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The financial information presented for the year ending 31 December 2018 was reviewed by the Company's Board of Directors on 6 February 2019 and has been prepared in accordance with IFRS as adopted in the European Union and applicable at this date. The audit procedures carried out by the Statutory Auditors on the consolidated financial statements are in progress

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# **MAIN 2018 ACHIEVEMENTS**





## ANOTHER YEAR OF EXCEPTIONALLY STRONG FLEET GROWTH

- Total Fleet 1.66 million at end 2018, up 10.1% vs. end 2017, above guidance
- Record organic growth and strong contribution from partnerships
- Continued dynamic growth of +45% yoy in Private lease: fleet reached 112K vehicles at end 2018



## **BEST-IN-CLASS OPERATING LEVERAGE**

- Leasing Contract & Services Margins up 6.3% vs. 2017
- Car Sales Result per unit<sup>(1)</sup> at EUR 362, comfortably in the upper part of the 200-400 EUR guidance
- Operating Expenses grew just 3.3% vs. 2017, improving Cost / Income (excl. Car Sales Result) ratio to 49.8% vs. 50% guidance



## SOLID FINANCIAL PERFORMANCE

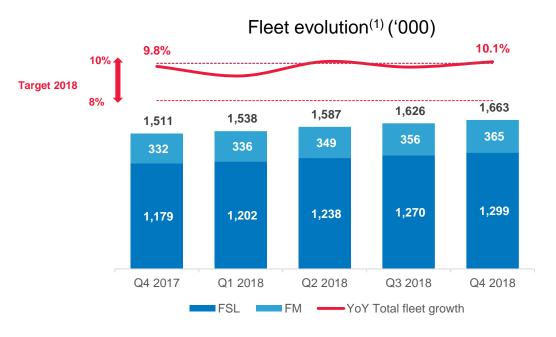
- Net Income (Group Share) EUR 555.6m, down slightly from 2017
- EPS<sup>(2)</sup> at EUR 1.37
- Proposed 2018 dividend per share EUR 0.58, up from EUR 0.55 in 2017
- Total Equity / Total Asset ratio at 15.8%



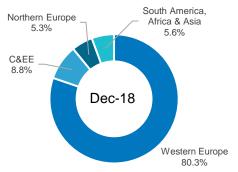
# 2018: ANOTHER YEAR OF RECORD FLEET GROWTH



- 2018 Total fleet growth above guidance
- Total fleet at 1.66m vehicles at end 2018, up 10.1% vs. 2017, confirming ALD's leading position in Europe
- Sustained organic growth in all geographies
  - Strong sales channel diversification continues to bear fruit, specifically in Western Europe
  - Launch of innovative products addressing demand for flexible leasing solutions
  - Outsourcing trend driving dynamic growth in South America, Africa & Asia: +17.4%
- Electric and hybrid fleet > 100k vehicles



## Fleet distribution by geographies

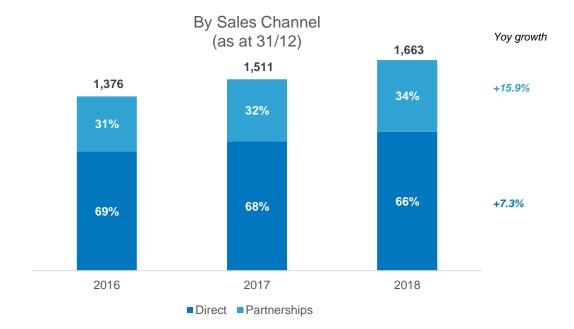


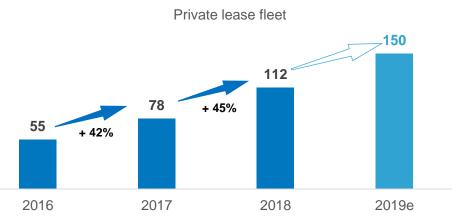


# FLEET GROWTH: STRONG CONTRIBUTION FROM PARTNERSHIPS

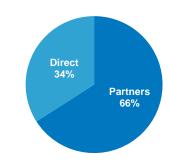


- Fleet sourced through partnerships (corporates) and private lease) increased by 15.9%
- ALD pioneered partnership model and remains ahead of competition with 150+ agreements with
  - > car manufacturers
  - > banking and insurance networks
  - > electricity suppliers
    - 6/2/19: joint electric vehicle offering with E.ON<sup>(2)</sup>
  - > mobility platforms
- Private lease fleet grew strongly at 45% vs. end 2017, reaching 112K vehicles
  - > On track towards 2019 target of 150K vehicles
  - > Promising pipeline of new partners to sustain private lease development
  - > Direct sourcing ramping up thanks to state-of-the-art online offer





Private Lease Fleet by channel (as at 31/12/2018)



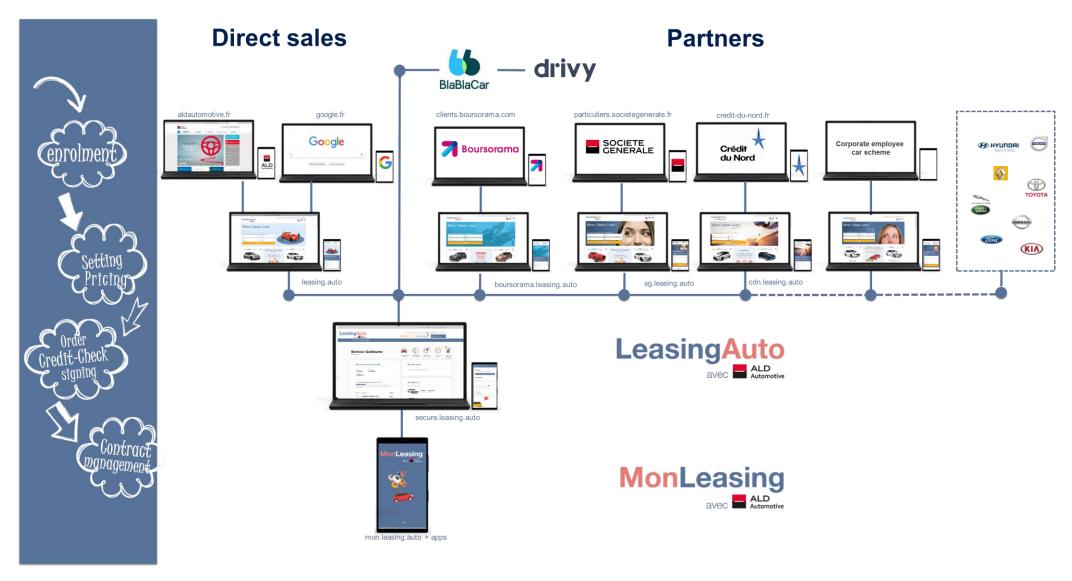


SG Group is counted as one banking partner

utomotive.com/about-ald-automotive/news/worldwide-news

# IN HOUSE DIGITAL SOLUTIONS SERVING MULTIPLE SALES CHANNELS





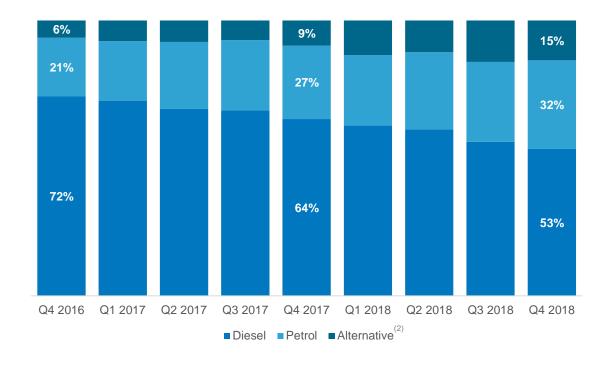


# ELECTRIC AND HYBRID VEHICLES RISING AS DIESEL DECLINES



- ALD encouraging powertrain shift by customers
  - > RVs on diesel down / petrol up
  - > Consulting (Events, TCO calculation tools, Advisory)
  - > New sales channels and products
- The effectiveness of these measures is already evident
  - Share of diesel within new deliveries declined by 9 points in 2018
     → comparable decrease expected in 2019
  - > Penetration of electric and hybrid vehicles rising significantly
- ALD's diesel fleet is now almost purely 'Euro 6'
  - > ~ 60K remaining 'Euro 5' diesel passenger cars to be sold<sup>(2)</sup> in 2019, representing less than 5% of funded fleet

## Evolution of breakdown<sup>(1)</sup> of deliveries (ALD)



NB: Calculated as a % of deliveries of Passenger cars (ALD on balance sheet fleet)





# **FINANCIAL RESULTS**

Year ended 31 December 2018

07/02/2019



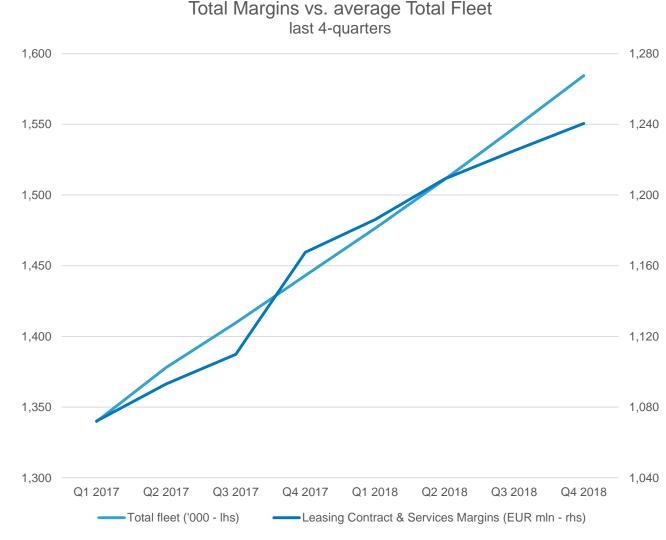
# MARGINS SUPPORTED BY STRONG FLEET GROWTH



Leasing contract margin up 6.8%<sup>(1)</sup>, Services margin up 5.7%<sup>(1)</sup>, together up 6.3% in 2018 vs.
 2017



 Diesel residual value repricing putting additional pressure on margins in a competitive commercial environment



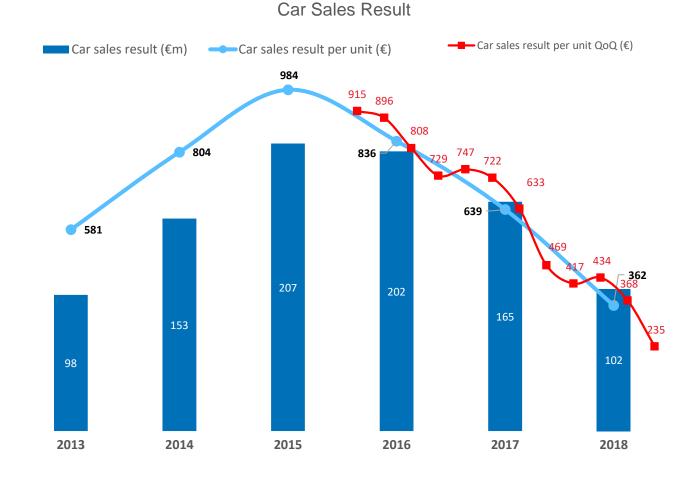


# CAR SALES RESULT AT THE HIGHER END OF 2018 GUIDANCE



# Car Sales Result EUR 102.5m, down 38% vs. 2017

- Average CSR per unit<sup>(1)</sup> EUR 362 in 2018, down from EUR 639 in 2017
- Volume of used cars sold<sup>(1)</sup>: 283K, up 9.4%
- Average stock turnover<sup>(2)</sup> remained stable throughout the year
- ALDCarmarket.com electronic remarketing platform
  - > now deployed across 34 countries
  - > executes more than 60% of used cars sales
  - > more than 20% of used cars are exported





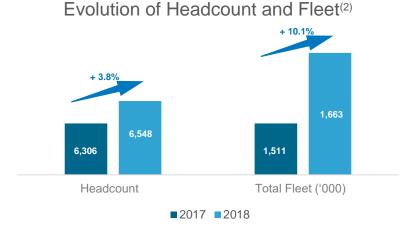
<sup>(1)</sup> Management Information (previously published data up to and including Q2 17 have been corrected to exclude a non consolidated entity)

<sup>(2)</sup> Measured as the ratio between average stock for the month (start and end) and the number of cars sold during the month, multiplied by the number of days in the month

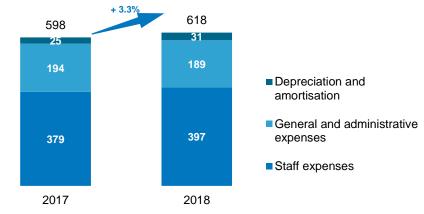
# **OPERATING EXPENSES UP 3.3%**



- Staff expenses benefiting from strong productivity gains, allowing headcount to rise more slowly than Total Fleet
  - > process digitisation
  - > economies of scale
  - > staff synergies from recent acquisitions
  - > strong fleet growth in South America, Africa & Asia
- Ongoing investment spend on IT
  - > Focused on rolling out recently developed digital platforms to widen product offering across regions
  - > Spending linked to key projects driving higher IT amortisation charge
- Cost discipline culture embedded throughout the organisation





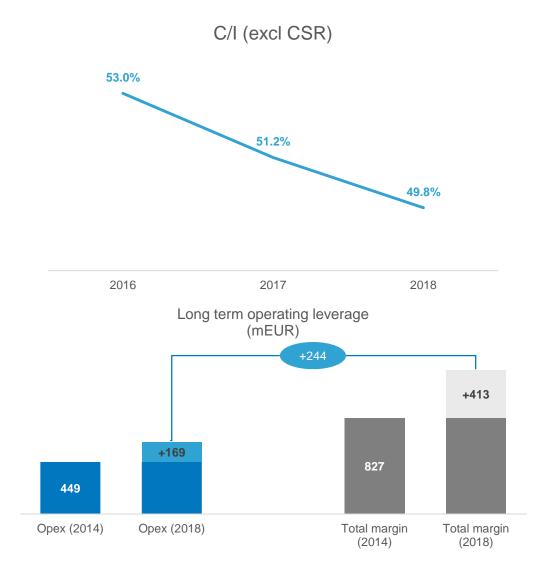




# STRONG OPERATING LEVERAGE



- Operating Expenses up 3.3% vs. 2017, significantly below that of margins, up 6.3%
  - Continuing improvement in operating leverage:
     Cost/Income ratio (excl. Car Sales Result) at 49.8%, better
     than guided objective of 50%
- Long term trend demonstrating business model efficiency
  - > Between 2014 and 2018, overheads increased by just 40% of corresponding growth in margins
  - > Additional PBT of EUR 244m to PBT



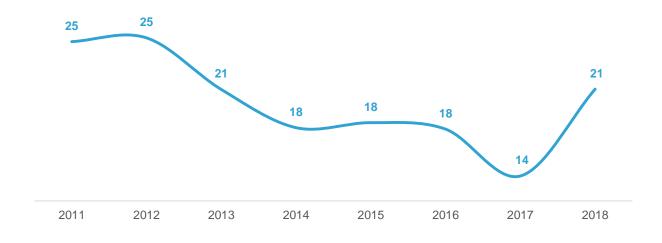


# **COST OF RISK UNDER CONTROL**



- Impairment charges on receivables at EUR 37.8m
   in 2018, up from EUR 22.4m in 2017
  - > Q4 18 at EUR 11.2m was down 16% vs. Q3 18, a quarter affected by a few isolated files
- 2018 cost of risk<sup>(1)</sup> at 21 bps, normalising from exceptionally low level recorded in 2017
  - cost of risk remains contained and comparable to level in preceding years

Evolution of cost of risk as a % of Average Earning Assets (bps)





# 2018 OPERATING AND FINANCIAL RESULTS



In EUR million	FY-2017	FY-2018	Var. FY '18 / '17 <sup>(4)</sup>	Var.% FY '18 / '17 <sup>(4)</sup>
Total fleet <sup>(1)</sup> ('000 vehicles)	1,511	1,663	152	10.1%
Leasing contract margin	574.5	623.8	39.5	6.8%
Services margin	593.0	616.7	33.5	5.7%
Leasing contract & Services margins	1,167.5	1,240.5	73.0	6.3%
Car sales result	165.3	102.5	(62.8)	-38.0%
Gross Operating Income	1,332.8	1,343.0	10.2	0.8%
Total operating expenses	(598.0)	(617.6)	(19.6)	3.3%
Cost / Income ratio excl CSR	51.2%	49.8%	-1.4%	
Cost of risk <sup>(2)</sup>	(22.4)	(37.8)	(15.4)	69.0%
As % of Avg Earning Assets <sup>(3)</sup>	14bps	21bps	7bps	
Operating result	712.4	687.6	(24.8)	-3.5%
Share of profit of associates and jointly controlled entities	1.2	1.5	0.3	20.7%
Profit before tax	713.6	689.1	(24.6)	-3.4%
Income tax expense	(140.4)	(126.8)	13.6	-9.7%
Non-controlling interests	(5.6)	(6.6)	(1.0)	17.7%
Net Income group share	567.6	555.6	(12.0)	-2.1%
<u>Other Data</u>				
Return on average Earning Assets <sup>(3)</sup>	3.6%	3.1%		
Return on average Equity	17.9%	15.9%		

- Gross Operating Income rose 0.8% vs. 2017
- Leasing contract and Services margins increase more than offsetting the drop in Car sales result
- Impairment charges on receivables reached **EUR 37.8m**
- Effective tax rate of 18.4%

(4) Adjusted for Q1 17 one-off impacts of Italian anti-trust provisions and unwinding of equity swaps

- Income tax expense benefiting from Italian Stability Law, with impact to last until 2020, decreasing gradually
- Net Income (Group Share) EUR 555.6m, down 2.1% vs. 2017
- EPS<sup>(5)</sup> at EUR 1.37, proposed dividend EUR 0.58



(1) On and off balance sheet

(5) Diluted Earnings per share, calculated according to IAS33. Basic EPS for 2018 at EUR 1.38

# **BALANCE SHEET**



In EUR million	Dec-18	Dec-17 <sup>(1)</sup>	Var '17/'18	Var % '17/'18
Earning assets	19,101	16,930	2,171	12.8%
o/w Rental fleet	18,424	16,336	2,088	12.8%
o/w Financial lease receivables	678	594	84	14.1%
Long term invt. – Equity Reinvestment	602	831	(229)	-27.6%
Cash & Cash equivalent	159	195	(36)	-18.3%
Intangibles (incl. goodwill)	575	563	11	2.0%
Other	2,818	2,704	114	4.2%
Total Assets	23,254	21,222	2,032	9.6%
Shareholders' equity	3,634	3,364	269	8.0%
Minority interest	34	34	0	1.4%
Financial debt	16,831	15,130	1,701	11.2%
Other liabilities	2,755	2,694	61	2.3%
Total liabilities and equity	23,254	21,222	2,032	9.6%

- Earning Assets rose 12.8% during the year, underpinned by on-balance sheet fleet growth of 10.1% over same period
- Equity reinvestments in long-term amortising deposits with Societe Generale slowly running off
- Financial debt up 11.2% vs end 2017, slightly below Earning Assets growth
- Total Equity/Asset ratio at 15.8% at end 2018, vs. 16%<sup>(1)</sup> at end 2017

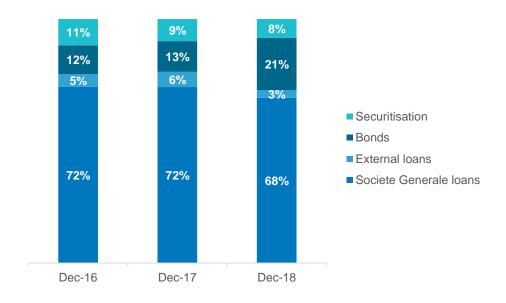


# RECORD YEAR OF DEBT ISSUANCE



- 2018 public bond issuance totalled a record EUR 1.8bn
  - > First positive impact bond issued in October: EUR 500m 4-year senior
  - > Replacing external bank loan (EUR 400m)
- Securitisation transactions successfully renewed: UK, Netherlands,
   Belgium
- Optimal funding mix, including 68% of Societe Generale loans
- ALD is rated
  - > BBB+/A-2 by S&P with stable outlook
  - > A-/F1 by Fitch with stable outlook
- Funding capacity providing flexibility and competitive terms for sustainable fleet growth

## Evolution of ALD funding structure (%)





# 2018 PERFORMANCE: OVERALL IN LINE WITH GUIDANCE



# Guidance Realised 2018 performance **Total Fleet** Growth of 8 - 10% versus 2017 ■ Growth of 10.1% → above guidance **Leasing Contract &** ■ Combined margin growth of 8 – 10% versus 2017 ■ Growth of 6.3% → below guidance (in line with fleet growth) **Services Margins** Operating leverage Cost/Income (excl. CSR) ratio to improve to 50% ■ Cost/Income (excl. CSR) ratio at 49.8% → better than guidance Car Sales Result CSR per vehicle between EUR 200 and EUR 400 on average ■ Average CSR per vehicle at EUR 362 → at the higher end of guidance Maintain Total Equity / Total Assets ratio stable between 15% and 17%: end of 2018 ratio at 15.8% Capital and ■ Target payout ratio between 40% and 50%: proposed dividend of EUR 0.58, payout ratio of 42.0% **Dividend Policy** → in line with guidance





# **OUTLOOK**

07/02/2019



# ALD IS WELL POSITIONED TO CAPTURE FUTURE GROWTH





## Outsourcing by corporates

- Widest geographical coverage
- · Best-in-class partnership distribution model



## Digitisation

- State-of-the-art digital tools
- Technology partnerships with start-ups providing innovative solutions



## Shift of focus to asset usage

- Car sharing solution for corporates
- Development of flexible leasing solutions



## Electric and hybrid vehicles

- Fostering of greener fleet mix
- Working on partnerships with e-mobility service providers



# **2019 GUIDANCE**



- Total fleet growth (organic) of 5 to 7% versus 2018, plus bolt-on acquisitions as opportunities arise
- Car Sales Result per vehicle to be between EUR 100 and 300, on average
- Cost/Income (excl. Car Sales Result) ratio to improve further to circa 49%
- Total Equity / Total Assets ratio to remain between 15% and 17%
- Payout ratio between 40% and 50%





# **APPENDIX**

2018 Detailed figures



# **Q4 18 OPERATING AND FINANCIAL RESULTS**



In EUR million	Q4-2017	Q4-2018	Var. Q4 '18 /	Var. % Q4 '18 / '17
Total fleet (1) ('000 vehicles)	1,511	1,663	152	10.1%
Leasing contract margin	153.6	157.8	4.1	2.7%
Services margin	151.8	163.0	11.2	7.4%
Leasing contract & Services margins	305.4	320.8	15.4	5.0%
Car sales result	32.6	17.1	(15.5)	-47.6%
Gross Operating Income	338.0	337.8	(0.1)	0.0%
Total operating expenses	(157.1)	(155.9)	1.2	-0.7%
Cost / Income ratio excl CSR	51.4%	48.6%	-2.8%	
Cost of risk <sup>(2)</sup>	(6.6)	(11.1)	(4.5)	67.8%
Operating result	174.3	170.8	(3.5)	-2.0%
Share of profit of associates and jointly controlled entities	0.1	0.4	0.3	280.1%
Profit before tax	174.4	171.2	(3.2)	-1.8%
Income tax expense	(33.5)	(29.2)	4.3	-12.9%
Non-controlling interests	(1.7)	(1.9)	(0.1)	8.6%
Net Income group share	139.2	140.2	1.0	0.7%

- Leasing Contract & Services Margins together up 5.0% vs.
   Q4 17, held back by effect of Italian Stability Law
- Car Sales Result down 47.6% vs. Q4 17 at EUR 17.1m
- Operating Expenses down 0.7% vs. Q4 17
- Cost/Income ratio excl. Car Sales Result at 48.6%
- Impairment charges on receivables at EUR 11.1m, down from previous quarter, but up vs. Q4 17
- Net Income (Group Share) at EUR 140.2m in Q4 18

# **QUARTERLY SERIES**



(in EUR million) <sup>1</sup>	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Leasing Contract Margin	128.8	143.2	148.9	153.6	146.9	163.0	156.1	157.8
Services Margin	151.8	145.8	143.7	151.8	152.2	148.9	152.6	163.0
Car Sales Result	47.8	44.9	40.0	32.6	29.6	30.2	25.7	17.1
Gross Operating Income	328.4	333.9	332.5	338.0	328.7	342.1	334.3	337.8
Total Operating Expenses	(144.5)	(148.4)	(148.0)	(157.1)	(152.2)	(156.1)	(153.5)	(155.9)
Impairment Charges on Receivables	(5.3)	(4.8)	(5.7)	(6.6)	(6.4)	(7.0)	(13.2)	(11.1)
Profit Before Tax	179.0	181.0	179.2	174.4	170.5	179.0	168.0	171.2
Net Income (Group share)	143.6	143.4	141.4	139.2	136.7	143.3	135.4	140.2
(in '000 of vehicles)	31.03.2017	30.06.2017	30.09.2017	31.12.2017	31.03.2018	30.06.2018	30.09.2018	31.12.2018
Total Fleet	1,407	1,441	1,481	1,511	1,538	1,587	1,626	1,663

<sup>&</sup>lt;sup>1</sup>NB : The sum of rounded values contained in the table may differ slightly from the totals reported, due to rounding rules.



# **YEARLY SERIES**



(in EUR million) <sup>1</sup>	2014	2015	2016	2017	2018	CAGR 2014 - 2018
Leasing Contract Margin	381.1	431.6	514.1	574.5	623.8	13.1%
Services Margin	445.4	534.0	528.6	593.0	616.7	8.5%
Leasing Contract & Services Margins	826.5	965.6	1,042.7	1,167.5	1,240.5	10.7%
Car Sales Result	153.1	207.2	201.5	165.3	102.5	-9.6%
Gross Operating Income	979.7	1,172.8	1,244.2	1,332.8	1,343.0	8.2%
Total Operating Expenses	(448.7)	(491.8)	(553.1)	(598.0)	(617.6)	8.3%
Impairment Charges on Receivables	(18.4)	(20.9)	(23.8)	(22.4)	(37.8)	19.7%
Profit Before Tax	513.2	604.0	666.1	713.6	689.1	7.6%
Net Income (Group share)	375.5	424.3	511.7	567.6	555.6	10.3%
(in '000 of vehicles)	2014	2015	2016	2017	2018	
Total Fleet	1,107	1,207	1,376	1,511	1,663	10.7%

 $^1 NB$ : The sum of rounded values contained in the table may differ slightly from the totals reported, due to rounding rules.



# **EARNING ASSETS**



In Euro million	2018	2017	Change in % FY '18/FY '17
Total fleet ('000 vehicles)	1,663	1,511	10.1%
o/w funded fleet	1,299	1,179	10.1%
o/w off-balance sheet fleet	365	332	10.0%
Acquisition cost	25,063	22,394	11.9%
Accumulated depreciation & impairment	(6,639)	(6,058)	9.6%
Rental fleet	18,424	16,336	12.8%
Financial lease receivables	678	594	14.1%
Earning Assets	19,101	16,930	12.8%
Other data			
Average Earning Assets	18,016	15,759	14.3%



Note: Data as of 31/12

# **AGENDA 2019**



7 FEB

Q4 and FY 2018 results



Q2 and H1 2019 results



Trading update and Q1 results



Trading update and Q3 results



General assembly of shareholders





# **APPENDIX**

Core slides

07/02/2019

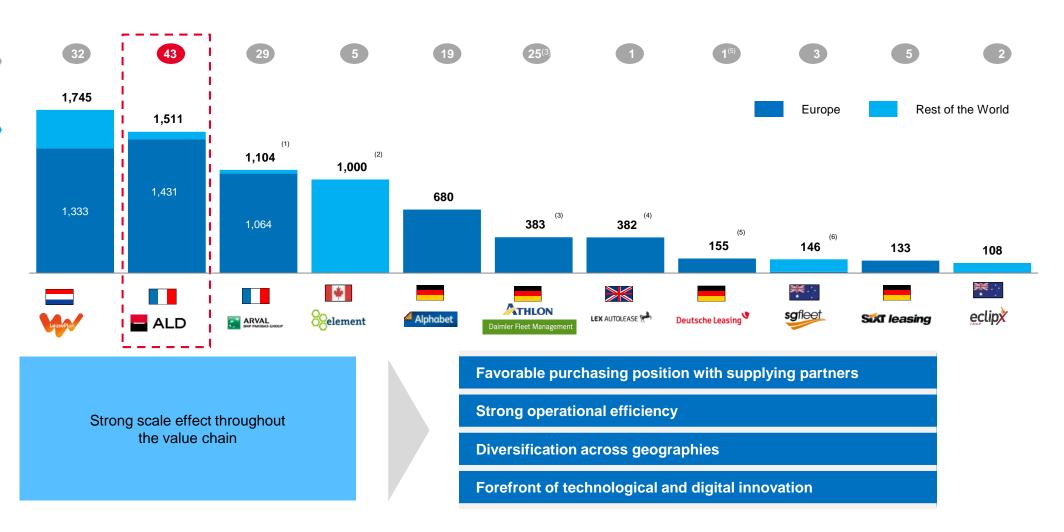


# ALD: A LEADER IN FULL SERVICE LEASING



# countries covered

End fleet ('000) as of December 2017



Note: Peers shown are international, multi-brand players. Fleet figures include Full Service Leasing and Fleet Management. Source: Company data as of 31/12/2017, except where stated otherwise. Fleet News.

- (1) Funded fleet.
- Approximate figure, as publicly communicated by Element
- 3) Including Athlon & Daimler Fleet Management's fleet and country coverage, fleet figure outside Europe not available.
- As of 01/11/2017
- As of 30/06/2017, only Germany is reported.
- (6) As of 30/06/2017

# A GLOBAL FOOTPRINT AND LEADING POSITION

# BREAKDOWN OF FLEET, MARKET SHARE AND RANKING BY COUNTRY AS AT 31/12/<del>18</del>



Western Europe	Fleet	Market share	Ranking
France	534,214	28%	1
Germany	167,964	5%	5
Italy	205,818	22%(1)	1 <sup>(1)</sup>
U.K.	142,737	8%*	6*
Spain	109,606	18%	3
Belgium	79,055	16%	1
Netherlands	52,885	6%	6
Portugal	20,693	15%	2
Luxembourg	13,564	30%	
Ireland	8,413	19%	2
Total	1,334,949	(80% total flee	et)



	CEE	Fleet	Market share	Ranking
	Cz. Rep.	23,609	12%*	4*
4	Russia <sup>(3)</sup>	20,589	36%*(4)	1*(4)
.5	Hungary	16,218	25%	1
	Turkey	14,406	4%	9
	Poland	13,792	9%	6
7	Romania	10,232	13%	3
	Austria	8,021	9%	4
	Ukraine	4,805	. 55%	1
کی	Switzerland	4,829	8%	5
	Croatia	6,090	27%	1
	Bulgaria	4,045	25%	1
	Slovakia	4,694	12%	3
	Greece	4,297	5%	5
	Serbia	3,397	20%	2
	Lithuania	2,399	37% <sup>(5)</sup>	1 <sup>(6)</sup>
	Slovenia	2,257	26%	2
	Estonia	1,554	37% <sup>(5)</sup>	1 <sup>(6)</sup>
	Latvia	1,734	37%(5)	1(6)
	Total	146,968	(9% total fleet)	

Market

South America, Africa & Asia	Fleet	Market share	Ranking
Mexico	25,878	21%	2
Brazil	30,791	6%	3
India	13,544	28%	2
Morocco	10,363	26%	/ 21/
Algeria	4,090	32%	4
China	2,827	8%(6)	8(6)
Chile	3,597	4%	6
Peru	1,368	11% 🐇	5
Colombia	967	4%	6
Total	93,425	(6% total fleet	:)

Northern Europe	Fleet	Market share	Ranking
Sweden	28,220	32%(2)	1
Finland	22,486	34%	1
Denmark	22,824	9%*	3*
Norway	14,435	14%	3
Total	87,965	(5% total fleet)	

Source: Company information and local industry associations/publications

(5) Baltic car leasing market\* Full Service Leasing only



<sup>(1)</sup> In terms of new registrations

<sup>2)</sup> Among players with more than 1,000 vehicles

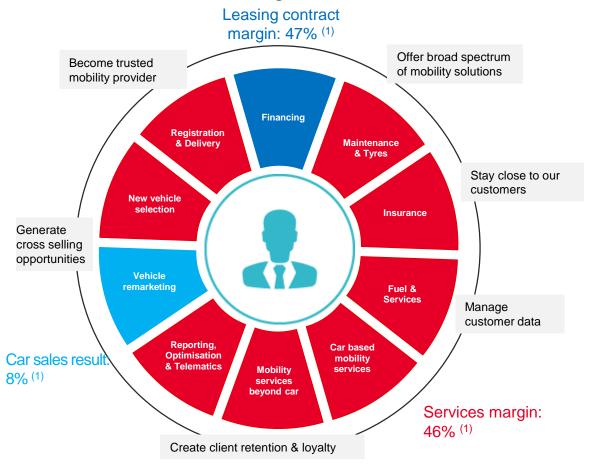
Including Kazakhstan and Belarus

Russia only

# A CUSTOMER CENTRIC ECOSYSTEM FOR MOBILITY SOLUTIONS



# A broad range of services



## Benefits for clients

Greater flexibility and focus on core business



**Cost reduction** 



**Balance sheet optimisation** 



Process simplification (reporting, transparency etc.)



Benefits from digital services



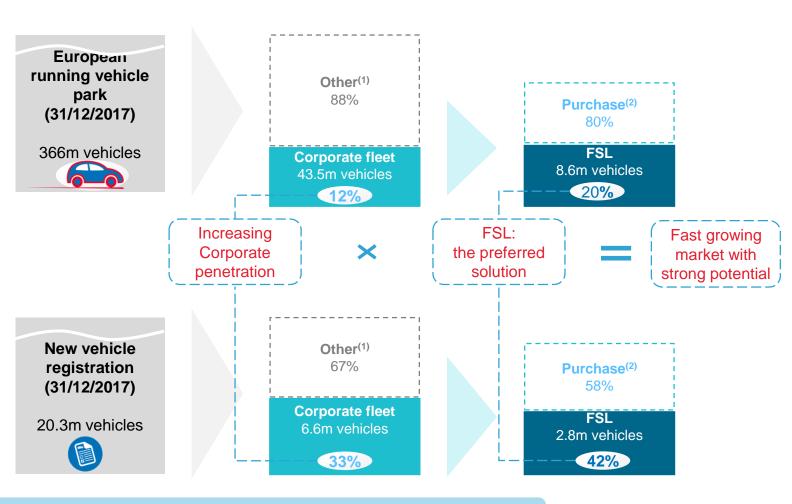


# **CONTINUING OUTSOURCING TREND**



# **KEY TRENDS**

- Corporate fleet growing faster than other segments
- Corporates increasingly prefer FSL to other solutions



Fast growing market with strong potential



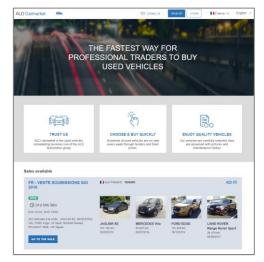
Source: Frost & Sullivan: Corporate running fleet excludes direct B2C retail, rental car companies, dealers. Corporate FSL registrations excludes all types of financing (cash, loan, financial lease, etc.). Europe: Austria, Belgium, Croatia, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Russia, Slovakia, Spain, Sweden, Switzerland, Turkey, Ukraine and United Kingdom

# MATURE MULTI-CHANNEL REMARKETING APPROACH

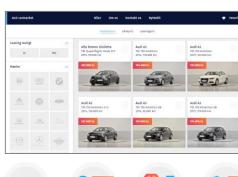


- BtoB sales: proprietary, digital platform ALDCarmarket.com providing rapid time to market, low cost and good performance vs. market prices
  - > Deployed across 34 countries, accounting for >60% of sales
  - > Approximately 20% of BtoB sales are exported
  - Increasingly offering remarketing services to third parties, including manufacturer partners in European countries
- BtoC sales: processes specifically tailored to each market
  - > 50 branded used car outlets operating across 19 countries
  - > Web Showroom & Digital platforms deployed in 19 countries
  - "Bricks and Clicks" strategy combining online and on-site customer experience; fully digital platform progressively rolled out: e-signature, online payment
  - > Used car lease offering included and deployed in 10 countries

















Large selection of used cars

Chat or visit a showroom Home deliversity within 5 working date

14 days cooling-off/ trial period



# 2018 A SUCCESSFUL YEAR Thank you!

# **PRODUCTS & SERVICES**



## **FRANCE**

"L'automobile et l'entreprise" Award - June 2018 1st prize - "L'automobile et l'entreprise" Newspaper

#### GERMANY

Innovation Award for Internet Service - April 2018
Innovation Award for Apps (CPM-UX) - April 2018
Initiative Mittelstand

## LUXEMBOURG

Best Practice of the year - Mobility experience - Dec 2018 Link2fleet

## **PORTUGAL**

Fleet Service Award 2018 - Digital Services - Nov 2018 Automotive Magazine

#### UK

Innovation in Contract Hire and Leasing - Feb 2018
Fleet World Honours 2018



# CORPORATE SOCIAL RESPONSIBILITY

## **ALD GROUP**

Gold CSR Certificate - June 2018 EcoVadis

## **AUSTRIA**

Silver CSR Certificate - May 2018 EcoVadis

### **BELGIUM**

Gold CSR Certificate - June 2018 EcoVadis

## **GERMANY**

Silver CSR Certificate - Nov 2018 EcoVadis

## HUNGARY

Gold CSR Certificate - April 2018
EcoVadis

## **LUXEMBOURG**

Gold CSR Certificate - Feb 2018

**EcoVadis** 

"Prix de l'efficacité environnementale" - Nov 2018

#### Société Générale

## SLOVAKIA

Silver CSR Certificate - July 2018 EcoVadis

## **SPAIN**

Silver CSR Certificate - Sept 2018 EcoVadis

## **SWITZERLAND**

Gold CSR Certificate - Aug 2018 EcoVadis

### UK

Gold CSR Certificate - July 2018

Corporate Social Responsibility - EcoVadis

# BEST LEASING COMPANY



#### SPAIN

Top Employer - February 2018

Top Employers

Quality and Services in the Automotive Post-sale - June 2018

The Hub Automotive Insights

## NETHERLANDS

Fastest Growing Leasing Company - Oct 2018

**Best Leasing Company 2018 / 2019 - Dec 2018** 

Vereniging Zakelijke Leaserijders (VZR)



**Grand One, The Most Profitable Campaign - April 2018**Grand One

# **CLIENT SATISFACTION**



## **LUXEMBOURG**

Customer Experience Award - June 2018 Farvest

Fleet sales of the year (leasing company) - Dec 2018 Link2fleet

### FRANCE

Best Customer Service of the Year 2019 - October 2018 Renting - ESCDA

#### SPAIN

Best Customer Service of the Year 2019 - October 2018 Renting - Sotto Tempo

## **MOROCCO**

Best Customer Service of the Year 2019 - October 2018 Renting - ESCDA