

# Half-year Results

Fiscal year **2011/2012** 

30 May 2012



# Agenda

- I. Half-year results 2011/2012
- II. Leverage for improving margins
- **III.** Developments in and outside France



# I. Half-year results 2011/2012



### H1 2011/12 turnover up by almost 1% like-for-like \*



(Euro millions)



\* On a like-for-like basis, turnover has mainly been adjusted for the impact, as of 1 July 2011, of the acquisition of 31 Citéa residence businesses (+€17.7 million in H1 10/11)

### H2 2011/12 turnover - Outlook



### Tourism

- Business in April and May up by almost 4% compared to the year-earlier period, mainly thanks to last minute bookings.
- In view of this increasing trend for late bookings and the French electoral schedule, the majority of marketing actions for the summer holidays were focused on May, June and July.
- ⇒ Positive fall-out expected in the peak season.

**Property Development** 

Property development: Turnover for full-year 2011/2012 should total around €300 million.

### H1 2011/12 current operating earnings



### **Preliminary comment:**

- H1 current operating earnings structurally loss making due to the seasonal nature of tourism business:

- 40% of full-year turnover in H1,
- A linear accounting method for expenses (including rents)

(Euro millions)



\* 4 new Adagio Access residences opened over H1 2011/12 in Nantes, Asnières, Strasbourg and Barcelona (San Cugat) First year of operation of 5 residences in Spain, leased over FY 2010/11 : Benidorm, Torremolinos, La Manga, Benalmadena Playa and Almeria

### H1 2011/12 attributable net earnings



### (Euro millions)

	H1 2011/12	H1 2010/11
Turnover	669.1	653.2
Current operating earnings	-99.3	-83.4
Financial expenses Taxes	-9.9 29.6	-8.4 24.0
Attributable current net earnings	-79.6	-67.8
Other operating income/expense net of tax	-2.1	-6.9
Attributable net earnings	-81.7	-74.7



### A robust financial structure



Gearing (net debt / equity) stable at 20% as of 30 September over the last three years

□ A corporate debt of €70 million as of March 31 2012, including a confirmed credit line for €100 million (reffinancing June 2010, maturity June 2015)

□ A €115 million OCEANE-type bond issued on 2 February 2011, maturing on 1 October 2015





## **II. Leverage for improving margins**



## The transformation plan:

### Progress in a backdrop of economic crisis



Resistance in turnover	•	- Despite the significant deterioration in the economic backdrop in Europe	
Cost savings/ Operating efficiency	•	<ul> <li>Streamlining of structures</li> <li>A one point cut in the headquarter costs/tourism turnover ratio</li> <li>Purchasing gains: expected take-up rate at end-2012 of 65% (50% in 2009/2010)</li> <li>Decline in rents (see page 15)</li> </ul>	
An efficient sales policy	•	<ul> <li>Improvement in average letting rates: +2.1 %</li> <li>Development of PVTE sales in BNG: +3 %</li> <li>Growth in internet sales: +10%</li> <li>Growth in short stays</li> </ul>	
Development of IT tools	•	- Roll-out of new front and back-office tools (see page 16)	
A strategy differentiated by product/business	•	<ul> <li>- City residences</li> <li>- All weather Center Parcs domaines</li> <li>- Pierre &amp;Vacances and Maeva brand villages and residences</li> </ul>	

### A differentiated strategy by product/business: City residences

### Main characteristics

- A product resisting economic slowdown, targeting business and tourist clients as well as long-stay requirements
- Accommodation turnover of €105m in 2010/2011
- High normal average profitability (underlying operating profit of 10-15% of turnover)

### **Strategy:**

#### Citéa/Adagio merger and creation of Adagio Access



#### Strategic interest:

- Economies of scale and increased visibility on Adagio brand
- Benefits of services activities of both Adagio shareholders (marketing, distribution, logistical and operational help)
- Bolstering of offering with two complementary products: Adagio and Adagio Access

**First results: growth in accommodation turnover** of more than 5% on a same-structure basis in H1 2011/12:

- Adagio: +10% same-structure
- Adagio Acces: +2% same-structure

**Development portfolio significantly enhanced** (see page 21)





### A differentiated strategy by product/business: All-weather Center Parcs domaines



#### Main characteristics

- 22 villages, in France, the Netherlands, Germany and Belgium
- Local offering of short stays, open all-year round, an answer to European societal trends
- High occupancy rates all year (more than 80% in France in 2010/11)
- Accommodation turnover (Center Parcs Europe) of €322.2m in 2010/11

#### □ Strategy

#### Renovation of existing network

- Renovation of 736 cottages at French Center Parcs at Bois Francs and Hauts de Bruyères (€ 45m, financing via property development) in 2010/11 and 2011/12
- Renovation of Eemhof village in the Netherlands in 2010/11 (€14.5m, financed by the owner)
- Renovation of 7 villages owned by Blackstone in Germany, Belgium and the Netherlands in 2011/12 (€30m, financed by the owner)





#### An enhanced offering

- New leisure activities: e.g.: Master Blaster atTrois Forêts,
- Topsy Turvy at Hauts de Bruyères, Turbo Twister at Eemhof...
- Catering: new investments at Bois Francs and Heijderbos undertaken by our partners
- ✓ Development of projects in France and Germany

### A differentiated strategy by product/business: Pierre & Vacances and Maeva (1/2)





Main characteristics

- 200 sites around 2,700,000 clients in residences or villages, from midscale to upscale, at at seaside or mountain destinations
- Primarily seasonal business
- Accommodation turnover of €275m in 2010/2011
- Significant hike in rents until 2009/10 (indexed to Cost Construction Index)

#### □ Strategy

- Reduction in rents (see page 15)
- ✓ Optimisation of profitability of Maeva network by transfer of 39 leased sites to the Pierre & Vacances banner
- Creation of 16 new destinations under the Pierre & Vacances brand
- Reduction in support costs
  - $\Rightarrow$  5% to 10% of additional turnover expected depending on the sites
- Repositioning of Villages Clubs
- An enhanced offering:
- New leisure activities (e.g.: at Pont Royal, 2 slides, new playgrounds, mini-golf...).
- Overhaul of children's clubs: premises (new decoration, furniture) and roll-out of activities and programmes
- Accommodation offering bolstered: with the delivery of two new units (Belle Dune/ Normandy Garden), further renovation work and roll-out of new range of VIP accommodation offering specific equipment and services



### A differentiated strategy by product/business: Pierre & Vacances and Maeva (2/2)



Pienre ( Vacances On a pensé à tout, surtout à vous.





#### Repositioning of Villages Clubs (cont.)

Development of brand reputation:

#### A new brochure:



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A new website:

#### A media plan A Radio / TV campaign





#### ✓ Promotion of Pierre & Vacances brand and its Pierre & Vacances Premium label:

Pierre & Vacances:



- A new advertising campaign, highlighting client expectations

- Developments and extension of services to all residences and villages







- Promotion of short-stay:
- Pillars of the offering: extended time-frames, services included, full flexibility, a swimming pool and fully-equipped apartments
- An example of the promotional campaign: the 10,000 mini-stays offer





### A targeted policy to cut rents



✓ A targeted policy to cut rents ⇒ 9,000 leases to be renewed over the next four years

- Indexation to the rental reference index (IRL) with a 2% cap for lease renewals or new contract signings
- Differentiated policy depending on sites during renewals:
  - Reduction in face-value rents, in compensation, increase in owner's occupancy
  - Financing of renovation works by owners



### **Development of IT tools for better operating efficiency**



	<2011	2011	2012	2013	2014
Internet	2 platforms	New platform New sites	<ul> <li>Multi-facet engine</li> <li>Changes in bookin</li> <li>Platforms</li> <li>PVCP bo</li> </ul>		<ul> <li>Mobile</li> <li>Piloting traffic via tools</li> <li>Post-booking options</li> <li>ged</li> </ul>
Reservation system	3 disjointed systems	Testing of new system (Opus)	PV/Maeva switcher     Connecti	d to OPUS vity with partners	<ul> <li>Integration of CP inOPUS</li> </ul>
Clients	Numerous systems not integrated	Development of client reference base	New CRM/satisfac     E-reputation management	ging	<ul> <li>Recognition programme</li> <li>Dematerialisation</li> <li>on of Adagio in CRM</li> </ul>
Back- Office ERP / RH	Numerous systems not integrated	Analysis Parameters	Group roll-out	Optimisation	
Investments	~ €15m	€24m	€22.5m	<€20m	
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## **III. Developments in and outside France**



### Financing and diversified management methods (1/3)



The financing of group developments and its management methods are now diversified both in and outside France.

- **Financing systems:**
- ✓ Property marketing to individual investors in France, benefiting from:
- The leading positions boasted by Pierre & Vacances Center Parcs and Adagio
- **Particularly attractive profitability levels for individual investors,** benefiting from tax incentive measures in France:
  - $\Rightarrow$  Recovery of VAT,
  - ⇒ Non-Professional Furnished Let tax regime:
    - The Group generates up to €200m in annual turnover from this sales formula
  - ⇒ Censi-Bouvard regime:
    - Tax credit of 11% for investments made from 1 January to 31 December 2012.
    - Applicable in 2013 and 2014 under certain conditions.
- An integrated sales team comprising around 100 advisors and an extensive network of promotional partners (banks, UFF etc.)

### Financing and diversified management methods (2/3)



### 

- ✓ Extension to Germany, the Netherlands and Belgium of property sales to individuals at Center Parcs villages:
- In partnership with the Dutch and German sales teams
- ✓ "Block" sales of Center Parcs villages in France and Germany:
- Institutional investors, property investment funds and schemes...
- ✓ Public-private partnerships for the financing of infrastructure and leisure facilities
- In France, Germany and Belgium

### Financing and diversified management methods (3/3)



- **Diversification of management methods**
- ✓ By lease:
- Fixed rents
- Variable rents, with or without a minimum guaranteed (e.g. Center Parcs at Bostalsee in Germany with a minimum guaranteed of 3%)
- ✓ By management mandates (e.g.: Morocco)
- ✓ By franchise (e.g. Adagio)



### Developments by brand/product (1/3)



### **Adagio:**

- ✓ Joint Venture with ACCOR (50%)
- ✓ Two complementary brands:





#### ✓ In 2012:

 $\checkmark$ 

- ⇒ Opening of new residences in Europe:
  - Adagio Access in Asnières, Nantes, Strasbourg and Barcelona in H1
- ⇒ Signing in February 2012 of a Master Franchise contract to set up Adagio and Adagio Access in Brazil:
  - Conversion of a number of group Accor hotels into Adagio residences and five aparthotels
  - Target for almost 40 city residences
  - Opening in rapidly-expanding Latin American markets

By 2015, Adagio is to operate almost 130 residences for business volumes of €330 million

# Developments by brand/product (2/3)



### **Center Parcs**

#### In France:

- In Moselle: extension of 109 cottages delivered over 2011/12, extension of a further 200 cottages out to 2014
- In Vienne: programmed for opening in spring 2015
  - ⇒ Financing of leisure facilities (€135m) by a semi-public company (SPC) with a local authority majority
  - ⇒ 800 cottages for €220m sold partly to individuals and partly to institutional investors
- In Isère: Roybon project for 1021 cottages validated by the Lyon Appeal Courts
  - ⇒ Two additional administrative authorisations underway
  - ⇒ Launch of investor canvassing planned for spring 2013 for opening in 2015

#### In Germany,

- In Saar: Bostalsee on the edge of a lake
  - ⇒ Financing completed for leisure facilities by a public-sector SPC
  - ⇒ Sale of 500 cottages to German, Dutch and Belgian individual investors
- In Badenwürttemberg: Allgau
  - ⇒ 800 cottages: timeframe 2016
  - ⇒ Search for institutional financing underway





# Developments by brand/product (3/3)



#### **U** Villages Nature

- A joint venture 50% Eurodisney/50% Pierre & Vacances Center Parcs
- An innovative concept focused on the harmony between Man and Nature
- A first phase of 1,700 cottages and apartments divided into two tranches, to be financed partly by individuals (launch in Q4 2012), partly by institutional investors
- Leisure facilities: search for institutional investors underway
- Opening to public scheduled for spring 2016 for first tranche





#### **Oasis Eco-Resort in Marrakech**



- A partnership project with the Caisse des Dépôts et de Gestion du Maroc
- 480 tourism residence apartments and homes (financed by a property group 85% owned by CDG and 15% by PVCP)
- 580 secondary residences
- Opening planned for 2014