pivotal role over 26 years in growing AOT.

CFO / Company Secretary - Michael Robert James Burnett
Mr Burnett joined Helloworld Travel in April 2016 from the Transurban Group where he had been the CFO in North America.

Shareholders

Mr A J Burnes & Mrs C Burnes	44,027,500	35.4%
Mr & Mrs Spyros Alysandratos	22,068,997	17.7%
Qantas	21,223,454	17.1%
Total Top 10 (as at 30th June 2018)	**103,898,553**	**83.4%**

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Thank-you








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