



Voyage Care

Investor Presentation

Annual Report 2013

Disclaimer

Forward Looking Statements

Various statements contained in this document constitute “forward-looking statements”. Words like “believe,” “anticipate,” “should,” “intend,” “plan,” “will,” “expects,” “estimates,” “projects,” “positioned,” “think,” “strategy,” and similar expressions identify these forward-looking statements, which involve known and unknown risks, uncertainties and other factors that may cause our actual results, performance or achievements or industry results to be materially different from those contemplated, projected, forecasted, estimated or budgeted, whether expressed or implied, by these forward-looking statements. These forward-looking statements involve many risks and uncertainties that could cause actual results to differ materially from those expressed or implied by such statements, including, without limitation, regulatory matters affecting our businesses and changes in law. These forward-looking statements speak only as of the date of this presentation, and we assume no obligation to update our forward-looking statements to reflect actual results, changes in assumptions or changes in factors affecting these statements.

Additional Information

All comparisons of financial and operating statistics are to the financial year ending (‘FYE’) 31 March 2012, unless otherwise stated. Movements and percentages have been calculated using the underlying number to one decimal place of the number presented in this document.

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- **Financial Highlights** Andrew Winning
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Executive Summary

FYE 2013 Highlights

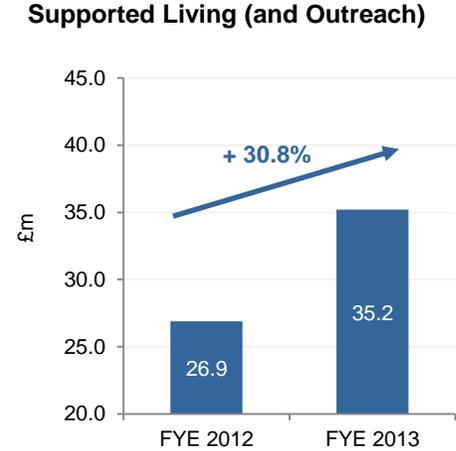
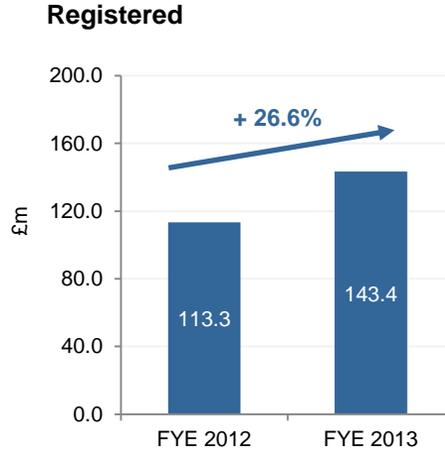
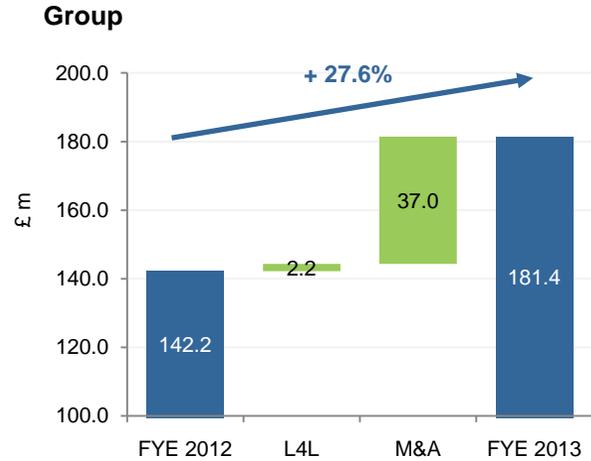
- Strong performance
- Turnover up by 27.6% to £181.4m
- EBITDA before exceptionals up by 17.5% to £43.9m
- CQC quality scores remain high at 92.3% (4 & 5 ticks)
- Cash conversion 90.5%, pre Solor Care's one-off catch-up capex

Other matters

- Acquisition of ILG, 10 March 2013
- Net debt at FYE 2013 is £255.5m
- LTM EBITDA leverage at March 2013 is 5.82x

Financial Highlights

Key Business Streams - Turnover



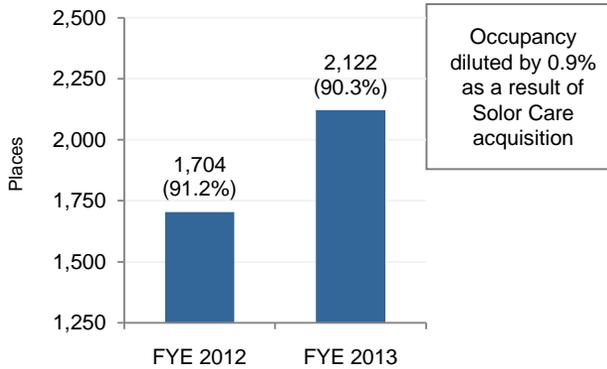
Comments

- Like-for-like turnover up +1.5%
- M&A turnover up +26.1%
- Turnover increase across the Registered services is +26.6%, majority due to the acquisition of Solor Care
- Turnover increase across Supporting Living and Outreach is +30.8% - part M&A, part tender wins

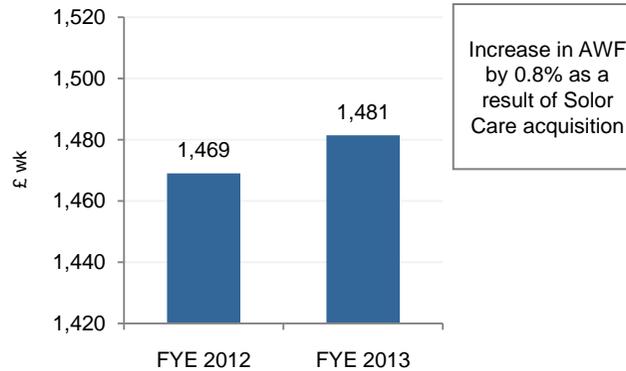
Financial Highlights

Key Operating Metrics – LTM

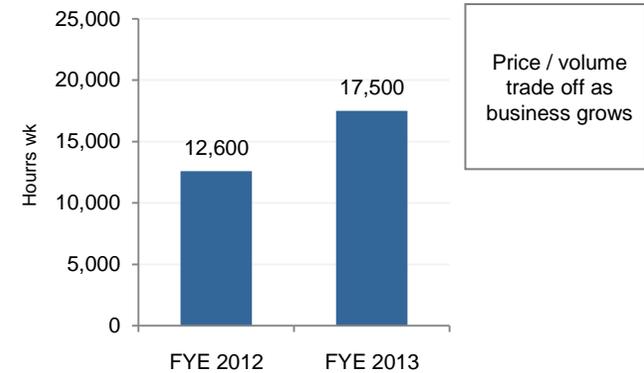
Average Residential Occupancy



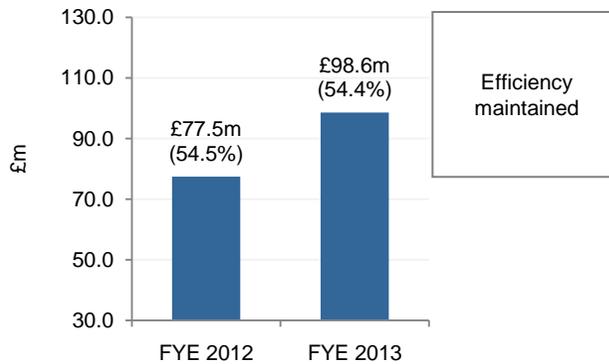
Residential Average Weekly Fee



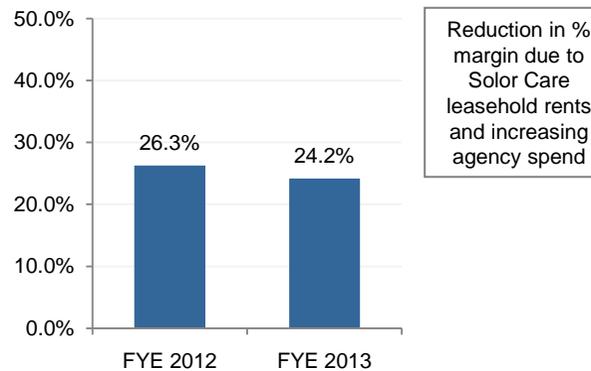
Average Weekly Outreach Hours



Unit Level Staff Costs (% Turnover)



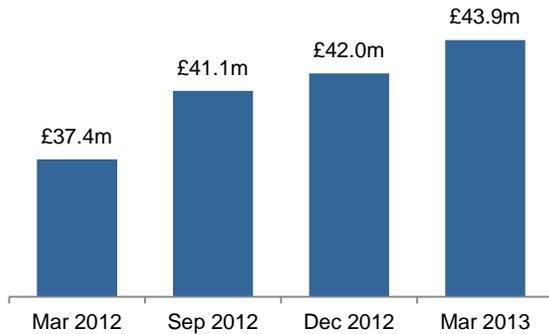
EBITDA pre exceptionals (% Margin)



Financial Highlights

LTM performance

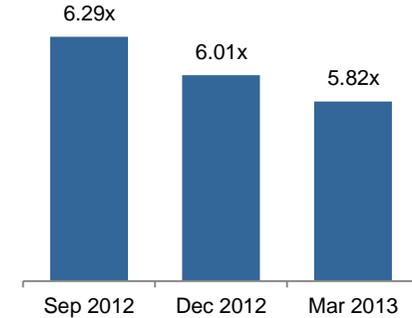
EBITDA pre exceptionals



Net Debt



Leverage (net)



Gross Debt	£272.0m	£272.0m	£272.0m
Cash	(£13.5m)	(£19.2m)	(£15.8m)
OID	-	-	(£0.7m)
Net Debt	£258.5m	£252.8m	£255.5m

Comments

- LTM to March 2013 includes Solor Care (from 20 Apr 2012) and ILG (from 10 Mar 2013)
- FYE 2013 Net Debt is calculated as £272.0m Gross Debt, less £15.8m cash, less £0.7m due to unamortised original issue discount on 2nd Lien Notes = £255.5m.

* Net debt as if High Yield Bond had been in place from September 2012 & December 2012 respectively. The September 2012 cash balance includes £1.5m relating to Voyage Holdings Ltd.

Financial Highlights

Cash flow

£ millions	FYE		Comments
	2013	2012	
EBITDA before exceptional items	43.9	37.4	<ul style="list-style-type: none"> Maintenance % turnover for FYE March 2013 was 2.3% (FYE 2012: 1.6%)
Maintenance capex	(4.2)	(2.3)	
Operating cash flow	39.7	35.1	
<i>Cash conversion %</i>	<i>90.5%</i>	<i>93.9%</i>	
Debt service costs	(21.2)	(22.2)	
Taxation	(0.8)	3.1	<ul style="list-style-type: none"> Post Bond debt service costs c.£20.4m per annum before RCF drawing (FYE 2012: Pre Bond)
Other cash flow items before acquisitions and financing	1.5	(12.0)	
FCF before acquisitions and financing	19.2	4.1	<ul style="list-style-type: none"> Other cash flow items improvement due to working capital Acquisitions comprise: <ul style="list-style-type: none"> - ILG (£12.9m, £13.1m including overdraft acquired) - Solor Care (£27.8m, £28.4m including overdraft acquired) Equity contribution from Hg Capital and Standard Life Capital Partners for ILG & Solor Care acquisitions Solor Care £2.5m one-off integration costs Solor Care part spend of catch-up capex
Acquisition	(41.5)	0.0	
Acquisition funding	20.5	0.0	
Acquisition integration costs	(2.5)	0.0	
Acquisition catch-up capex	(1.9)	0.0	
FCF before financing	(6.3)	4.1	<ul style="list-style-type: none"> Financing reduction primarily due to cash sweep under previous bank facilities
Financing	(1.3)	(8.1)	
Decrease in cash for the period	(7.5)	(4.0)	
Opening cash	23.3	27.4	
Closing cash	15.8	23.3	

Outlook & Recent Developments

- Completion of top management team, with two experienced sector recruits
- Two clear business divisions established, Registered and Supported Living (including Outreach)
- Continued investment and roll-out of new technology for future benefits
- Fees and occupancy remain under pressure as austerity continues
- Continued cost pressure with auto-enrolment, minimum wage and increased utility costs
- Use of agency continues to address local quality and recruitment issues
- As would be expected in the normal course of business, the board constantly reviews strategic options open to it depending on market conditions, including potential M&A and access to the public equity markets

Q & A

Further questions can be addressed to investorrelations@voyagecare.com

Also please visit our investor relations web site investors.voyagecare.com