

Mid-year Update

In October 2017 Chambertin (Holdings) Limited and its subsidiaries (the Civica Group) was acquired by global private markets investment manager Partners Group on behalf of its clients. The backing of Partners Group provides a strong foundation and ensures Civica has the resources and stability to build on our existing plans under the leadership of the current management team.

During the six months to 31 March 2018, Civica continued to perform in line with expectations. The Group maintained its successful track record of operational and financial delivery, with good progress across core markets and capabilities. This included a good trading performance, sustained project delivery and continued investment in the business including in our people and our operating platform.

We strengthened our capability and resources during the period:

- Adding more than 600 people globally
- Supporting our team with new development programmes underpinned by renewed Investors in People 'Gold' accreditation in the UK
- Acquiring OneStep Solutions, a provider of cloud-based debt recovery software, in February 2018. Its products are used in over 1,000 installations, supporting all aspects of recovery and case management for office, call centre and field agent teams.
- Launching an integrated HR & Payroll business following the acquisition of Carval Computing in July 2017
- Progressing further acquisition opportunities for completion during the second half of the year to 30 September 2018
- Increasing our team in Vadodara, India, by more than 50 per cent to support the development of Civica's business internationally
- Sustaining our investment in new product development and cloud-based solutions, accelerating adoption of the latter in local government, health & care and education
- Launching our new CodeIT innovation programme.

The Group continued to build on a strong market position with new and existing customers:

- Securing more than 110 new contract wins, including software agreements with North Warwickshire and Nuneaton & Bedworth Councils, Lincolnshire Partnership NHS Foundation Trust and the National Library Board in Singapore
- New programmes for our Digital division in local public services, central government and regulated markets, including helping workplace experts Acas to improve its digital footprint and shape the organisation's future delivery
- Signing our largest UK local government partnership, a 7-year agreement with East Kent partners Canterbury City Council, Dover District Council and Thanet District Council to operate shared citizen and business services and save up to £5.3 million
- Increased cross-sector selling of products and services within the business, including internationally such as our first contract in Australia for Civica's UK-developed Cx Housing software with BaptistCare (NSW and ACT)
- A high volume of project delivery, including taking on service delivery as part of our landmark contract in Australia with the Victorian Department of Justice and Regulation, with transition to a new service including the transfer of more than 20 million live records ahead of new legislation which came into effect on 1 January 2018.