

Annual Results Presentation

Year ended 30 June 2024
FY 2024

CEO
Richard Fairman

CFO
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CVO
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*Foundations in place
for long term growth*



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Highlights



Progress against our five-year plan...

Revenue £647.3m **+9.9%**

Adjusted EBITDA £127.3m **+4.7%**

Ambition

- 1 Organic revenue growth** of 4% - 8% per annum
- 2 Margin expansion through investment** – Adjusted EBITDA margins 19% to 23%
- 3 Investment** in practice facilities, clinical equipment and technology to deliver organic growth
- 4 Acquisitions** subject to disciplined criteria for returns and earnings accretion
- 5 Organic operating cash conversion** of > 70% for the full year
- 6 Leverage** remaining < 2.0x

FY 2024 Performance

- 4.1%** Underlying Like-for-like sales growth adjusted for cyber (**c.2.9%** reported Like-for-Like)
- 19.7%** Adjusted EBITDA margin
- £43.1m** Invested in Capex to improve practice and clinical facilities, improve technology, support the retention and recruitment of vets and ultimately to deliver great clinical care
- Successful Australia market entry and continued UK expansion with **27 Acquisitions** completed in the financial year for combined consideration of **£95.2m**
- 70.5%** for the full year
- 1.54x** Leverage as at 30 June 2024

Our well-defined strategy for growth remains unchanged...

Our purpose

to give the best possible care to animals

Our vision

to be the veterinary company people most want to work for

Supported by four strategic pillars:



We recommend and provide the best care every time



We are a great place to work and have a career



We provide great facilities and equipment



We take our responsibilities seriously

All underpinned by our ESG strategy "Care at our Heart"

Our values

Just culture

Inclusive leadership

Teamwork

Systems thinking

Accountability

Organic growth

- High-quality end-to-end contextualised care focused on clients' requirements for the animals
- Recruitment, retention and development of our highly skilled clinicians
- Supported by:
 - Investment in training and career development
 - Investment in our practice facilities
 - Investment in our clinical equipment
 - Investment in technology

Augmented by inorganic growth

- Investment in accretive acquisitions with significant opportunity in Australia

Successful entry in Australia, with a platform established...



22 acquisitions (28 sites) completed in the financial year

- Our focus is on larger, high quality first opinion companion animals practices with an excellent reputation
- Combined historic multiple paid is lower than the UK
- IRR comfortably above hurdle rate of 10%
- Acquisitions performing fully in line with expectations

Local management team in place with appropriate governance, oversight and control

- Australia MD appointed
- Acquisition Director with significant experience of the Australian market
- Local management team established covering operations, finance, legal and HR
- Regular reporting and oversight
- Clinical Advisory Committee established and Clinical Governance Framework in place

* Includes two practice acquisitions post year end

We are confident of a significant growth opportunity in Australia...

Attractive market with relatively low levels of corporate consolidation, favourable market dynamics and strong similarities with the UK



Market Recap

c.\$5.3bn

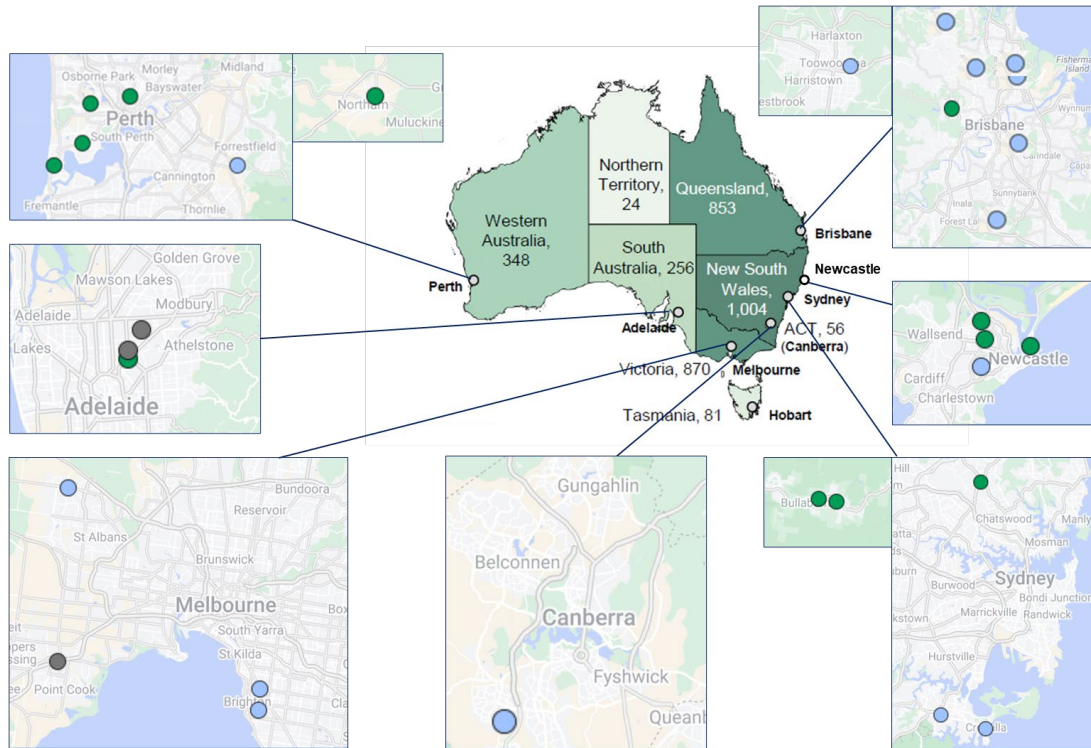
Market size,
veterinary services

c.3,500

Practices

c.15%

Corporate
Consolidation



● H1 FY24 Completed Acquisition ● H2 FY24 Completed Acquisition ● FY25 YTD Completed Acquisition

We have established a presence across Australia

- Presence in the major urban conurbations
- Reputation established as a people focused business committed to high clinical standards
- Similar approach to clinical care as in the UK

Further acquisitions completed with a strong pipeline

- Two acquisitions (comprising three sites) completed in the financial year to date for combined consideration of £5.3m
- Two additional deals signed
- Strong pipeline established, supported by word of mouth from former owners

Synergies expected over and above business cases

- Drug purchasing synergies identified
- Favourable agreements in place with preferred laboratory and crematoria suppliers

Alongside our entry into Australia, we have laid the foundations for further organic growth...



Invested in new technology with the potential to unlock new revenue opportunities and improve the way we interact with our clients



Increased the breadth of expertise and experience on the Board



Growth in the number of clinicians employed and continued focus on their career and professional development



Launched a new clinical governance framework to drive improved standards with focus on contextualised care to ensure we deliver the care which clients demand for their animals

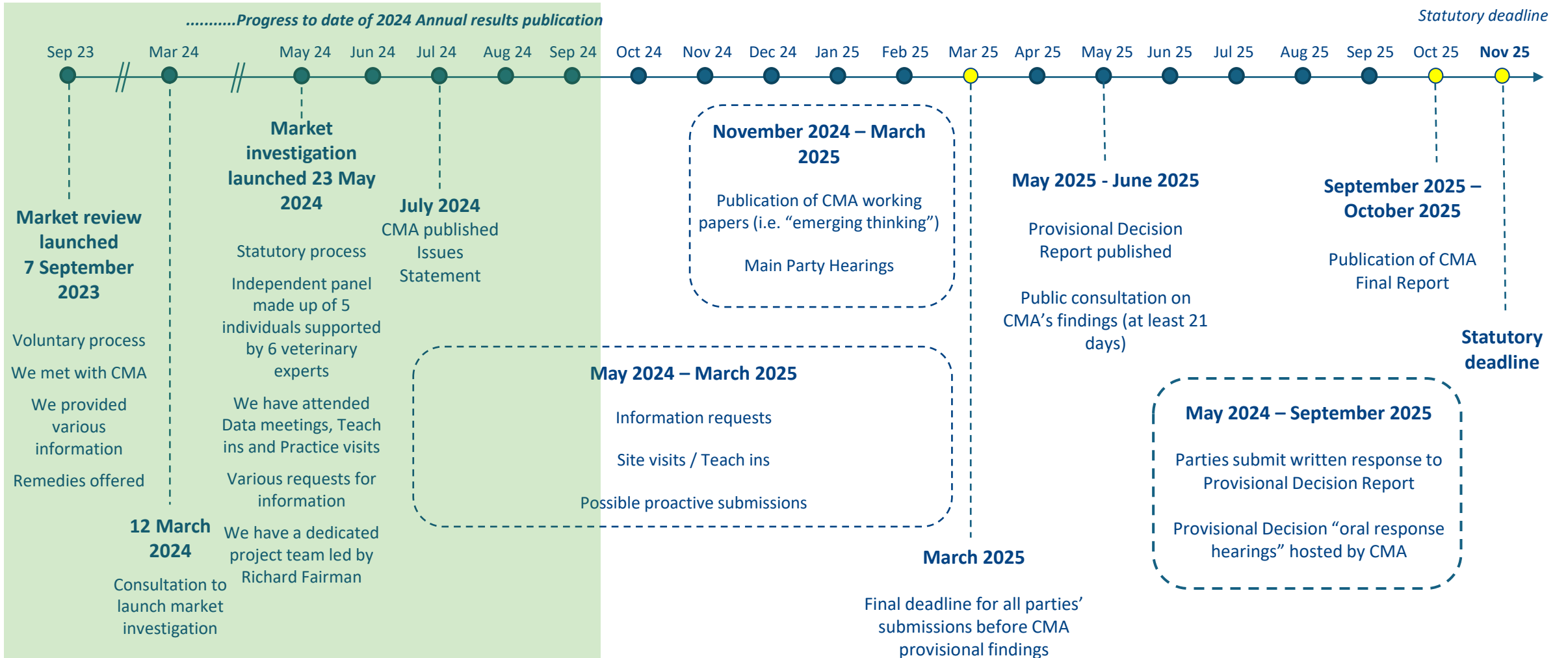


Sustainable antimicrobial stewardship established as our key clinical improvement focus



Divested of our sub-scale Netherlands and Republic of Ireland (“ROI”) operations

We continue to pro-actively support the Competition and Markets Authority (CMA) with their market investigation



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Financial Review



Financial Summary¹

	FY 2024	FY 2023	Variance
Revenue	£647.3m	£588.9m	+9.9%
Like-for-like (LFL) sales growth*	+2.9%	+7.3%	-4.4ppts
Underlying LFL sales growth (adjusted for cyber)	+4.1%	+7.3%	-3.2ppts
Adjusted EBITDA*	£127.3m	£121.6m	+4.7%
Adjusted EBITDA Margin*	19.7%	20.6%	-0.9ppts
Free cash flow	£62.0m	£69.7m	-£7.7m
Operating cash conversion	70.5%	74.9%	-4.4ppts
Net bank borrowings	£168.0m	£74.0m	+£94.0m
Leverage*	1.54x	0.74x	+0.80x
Adjusted EPS*	86.6p	98.9p	-12.3p
Capital expenditure	£43.1m	£45.7m	-£2.6m
Consideration for acquisitions ²	£97.0m	£54.6m	+£42.4m
Final dividend	8.0p	7.5p	+0.5p

- **Revenue +9.9%** benefitting from acquisitions and our continued focus on people and care our clients require
- **Resilient +2.9% LFL sales growth** against a backdrop of a challenging economic environment and CMA process, as well as COVID puppy and kitten boom in their healthy young adult stage. This cohort underpins medium term growth with increased care required as those young adults age
- **Underlying LFL sales growth c. +4.1%** adjusted for cyber and accelerated migration to a new cloud-based practice management system
- **Adjusted EBITDA increased +4.7%** benefitting from increased revenue and **margin of 19.7%** continues to be within our 19% - 23% ambition despite inflationary cost pressures (people, utilities & other) and cyber
- **Good operating cash conversion of 70.5%** and free cash flow has enabled us to increase investment for future growth whilst maintaining **leverage below 2.0x**
- **Adjusted EPS** impacted by an increase in UK corporation tax rate, an increase in depreciation from increased capital investment in recent years; and an increase in finance expense from increases in both cost of borrowing and net debt

¹ 2024 and 2023 are represented with the Netherlands and Republic of Ireland included as discontinued operations

² Considerations for 2024 includes £95.2m for current year acquisitions and £1.8m in respect of acquisitions in the prior year

* Financial measures are defined on slide 26

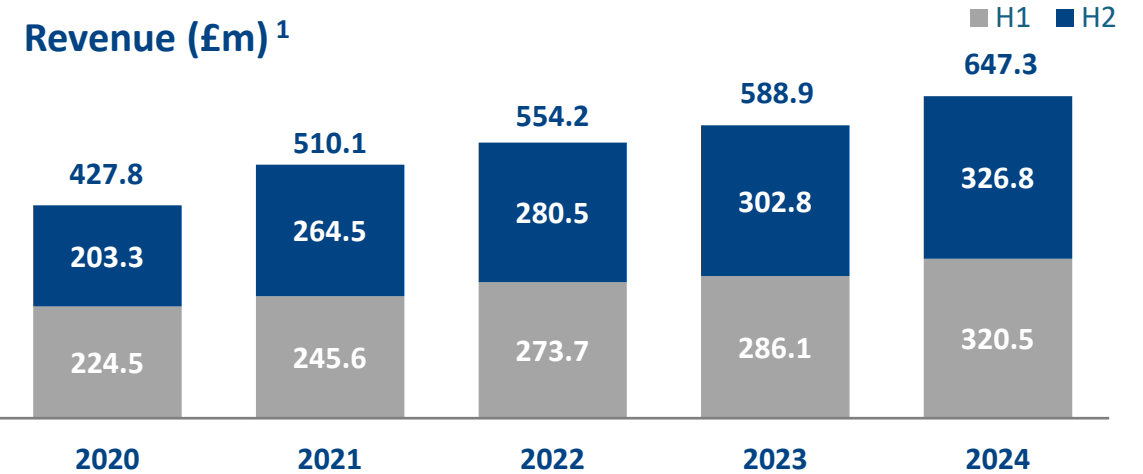
Strong underlying revenue performance with increased growth from acquisitions

Continued organic revenue growth with strong performance from acquisitions

- FY 2024 revenue of £647.3m up 9.9% from £588.9m
- Good performance from acquisitions in the current and prior year
- LFL sales growth of +2.9% (FY 2023: +7.3%) due to disruption from cyber and accelerated Practice Management System roll out. LFL growth of c. 4.1% adjusted for these (ambition 4% - 8%)

Underlying growth across all divisions

- **Veterinary practice** benefitting from:
 - Investment in acquisitions, particularly from entry into Australia
 - Continued focus on care or clients require
 - Increased number of Vets and Nurses within the Group
 - Continued growth of Healthy Pet Club scheme to 503,000 members (FY 2023: 489,000)
- **Laboratories** have increased volume of in-house analysers and diagnostic testing further supporting clinical care
- **Crematoria** continues to see growth in the Direct Pet Cremation service
- **Online Retail Business** benefitted from increased basket value with volume growth expected in FY 2026 post the launch of the new website



Revenue Growth (%) ²

+10.6%

Veterinary Practices

+7.9%

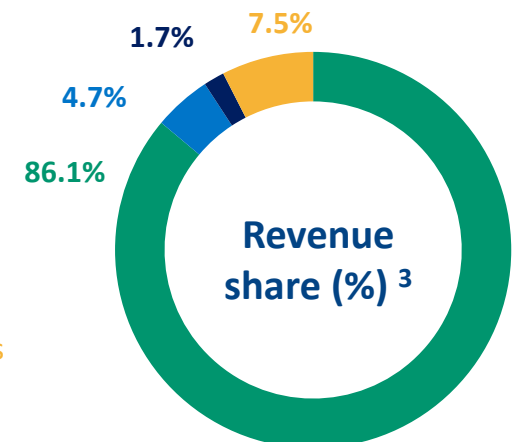
Laboratories

+9.7%

Crematoria

+1.8%

Online Retail Business



Note:

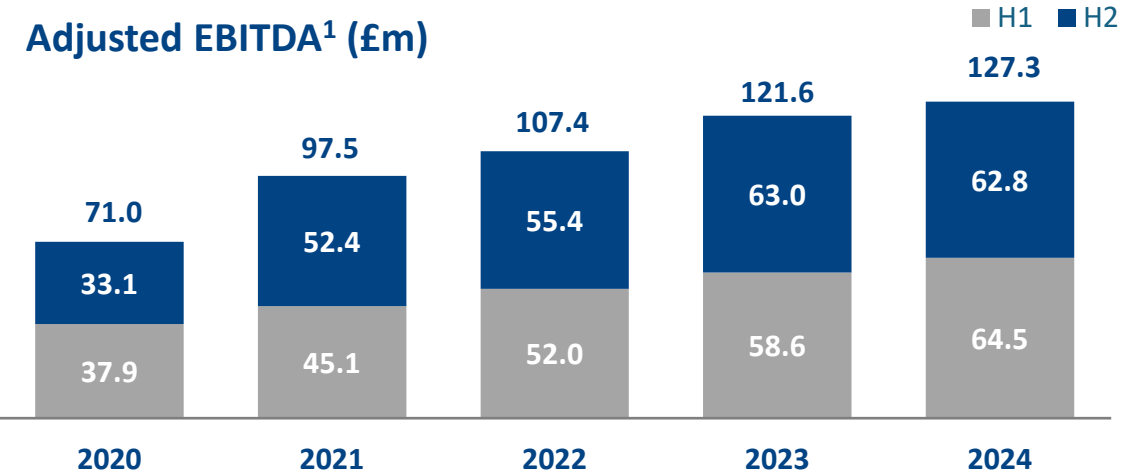
¹FY 2024 and FY 2023 represented excluding discontinued operations. Years FY 2022 and prior includes discontinued operations

² Versus FY 2023 based on underlying numbers

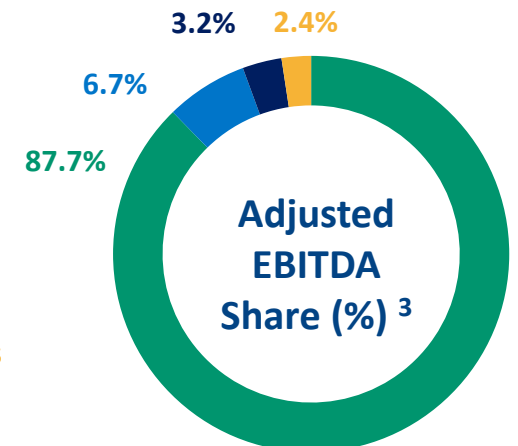
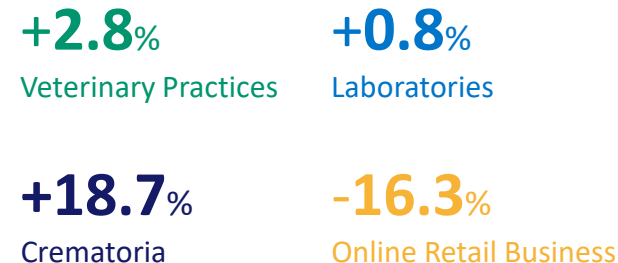
³ Revenue percentages stated gross of intercompany elimination

Resilient EBITDA performance underpinned from investment in acquisitions

- **Adjusted EBITDA increased by 4.7%** to £127.3m from £121.6m benefitting from an increase in revenue and acquisitions but after impact of disruption from cyber and accelerated Practice Management System roll out
- Adjusted EBITDA **margin reduced 0.9ppts** to 19.7% (FY 2023: 20.6%) impacted by:
 - Gross margin increased to 78.0% (FY 2023: 77.7%); offset by
 - Employment cost as a percentage of revenue increasing to 51.8% (FY 2023: 50.7%) from salary inflation and investment in people
 - Other costs as a percentage of revenue at 6.5% (FY 2023: 6.3%) with inflationary pressures partially offset by an increase in net Research and Development Expenditure Credit (RDEC) of £12.8m (FY 2023: £9.6m)
- In addition, the opening of our new Bristol Vet Specialists, one of the most extensive referral facilities in the country, and investment in greenfield sites have put pressure on margins with a circa. 12 months to 18 months period to breakeven
- **EBITDA margins are expected to gradually improve** as we continue with our programme of investment, and as wider inflationary pressures start to ease



Adjusted EBITDA Growth (%)²



Note:
¹ FY 2024 and FY 2023 represented excluding discontinued operations. Years FY 2022 and prior includes discontinued operations
² Versus FY 2023 based on underlying numbers
³ Divisional EBITDA growth before head office costs

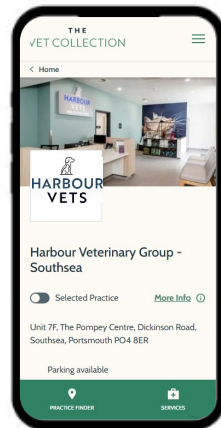
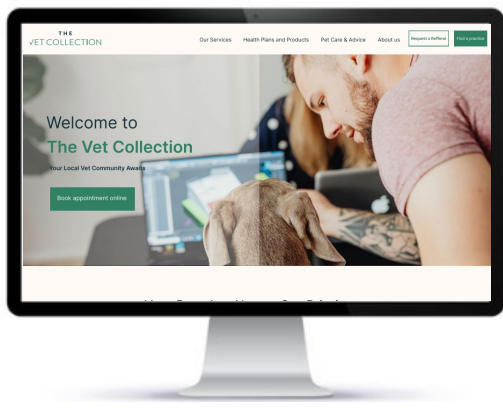
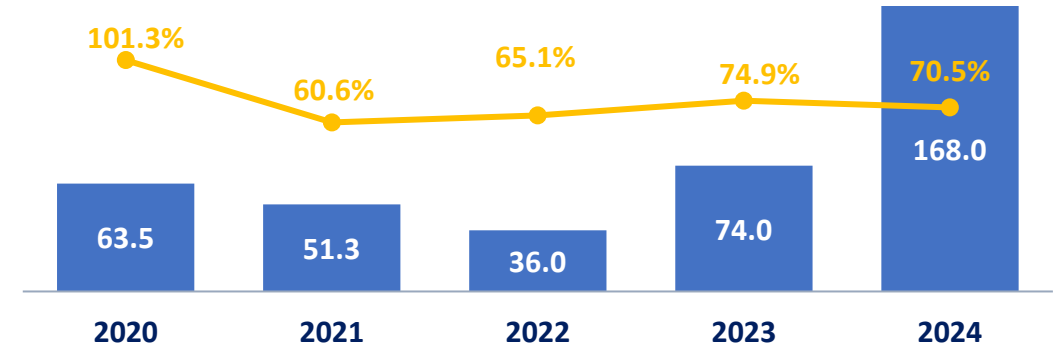
Stable free cash flow underpins our investment ambition

We have funding in place to support continued investment

- **Net bank borrowings** increased to £168.0m supporting our strategy of investment in our practices and acquisitions
- **Operating cash conversion 70.5%** in line our capital markets day ambition of 70%.
- **Leverage 1.54x** with headroom against our capital markets day ambition to maintain below 2.0x
- **Free cash flow £62.0m** down from £69.7m in FY 2023 with an increase in cost of borrowing and negative working capital from increase in RDEC receivable
- **Banking facilities of £350.0m extended to February 2028** on same terms and £100m interest rate swap in place

Net Bank Borrowings (£m)

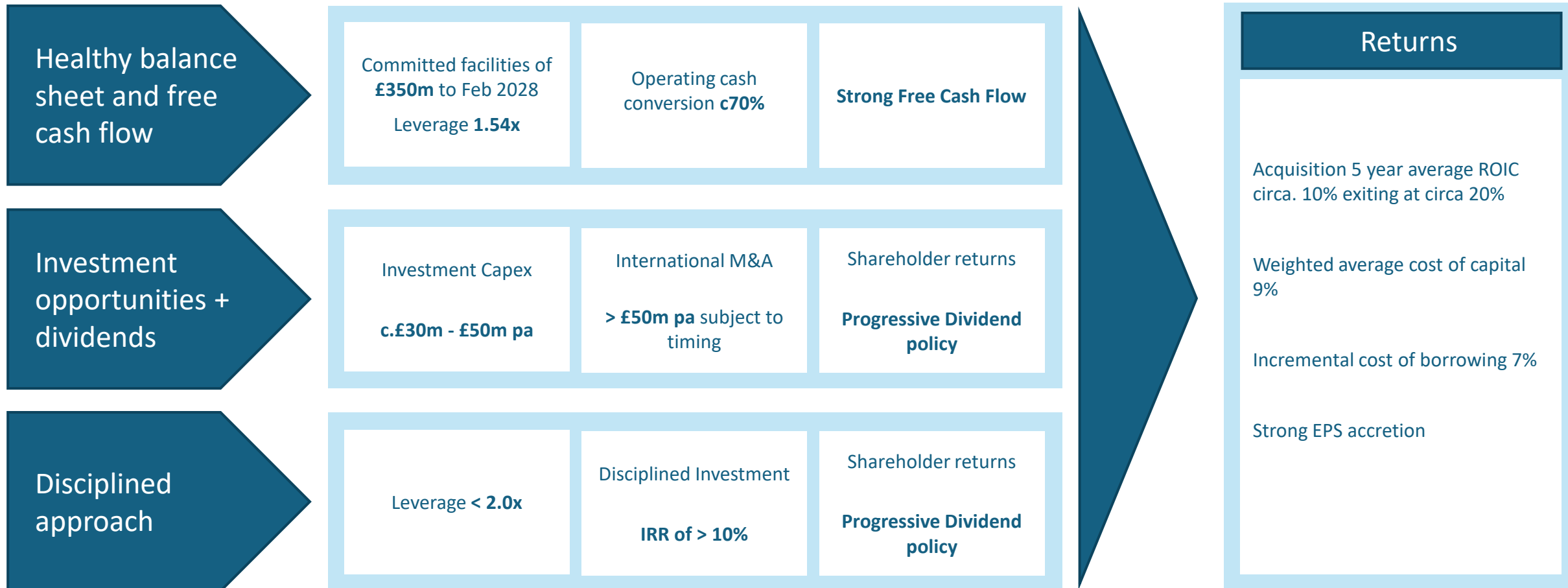
Operating cash conversion



Investment unlocks opportunities

- Continued investment in facilities, equipment and acquisitions
- Websites complimenting the customer journey
- App allowing improved visibility and access to customers
- Notification and reminders will improve pet care and utilisation of appointments
- Personalised 1-2-1 communication with clients based on their needs e.g. cross sell HPC

We continue to see good returns from investments and opportunities for further growth



¹ Group capital adjusted for merger reserve

³ ROIC = EBIT (excluding contingent consideration booked to the income statement) * (1 - tax rate) / Invested Capital and contingent consideration

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Strategic Update



Strategic pillar 1 – Providing great care to our clients and their animals

CVS Clinical Governance Framework



Launched our new clinical governance framework:

- Leading the veterinary profession in improving quality care and helping to drive further improvements in clinical standards
- Listening to our clients and creating treatment plans with their interests in mind
- We have trained 320 clinical improvement advocates

Progressing with our clinical priority of antimicrobial stewardship (AMS):

- Aim to limit the development of antimicrobial resistance whilst balancing primary responsibility of animal welfare
 1. Collating the evidence and understanding to support responsible antibiotic prescribing and infection control processes
 2. Cultivating a culture where tidiness, cleanliness and hygiene are an important part of everyone's role in infection control.
 3. Supporting client education and communication of AMS processes and practice policies

Our client net promotor score remains strong:

- We continue to see positive engagement from our animal owners
- Client NPS strong at +68.0
- We continue to focus on high-quality clinical care and investment in our practice facilities to provide a safe and comfortable environment for our clients and to facilitate exceptional care for their animals.

Strategic pillar 2 - We are a great place to work and have a career

Our focus on people is helping us to recruit and retain more colleagues:



+5.8%

More Vets (+10.7% including acquisitions)



+2.3%

More Nurses (+6.4% including acquisitions)

Our colleague satisfaction remains a key focus

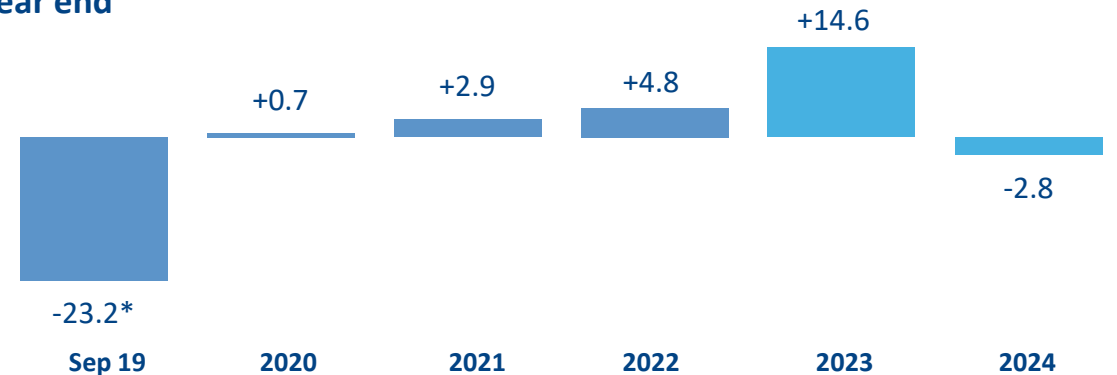
- Our employee net promoter score reduced in the year following adverse publicity and disruption from the cyber event and modernisation, this remains a key focus

We continue to focus on supporting our colleagues in further development

- Launched five new company values with focus on continuous improvement
- New Graduate Programme continues to attract more than our market share of new graduates, with 170 placed so far in 2024
- Our Knowledge Hub learning and development platform, has over 700 courses, webinars and programmes, over 8,200 colleagues accessed the platform in FY 2024
- Supporting nearly over 450 active apprentices across the business alongside university students completing their intramural and extramural study programmes
- Launched new nursing career pathway

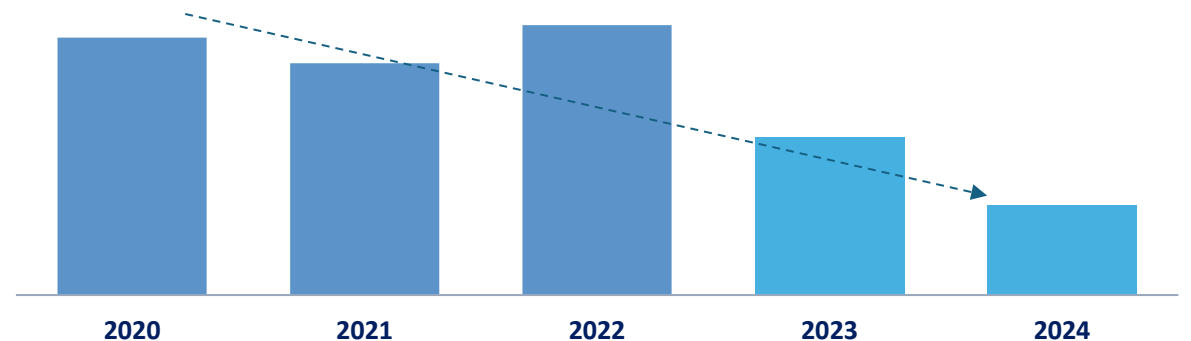
Our attrition has improved further during the year

Employee Net Promoter Score reduced due to cyber but has improved post year end



*First measured in September 2019

Attrition* continues to improve



* Data based on vet attrition

Strategic pillar 3 –We provide great facilities and equipment

**New branch practice:
Ambivet**



**Relocation: Acorn
Studley Road**



Relocation: Bristol Vet Specialists



We continue to invest in great facilities and equipment to drive organic growth

- £43.1m invested (2023: £45.7m)
- 16 new property projects completed
- Investment in new equipment across our practices to support clinical care
- Programme of modernisation to support future growth

Refurbishment: Church walk vets



**Refurbishment: Steward
vets**



**Relocation: Harbour
Vets Southsea**



Our investment delivers

- Opportunity for growth
- Improved wellbeing and employee satisfaction
- Improved clinical care

Strategic pillar 4 – We take our responsibilities seriously



Our 2024 Sustainability report reports our progress across our six programmes:



Energy and Carbon

- Reduced business energy -2.8%
- Reduced carbon footprint -1.7%
- Smart meters in 24.5% of our estate



People Development

- Reduced total colleague attrition -10%
- 77% of graduates feel well supported
- New clinical governance framework adopted



Waste

- Reduced medical waste* -13.9%
- Reduced medical waste* incinerated -34.7%
- 312 Environment champions



Wellbeing

- Five new company values launched
- 84% of colleagues have regular check-ins
- £1.3m set aside to support team welfare



One Health

- Three focus areas on antimicrobial stewardship
- Invested in Mastatest technology in our farm clinics
- Six sites piloting Glogerm for effective cleaning



Equity, Diversity and Inclusion

- 83.4% of colleagues feel equally included
- 84.6% of colleagues feel safe to present themselves

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Outlook



We have laid the foundations for further growth, with CVS well positioned to benefit from the sizeable veterinary services market and continued humanisation of pets

- Well-defined strategy with clinical care and people at the centre of this
- Progress against and on track with our five-year ambition to double adjusted EBITDA
- Successful Australia market entry with a strong pipeline of acquisition opportunities and synergies expected
- Confident in medium to long term growth and the opportunity ahead, with some headwinds over the short term
- Invested in new technology with potential to unlock new revenue opportunities and improve the way we interact with clients
- Healthy balance sheet and free cash flows in support of further investment with funding in place and leverage maintained < 2x (leverage at 31 August 2024 < 1.5x)
- FY 2025 results expected to be in line with market expectations



Growing market over medium and long term



High-quality veterinary care



Dedicated and passionate team of colleagues



Cash generative with strengthened balance sheet



Strong management team

Appendices



Appendix 2

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Reconciliation of adjusted EBITDA (£m)	FY 2024	FY 2023 ¹	MVT	H1 2024 ¹
Adjusted EBITDA²	127.3	121.6	5.7	64.5
Adjusted for:				
Finance expense	(12.6)	(7.7)	(4.9)	(4.8)
Depreciation and profit on disposal	(33.4)	(27.6)	(5.8)	(15.1)
Amortisation of intangible assets	(24.8)	(22.6)	(2.2)	(11.7)
Costs relating to business combinations	(15.1)	(6.1)	(9.0)	(7.5)
Exceptional items	(5.8)	-	(5.8)	(0.1)
Depreciation and amortisation attributable to discontinued operations	2.6	3.1	(0.5)	1.5
Profit before tax	38.2	60.7	(22.5)	26.8
Amortisation of intangible assets	24.8	22.6	2.2	11.7
Amortisation of intangible assets attributable to discontinued operations	(1.2)	(1.5)	0.3	(0.7)
Costs relating to business combinations	15.1	6.1	9.0	7.5
Exceptional items	5.8	-	5.8	0.1
Adjusted profit before tax²	82.7	87.9	(5.2)	45.4
Tax on adjusted profit	(20.4)	(17.5)	(2.9)	(10.7)
Adjusted profit after tax	62.3	70.4	(8.1)	34.7
Less: adjusted profit after tax attributable to non-controlling interest	(0.2)	-	(0.2)	(0.1)
Adjusted profit after tax – attributable to the parent	62.1	70.4	(8.3)	34.6
Weighted average number of shares (No.)	71,595,871	71,272,880	322,991	71,508,834
Adjusted earnings per share² (p)	86.6	98.9	(12.3)	48.3

1. In the year we disposed of our sub-scale Netherlands and Republic of Ireland operations. We have represented our numbers in 2024 (FY and H1) and 2023 to reflect these operations as discontinued
2. Financial measures are defined on page 26

Summary	FY 2024	FY 2023 ²	MVT	H1 2024 ²
Adjusted EBITDA ³	127.3	121.6	5.7	64.5
Working Capital Movements	(12.5)	(5.8)	(6.7)	(9.8)
Capital Expenditure – Maintenance	(10.3)	(11.4)	1.1	(5.4)
Repayment of Right-of-use Liabilities	(14.8)	(13.3)	(1.5)	(7.5)
Operating Cash Flow	89.7	91.1	(1.4)	41.8
Operating Cash Conversion (%)	70.5%	74.9%	-4.4ppts	64.8%
Taxation Paid	(15.7)	(14.9)	(0.8)	(3.5)
Net Interest Paid	(12.0)	(6.5)	(5.5)	(4.6)
Free Cash Flow	62.0	69.7	(7.7)	33.7
Capital Expenditure – Investment	(32.2)	(33.2)	1.0	(11.5)
Acquisitions	(96.2)	(54.6)	(41.6)	(63.1)
Acquisition fees and contingent Consideration Payments ¹	(11.6)	(4.4)	(7.2)	(5.8)
Dividend	(5.5)	(5.0)	(0.5)	(5.4)
Other financing activities	(5.3)	(3.1)	(2.2)	(1.1)
Cash movement in relation to discontinued operations ⁴	(4.6)	(7.4)	2.8	(2.0)
Impact of foreign exchange	(0.6)	-	(0.6)	-
Net (Outflow) / Inflow	(94.0)	(38.0)	(56.0)	(55.2)
Net Bank Borrowings ³	(168.0)	(74.0)	(94.0)	(129.2)

1. Acquisition fees and Contingent consideration has been included outside free cash flow and prior period has been restated
2. In the year we disposed of our sub-scale Netherlands and Republic of Ireland operations. We have represented our numbers in 2024 (FY and H1) and 2023 to reflect these operations as discontinued
3. Financial measures are defined on page 26
4. Cash movement in relation to discontinued operations in 2024 is comprised of the following outflows: £2.2m Adjusted EBITDA, £0.6m maintenance capex, £0.8m repayment of right-of-use liabilities, £0.4m net interest payment and £0.6m loan

Definitions

Like-for-like sales shows revenue generated from like-for-like operations compared to the prior year, adjusted for the number of working days. For example, for a practice acquired in September 2022, revenue is included from September 2023 in the like-for-like calculations.

Adjusted EBITDA is profit before tax adjusted for net finance expense, depreciation, amortisation, costs relating to business combinations, and exceptional items.

Adjusted EBITA is profit before tax adjusted for net finance expense, amortisation, costs relating to business combinations, and exceptional items.

Adjusted profit before tax is calculated as profit before amortisation, taxation, costs relating to business combinations, and exceptional items.

Adjusted earnings per share is calculated as adjusted profit before tax less applicable taxation divided by the weighted average number of Ordinary shares in issue in the year.

Leverage on a bank test basis is drawn bank debt less cash and cash equivalents, divided by adjusted EBITDA annualised for the effect of acquisitions, including costs relating to acquisition fees and excluding share option costs, prior to the adoption of IFRS 16.

Net bank borrowings is drawn bank debt less cash and cash equivalents.

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