

Capital Market Presentation • March 2020



Forwardlooking information

The presentation includes the Company's forecasts, estimates and plans regarding its activities, which constitute forward-looking information as defined in the Securities Law, 5728-1968, the realization of which are not certain and which may be influenced by factors that cannot be estimated in advance and/or that are beyond the Company's control. Therefore, the Company cannot be certain that its forecasts and/or estimates and/or plans will be realized, in full or in part, or that they will be realized in a different manner to expectations, inter alia, for reasons beyond the Company's control, changes in market conditions and in the competitive and business environment, or realization of any of the Company's risk factors.

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For avoidance of doubt, it is clarified that the Company does not undertake to update and/or change the information contained in this presentation.

This presentation was prepared as a summary and for convenience only, and is not intended as a substitute for the need to review reports published by the Company, including the Company's financial reports.

The information contained in this presentation is not complete, and all that stated therein is subject to that contained in the Company's relevant reports, and it cannot be construed as an exhibit or undertaking, also not as to the completeness or accuracy of the said information.

This presentation is not to be viewed as a proposal or invitation to purchase the Company's securities.



The spread of the coronavirus

Preface

The implications of the spread of the coronavirus for the Company's business activities

In the estimation of the Company's management and Board, the event involving the spread of the coronavirus (COVID-19) ("the Coronavirus" and the "Event", respectively) have no material impact on the Company or on the companies of the Group.

The Group has organized, and continues to organize itself and to make adjustments to the work format at the Company and the companies of the Group deemed necessary as the virus continues to spread, in order to continue to serve our customers, in accordance with the directives of the Ministry of Health and the relevant authorities.

Naturally, this is a constantly evolving Event beyond the Company's control, which affects the economy, generates uncertainty and which is also liable to have implications for the Group that cannot be estimated at this time.

At the writing of this report, the Company cannot estimate or quantify the impact of the spread of the Coronavirus on the Group's business results in the future.

The Company is constantly monitoring the Event as it unfolds and the guidance of the relevant entities, and will continue to take steps to minimize any negative impact by the Event on the Group.

In the light of the period of uncertainty, management and the Board have decided not to declare distribution of a dividend at this time.

The Company will provide updates about the material implications of the spread of the Coronavirus on the Group's activity, if any.

For the avoidance of doubt it is clarified that the Company's estimates about the possible implications of the spread of the Coronavirus on the Group's activities are uncertain, unforeseeable and/or inestimable in advance and are beyond the Company's control, and therefore constitute forward-looking information.





A leading technology services group



A decade of organic growth and expansion through acquisitions



Specializing in management of the human resource and business solutions



Strong and consistent economic parameters: profitability, cash flow and distribution of dividends



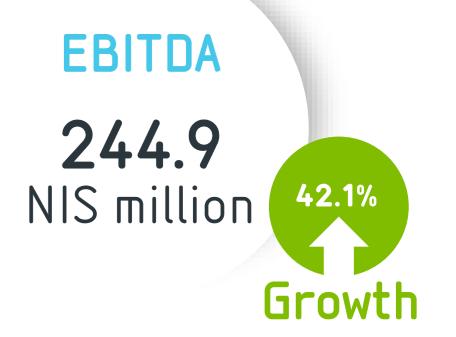


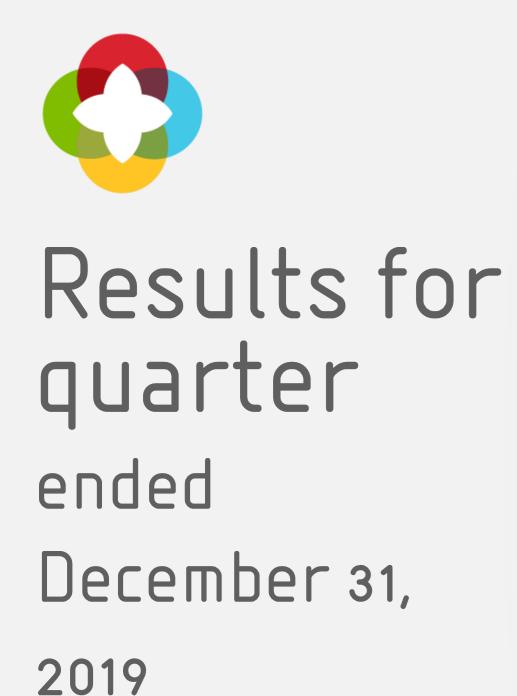


























2019
Highlights and points of note



Record results Continued growth in all sectors of activity



Continuation of synergistic acquisitions



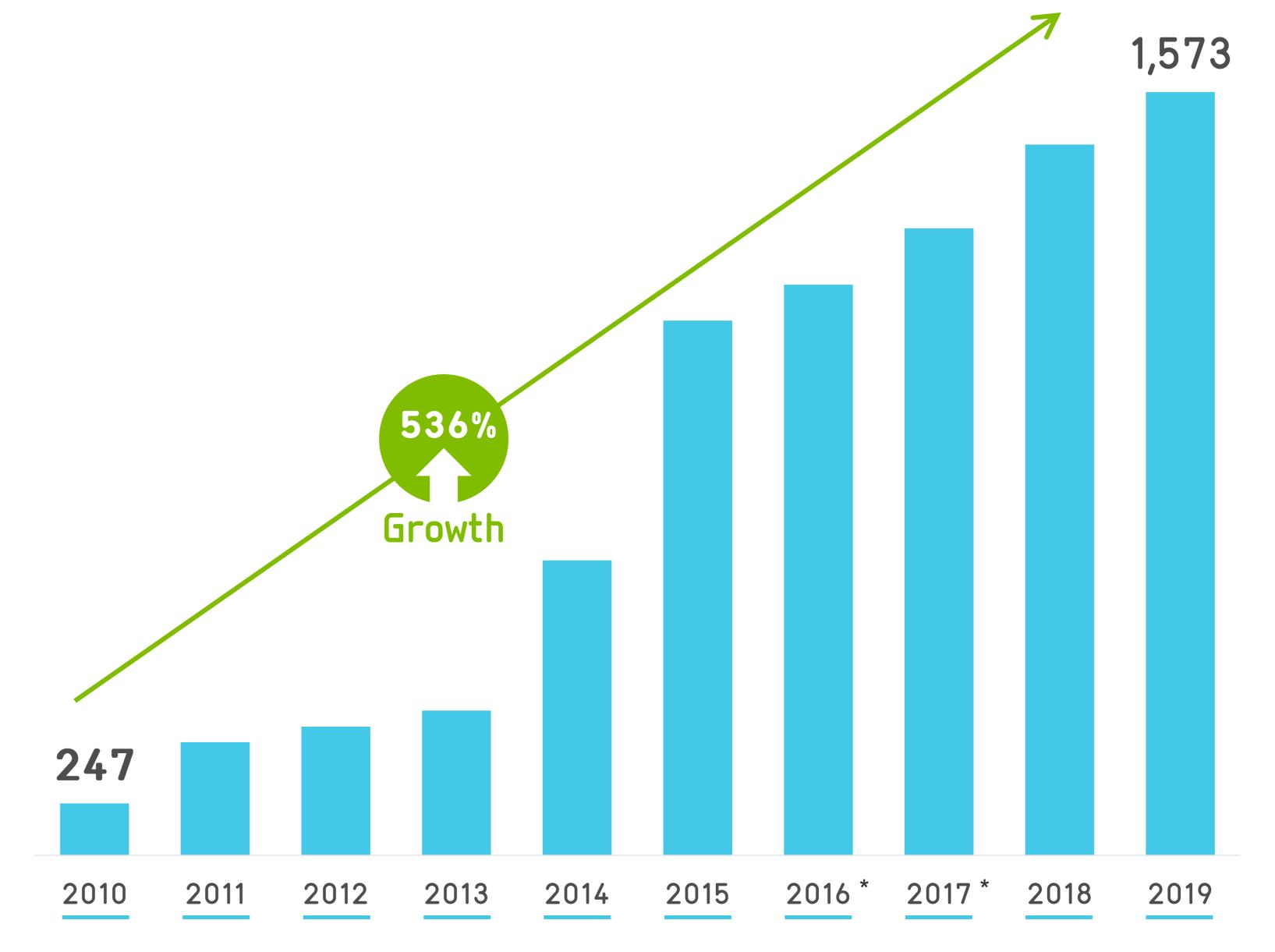
Winning of strategic tenders



Acquisition of payroll and human resources services sector activity in the United States



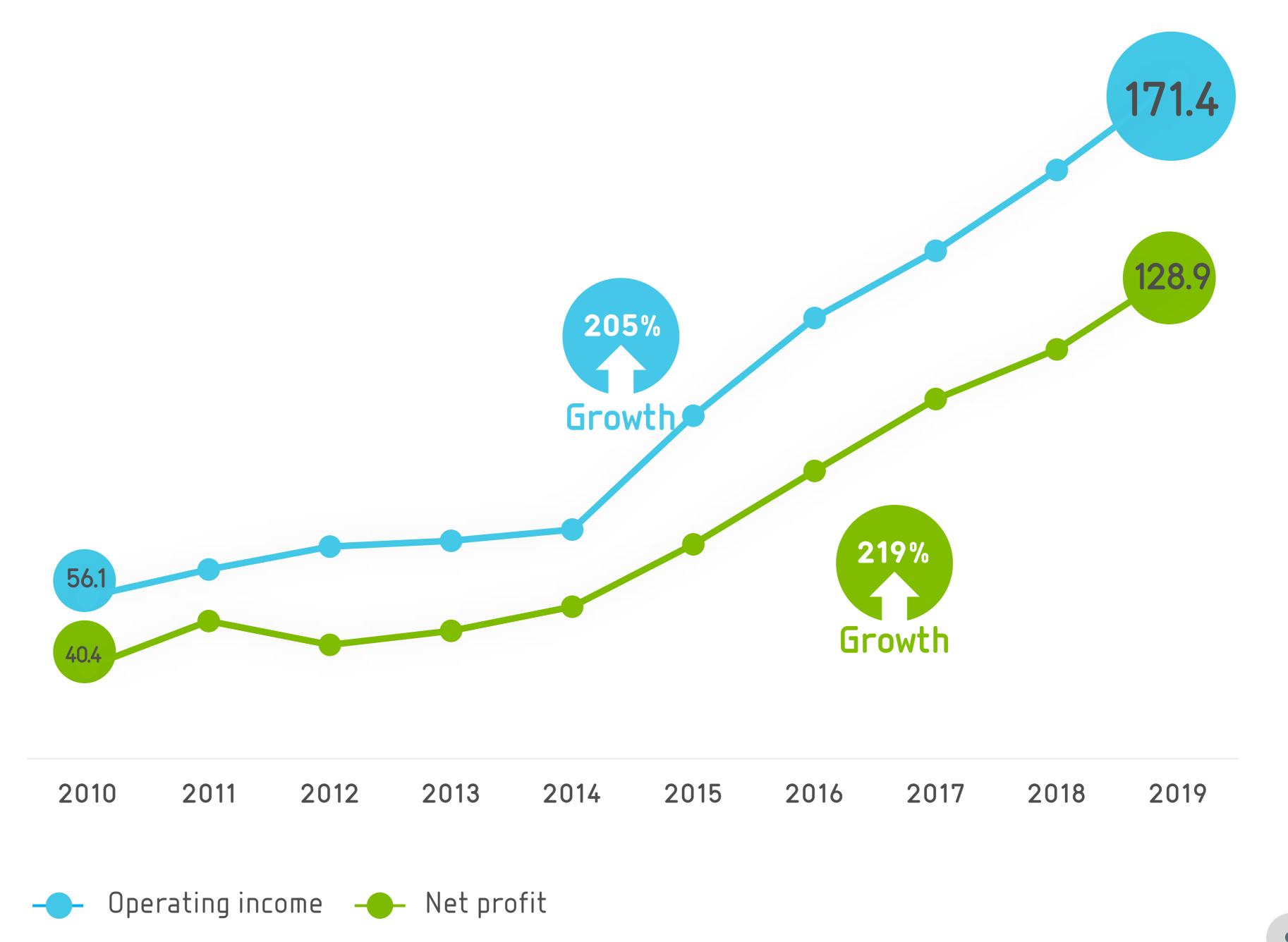
Adecade of revenue growth NIS million



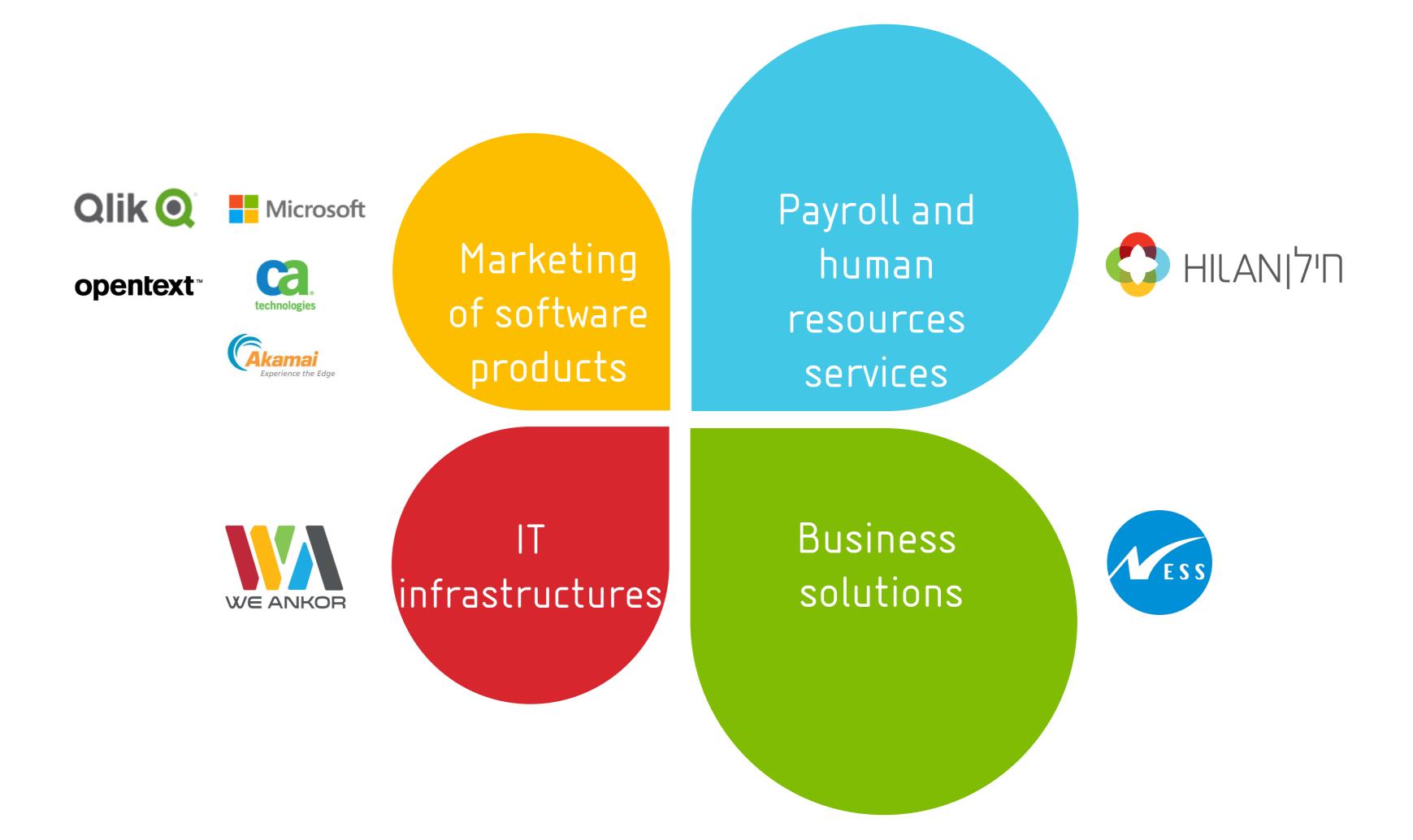
^{*} Reclassification



A decade of growth in operating income and net profit NIS million



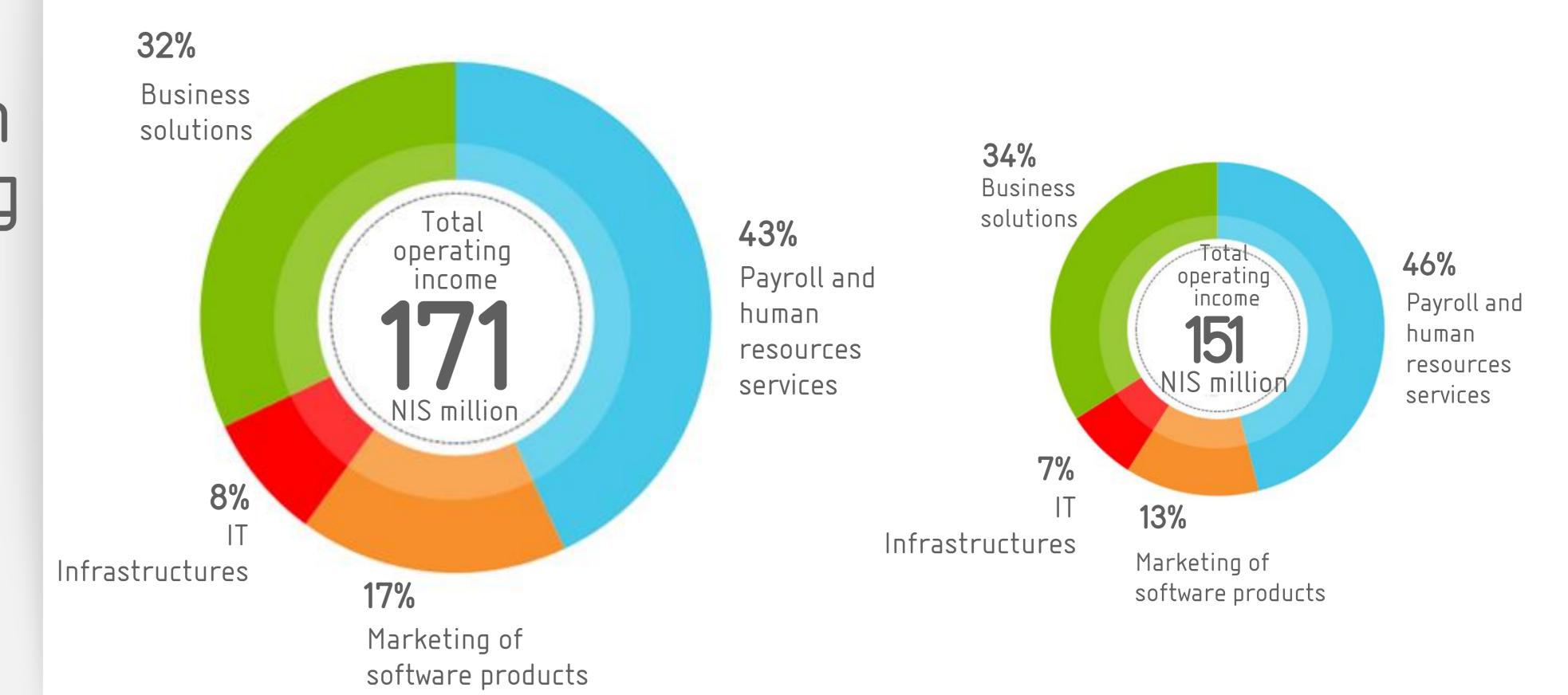






Distribution of operating income by sector of activity 2019

2019 2018





Payroll and human resources services sector

2019







Q4 2019



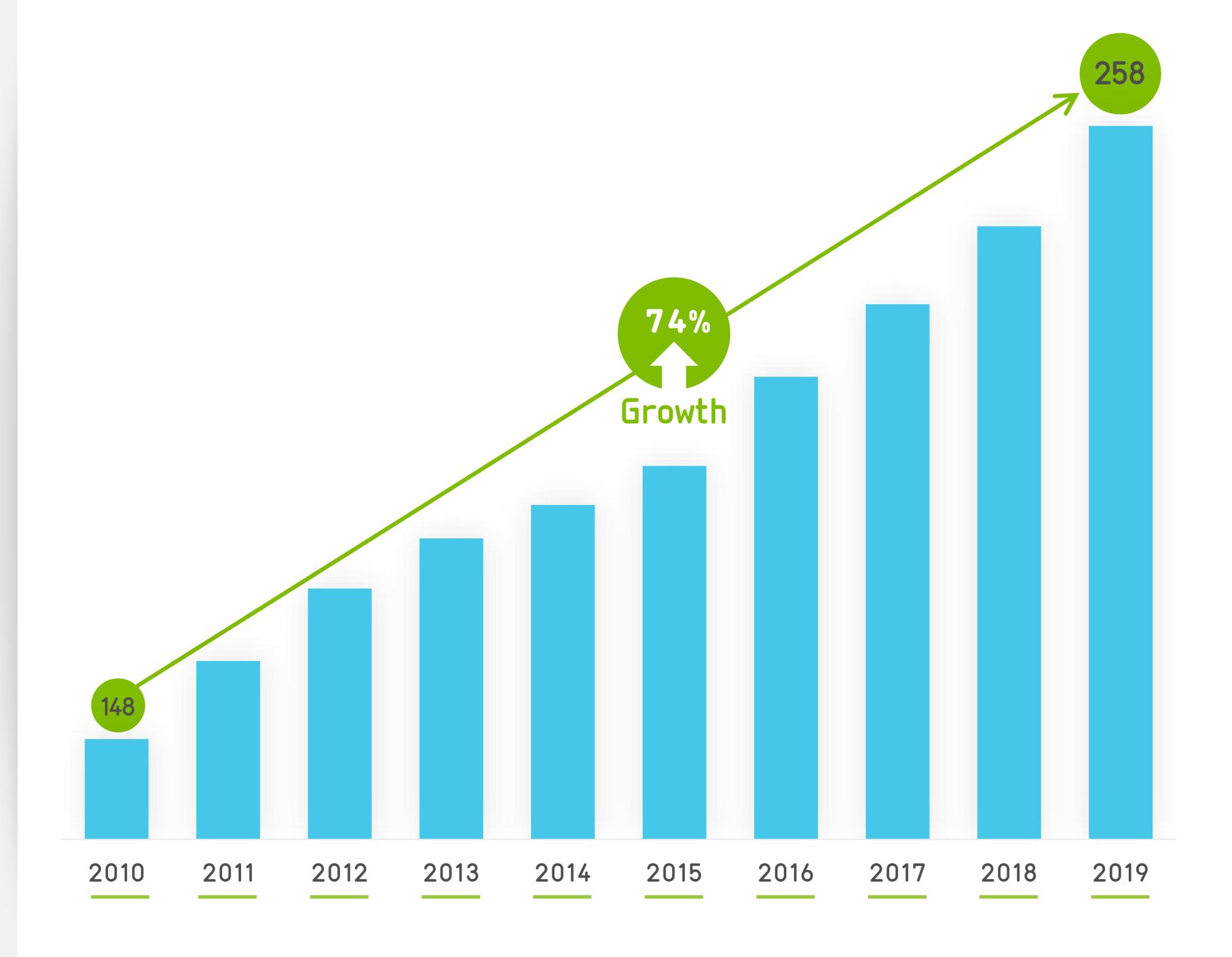




Growth in the sector's business activity as a result of new customers and expanded use and consumption of additional products



Payroll and human resources services sector revenue growth NIS million



Business solutions sector

2019







Q4 2019



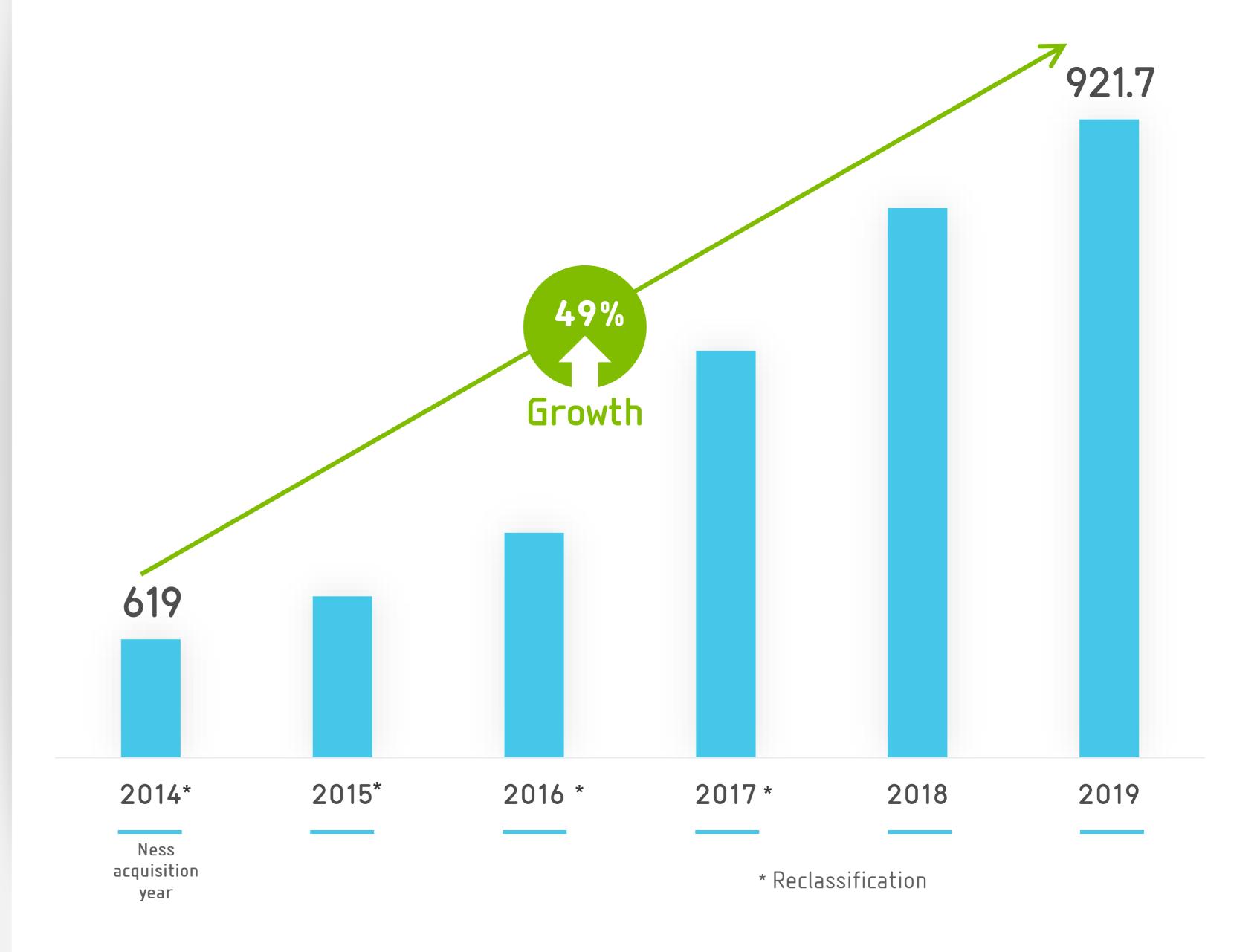




- Q4 2019 had 6 fewer workdays than Q4 2018 due to the timing of the Tishrei holidays
 - Growth in business activity in 2019 came exclusively from organic growth



Revenue growth in the business solutions sector NIS million





infrastructures sector

2019







Q4 2019







Continued growth in the sector's business activity, including change in the revenue mix and improved profitability rates

Software products marketing sector

2019







Q4 2019





Operating income percentage 28.5%

23.8%

Q4

de growth in 2018

- Growth in operating income is due to consolidation of Itway for the first time as of 1.1.2019, alongside growth in business activity
- Decline in the dollar exchange rate against the shekel in 2019 compared with a rise in the dollar exchange rate against the shekel in 2018



Main data from the profit and loss statement forthe year 2019 NIS million

	2019	2018	%
Revenues	1,573.2	1,474.9	6.7%
Gross profit	356.4	316.9	12.5%
Gross profit margins	22.7%	21.5%	
Operating income	171.4	151.2	13.3%
Operating income percentage	10.9%	10.3%	
Net profit	128.9	111.2	15.9%
Net profit margin	8.2%	7.5%	
EBITDA	244.9	172.4	42.1%



Key figures from profit and loss statement for Q4 2019 NIS million

Q4.19	Q4.18	%
399.1	411.5	(3.0%)
103.3	92.7	11.4%
25.9%	22.5%	
51.0	46.9	8.7%
12.8%	11.4%	
42.7	36.4	17.5%
10.7%	8.8%	
70.0	52.9	32.3%
	399.1 103.3 25.9% 51.0 12.8% 42.7 10.7%	399.1 411.5 103.3 92.7 25.9% 22.5% 51.0 46.9 12.8% 11.4% 42.7 36.4 10.7% 8.8%

• Q4 2019 had 6 fewer workdays than Q4 2018 due to the timing of the Tishrei holidays



Impact of implementation of IFRS16 NIS million

	For year ended December 31, 2019				For quarter ended December 31, 2019		
	Section	W/ IFRS16 implementation	W/O IFRS16 implementation	The change	W/ IFRS16 implementation	W/O IFRS16 implementation	The change
Balance sheet	Right-of-use asset	108.2	_	108.2	108.2	_	108.2
	Lease liability	(109.4)	-	(109.4)	(109.4)	_	(109.4)
Profit and loss statement	Operating income	171.4	170.1	1.3	51.0	50.7	0.3
	Financing expenses, net	10.0	7.5	2.5	3.0	2.5	0.5
	Equity profits	7.0	7.0	-	7.5	7.5	-
	Taxes	39.5	39.7	(0.2)	12.8	12.8	-
	Net profit	128.9	129.9	(1.0)	42.8	42.9	(0.1)
	EBITDA	244.9	198.5	46.4	70.0	58.1	11.9
Cash flow	Cash flow used in operating activities	163.7	120.0	43.7	101.6	89.6	12.0
	Net Cash flow from (used in) financing activities	(73.0)	(29.3)	(43.7)	(64.3)	(52.3)	(12.0)



Selected financial data for the year 2019
NIS million







423.5 Shareholders' equity



30.7 Net financial debt



163.7
Cash flow from operating activities



1,200.2
Total assets



Conclusion of a successful year of continued growth in business activity, primarily organic, in all sectors of the Group's activities, with a focus on the core business and expansion of the variety of products and services offered to customers



Thank you