New Segment Reporting and Q1 Fiscal 2017 revenues

January 12, 2017
This presentation contains statements that may be considered as forward-looking statements and as such may not relate strictly to historical or current facts. These statements represent management's views as of the date they are made and Sodexo assumes no obligation to update them.

Figures have been prepared in thousands of euro and published in millions of euro.
1. New segment reporting
2. First quarter 2017 revenues
3. Review of Operations: On-site Services and Benefits & Rewards Services
4. Outlook for Fiscal 2017
5. Appendices
ON-SITE SERVICES REORGANIZATION PREMISE

New segment reporting

Clients are increasingly requesting the best of Sodexo, around the globe

- Clients are looking for partners who
  - have deep understanding of their business
  - are experts in their domains
  - bring simplification, innovation and increased productivity

- Client and consumer behaviours around the world are becoming increasingly similar

- Global clients are leveraging their size, local clients are also consolidating their services sourcing
- Client industry standards are globalizing
- Even Governments are looking for global experts to identify innovative ways to manage and deliver their services

REINVENTING THE WAY WE DO BUSINESS TO DELIVER ON OUR PROMISE TO IMPROVE QUALITY OF LIFE FOR THOSE WE SERVE
MAINTAINING OUR CORE PRINCIPLES

New segment reporting

- A sustainably unique services offering based on:
  - People focus
  - Operational excellence
  - Predictable value creation
  - Client-centric
ON-SITE SERVICES REORGANIZATION PROGRESSIVELY SINCE SEP. 2015

New segment reporting

Capitalizing on client proximity, a profound understanding of client markets, size and global reach to increase the value we bring through our Quality of Life offer.
## ON-SITE SERVICES GOVERNANCE, EG. HOSPITALS

New segment reporting

<table>
<thead>
<tr>
<th>Global Segment</th>
<th>Geographic Governance</th>
<th>Service Operations and Transversal Functions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Define global Health Care strategy and offers</td>
<td>Ensure effective functioning and coherence of the organization</td>
<td>Standardize processes and offers to enhance labor, food and material cost optimization</td>
</tr>
<tr>
<td>Allocate global resources, eg. to Brazil or entry into the Philippines</td>
<td></td>
<td>Plan back-office optimization</td>
</tr>
<tr>
<td>Implement strategic priorities eg. FM deployment in hospitals</td>
<td>Leverage relationships and synergies across client segments</td>
<td>Mutualize functional expertise</td>
</tr>
<tr>
<td>Ensure contract execution onsite and client relationship</td>
<td>Supervise local execution across dimensions</td>
<td>Manage back-office</td>
</tr>
<tr>
<td></td>
<td>Group representation</td>
<td>Provide expertise and support to segments and sites, eg. Service modules to manage equipment maintenance, retail expertise…</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Labor Management (hiring, training, talent, labor relations….)</td>
</tr>
</tbody>
</table>

Global & Local

- New segment reporting
ADVANTAGES OF ON-SITE SERVICES REORGANIZATION

New segment reporting

- Strategic allocation of resources, leveraging cost base
- Improving client centricity, sales targeting and global account management
- Ensuring global best practices and streamlining processes, to deliver consistent operational excellence
- Becoming more competitive, growing sustainably, to benefit from 700bn€ market potential

ACCELERATE GROWTH BACK UP TO MID-TERM OBJECTIVES

Revenue growth between 4 and 7%
(excluding currency effects)

Growth in operating profit between 8-10%
(excluding currency effects)
SEGMENT REPORTING TO REFLECT INTERNAL ORGANIZATION

New segment reporting

REVENUES AND OPERATING MARGINS REPORTED FOR 3 GLOBAL CLIENT SEGMENTS

- Business & Administrations
  - Corporate
  - Energy & Resources
  - Government & Agencies
  - Sports & Leisure
  - Other non segmented activities
- Health Care & Seniors
  - Hospitals
  - Seniors
- Education
  - Schools
  - Universities

CLIENT SEGMENT REVENUES SPLIT INTO 3 GEOGRAPHIES

- North America
- Europe including UK & Ireland
- Africa, Asia, Australia, Latam, Middle East

TRANSVERSAL COSTS (Service Operations, Transversal functions such as HR, Finance…)

- Allocated to each segment, excluding Group HQ costs

No change for BENEFITS & REWARDS SERVICES
2016 NEW ON-SITE SERVICES REPORTING

New segment reporting

As published Fiscal 2016 revenue split by REGION

- North America: 45%
- Continental Europe: 29%
- UK & Ireland: 16%
- Rest of the World: 10%

Fiscal 2016 revenue split by NEW SEGMENT

- Business & Administrations: 54%
- Education: 21%
- Health Care & Seniors: 25%
2016 GLOBAL CLIENT SEGMENT REVENUE BREAKDOWN BY REGION

New segment reporting

BUSINESS & ADMINISTRATIONS
- Africa - Asia - Australia
- Latam - Middle East
- North America: 24%
- Europe including UK & Ireland: 54%
- Europe: 22%

HEALTH CARE & SENIORS
- Africa - Asia - Australia
- Latam - Middle East
- North America: 65%
- Europe including UK & Ireland: 31%
- Europe: 4%

EDUCATION
- Africa - Asia - Australia
- Latam - Middle East
- North America: 77%
- Europe including UK & Ireland: 22%
- Europe: 1%

Full details of segment figures for Q1, H1, 9M and FY 2016 in appendix 1
# 2016 NEW SEGMENT P&L REPORTING

New segment reporting

<table>
<thead>
<tr>
<th>Fiscal 2016</th>
<th>On-site Services</th>
<th>Business &amp; Administrations</th>
<th>Health Care &amp; Seniors</th>
<th>Education</th>
<th>Benefits &amp; Rewards Services</th>
<th>Eliminations &amp; Group HQ costs</th>
<th>Total Group excluding exceptional expenses*</th>
<th>Unallocated*</th>
<th>Total Group</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FY Fiscal 2016</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenues</td>
<td>19,470</td>
<td>10,433</td>
<td>4,868</td>
<td>4,169</td>
<td>780</td>
<td>(5)</td>
<td>20,245</td>
<td>-</td>
<td>20,245</td>
</tr>
<tr>
<td>Operating profit</td>
<td>1,062</td>
<td>492</td>
<td>310</td>
<td>260</td>
<td>262</td>
<td>(121)</td>
<td>1,203</td>
<td>(108)</td>
<td>1,095</td>
</tr>
<tr>
<td>Operating margin</td>
<td>5.5%</td>
<td>4.7%</td>
<td>6.4%</td>
<td>6.2%</td>
<td>33.6%</td>
<td></td>
<td>5.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>H1 2016</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenues</td>
<td>10,206</td>
<td>5,322</td>
<td>2,419</td>
<td>2,465</td>
<td>393</td>
<td>(3)</td>
<td>10,596</td>
<td>-</td>
<td>10,596</td>
</tr>
<tr>
<td>Operating profit</td>
<td>587</td>
<td>222</td>
<td>132</td>
<td>233</td>
<td>133</td>
<td>(62)</td>
<td>658</td>
<td>(37)</td>
<td>621</td>
</tr>
<tr>
<td>Operating margin</td>
<td>5.8%</td>
<td>4.2%</td>
<td>5.5%</td>
<td>9.4%</td>
<td>33.8%</td>
<td></td>
<td>6.2%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(1) Exceptional expenses linked to the Adaptation and Simplification program

* Figures at published H1’16 and FY’16 rates

* Please refer to Appendix 4 for Alternative Performance Measures definitions (slide 37-38)
KEY MESSAGES FOR Q1 2017

First quarter 2017 revenues

- As anticipated, Q1 organic growth* at -1.5%, is impacted by Rugby World Cup comparison base and weakness in Energy & Resources
- Trend in Energy & Resources (previously Remote Sites) improving but still negative
- Good level of new business
- On-site Services same site sales and new business boosted by integrated services offer
- Sustained activity in Benefits & Rewards Services
- Adaptation and Simplification program on track
- Fiscal 2017 objectives confirmed

**ORGANIC GROWTH**
excluding Rugby World Cup and Energy & Resources
+1.1%

**ENERGY & RESOURCES**
trend improving, organic growth
-4.5%

**BENEFITS & REWARDS SERVICES**
strong organic growth
+7.2%

* Please refer to Appendix 4 for Alternative Performance Measures definitions (slide 37-38)
CONTRACT WINS

First quarter 2017 highlights

Recent signatures

- **Air France**: Business & Administrations contract in France
- **Bicocca University**: University contract in Italy
- **UWV**: Corporate contract in the Netherlands
- **Renault**: Corporate contract in Morocco

FM Cross-selling

- **Bicocca University**: University contract in Italy
- **WOHS Brampton**: Health Care contract in Canada
- **Chevron**: Corporate contract in the United Kingdom

January 12, 2017 - Sodexo First Quarter Fiscal 2017 revenues
CONTRACT WINS

First quarter 2017 highlights

Pick-up in Education in the US

Washington DC Public Schools
Schools contract in the US

Chicago Public Schools
Schools contract in the US

Bryant University
University contract in the US

Copebras Industria LTDA
and Niobras Mineração LTDA
Mine contract in Brazil

Collahuasi
Mine contract in Chile

Flattening out in Energy & Resources

Washington DC Public Schools
Schools contract in the US

Chicago Public Schools
Schools contract in the US

Bryant University
University contract in the US

Copebras Industria LTDA
and Niobras Mineração LTDA
Mine contract in Brazil

Collahuasi
Mine contract in Chile
On-site Services
Benefits & Rewards
Services

REVIEW OF OPERATIONS
ORGANIC GROWTH

First quarter 2017 revenues

REVENUE GROWTH
-2.2%

Currency effect
-0.9%

Scope changes
+0.2%

ORGANIC GROWTH
-1.5% | +1.1% excluding Rugby and E&R

of which:

On-site Services
-1.8% | +0.9% excluding Rugby and E&R

Benefits & Rewards Services
+7.2%
TOUGH COMPARISON BASE IN B&A IMPACTS GROWTH

On-site Services

ORGANIC GROWTH

Business & Administrations
- Unfavourable comparable base with Rugby World Cup in Q1 Fiscal 16
- Energy & Resources still negative but improving trend
- Strong growth in Corporate in North America and Asia
- Soft level of activity in France

Health Care & Seniors
- Comparable site growth in Hospitals in North America
- Selectivity in Hospitals in France and the UK
- Ramp-up of a new Seniors contract in France

Education
- Modest growth in North America and Europe
- Strong growth in Asia (China, Singapore and India)
BUSINESS & ADMINISTRATIONS

On-site Services

ORGANIC GROWTH

**North America**
- Strong growth in Corporate and airline lounges
- Stabilization in Energy & Resources (E&R)

**Europe** (including UK & Ireland)
- 3/4 of decline due to Sports & Leisure, principally due to Rugby World Cup in Q1’16
- E&R -16%, impacted by North Sea
- Government and Agencies: loss of French prison contract
- Cross-selling compensating lack of development

**Africa, Asia, Australia, Latam & Middle East**
- Strong development in Corporate
- Stabilization in Energy & Resources, helped by new contract start-ups
- Slowdown in Corporate in Africa and Middle-East

---

**Revenue Comparison**

<table>
<thead>
<tr>
<th></th>
<th>Q1 Fiscal 2016</th>
<th>Q1 Fiscal 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>North America</strong></td>
<td>2,608 (22%)</td>
<td>2,808 (24%)</td>
</tr>
<tr>
<td><strong>Europe</strong></td>
<td>2,620 (54%)</td>
<td>2,264 (46%)</td>
</tr>
<tr>
<td><strong>Africa, Asia, Australia, Latam &amp; Middle East</strong></td>
<td>2,924 (24%)</td>
<td>3,020 (26%)</td>
</tr>
<tr>
<td><strong>Organic Growth</strong></td>
<td>-5.0%</td>
<td>-0.1%</td>
</tr>
<tr>
<td><strong>Unfavorable currency effect</strong></td>
<td>-5.0%</td>
<td>-11.7%</td>
</tr>
</tbody>
</table>

**Organic Growth Excluding Rugby and E&R**

- +3.9% North America
- -11.7% Europe
- +2.9% Africa, Asia, Australia, Latam & Middle East
HEALTH CARE & SENIORS

On-site Services

Revenues

<table>
<thead>
<tr>
<th>Region</th>
<th>Q1 Fiscal 2016</th>
<th>Q1 Fiscal 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>North America</td>
<td>1,204</td>
<td>1,229</td>
</tr>
<tr>
<td>Organic growth</td>
<td></td>
<td>+2.6%</td>
</tr>
<tr>
<td>Acquisitions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unfavorable currency effect</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Europe (including UK &amp; Ireland)</td>
<td></td>
<td>-0.8%</td>
</tr>
<tr>
<td>Organic growth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acquisitions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unfavorable currency effect</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Africa, Asia, Australia, Latam &amp; Middle East</td>
<td></td>
<td>+13.0%</td>
</tr>
<tr>
<td>Organic growth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acquisitions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unfavorable currency effect</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Organic growth: +3.6%

North America
- Growth driven by cross-selling of FM services

Europe (including UK & Ireland)
- Strict selectivity in Hospitals in France and UK
- New contract ramp-up in Seniors

Africa, Asia, Australia, Latam & Middle East
- Double digit growth in Brazil and Chile
- Robust growth in Asia
EDUCATION

On-site Services

**ORGANIC GROWTH**

<table>
<thead>
<tr>
<th>Region</th>
<th>Q1 Fiscal 2016</th>
<th>Q1 Fiscal 2017</th>
<th>Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>North America</td>
<td>1,377</td>
<td>1,387</td>
<td>+0.8%</td>
</tr>
<tr>
<td>Europe (including UK &amp; Ireland)</td>
<td></td>
<td></td>
<td>+0.9%</td>
</tr>
<tr>
<td>Africa, Asia, Australia, Latam &amp; Middle East</td>
<td></td>
<td></td>
<td>+9.6%</td>
</tr>
</tbody>
</table>

**REVENUES**

€ millions

- **Organic growth**
- **Unfavorable currency effect**

**North America**
- Strong growth in Public Schools (extension at Chicago and new contract win in DC)
- Low prior year development in Universities

**Europe (including UK & Ireland)**
- Robust growth in Italy
- One less serving day in France Schools
- Limited net development in United Kingdom

**Africa, Asia, Australia, Latam & Middle East**
- Very strong growth in Schools in Asia mainly China, Singapore and India

**Organic growth**

- **Q1 Fiscal 2016**: 1,377
- **Q1 Fiscal 2017**: 1,387
  - +1.0%

**Of restated Education FY16**

- 77%
- 22%
- 1%
ORGANIC GROWTH OF -1.8%

On-site Services by region

NORTH AMERICA +2.5%
AFRICA, ASIA, AUSTRALIA +3.7%
EUROPE including UK & Ireland -8.3%
LATAM & MIDDLE EAST -2.8% excluding Rugby
**ISSUE VOLUME AND REVENUES**

Benefits & Rewards Services

**ISSUE VOLUME**

<table>
<thead>
<tr>
<th>€ billions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 Fiscal 2016</td>
</tr>
<tr>
<td>Q1 Fiscal 2017</td>
</tr>
</tbody>
</table>

**ORGANIC GROWTH**

+6.3%

**REVENUES**

<table>
<thead>
<tr>
<th>€ millions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 Fiscal 2016</td>
</tr>
<tr>
<td>Q1 Fiscal 2017</td>
</tr>
</tbody>
</table>

**ORGANIC GROWTH**

+7.2%

- Economic environment still weak in Brazil
- Strong quarter in Europe

Organic growth: change excluding currency effect except for the Venezuelan bolivar, for which an exchange rate of 1 dollar = 663 bolivars has been used in Q1 2016 and in Q1 2017, (vs. 645 bolivars for Fiscal 2016).

* Please refer to Appendix 4 for Alternative Performance Measures definitions (slide 37-38)
Marked slowdown in growth in Brazil due to lower inflation and very competitive environment

Strong growth in the rest of the region

Organic growth: change excluding currency effect except for the Venezuelan bolivar, for which an exchange rate of 1 dollar = 663 bolivars has been used in Q1 2016 and in Q1 2017, vs. 645 bolivars for Fiscal 2016.
ISSUE VOLUME AND REVENUES – EUROPE, ASIA, USA

Benefits & Rewards Services

- Face value increases in Belgium
- Strong growth in Italy and Central Europe
- Strong Christmas activity in Gifts and motivation versus weak cut-off last year
- Acquisition of Inspirus in USA

**ISSUE VOLUME**

- Q1 Fiscal 2016: €2.4 billion
- Organic growth: +5.8%
- Unfavorable currency effect

**REVENUES**

- Q1 Fiscal 2016: €98 million
- Organic growth: +9.8%
- Acquisitions
- Unfavorable currency effect
Challenging revenue comparables in Q1 will progressively reduce from Q2, due to:

- Strong new business pipeline
- Improved momentum in developing economies
- Continued improvement in Energy & Resources
- No further impact of Rugby World Cup
- Positive accounting calendar adjustment in North America in Q4

THE GROUP IS CONFIDENT IN ACHIEVING ITS FISCAL 2017 OBJECTIVES

Organic revenue growth of around 3%

Growth in operating profit between 8 and 9% (excluding currency effects and exceptional expenses*)
APPENDICES

1. 2016 new segment breakdown
2. Reconciliation of old and new segments
3. Q1 Exchange rates
4. Q1 Revenue growth
5. Alternative performance measure definitions
### 2016 NEW SEGMENT BREAKDOWN

**Appendix 1**

<table>
<thead>
<tr>
<th>Revenues (In million of euro)</th>
<th>Revenues YTD Q1 Fiscal 2016</th>
<th>Revenues YTD H1 Fiscal 2016</th>
<th>Revenues YTD 9M Fiscal 2016</th>
<th>Revenues YTD FY Fiscal 2016</th>
<th>% of total FY 16 revenues</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business &amp; Administrations</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>North America</td>
<td>2 808</td>
<td>5 322</td>
<td>7 869</td>
<td>10 433</td>
<td>52%</td>
</tr>
<tr>
<td>Europe (including UK &amp; Ireland)</td>
<td>1 579</td>
<td>2 930</td>
<td>4 274</td>
<td>5 578</td>
<td></td>
</tr>
<tr>
<td>Total Africa, Asia, Australia, Latam &amp; Middle East</td>
<td>645</td>
<td>1 243</td>
<td>1 866</td>
<td>2 515</td>
<td></td>
</tr>
<tr>
<td><strong>Health Care &amp; Seniors</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>North America</td>
<td>1 204</td>
<td>2 419</td>
<td>3 647</td>
<td>4 868</td>
<td>24%</td>
</tr>
<tr>
<td>Europe (including UK &amp; Ireland)</td>
<td>382</td>
<td>762</td>
<td>1 143</td>
<td>1 501</td>
<td></td>
</tr>
<tr>
<td>Total Africa, Asia, Australia, Latam &amp; Middle East</td>
<td>44</td>
<td>90</td>
<td>141</td>
<td>196</td>
<td></td>
</tr>
<tr>
<td><strong>Education</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>North America</td>
<td>1 377</td>
<td>2 465</td>
<td>3 622</td>
<td>4 169</td>
<td>21%</td>
</tr>
<tr>
<td>Europe (including UK &amp; Ireland)</td>
<td>1 091</td>
<td>1 924</td>
<td>2 809</td>
<td>3 195</td>
<td></td>
</tr>
<tr>
<td>Total Africa, Asia, Australia, Latam &amp; Middle East</td>
<td>267</td>
<td>508</td>
<td>761</td>
<td>909</td>
<td></td>
</tr>
<tr>
<td>ON-SITE SERVICES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>North America</td>
<td>5 388</td>
<td>10 206</td>
<td>15 137</td>
<td>19 470</td>
<td>96%</td>
</tr>
<tr>
<td>Europe (including UK &amp; Ireland)</td>
<td>2 453</td>
<td>4 640</td>
<td>6 901</td>
<td>8 706</td>
<td></td>
</tr>
<tr>
<td>Total Africa, Asia, Australia, Latam &amp; Middle East</td>
<td>2 228</td>
<td>4 200</td>
<td>6 179</td>
<td>7 988</td>
<td></td>
</tr>
<tr>
<td>BENEFITS &amp; REWARDS SERVICES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intragroup eliminations</td>
<td>186</td>
<td>393</td>
<td>576</td>
<td>780</td>
<td>4%</td>
</tr>
<tr>
<td>TOTAL GROUP</td>
<td>5 573</td>
<td>10 596</td>
<td>15 709</td>
<td>20 245</td>
<td>100%</td>
</tr>
</tbody>
</table>
RECONCILIATION OF OLD AND NEW SEGMENTS

Appendix 2

Given the revenues allocation included in each new segment as defined on slide 10, some variances exist between the total published figures in 2016 according to old definitions, and total new segment revenues as present in slide 13.

Those variance are mainly explained by:

- non segmented countries with total country revenues included in Business and Administration
- reclassification between regions (i.e for Energy and Resources between old region Rest of the World and Europe and North America new regions)
## Q1 FISCAL 2017 EXCHANGE RATES

### Appendix 3

<table>
<thead>
<tr>
<th>1€ =</th>
<th>Average rate Q1 Fiscal 16</th>
<th>Reference rate FY Fiscal 16</th>
<th>Average rate Q1 Fiscal 17</th>
<th>Change Q1'17 vs. Reference FY'16</th>
<th>Closing rate Q1 Fiscal 17 at 30/11/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. Dollar</td>
<td>1.103</td>
<td>1.106</td>
<td>1.099</td>
<td>+0.6%</td>
<td>1.064</td>
</tr>
<tr>
<td>Pound Sterling</td>
<td>0.724</td>
<td>0.767</td>
<td>0.870</td>
<td>-11.8%</td>
<td>0.852</td>
</tr>
<tr>
<td>Brazilian Real</td>
<td>4.267</td>
<td>4.069</td>
<td>3.569</td>
<td>+14.0%</td>
<td>3.612</td>
</tr>
</tbody>
</table>
Organic growth: change excluding currency effect except for the Venezuelan bolivar, for which an exchange rate of 1 dollar = 663 bolivars has been used in Q1 2016 and in Q1 2017 (vs. 1 dollar = 645 bolivars for Fiscal 2016).
<table>
<thead>
<tr>
<th>Revenues</th>
<th>Q1 Fiscal 2017</th>
<th>Q1 Fiscal 2016</th>
<th>Organic growth</th>
<th>Published growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business &amp; Administrations</td>
<td>2,620</td>
<td>2,808</td>
<td>-5.0%</td>
<td>-6.7%</td>
</tr>
<tr>
<td>Health Care &amp; Seniors</td>
<td>1,229</td>
<td>1,204</td>
<td>+2.6%</td>
<td>+2.1%</td>
</tr>
<tr>
<td>Education</td>
<td>1,387</td>
<td>1,377</td>
<td>+1.0%</td>
<td>+0.7%</td>
</tr>
<tr>
<td>On-site Services</td>
<td>5,236</td>
<td>5,388</td>
<td>-1.8%</td>
<td>-2.8%</td>
</tr>
<tr>
<td>Benefits &amp; Rewards Services</td>
<td>216</td>
<td>186</td>
<td>+7.2%</td>
<td>+16.1%</td>
</tr>
<tr>
<td>Elimination of intra-group revenues</td>
<td>(1)</td>
<td>(1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL GROUP</td>
<td>5,451</td>
<td>5,573</td>
<td>-1.5%</td>
<td>-2.2%</td>
</tr>
</tbody>
</table>
ALTERNATIVE PERFORMANCE MEASURE DEFINITIONS

Appendix 5

**Exceptional expenses**
Exceptional expenses are the costs of implementation of the Adaptation and Simplification program of which €108m were booked in Fiscal 2016 and which is expected to be completed by February 2017.

**Issue volume**
Issue volume corresponds to the total face value of service vouchers, cards and digitally-delivered services issued by the Group (Benefits & Rewards Services activity) for beneficiaries on behalf of clients.

**Operating profit before exceptional expenses**
Reported Operating Profit excluding exceptional expenses (€108m in Fiscal 2016).
ALTERNATIVE PERFORMANCE MEASURE DEFINITION

Appendix 5

Organic growth
Organic growth corresponds to the increase in revenue for a given period (the "current period") compared to the revenue reported for the same period of the prior fiscal year, calculated using the exchange rate for the prior fiscal year; and excluding the impact of business acquisitions and divestments, as follows:

- for businesses acquired during the current period, revenue generated since the acquisition date is excluded from the organic growth calculation;
- for businesses acquired during the prior fiscal year, revenue generated during the current period up until the first anniversary date of the acquisition is excluded;
- for businesses divested during the prior fiscal year, revenue generated in the comparative period of the prior fiscal year until the divestment date is excluded;
- for businesses divested during the current fiscal year, revenue generated in the period commencing 12 months before the divestment date up to the end of the comparative period of the prior fiscal year is excluded.

For countries with hyperinflationary economies all figures are converted at the latest closing rate for both periods. As a result, for the calculation of organic growth, Benefits & Rewards figures for Q1 Fiscal 2017 and Q1 Fiscal 2016 in Venezuelan Bolivar, have been converted at the exchange rate of US$ 1 = VEF 663 (vs. VEF 645 for Fiscal 2016).
Thank you