



Full Year Results – 30 June 2008

Analyst Briefings August 2008

Highlights

- **Record sales revenue of \$812 million**
- **Revenue and volume growth in all divisions**
- **\$300 million acquisition of HPA, largest ever completed**
- **New Lasoo website successfully launched**
- **Joint venture with New Zealand Post – Reach Media**
- **New Salesforce contact centres in Melbourne and Kuala Lumpur**
- **Gearing reduced to targeted level by year end**
- **Significant group-wide rebranding program**

Rebranding – our divisions



Financial summary

	Before significant items	After significant items
Sales	Up 34.9% to \$812.0 million	
EBITA	Up 22.6%	Down 33.8%
Net profit after tax	Down 19.9%	Down 71.0%
Regular dividend	Up 2.8%	

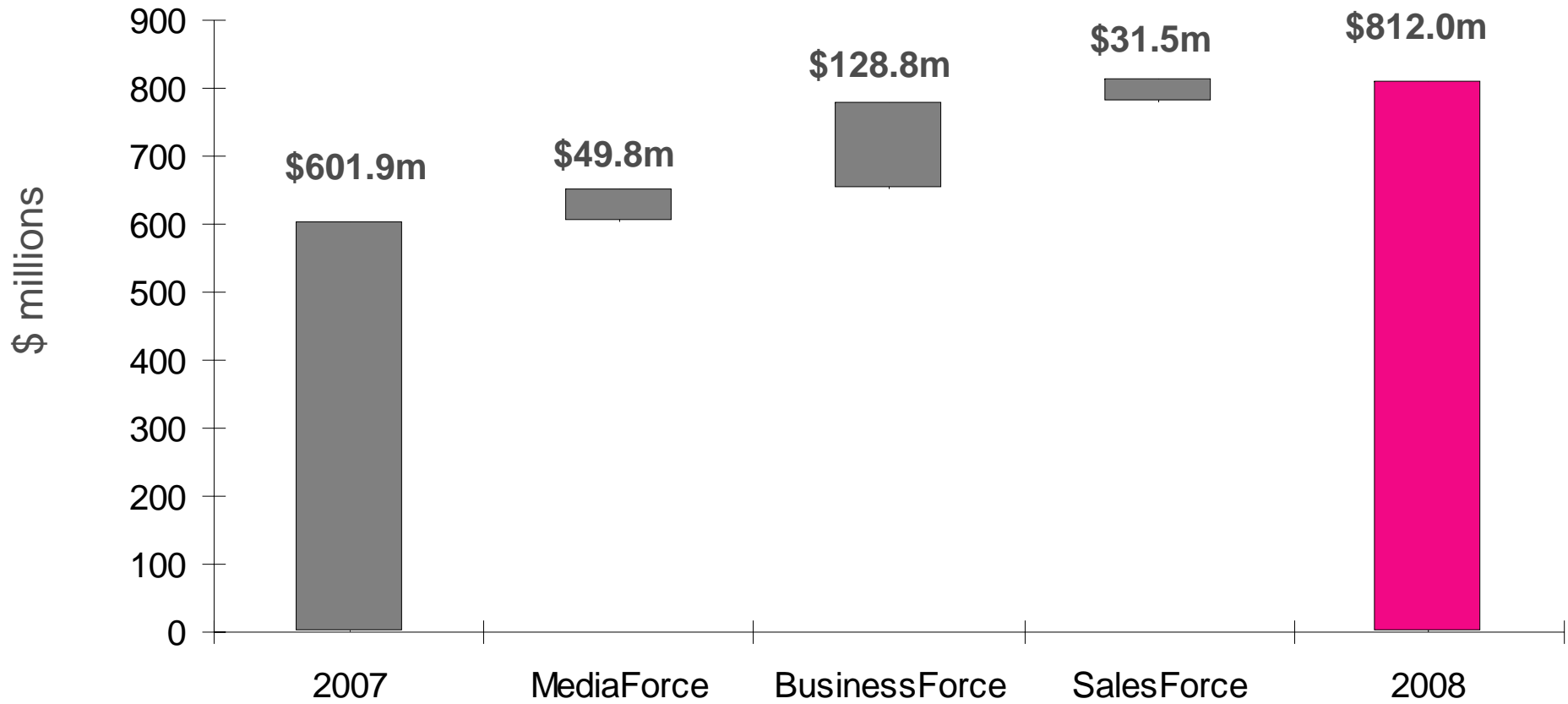
Group result: year ended 30 June 2008

\$ million	2008	2007	% change
Sales	812.0	601.9	+ 34.9%
EBITDA	79.5	63.9	+ 24.4%
Depreciation	(21.9)	(17.0)	
EBITA	57.6	46.9	+ 22.6%
Amortisation	(8.0)	(1.5)	
Interest	(16.7)	(5.8)	
Tax expense	(10.9)	(12.0)	
Profit before significant items	22.0	27.6	- 19.9%
Net significant items	(9.2)	16.7	
Net profit after tax	12.8	44.3	- 71.0%
Final dividend (cents)	10.5	10.0	+ 5.0%
Earnings per share	9.0	37.7	- 76.1%

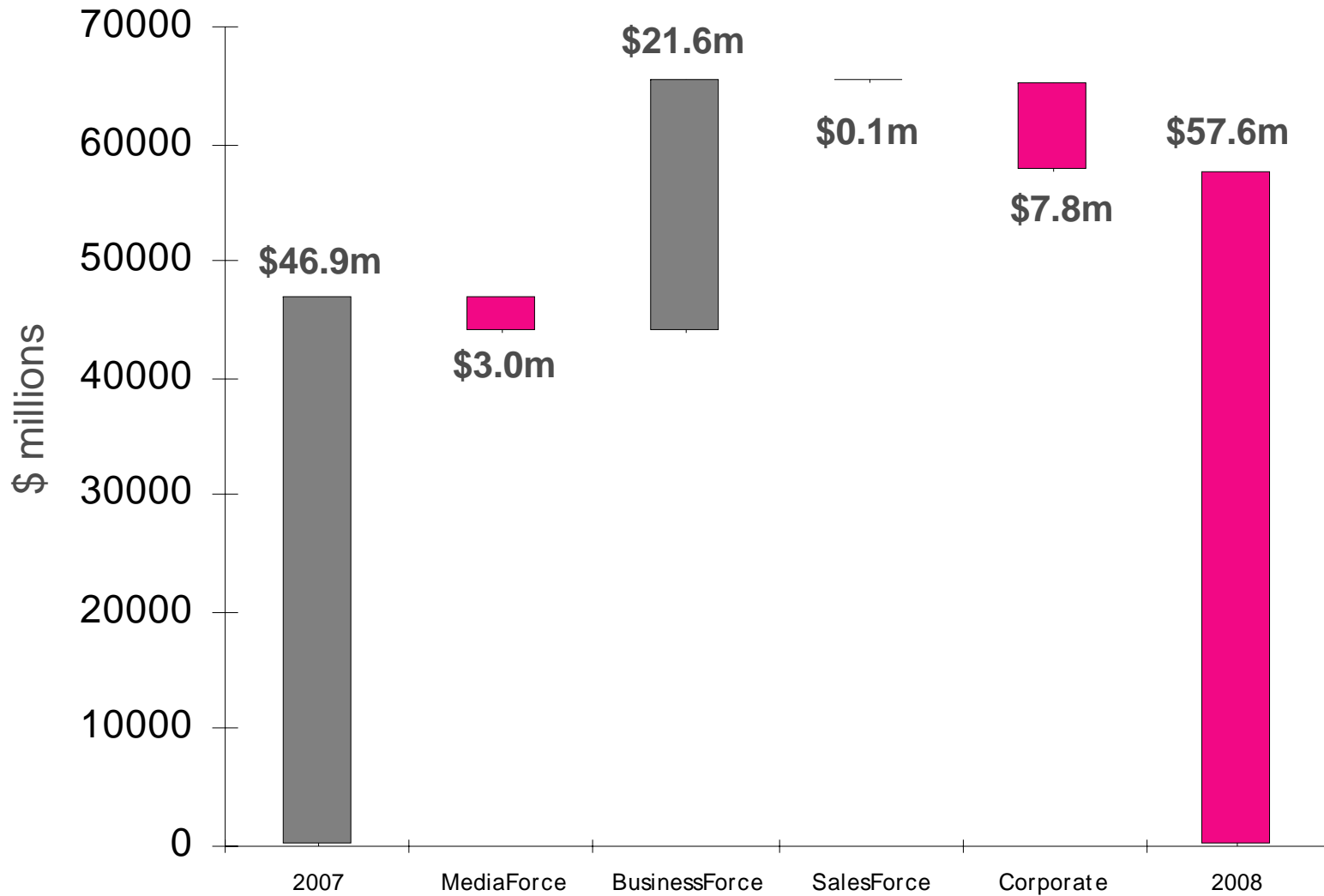
Significant items (post tax)

\$ million	2008	2007
Gain on sale of ClientLogic Philippines	-	25.0
Impairment of Asian goodwill	-	(4.5)
Integration, restructure & redundancy	(5.8)	(2.0)
New business - Lasoo	(5.2)	(1.7)
Other	1.8	-
Total for year	(9.2)	16.8

Revenue growth



EBITA (before significant items) growth

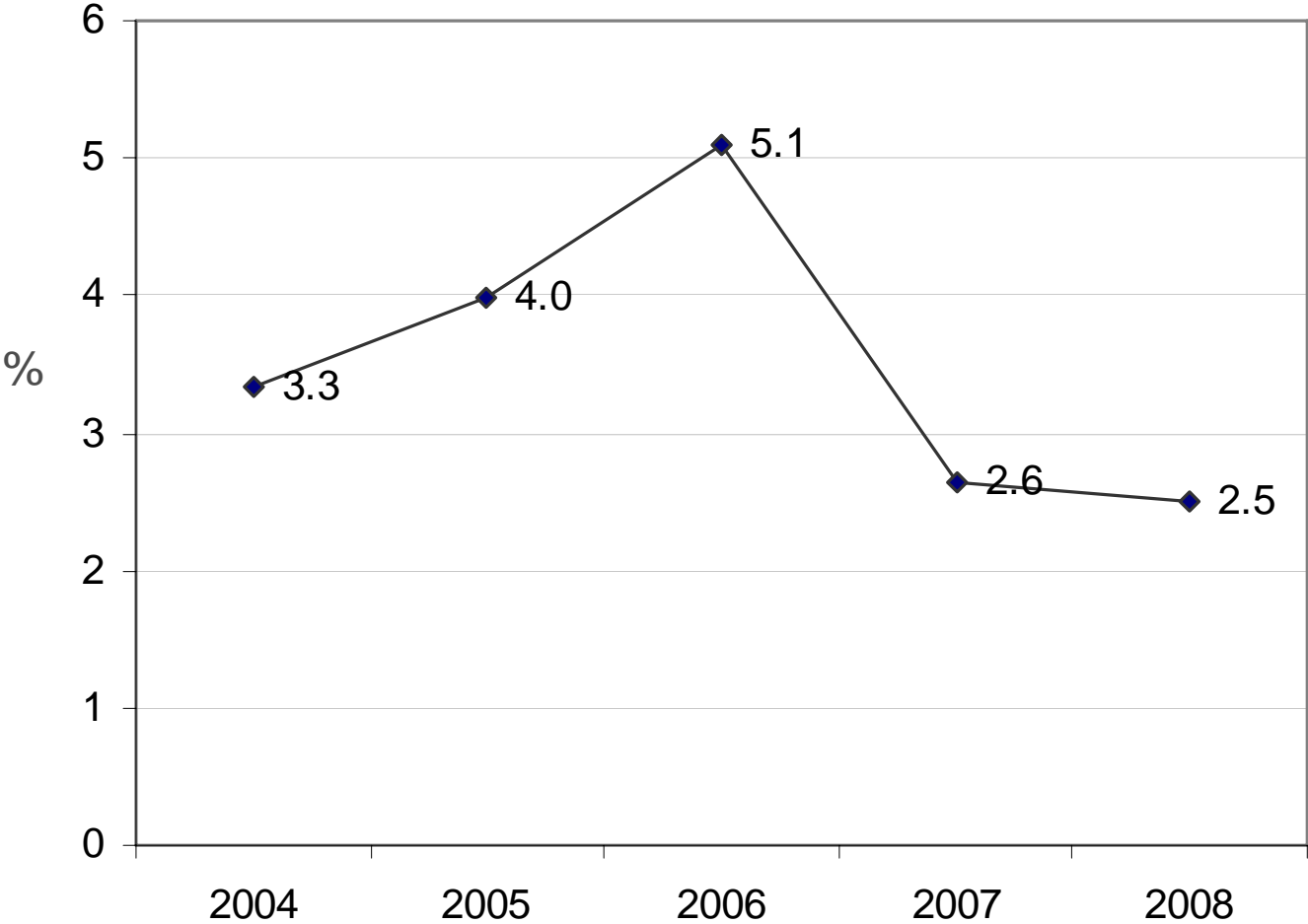


Cash flow

\$ million	2008	2007
Net operating cash flow	60.6	32.1
Net capital spend	(20.2)	(15.9)
Free cash flow	40.4	16.2
Purchase of business	(214.0)	(31.8)
Loans (from) to related parties	(1.4)	4.8
Other capital investment	1.8	(2.4)
Proceeds from disposal of business	-	28.4
Proceeds from share issues	78.5	1.2
Proceeds from borrowings	251.4	19.3
Repayment of borrowings	(110.0)	-
Dividends paid	(15.9)	(32.3)
Net cash movement	30.8	3.4

Capital expenditure

Net capital expenditure as a percentage of sales



Finance facilities

Status at 15 August	\$'000			
	Facility	Drawn	Available	Expiry
Senior debt	200,000	170,000	30,000	Oct 2010
Cash advance facility	50,000	50,000	-	Aug 2010
Overdraft	10,000		10,000	Oct 2010
Total	260,000	220,000	40,000	
Net borrowings at 30 June 2008		219,000		
Interest rate hedges at 1 July 2008	Year 1	200,000		
	Year 2	100,000		
	Year 3	50,000		

Actual borrowing rate is BBSY plus margin. The hedged amount relates to the BBSY portion of the interest cost.

BusinessForce

Financial results

- Sales revenue up 72.7% to \$306 million
- EBITA before significant items up 254.3% to \$30.0 million
- Key impact was eight months of contribution from HPA business

Integration update

- Integration progressing well
- All key clients and staff retained
- Some site consolidation already completed
- New enhanced service portfolio: focus on data and 'end to end' solutions
- On target to complete integration program by end of calendar 2009
- Synergy benefits at upper end of original \$10-15 million per annum targeted range

Integration costs and savings (pre tax)

FY08	Savings	\$4 million	\$6 million annualised
	Costs	\$4 million	
	Net	-	
FY09	Savings	\$9 million	\$12 million annualised
	Costs	\$4 million	
	Net	\$5 million	
FY10	Savings	\$13 million	\$15 million annualised
	Costs	\$2 million	
	Net	\$11 million	

SalesForce

Financial results

- Sales revenue up 12.9% to \$275.2 million
- EBITA down 0.7% to \$16.7 million
- Small but growing contribution from newer businesses

Highlights

- Substantial growth in emerging services and solid results in traditional business
- Growth in direct sales, e-Learning and VeCommerce (voice recognition) businesses
- New @Home contact centre model rolled out and new contact centres opened

MediaForce

Financial results

- Sales revenue up 27.5% to \$230.9 million
- EBITA before significant items down 10.5% to \$26.1 million
- Key factors: volume growth, full year impact of Dialect, pricing and cost pressures

Highlights

- Successful launch of Lasoo website and service
- Multi-tiered accountability model now national for unaddressed mail delivery
- New joint venture with NZ Post
- Dialect significant growth to become key market player (SMS & IVR)

Summary

Another year of strong sales growth

Investments: HPA acquisition, Lasoo launch, restructuring

Solid base for sustainable future growth in all divisions

Comfortable with market consensus of \$75-80 million EBITA for 2009

Thank you

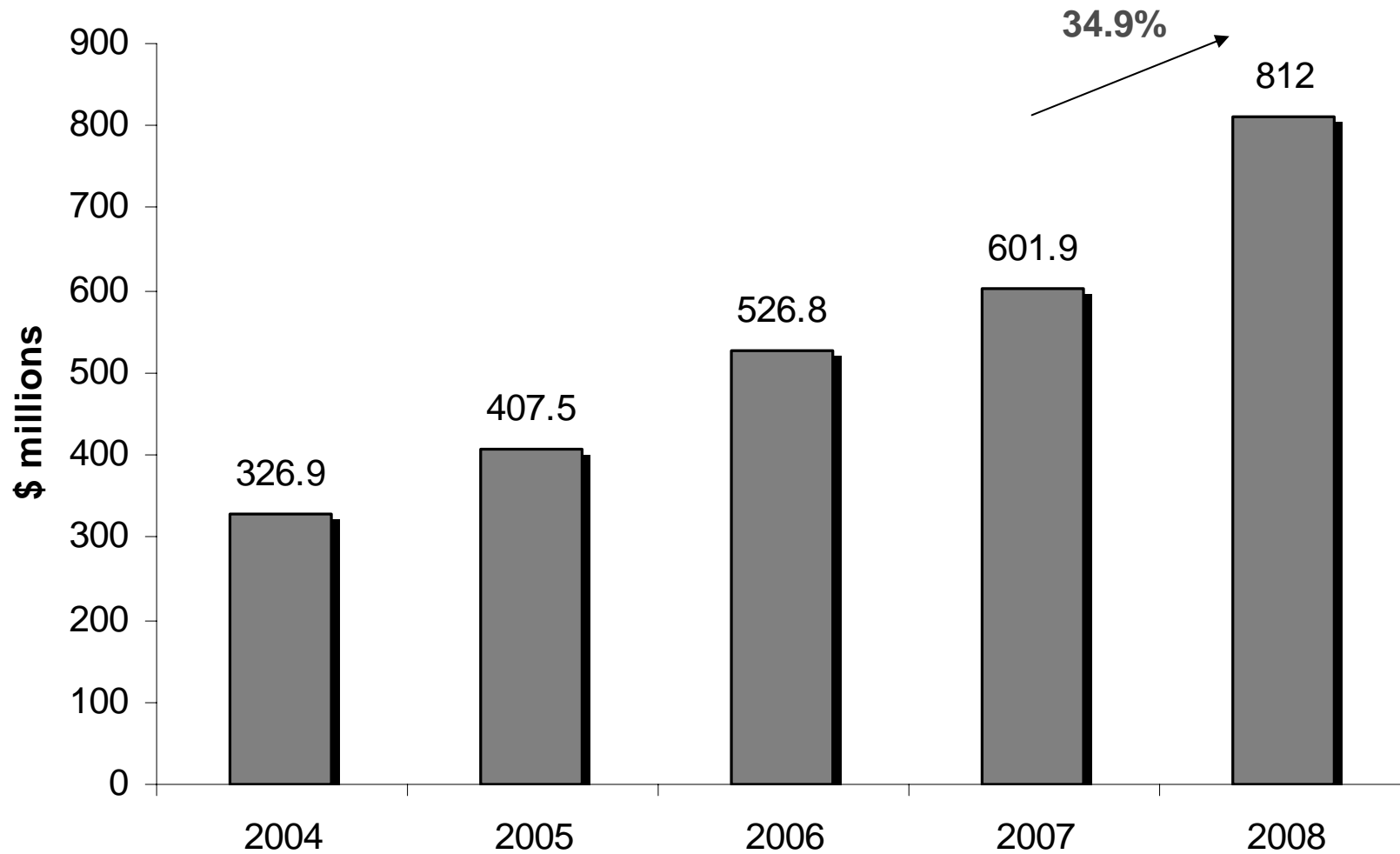
Disclaimer

Company announcements and presentations can contain forward-looking statements. Words such as “believe”, “anticipate”, “plan”, “expect”, “intend”, “target”, “estimate”, “project”, “predict”, “forecast”, “guideline”, “should”, “aim” and similar expressions are intended to identify forward-looking statements but are not the exclusive means of identifying such statements.

Forward-looking statements involve inherent risks and uncertainties. We caution you that a number of important factors could cause actual results to differ materially from the plans, objectives, expectations, estimates and intentions expressed in such forward-looking statements. These factors include but are not limited to: competition and product pricing in the markets in which we operate; general economic and market conditions; compliance with, and possible changes in, environmental and health and safety laws; dependence on cyclical markets; the supply and cost of materials; exposure to environmental or other legal proceedings; and risks of conducting business internationally. We caution you that the foregoing list of factors is not exclusive and that other risks and uncertainties may cause actual results to differ materially from those contained in forward-looking statements. Forward-looking statements speak only as of the date they are made.

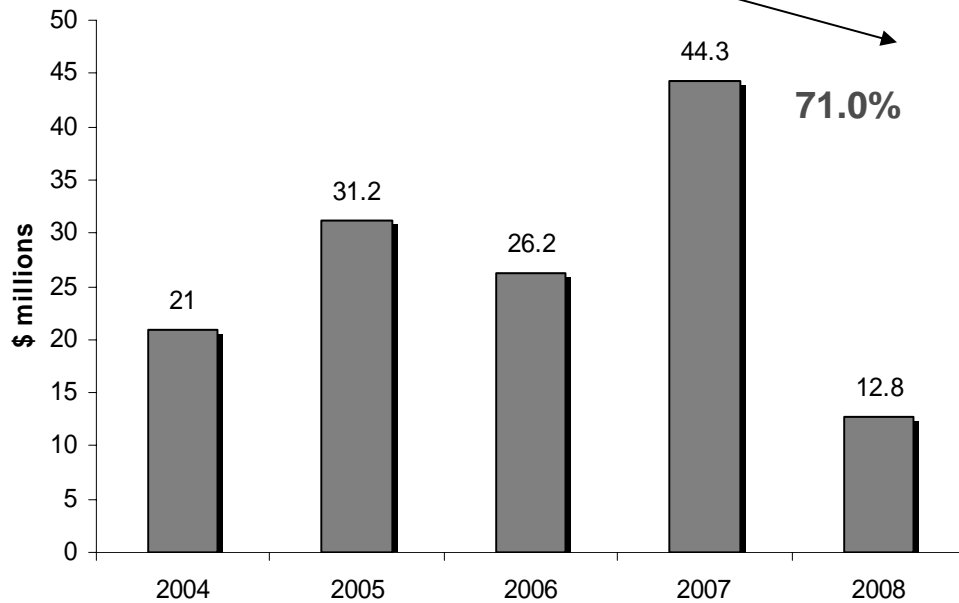
Appendices

Revenue from sales

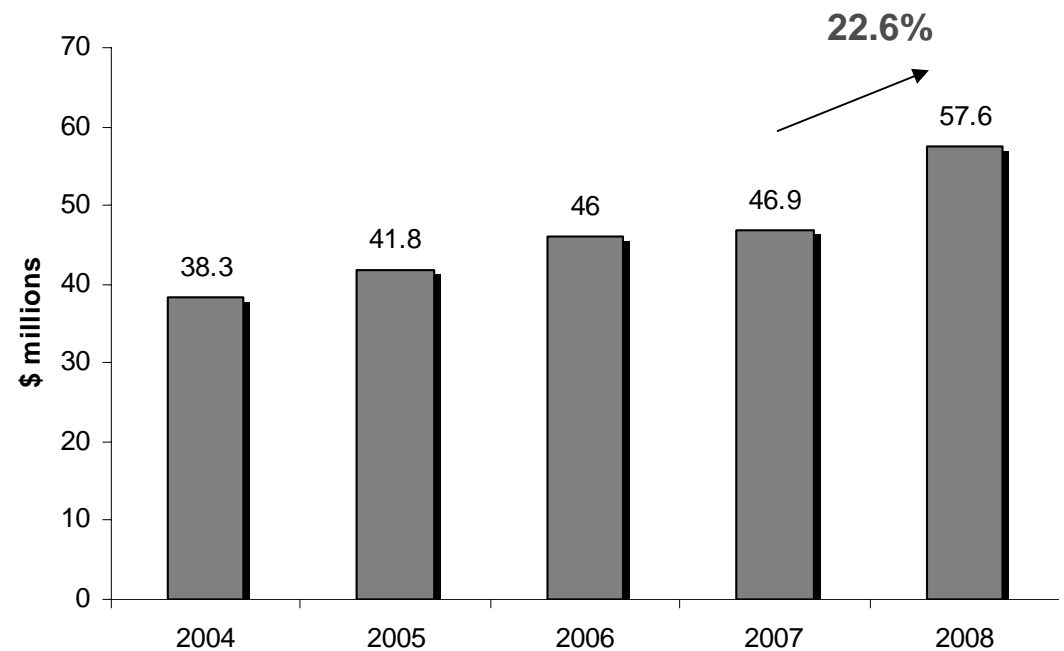


Net profit after tax and EBITA

Net profit after tax



EBITA pre significant items



Divisional summary

\$ million	2008	2007	% change
Sales revenue:			
BusinessForce	306.0	177.2	+ 72.7%
SalesForce	275.2	243.6	+ 12.9%
MediaForce	230.9	181.1	+ 27.5%
Total group sales revenue	812.0	601.9	+ 34.9%
EBITA before significant items:			
BusinessForce	30.0	8.5	+ 254.3%
SalesForce	16.7	16.8	- 0.7%
MediaForce	26.1	29.1	- 10.5%
Corporate	(15.2)	(7.5)	- 103.8%
Group EBITA before significant items	57.6	46.9	+ 22.6%

BusinessForce

\$ million	2008	2007	% change
Sales revenue	306.0	177.2	+ 72.7%
EBITDA	42.5	16.7	+ 154.8%
<i>Margin</i>	13.9%	9.4%	
Depreciation	(12.4)	(8.2)	+ 51.7%
EBITA pre significant items	30.0	8.5	+ 254.3%
<i>Margin</i>	9.8%	4.8%	

SalesForce

\$ million	2008	2007	% change
Sales revenue	275.2	243.6	+ 12.9%
EBITDA	23.3	22.7	+ 2.8%
<i>Margin</i>	8.5%	9.3%	
Depreciation	(6.6)	(5.8)	+13.1%
EBITA pre significant items	16.7	16.8	- 0.7%
<i>Margin</i>	6.1%	6.9%	

MediaForce

\$ million	2008	2007	% change
Sales revenue	230.9	181.1	+ 27.5%
EBITDA	27.5	30.5	- 9.9%
<i>Margin</i>	11.9%	16.8%	
Depreciation	(1.4)	(1.4)	+ 3.5%
EBITA pre significant items	26.1	29.1	- 10.5%
<i>Margin</i>	11.3%	16.1%	

Balance sheet

\$ million as at 30 June	2008	2007	Variance
Current assets	184.6	121.1	63.5
Fixed assets	64.1	52.2	12.0
Goodwill	364.5	106.7	257.8
Other	75.1	14.7	60.5
Total assets	688.4	294.7	393.7
Current liabilities	168.3	77.3	91.1
Non-current liabilities	236.4	95.9	140.5
Total liabilities	404.8	173.2	231.6
Equity	283.7	121.5	162.1
Net borrowings	219.4	83.7	135.7

Cash flow by half year 2007

\$ million	First half 2007	Second half 2007	Total
Net operating cash flow	10	22.1	32.1
Net capital spend	(8.1)	(7.8)	(15.9)
Free cash flow	1.9	14.3	16.2
Purchase of business	(30.6)	(1.2)	(31.8)
Loans (from) to related parties	4.9	0.1	4.8
Other capital investment	-	(2.4)	(2.4)
Proceeds from disposal of business	-	28.4	28.4
Proceeds from share issues	0.9	0.3	1.2
Proceeds from borrowings	41.7	(22.4)	19.3
Dividends paid	(11.1)	(21.2)	(32.3)
Net cash movement	7.7	(4.3)	3.4

Cash flow by half year 2008

\$ million	First half 2008	Second half 2008	Total
Net operating cash flow	9.8	50.8	60.6
Net capital spend	(11.0)	(9.2)	(20.2)
Free cash flow	(1.2)	41.6	40.4
Purchase of business	(214)	-	(214)
Loans (from) to related parties	(0.4)	(1.0)	(1.4)
Other capital investment	0.3	1.5	1.8
Proceeds from share issues	76.9	1.6	78.5
Proceeds from borrowings	251.4	-	251.4
Repayment of borrowings	(89.1)	(20.9)	(110)
Dividends paid	(11.9)	(4.0)	(15.9)
Net cash movement	12.0	18.8	30.8

Significant items (post tax) by half year

\$ million	2008	2007
First half		
Gain on sale of ClientLogic Philippines	-	25.0
Impairment of Asian goodwill	-	(4.5)
Integration, restructure & redundancy	(1.9)	(1.2)
Gain on sale of Deltarg business	1.1	-
New business - Lasoo	(2.9)	-
Total half year	(3.7)	19.3
Second half		
Integration, restructure & redundancy	(3.9)	(0.8)
New business - Lasoo	(2.3)	(1.7)
Gain on derivative financial instruments	0.7	-
Total second half	(5.5)	(2.5)
Total for year	(9.2)	16.8

Key ratios table – five year trend

	2004	2005	2006	2007	2008
Return on capital	47%	33%	25%	30%	8%
EBITDA margin	15.1%	14.6%	11.8%	10.6%	9.8%
EBITA (pre significant) margin	11.7%	10.3%	8.7%	7.8%	7.1%
NPAT margin	6.4%	7.7%	5.0%	7.4%	1.6%
Debt to equity	NMF	54.1%	63.6%	68.9%	78.3%
Gearing	NMF	35.1%	38.9%	40.8%	43.9%