

# Results for the year ended 31 March 2022

# **Agenda**





# FY22 – Another strong year of resilient growth

#### **Robust Performance in FY22:**

- Group revenues +8% YoY with organic growth in all divisions:
  - Advisory +7% (Pensions +5%, Investment +18%)
  - Administration +9%
  - > NPT +34%; SIP +9% (3% organic, 6% MJF acquisition)
- Growth in Adj. EBITDA<sup>(1)</sup> of +7%
- Continued strong cash conversion

### **Key Market Trends**

- Increasing regulatory burden for clients
- · Growing demand for de-risking services
- Mid tier firms increasingly capable of winning large mandates
- Potential consolidation in DB and DC markets
- Increasing competition for resource

### **CEO Highlights**

- Strong demand across all service lines, with positive feedback through Client Insight Survey
- Positive new business performance, supported by Market Force initiative
- Market backdrop provides continued opportunity to expand services well positioned to benefit from potential consolidation
- · Progress across all areas of sustainability agenda

PENSIONS
UK PENSIONS
AWARDS 2021
WINNER
Actuarial/Pensions Consultancy

PENSIONS
UK PENSIONS
AWARDS 2021
WINNER
Investment Consultancy
of the Year

PENSIONS
UK PENSIONS
AWARDS 2021

HIGHLY COMMENDED
Third-Party Administrator
of the Year
YPS Pensions Group

PENSIONS
UK PENSIONS
AWARDS 2021

HIGHLY COMMENDED
Educational and Thought
Leadership Initiative of the Year

95%

of employees agree XPS is a good place to work 99%

of clients agree XPS are collaborative in our approach and have created an environment in which our clients enjoy working with us

<sup>(1)</sup> Adjusted measures exclude the impact of exceptional and non-trading items



# **CEO Highlights - Journey since listing...**

### **XPS in 2017**



To become the preeminent mid-tier firm in our market

Accelerate growth through M&A – create platform for consolidation

Grow revenues organically (win market share from Big 3)

**Grow NPT assets** (c£0.2bn on listing)



Highly predictable, recurring and non-cyclical revenues



Capital light, cash generative business with growing dividend 430



People



Locations

£52m





Revenue



**NPT Assets** 



# **CEO Highlights - Journey since listing...**

### **XPS today**



An award winning firm, with a fantastic culture and strong brand, with a track record of winning £1bn+ new appointments and a clear focus on sustainability

**52%** Growth in Adj. diluted EPS

£67m Dividends paid since listing (2)













Revenue

16



1,500



People



£139m £1.3bn





**NPT Assets** 













Includes the final divided in respect of FY 22

Source: Professional Pensions article 'the UK's biggest pension consulting firms by revenue' issued 18 May 2022 based on figures taken from latest available accounts of companies providing the equivalent services as XPS



# **Financial highlights**

Robust financial performance and positive outlook underpins 7% YoY growth in dividends













### **Income statement**

	FY 2022	FY 2021	YoY
	£m	£m	%
Revenue			
Pensions Actuarial & Consulting	63.7	60.7	5%
Pensions Investment Consulting	13.7	11.6	18%
Pensions Advisory	77.4	72.3	7%
Pensions Administration	50.8	46.8	9%
SIP	6.1	5.6	9%
NPT	4.3	3.2	34%
<b>Total Revenue</b>	138.6	127.9	8%
Total costs	104.5	95.9	(9%)
Adj. EBITDA <sup>(1)</sup>	34.1	32.0	7%
Depreciation & amortisation	5.3	4.9	(8%)
Adj. EBIT <sup>(1)</sup>	28.8	27.1	6%
Net finance costs	2.0	1.9	(5%)
Tax	5.0	4.7	(6%)
Adjusted profit (1)	21.8	20.5	6%
Adjusted DEPS (pence)	10.2	9.8	4%
Adjusted basic EPS (pence)	10.7	10.0	7%
Exceptional and non-trading items			
Exceptional (credit)/cost	(0.6)	2.8	
Share-based payments	3.9	4.9	
Acquisition amortisation	6.6	6.5	
Other acquisition related income	-	(0.4)	
Tax	2.5	(2.3)	
Statutory Profit after tax	9.4	9.0	4%

### **Highlights**

- Group revenues +8% YoY; good organic growth across all divisions
- Staff costs including new hires up 7% YoY
- Adj. EBITDA +7% YoY; margin 25%
- D&A up 8% in line with higher capex
- Adjusted fully diluted EPS of 10.2p; +4% YoY
- Adjusted basic EPS of 10.7p; up 7% YoY reflecting the increasing drop through of revenue growth
- Final dividend of 4.8p; +9% YoY (full year dividend 7.2p; +7.5% YoY)

### **Exceptional & Non-Trading Items**

- Release of exceptional holiday pay provision from FY 21
- Deal related costs
- Share based payments in line with expectations
- Tax charge due to revaluation of DT liabilities (CT rate increase from FY 24)



<sup>(1)</sup> Adjusted measures exclude the impact of exceptional and non-trading items: acquisition related amortisation, share based payments, corporate transaction costs, restructuring costs and other items considered exceptional by virtue of nature, size and incidence.

# Stable cost base and starting to deliver operational efficiencies

	FY 2022	FY 2021	YoY CHANGE	FY 2022	FY 2021
	£m	£m	%	% of revenue	%of revenue
Staff Costs	81.3	75.7	7%	59%	59%
Property Costs	2.7	2.5	8%	2%	2%
IT	10.3	9.3	11%	7%	7%
Professional Fees	5.4	4.9	10%	4%	4%
Marketing	0.5	0.4	25%	0%	0%
Other Costs	4.3	3.1	39%	3%	2%
Total	104.5	95.9	9%	75%	75%

### **Highlights**

- Overall costs as % of revenue are in line with the prior year
- Staff costs increase of 7% is below revenue growth of 8% YoY; reflecting efficiency gains.
- Higher IT costs reflect continued investment in infrastructure including cyber security
- Increase in Professional fees largely due to PI insurance
- Marketing costs expectedly increased as the impacts of the pandemic reduced.
- Other cost increases in relation to higher client commissioned mail-outs and more T&E



### **Net debt**

### Strong OCF conversion; reduction in like for like net debt

Operating cash flow conversion

96%

Investing in our platform, products and IT capabilities

£5.5<sub>m</sub>

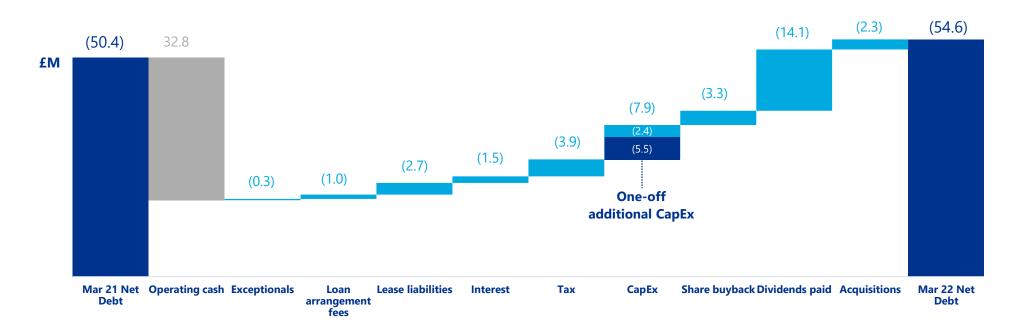
Leverage at 31 March 2022 was

1.74x

Undrawn committed facility of

£36m

at year end (total committed facility £100m plus uncommitted £50m)







# Strategy for continued sustainable growth

Plan for long-term sustainable growth



#### UNDERPINNED BY HIGHLY RECURRING WORK AND STABLE CLIENT BASE



Focus on operational excellence and efficiency



Initiative to deploy transferable skills into tangential growing markets





# Regulatory and market change



#### WHAT HAPPENED IN FY22

- Increased focus on progressing GMP exercises
- TPR consultation on new Single Code of Practice, increasing Trustee governance burden
- Increase in pension scheme funding, leading to increased focus on de-risking

#### LOOKING FORWARD

- Continued focus on supporting clients through GMP exercises
- Supporting clients with additional governance requirements and journey planning
- Opportunities from potential consolidation of DB (and DC) schemes







NEWS

# abrdn launching DB mastertrust through tie-up with XPS

abrdn



"As abrain continues to focus on delivering solutions for clients, I am delighted that we will be launching a UK defined benefit master trust in conjunction with XPS Pensions Group. The abrain pensions master trust has been designed with XPS Pensions Group to harness the relevant expertise of both firms and offer a solution that provides a professional governance model, high-quality pensions consultancy and administration services, material expense savings through economies of scale and access to a broad range of abrain's relevant investment strategies."

Stephen Bird, CEO abrdn plc



## **Expand services**

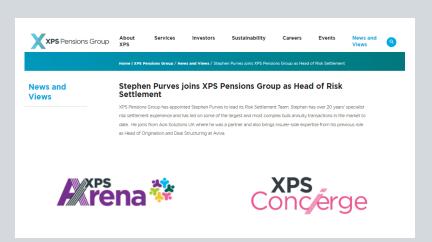


#### ACHIEVED IN FY22

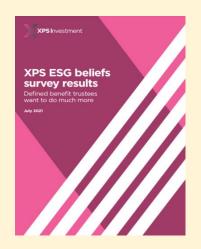
- Launch of new Trustee Governance Services offering
- Senior hires recruited to grow risk transfer team
- Development of services to support clients with TCFD requirements
- Launch of XPS Arena for clients and prospects

#### CURRENT FOCUS

- Risk transfer market and wind-up services
- Specific growth opportunities:
  - > Governance Services and communications
  - > TCFD support for clients
  - DC consulting











### **XPS SIP and NPT**



### Strong growth in broader DC platforms

#### XPS SELF INVESTED PENSIONS

- Revenue growth of 9% driven by strong client retention and SIPP sales
- Highly Commended Best Sipp Provider in 2021 Moneyfacts Awards
- Acquisition of Michael J Field business enhanced market presence and scale
- Continued investment in systems and technology

#### NATIONAL PENSIONS TRUST

- Assets grew to c£1.35bn (FY 21 : £1.1bn)
- Annual contributions up to c£120m (FY21 : £99m)
- c£1bn pipeline, £84m won (to be transitioned)
- Launch of new ESG focused 'default' fund; Continued investment in operational improvements and proposition enhancements to broaden distribution







# **Growing market share**

#### ACHIEVED IN FY22

- Profile raising increased on-line presence and success in industry awards
- Relationship building with intermediaries and Market Force prospects
- Continued new business success across all business lines - Net annuity wins of c£3.2m and other project wins

#### CURRENT FOCUS

- Market Force and intermediary relations
- Refresh of pitch materials and process
- Launch of new website (Summer 2022)
- Enhance CRM system

介19%

**116%** 

**EVENTS** 

REGISTRATIONS

**Events** 

**Campaigns** 

Meetings held with Market Force contacts

wood.





### Telecoms group appoints XPS as pensions adviser

By Roxanne Thielemans | November 10, 2021

On the go: The BT Group, which has both defined benefit and defined contribution plans including the £57.5bn BT Pension Scheme, has appointed XPS Pensions Group as pensions







# **Consolidation driving** opportunities

#### ACHIEVED IN FY22

- Acquisition of Michael J Field Consulting Actuaries
- High quality SIPP / SSAS administrator, serving c1,700 schemes
- Increases scale and presence within market
- Cements credential as a 'UK Top 5 SSAS Provider'

### XPS Pensions Group **XPS Pensions Group acquires Michael J Field** News and Views Consulting Actuaries to further develop its strong SIPP and SSAS business

#### CURRENT FOCUS

- Integration of Michael J Field business
- Continued appraisal of opportunities
  - Value enhancing for shareholders
  - Expands / enhances services
  - Provides access to clients / markets

£1.9m £3.75m

Revenues Year to 31 March 2021

**Purchase Price Deferral** and performance adjustments apply

**Employees** Based in Manchester



# Operational excellence & technology

### **Administration platform**



Licencing of multiple administration platforms



Ambition to own and develop market leading platform



Increased efficiency and member self-service

### Other operational initiatives



Launch of new flexible working model, My XPS My Choice



Geographic property footprint will be retained but review of property to reflect reduced office attendance



Review & consolidation of suppliers to achieve savings and economies of scale

# **Advisory** businesses

Detailed review of recovery levels to improve client profitability

# Being the best firm for our people and clients

**Employee Survey** 

95%

of employees agree XPS is a good place to work (FY21 : 94%)

Good progress in a number of important areas – Mental Health, Inclusion & Diversity, and offering more Flexibility











Client Survey

99%

Clients agree XPS are collaborative in our approach and have created an environment in which our clients enjoy working with us

APS provide consistently high-quality services across the board. I can categorically confirm this as I have different teams from XPS advising in respect of four unconnected appointments where I act as a professional trustee

93%

of clients expressed satisfaction with the overall relationship....including 3 out of 4 who were 'very satisfied' or 'delighted' 86%

of clients are likely to recommend XPS

**74%** 

of pensions clients who have experience of other providers say that we are better than others



# **Sustainability**

Being a responsible business

#### **GOVERNANCE**

- Embedded Board Sustainability Committee
- Operate high standard of Corporate Governance centered around strong engagement with all stakeholders
- Strong business ethics embedded throughout the organisation
- Achieved ISO 27001 and Cyber Essentials Plus certification

   protecting the data of our clients

#### **ENVIRONMENT**

- Net carbon neutral for Scope 1, 2 and 3 emissions
- Full compliance with TCFD reporting requirements
- Strong commitment to reduce our emissions
- Energy efficient offices sustainable refurbishment of our London office
- Environmental Champions at each office driving local initiatives
- ISO 14001 awarded for 3 offices, more planned for 2022/23
- Developing our net zero ambition



#### **EMPLOYEES**

- New Inclusion & Diversity framework launched
- Established 5 employee networks
- MyXPSMyChoice providing continuous flexibility
- Continued investment in L&D
- Comprehensive wellbeing support for all our employees – training of Mental Health Allies
- Positive impact on results of this year's staff survey

#### **COMMUNITIES**

- Supplier code of conduct to ensure high standards on ESG
- Support employees and offices to fund raise for local charities
- Members of the Business In The Community network
- Introducing an employee volunteering policy
- Continued partnership with Mental Health Foundation and Tax Help for Older People



#### **CLIENTS**

- Signatory to the FRC's Stewardship Code as well as the UN Principles of Responsible Investment
- Support clients invest Pension Fund assets in a sustainable way (£140 bn of assets under advise)
- Influence industry through participation in Investment Consultants Sustainability Working Group and Pensions for Purpose
- Helped over 7,000 members through our Pension Scam Protection Service (>£1.6 bn in transfers)









# **Summary & Outlook**





Strong performance – a fifth straight year of growth since listing, with revenue up 8% and our dividend increasing by 7% on prior year





Continuing to deliver on all areas of our strategy – good new business wins across the board, and strengthening our propositions in key growth areas





An award winning, sustainable business with happy staff (95% say a great place to work) and happy clients (99% enjoy working with us)





Another acquisition completed, and exciting opportunities for M&A to accelerate our journey in the future





A successful five years since listing... very well positioned to continue profitable growth in the future and excited about the next five years







### **About XPS**



40yr track record



**Specialis**t pensions advisory and administration firm



**Employs** 

1,500+

people



High level of staff satisfaction



+23% cagr revenue since listing in 2017



Listed on the London Stock Exchange



Client service excellence



Award

# **Strong** geographic presence across UK



PENSIONS
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Third-Party Administrator
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Third-Party Administra of the Year XPS Pensions Group PROFESSIONAL PENSIONS UK PENSIONS AWARDS 2019 WINNER

VVIININER
Third Party Administrator
of the Year



Actuarial/Pensions Consultancy of the Year









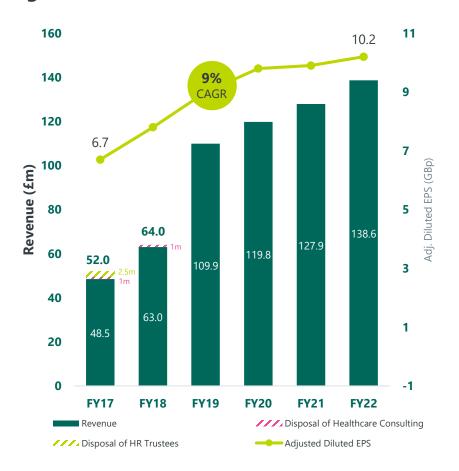


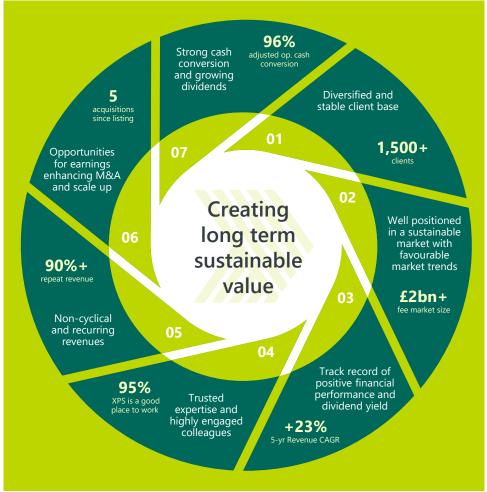




### The XPS investment case

### **Significant Growth Since IPO**







# **Divisional KPIs – Advisory**

Advisory business covers the Actuarial & Consulting and Investment divisions, which are closely connected through common clients and business models, and where the nature of the work is increasingly similar given the wider focus by clients on risk management

- Revenue growth of 7% across the advisory business; Pensions Actuarial & Consulting growing by 5% and Pensions Investment growing by 18%.
- Growth reflects strong demand for services as a result of regulatory change (including GMP equalisation), market volatility and new clients coming on stream
- Net new business performance supported by Market Force initiative where initial work is typically project based.
- Revenue growth supported by increase in resource, inflation increases as well as improvements in utilisations

Advisory	M A R - 19	SEP-19	M A R - 20	SEP-20	M A R - 2 1	S E P - 2 1	M A R - 22
Reported revenue (£'000)	33,307	31,964	36,389	34,401	37,872	37,718	39,684
No. of fee earners <sup>1</sup>	347	397	406	417	425	425	443
Average charge out rate (£) <sup>2</sup>	330	326	316	322	313	341	328
Client activity KPI <sup>3</sup>	553	593	677	636	666	632	637
Recurring revenue <sup>4</sup>	93%	93%	91%	93%	93%	95%	95%
New Logo wins (>£40k annual revenue)	12	7	5	2	7	8	4
Logo losses (>£40k annual revenue)	(5)	(7)	(3)	(6)	(12)	(3)	(4)

- 1. Number of fee earners definition: headcount of the relevant departments within the business at the end of the reporting period
- 2. Average charge out rate definition: sum of charge out rates for all staff in the relevant departments, divided by total staff (excluding support staff)
- 3. Number of clients (Advisory) definition: this is the number of clients in the 6 month period where annual income exceeds £5,000
- 4. Recurring revenue definition: revenue from customers who have a regular revenue stream. The revenue is either earned from the same customer every month, or in some cases every quarter.



# **Divisional KPIs – Actuarial & Consulting**

- Revenue growth of 5% due to inflation increases and strong demand for GMP services
- Growth supported by small increase in resource and increased utilisation (slightly offset by an increase in holidays versus prior year)
- Growing new business success through Market Force initiative which typically initially generates 'projects' rather than 'annuity revenue.'
- Operational improvements and efficiency through centralising repeat processes and reviewing client profitability

Pensions	M A R - 19	SEP-19	M A R - 20	SEP-20	M A R - 2 1	S E P - 2 1	M A R - 22
Reported revenue (£'000)	28,978	27,742	31,060	28,978	31,710	30,885	32,839
No. of fee earners <sup>1</sup>	294	336	341	349	350	342	355
Average charge out rate (£) <sup>2</sup>	333	329	317	322	313	343	332
Client activity KPI <sup>3</sup>	485	534	568	538	548	517	533
Recurring revenue <sup>1</sup>	93%	92%	89%	93%	93%	95%	94%
New Logo wins (>£40k annual revenue)	11	6	5	2	5	6	4
Logo losses (>£40k annual revenue)	(4)	(5)	(2)	(6)	(12)	(3)	(4)

- 1. Number of fee earners definition: headcount of the relevant departments within the business at the end of the reporting period
- 2. Average charge out rate definition: sum of charge out rates for all staff in the relevant departments, divided by total staff (excluding support staff)
- 3. Number of clients (Pensions) definition: this is the number of clients in the 6 month period where annual income exceeds £10,000
- 4. Recurring revenue definition: revenue from customers who have a regular revenue stream. The revenue is either earned from the same customer every month, or in some cases every quarter

## **Divisional KPIs – Investment Consulting**

- Revenue growth of 18% during the year driven by new wins coming on stream
- Strong growth supported by increased resourcing, albeit increase in holidays taken during period (as build up holiday unwound)
- Focus on servicing existing clients and building pipeline

Pension Investment Consulting	M A R - 19	S E P - 19	M A R - 20	S E P - 20	M A R - 2 1	S E P - 2 1	M A R - 22
Reported revenue	4,329	4,221	5,330	5,422	6,162	6,834	6,844
No. of fee earners <sup>1</sup>	53	61	65	68	75	83	88
Average revenue per fee earner	82	69	82	80	82	88	78
Average charge out rate <sup>2</sup>	316	314	310	322	309	332	316
Client Activity KPI <sup>3</sup>	190	190	233	242	248	263	254
Recurring revenue <sup>4</sup>	83%	78%	83%	86%	85%	87%	87%
New logo wins (>£40k Annual revenue)	6	2	2	0	4	4	0
Logo Losses (>£40k annual revenue)	(1)	(1)	(1)	0	0	(1)	0
New logo wins (>£10k Annual revenue)	n/a	n/a	n/a	13	11	10	2
Logo losses (>£10k annual revenue)	n/a	n/a	n/a	(1)	(1)	(2)	0

- 1. Number of fee earners definition: headcount of the relevant departments within the business at the end of the reporting period
- 2. Average charge out rate definition: sum of charge out rates for all staff in the relevant departments, divided by total staff (excluding support staff)
- 3. Number of clients (Investment) definition: this is the number of clients in the 6 month period where annual income exceeds £5,000
- 4. Recurring revenue definition: revenue from customers who have a regular revenue stream. The revenue is either earned from the same customer every month, or in some cases every quarter



## **Divisional KPIs – Administration**

- Revenue growth of 9% during the year driven by inflationary increases, higher core fees from net wins, projects and M&A
  - High demand for data related services (including GMP
- Strong new business performance during FY22, with net annuity wins of c£2.6m pa (excluding transition revenues)
  - Wins include public sector schemes as well as first time out-sourcing
- Ongoing review of operating model to reflect hybrid working model

Administration	M A R - 19	S E P - 19	M A R - 20	S E P - 2 0	M A R - 2 1	S E P - 2 1	M A R - 2 2
Reported revenue (£'000)	20,519	20,210	22,715	22,754	24,059	24,722	26,064
No. of schemes	454	588	619	625	617	613	591
Average fee per scheme (£'000)	45	34	37	36	39	40	44
No. of members	876,987	883,778	920,459	936,013	927,537	949,588	957,177
Average fee per member (£)	23	23	25	24	26	26	27
No. of staff	572	622	627	662	716	770	785
New Logo wins (>£40k annual revenue)	13	8	3	1	3	8	3
Logo Losses (>£40k annual revenue)	(1)	(2)	(3)	(4)	(1)	(1)	(1)



## **Divisional KPIs – NPT & SIP**

NPT	M A R - 19	SEP-19	M A R - 2 0	S E P - 2 0	M A R - 2 1	S E P - 2 1	M A R - 2 2
Reported revenue (£'000)	767	1,055	1,337	1,396	1,843	2,084	2,269
/alue of assets (£'m)	464	710	649	824	1,096	1,229	1,337
Average charge per £ of assets (bp)	36	35	38	36	35	35	35

SIP	M A R - 19	S E P - 19	M A R - 20	S E P - 2 0	M A R - 2 1	SEP-21	M A R - 22
Reported revenue (£'000)	3,090	3,036	3,027	2,850	2,757	2,810	2,957
No. of schemes - Total	3,835	3,852	3,926	4,000	4,176	4,284	4,530
No. of schemes - SSAS	1,102	1,080	1,064	1,050	1,045	1,027	1,083
No. of schemes - SIPP	2,733	2,772	2,862	2,950	3,131	3,257	3,447
£ per scheme (£) - Total	806	788	771	721	673	663	671
£ per scheme $(£)$ – SSAS	1,607	1,549	1,539	1,473	1,392	1,413	1,407
£ per scheme (£) - SIPP	483	491	486	448	426	421	443
No. of staff	65	69	67	65	67	70	70
Average fee per staff	48	44	46	44	41	40	42
Staff costs	1,141	1,202	1,170	1,141	1,193	1,258	1,255
Average staff cost	18	18	18	17	18	18	18

SIP excludes figures relating to the acquisition of the Michael J Field business on 1 February 2022.



### **Cash flow**

FY 2022	FY 2021
£m	£m
34.1	32.0
(0.7)	4.4
(0.6)	(0.7)
32.8	35.7
96%	112%
(1.5)	(2.1)
(3.9)	(3.3)
3.9	(11.5)
(2.7)	(2.6)
(3.3)	(3.4)
25.3	12.8
(1.5)	(0.2)
(7.9)	(2.4)
-	(0.5)
15.9	9.7
(14.1)	(13.4)
(0.3)	(2.1)
1.5	(5.8)
	50.4
1./4x	1.74x
	34.1 (0.7) (0.6) 32.8 96% (1.5) (3.9) 3.9 (2.7) (3.3) 25.3 (1.5) (7.9)

### **Highlights**

- Adjusted EBITDA up £2.1m benefiting from higher revenues
- OCF conversion of 96% slightly ahead of guidance of 90-95%
- The Group drew-down an additional £4m on its RCF during the period
- Acquisition of trade and assets of Michael J Field in SIP
- Higher level of capex investment in our technology, platforms and general IT capabilities
- Net debt at 31 March 22 was £54.6m; leverage 1.74x (31 Mar 21:
   1.74x)
- Excluding the bolt on acquisition and catch up capex of c£5.5m,
   leverage was 1.50x
- Cash at 31 March 22 was £10.2m (31 Mar 21: £8.6m)



# **Executive Director biographies**



Ben Bramhall
Co-Chief Executive Officer

Ben is a senior actuary with c.25 years' experience in the pensions and insurance industry, and is the Scheme Actuary to a number of large pension schemes clients. Ben joined XPS in 2014 to focus on the development and implementation of the strategy including the hiring of key staff and development of new services and infrastructure. Ben joined XPS from KPMG in London where he played a key role in its development from a small team to a leading provider of pensions advisory services.



Paul Cuff
Co-Chief Executive Officer

Paul is a qualified actuary with c.25 years' experience in the pensions industry. He was a partner at KPMG for 8 years, and joined XPS in October 2016. Immediately prior to joining XPS, Paul was head of the KPMG London pensions team, where he was instrumental in growing the London pensions business.



**Snehal Shah**Chief Financial Officer

Snehal is a Chartered Accountant with over 20 years of experience in finance, investor relations, M&A execution and post deal integration. He spent 10 years in the early part of his career with PwC, before joining Ladbrokes plc in 2009 where he held a number of senior finance roles including Group Financial Controller, Head of Investor Relations and Finance Director for Integration. He joined XPS as CFO in May 2019.



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