

FY19 Results

HR | Payroll | Time & attendance



Results Presentation

ASX:ELO 15 August 2019



Agenda

- Company overview and business highlights
- FY19 financials
- Strategy and outlook
 - Q & A

Financial and operational highlights FY19

Strong growth in annualised recurring revenue up 47.8% from FY18

\$46.0 million

Annualised recurring revenue (ARR)1



47.8% growth in ARR from FY18

\$42.6 million

FY19 pro forma revenue²



\$40.1m FY19 statutory revenue up 51.2% on FY18

86.6%

Gross profit margin



High gross profit margin

1,341

Customers as at 30 June 2019



Customers increased 30.1% since 30 June 2018

92.1%

Customer retention3



110.8% customer dollar retention⁴, net of churn

\$621 million

Lifetime value (LTV) of customer base at 30 June 2019⁵



Up \$156m from \$465m at 30 June 2018 on an ARR basis

Strong growth in ARR, consistently high gross profit margin and increasing lifetime value of customer base

- 1. June 2019 subscription revenue annualised. Subscription revenue was formerly referred to as "SaaS revenue"
- 2. Pro forma revenue includes the full year impact of FY19 acquisitions
- 3. Customer retention is calculated by dividing the number of customers in the current period who were active customers at the end of the prior period by the number of customers at the end of the prior period.
- 4. Customer dollar retention is calculated by dividing the incremental ARR in FY19 by the ARR spend in FY18 of the same customer cohort
- 5. LTV is calculated by multiplying the average ARR per customer over the past 12 months by gross profit margin (%) divided by revenue churn

Company overview

A leading provider of cloud HR, payroll, rostering / time & attendance software in Australia & New Zealand (ANZ)

ELMO is one of Australia and New Zealand's leading providers of integrated cloud human resources (HR), payroll and rostering / time & attendance software solutions

ONE vendor
ONE dashboard
ONE user-experience

Snapshot¹



277 employees



6 Offices throughout the ANZ region



Customer base of 1,341 organisations



Scalable SaaS cloud-based platform



ANZ = regional focus



ANZ Total Addressable Market \$2.4bn²

^{1.} As at 30 June 2019

^{2.} Frost & Sullivan independent market report 2019

Key achievements for FY19

Delivering on accelerated growth strategies: expanding the integrated product set and creating larger growth opportunities

New product offerings¹

Technology enhancements

Acquisitions¹

Workforce

Awards











Rostering / Time & Attendance 165 product enhancements¹

HROnboard BoxSuite

277 employees²

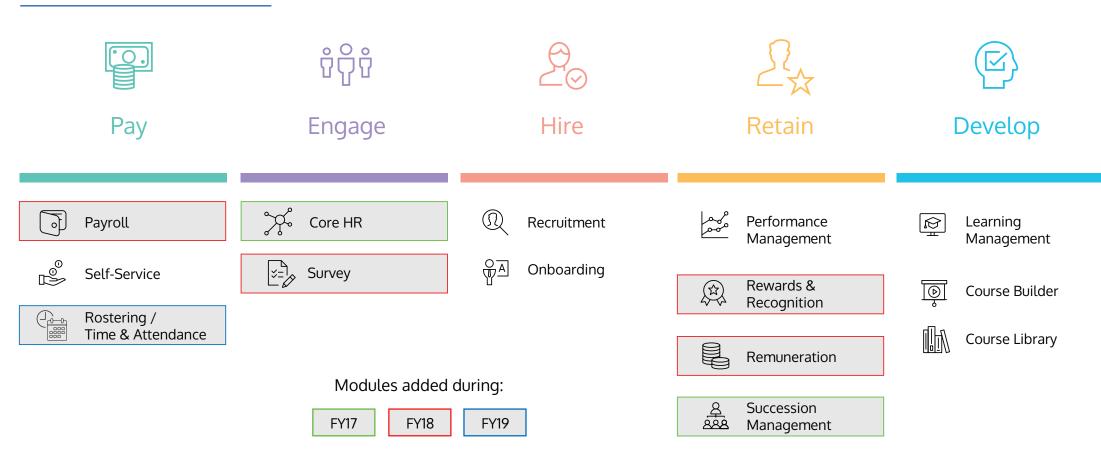
Deloitte Tech Fast 50 Aus Smart50 - Top Innovator Stevie - Computer software company of the year

Ensuring long term sustainable growth with continued research and development (R&D) investment in product, functionality and modules

- 1. Up to 30 June 2019
- 2. As at 30 June 2019, includes HROnboard and Get BoxSuite (BoxSuite)

Expansion of our product suite

We have built a leading integrated cloud HR, payroll, rostering / time & attendance solution



Grown from 7 to 13 modules since
June 2017

Rostering / Time & Attendance added in January 2019

Proven ability to cross-sell modules to existing customers

Developing additional functionality based on customer needs

Large and growing addressable market

ELMO's market opportunity has grown to 23,813 organisations and a ~\$2.4bn opportunity in ANZ

ANZ Total Addressable Market (TAM) 50+ employee organisations^{1,2,3}

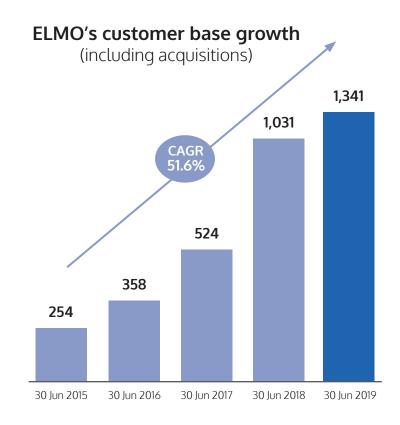
ANZ market potential ~23,813 organisations²

Total Addressable Market ~\$2.4bn



Market penetration

~5.6% organisations with average of 2.4 out of 13 modules



Large opportunity for growing customer base and increasing module saturation of existing customer base

^{1.} Frost & Sullivan independent market report 2019

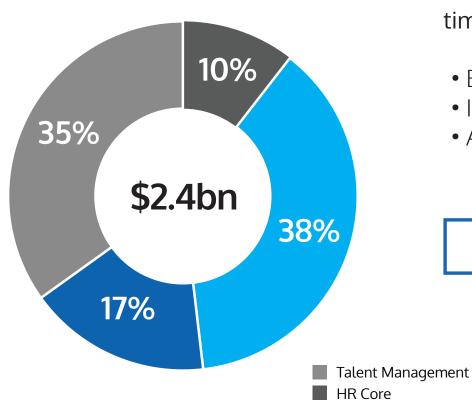
^{2.} TAM includes organisations from 50 to 200 employees (lower mid-market) across Talent Management, HR Core, Payroll and Rostering / Time & Attendance

^{3.} Assumes full penetration of ELMO modules across all organisations

Expanding market opportunity

Elmo has significantly expanded it's market opportunity with the recent entry into payroll and rostering / time & attendance





Extended product suite by adding payroll and rostering / time & attendance:

- Enhanced competitive advantage from a broader suite
- Increased potential of sales to new customers
- Additional cross-sell opportunity from existing customers

Total Addressable Market of \$2.4bn1

1. Frost & Sullivan independent market report 2019

Payroll Software - New

Rostering / Time & Attendance - New

Strong growth in the customer base

Examples of recent customer wins

Industry	Term	Employee Count	Modules
Logistics	3 Years	2,500 Enterprise	2 modules Learning, Course Library
Government	3 Years	500 Mid-market	3 modules Recruitment, Onboarding, Performance
Finance	3 Years	300 Mid-market	4 Modules HR Core, Performance, Remuneration, Payroll
Health & Pharma	3 Years	150 Lower mid-market ¹	10 Modules Recruitment, Onboarding, HR Core, Learning, Course Library, Survey, Performance, Succession, Remuneration, Rewards & Recognition
Agriculture	3 Years	125 Lower mid-market ¹	5 Modules Onboarding, Learning, Course Library, Performance, Succession









- 1. Lower mid-market represents companies with <200 employees
- 2. Last twelve months to 30 June 2019
- 3. Average annual revenue per customer of ~\$32.2k
- 4. Includes FY18 and FY19 acquisitions
- 5. Average modules per new customer of 3.7 in FY19
- 6. Customer retention is calculated by dividing the number of customers in the current period who were active customers at the end of the prior period by the number of customers at the end of the prior period

Broad and diversified customer base

Our solution is industry agnostic and can be used by organisations of varying sizes

	Enterprise 2,000+	Mid-market	Lower mid-market
Government	АТО	Queensland Treasury, Power & Water Corporation NT, Australian Sports Commission	Dairy Food Safety Victoria, Public Sector Commission WA, Queensland Audit Office
Education	RMIT	Christ Church Grammar School, WEA Hunter, University of Technology Sydney	SEDA Group, Australian Institute for Teaching and School Leadership, NZ Council for Educational Research
Construction and mining	Komatsu	Oz Minerals, MPC Kinetic, Panoramic Resources	Benedict Industries, Next Living, ALE Heavylift
Professional services	Chandler Macleod Group	Ernst & Young, SilverChef Group, Sydney Credit Union	Compass Global Markets, Trojan Recruitment Group, Money3 Corporation
Healthcare and pharmaceuticals	Healthscope	GoodPrice Pharmacy, Victor Chang Institute, Swan Care Group	Back2work, Nu-Mega Ingredients, Grace Hospital NZ
Other	SecureCorp Australia	Melbourne Cricket Club, Haigh's Chocolate, Brisbane Airport Corporation	VicForests, Panasonic Australia, Hyundai in Australia



1,341 organisations primarily across Australia and New Zealand



Largest customer contributes <1% of FY19 subscription revenue¹



Top 10 customers contribute ~6% of FY19 subscription revenue

^{1.} Subscription revenue was formerly referred to as "SaaS revenue"

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Summary of FY19 results

FY19 pro forma guidance achieved

- Strong growth in subscription revenue¹
- Ahead of updated FY19 pro forma guidance
- FY19 acquisitions performing in-line with expectations

	Pro forma FY19 results (excluding acquisitions)	FY19 acquisitions	Pro forma FY19 results (including acquisitions)	Pro forma FY19 updated guidance (including acquisitions)	Pro forma FY19 updated guidance
Subscription revenue ¹	37.7	3.0	40.7	40.7	-
Total revenue	39.6	3.0	42.6	42.4	0.4%
EBITDA	(0.1)	(0.8)	(0.9)	(1.6)	45.9%

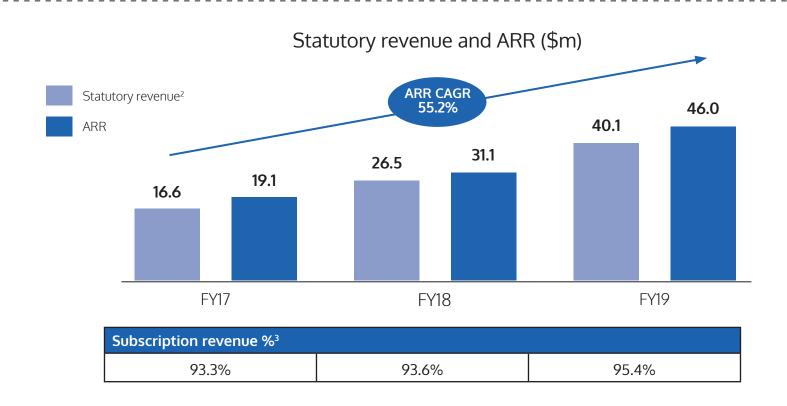
^{1.} Subscription revenue was formerly referred to as "SaaS revenue"

Financial summary

ARR growth of 47.8% in FY19 and an increasing proportion of revenue is subscription based

- ARR growth of 47.8% in FY19
- ARR is leading indicator of forecast revenue

- Strong revenue visibility with **95.4%** subscription revenue^{1,2,3}
- Customers pay annual license fees in advance and typical contract length of 3 years



- 1. Subscription revenue was formerly referred to as "SaaS revenue"
- 2. Statutory revenue includes professional services and other income
- 3. Subscription revenue % is the proportion of subscription revenue of total statutory revenue



Statutory and pro forma financial results FY19

- Annualised recurring revenue (ARR) of \$46.0m
- Pro forma revenue of \$42.6m

Income statement (\$m)	Pro forma FY19 ¹
Subscription revenue	40.7
Professional fees and other income	1.9
Total revenue	42.6
Gross profit	37.1
Sales and marketing expenses	(18.8)
Research and development expenses	(3.4)
General and administrative expenses	(15.8)
Total operating expenses	(38.0)
EBITDA	(0.9)

- Statutory total revenue increased 51.2% to \$40.1m
- Strong subscription revenue of 95.4%

Statutory FY19	Statutory FY18	Variance \$	Variance %
38.3	24.8	13.4	54.1%
1.8	1.7	0.1	6.0%
40.1	26.5	13.5	51.2%
34.7	24.3	10.4	42.9%
(17.8)	(8.7)	(9.1)	(104.5%)
(3.2)	(8.0)	(2.4)	(303.1%)
(16.2)	(13.8)	(2.4)	(18.3%)
(37.2)	(23.3)	(14.1)	(60.5%)
(2.5)	1.0	(3.5)	(337.2%)

Statutory FY19	Statutory FY18
46.0	31.1
95.4%	93.6%
86.6%	91.5%
28.8%	18.9%

Statutory FY19	Statutory FY18
1,3413	1,031
2.4	2.6
277 ³	193

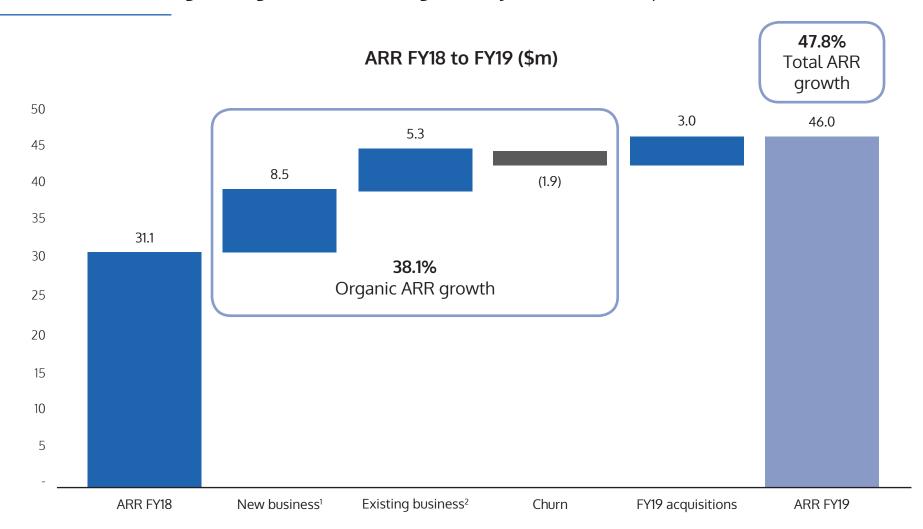
^{1.} Pro forma financial information includes the full year impact of acquisitions and one-off expense adjustments

^{2.} R&D spend includes the income statement expense and capitalised costs in the reference period

^{3.} Includes FY18 and FY19 acquisitions

ARR growth

Continued focus on strong ARR growth, both organically and from acquisitions



^{1.} New business represents sales to new clients

^{2.} Existing business represents cross-sell modules and/or additional usage from existing clients



High LTV ratio on an ARR basis driven by new customer wins

Strong payback on customer acquisition investment

Lifetime Value (LTV)¹

	FY18	FY19
Average ARR per customer (\$000s)	34.0	34.2
Revenue churn %	6.9%	6.4%
Gross profit margin %	91.5%	86.6%
LTV per customer (\$000s) ²	451	463
LTV for the customer cohort (\$000s)	465,000	621,000

Customer acquisition cost (CAC)

Total customer base CAC (\$000s)	6,021	12,213
Number of customers won	144	265
Average CAC (\$000s) ³	41.8	46.1
LTV / CAC Ratio	10.8	10.0

Total customer base lifetime value (\$)



^{1.} LTV is calculated by multiplying the average ARR per customer over the past 12 months by gross profit margin (%) divided by revenue churn

^{2.} Calculations based on customer number as at 30 June in the financial period

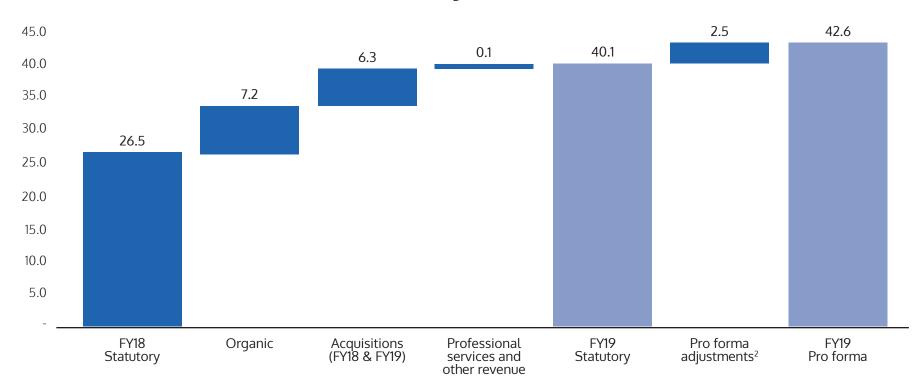
^{3.} Average CAC reflects total sales and marketing expenses associated with securing new customers divided by the total number of new customers added in the period

Statutory revenue growth

Statutory revenue growth of 51.2% from FY18 to FY19

- Pro forma revenue of \$42.6m, ahead of FY19 guidance
- Organic ELMO subscription revenue growth of 28.9% in FY19
- FY18 and FY19 acquisitions¹ contributed incremental revenue of \$6.3m through FY19

Revenue bridge – FY18 to FY19



^{1.} FY18 acquisitions includes PeoplePulse, Sky Payroll and Pivot Software. FY19 acquisitions includes HROnboard and BoxSuite (refer to appendix) 2. Pro forma adjustments includes the full year impact of acquisitions



Expense base drivers

Accelerated investment to capitalise on a larger market opportunity

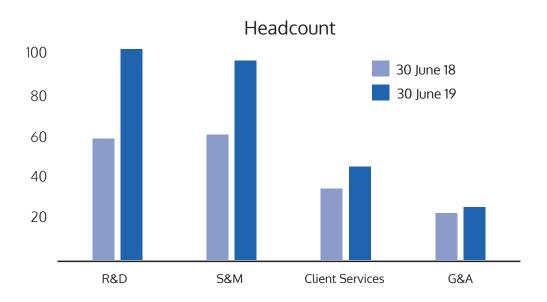
Larger market opportunity

1. Access to a wider addressable market

Increased traction in the lower mid-market (<200 employees)

2. Broader platform offering

- Increased new business sales by linking HR and newer modules which now includes payroll and rostering/time & attendance
- More multi-module new business sales achieved which include the newly acquired modules
- Increased opportunity to cross-sell to existing customers



Investment areas

Research & Development

- Increased interoperability of modules within the suite and integration capability with 3rd party applications
- Development of new modules
- Increased functionality and usability of the platform
- Continued optimisation of platform for lower mid-market customers

Sales & Marketing

- Deployed a new sales team focusing on the lower mid-market
- Expanded account management to unlock cross-sell opportunities across an enlarged customer base

Client Services (Cost of Services)

- Ramped implementation, training and support capacity to manage anticipated growth
- Invested in new domain expertise (payroll and rostering / time & attendance)

General & Administration

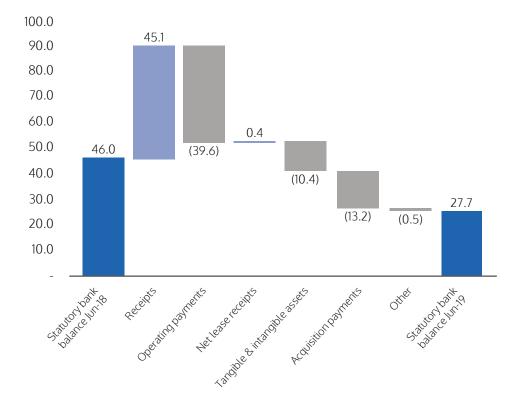
• Invested in finance, administration & HR to manage the requirements of a larger company and cater for future growth

Statutory cash flow

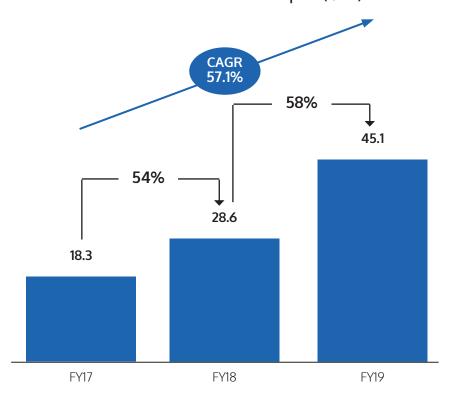
Record cash receipts

- Total cash receipts for the year of \$45.1 million, up 58% on FY18
- Year end bank balance of \$27.7 million¹
- Positive operating cash flow of \$5.5m

Statutory cash flow bridge (\$m)



Annual customer receipts (\$m)



1. Excludes deferred acquisition payments for prior year acquisitions up to \$9.5m to be paid in FY20 and FY21

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Results FY19 (ASX:ELO)

Strong organic growth strategy

Accelerated with selective acquisitions for complementary technology and/or customer lists



New customers in existing markets and new market segments

265 organic new customers added during FY19

Total customer base of 1,341 as at 30 June 2019

Increased multi-module new business sales with the average modules per new customer of 3.7 for FY19

Increase penetration and adoption in lower mid-market

Investment in sales and marketing to drive new customer wins across ANZ



Greater usage from existing customers

Consistently high customer retention, 92.1% in FY19

Strong customer dollar retention¹, net of churn of 110.8%

Incremental ARR of \$5.3 million from existing customers



Expand and enhance product line

Acquired and integrated rostering / time & attendance modules

Spent 28.8% of FY19 statutory revenue on R&D²

Increased R&D investment in order to develop new modules and enhance functionality and interoperability of the 13 existing modules



Growth through acquisitions

Completed acquisitions of HROnboard and BoxSuite

Actively seeking strategic investments, primarily for complementary technology, to augment ELMO's value proposition, or for customer lists that provide module cross-sell opportunity

Disciplined approach, with strong track record and significant resource and management expertise to complete integrations successfully and deliver synergy benefits

^{1.} Customer dollar retention is calculated by dividing the incremental ARR in FY19 by the ARR spend in FY18 of the same customer cohort

^{2.} Includes both expensed and capitalised research and development costs

FY20 guidance

Continued focus on growing through FY20

Strong momentum into FY20

- Positive outlook for organic growth across the business
- High degree of subscription revenue¹, 95.4% of FY19 statutory revenue
- FY19 ARR of \$46.0m

Larger market opportunity

- More multi-module sales with broadened product set
- Unique integrated offering spanning HR, payroll and rostering / time & attendance
- Increased traction in new market segment (lower mid-market of <200 employees)

Investing in sustainable growth

- Sales & Marketing focus on customer acquisition and cross-sell
- Research & Development expedite evolution of product suite
- Client Services to accelerate customer onboarding and enhance customer experience

FY20 Guidance

ARR \$61 - 63m

Revenue \$53 - 55m

EBITDA² (\$1 - 3m)

^{1.} Subscription revenue was formerly referred to as "SaaS revenue"

^{2.} Does not include one off transactional related items



Appendix



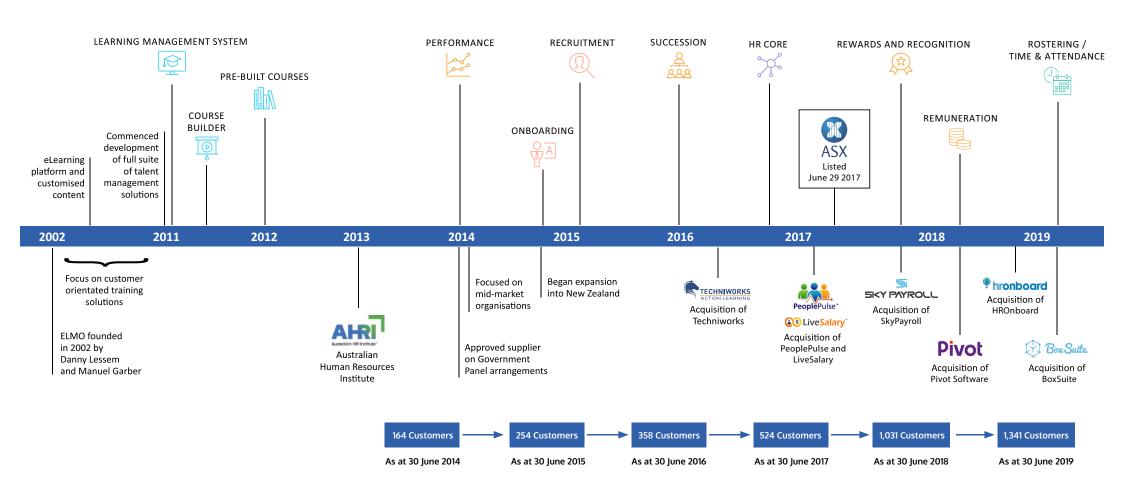
Balance Sheet

Statutory Balance Sheet

(\$m)	30 June 2019	30 June 2018	Movement	% movement
Cash and cash equivalents	27.7	46.0	(18.3)	(39.8%)
Other current assets	10.3	11.7	(1.5)	(12.5%)
Total current assets	38.0	57.7	(19.8)	(34.2%)
Intangibles	58.9	35.8	23.0	64.3%
Other non-current assets	12.7	5.8	6.9	119.6%
Total non-current assets	71.6	41.6	30.0	72.0%
Total assets	109.6	99.3	10.2	10.3%
Trade and other payables	7.3	4.6	2.7	57.2%
Income in advance	20.3	13.8	6.5	47.2%
Deferred consideration	9.5	6.1	3.3	54.1%
Other liabilities	17.1	6.6	10.5	160.5%
Total liabilities	54.1	31.1	23.0	74.0%
Net assets	55.4	68.2	(12.8)	(18.8%)

History

ANZ's leading unified cloud HR, payroll, rostering / time & attendance solution



Growth through selective strategic acquisitions

Our organic growth strategy is accelerated by selective acquisitions for attractive customer lists and/or complementary technology to augment our customer value proposition

Why we acquire

- Accelerate organic growth through targeted acquisitions
- Attractive client lists provide significant revenue growth opportunities through cross-sell and upsell
- Point solutions face headwinds from unified solution providers, such as ELMO
- Sticky products with high customer retention and recurring revenues, mitigating integration risk and churn
- Track record of acquiring and integrating successfully and delivering synergies
- Highly capable and experienced management team focused on strengthening the competitive advantage of the integrated product suite



What we target

- 1. Complementary technology to enhance ELMO's suite of modules
 - ✓ Increases cross-sell ability to existing customers
 - Additional adjacent products increases "hooks" for new business acquisition
- 2. Attractive customer base
 - ✓ Gain market share and increase market penetration
 - ✓ Leverage operational efficiencies to extract synergies
 - ✓ Sell ELMO's multiple modules to target client base
 - ✓ Cross-sell target modules to ELMO customer base



Rostering / time & attendance launched to market with initial sales completed

Recent acquisitions

Broadening ELMO's suite of modules and increasing market share



Onboarding

HROnboard is one of Australia's leading specialist providers of cloud-based employee onboarding software. HROnboard has successfully built a high quality and loyal customer base of 131 organisations, which is continuing to grow. HROnboard and ELMO's customer base have minimal cross over and therefore provides an attractive cross-sell opportunity for ELMO's extended product suite.

- Rapid growth of recurring SaaS revenue, averaging over 40% annually over the last three years
- High quality revenue stream with SaaS revenues accounting for ~97% of total revenues
- Strong and loyal customer base of 131 organisations operating across a wide range of industries, who have demonstrated retention rates of ~93%

Completed 31 January 2019



Rostering / Time & Attendance

BoxSuite is a SaaS, cloud-based specialist in workplace **rostering and time & attendance** (including award interpretation for calculation of pay rates) for casual and shift-based employees.

Large new market opportunity with over 5.92 million casual and shift-based employees across Australia and New Zealand, which represents a ~\$426 million market. It is estimated that approximately 60% of the casual and shift-based employee market is managed through the use of manual processes.

BoxSuite brings cost advantages compared to organic in-house development, as well as earlier realisation of the commercial benefits that an enlarged product suite offers. BoxSuite's modules are a natural adjacency to ELMO's existing HR & Payroll platform and provides a suitable solution for ELMO's existing customers who employ casual and shift-based employees.

This uniquely positions ELMO as the only Australian company who can provide a one-stop-shop for cloud HR, payroll and rostering / time & attendance software solutions

Completed 31 January 2019

Targeted acquisitions to supplement strong organic growth Acquisitions performing as per expectations and integration on track

1. Frost & Sullivan independent market report

Pay



Payroll

Enhanced compliance - Ensure all legislative obligations are met with ELMO Payroll. A Single Touch Payroll (STP) & SuperStream solution, compliant in AU, and Payday Filing & KiwiSaver compliant in NZ

Flexible pay cycles - Manage employees across one or multiple payroll cycles, with flexibility to run standard or ad-hoc payroll at any time

Reporting and analysis - Extract, analyse and accurately reconcile payroll, easily compare variance reports to identify anomalies and ensure accuracy from one pay cycle to the next



Self-Service

Leave management - Create leave requisition and authorisation workflows

Organisation charts - Provide an overview of an organisation's structure and reporting relationships

Employee self-service - Empower employees to access and update personal information, request leave and access pay slips and pay summaries from any device, anywhere and at any time

Manager self-service - Empower managers to access employee information, approve leave requests and view team analytics from any device, anywhere and at any time



Rostering / Time & Attendance

Roster staff - Utilise the intuitive calendar to schedule weekly, fortnightly or monthly staff rosters. Account for staff availability, leave requests or special events to ensure optimal staff coverage

Time tracking - Benefit from an automatic and stress-free time tracking solution with real-time reporting. Gather data to help control staffing costs and ensure employees are paid correctly

Compliance risk management - Use ELMO's powerful Business Rules Engine and Award Library to ensure all compliance obligations relating to Modern Awards or Enterprise Bargaining Agreements are met

Engage



HR Core

Leave management - Create leave requisition and authorisation workflows.

Organisation charts - View an organisation's structure including roles, reporting relationships and profile details with tiered access.

Employee self-service - Empower employees to access and update personal information, request leave and access pay slips and pay summaries from any device, anywhere and at any time

Manager self-service - Empower managers to access employee information, approve leave requests and view team analytics from any device, anywhere and at any time



HR Survey

Integrated or standalone solution -Collect feedback across all ELMO modules directly or from external sources

Benchmark survey templates - Access a library of best practice templates including onboarding, engagement, pulse, NPS, etc. Benchmark results against other organisations

Powerful insights - Obtain powerful and meaningful insights from collected data by using ELMO Survey reporting

Hire



Recruitment

Job requisition - Select the required job position, add specific requirements, alert recruitment managers, track and monitor progress, and customise approval workflows

Talent pool - Search existing employees, search the candidate database, match job criteria, and rank candidates

Job posting - Integrate with job boards, social media, preset posting rules, and track costs

Branded careers webpage - Embed a careers page within a corporate website, customise branding, incorporate company media, and post jobs automatically



Onboarding

Personalised onboarding webpage -

Present company information and videos, create guidelines for the onboarding process, provide an onboarding task list, and give team member introductions

Workflows and approvals - Configure onboarding processes and select stakeholders, prerequisites, time delays, and conditions

Electronic forms - Create configurable forms, utilise the document upload facility, and benefit from integrations with the Australian Taxation Office and other third parties

Retain



Performance Management

Tailored performance appraisals -Configurable to any organisation's requirements, including goal setting capabilities, competency models, development plans, and 360 reviews

Manager team view - Access direct and indirect reports to view the status of appraisals, utilise the search facility or collaborate using the export and print functions

Configurable reports - Generate reports at the click of a button, enabling users to choose appraisals for comparison, use graphs for visual display, access appraisal status updates, export to Excel and/or PDF, and automate report emails



Rewards & Recognition

Employee recognition - Recognise peers and high performers with recommendations, configurable badges and points. Integrates with ELMO Performance

Configurable trophies - Acknowledge employee milestones, significant achievements or celebrations with automated assignment of trophies

Awards - Set-up workflows to allow employee nominations and voting for internal awards



Remuneration

Streamline remuneration processes -Easily manage the end-to-end remuneration allocation and approvals process

Managers empowered - Make more informed decisions about the allocation of salary increases, bonuses & equity awards

Link salary planning with ELMO suite - Combine performance data with remuneration strategies to align employee performance and remuneration



Succession Management

Ensure business continuity - Determine role criticality, identify high performers and mitigate flight risk

Employee career progression - View succession pathways, identify skills gaps and create development plans

Foster strategic succession - Match high potential employees to critical roles and compare candidate suitability by skills, performance, potential and aspirations

Develop



Learning Management

Learner's view - Generate personalised learning plans, including eLearning courses and instructor-led training (ILT), and create policy acknowledgements and assessments. Integrates with ELMO Surveys for learning feedback

Course catalogue - Course self-selection, search facility, configurable enrolment rules, access to over 400 pre-built eLearning courses

Manager team view - Access direct and indirect reports, view current status of learning, use the search facility, and export and print reports

Configurable reports - Generate reports at the click of a button, enabling users to choose courses for comparison, view graphs for visual display of course completion rates, export to Excel and/or PDF, and automate report emails



Course Builder

Create courses - Insert images/movies, edit text, record voice-over, and use interactive features (buttons, rollovers, hotspots, etc.)

Create assessments - Select question type (multi-choice, true/false, drag and drop), insert images/voice-over, randomise questions, and set pass mark

Preview, review and publish - Build courses with real-time editing, send courses to reviewers for feedback, and publish to ELMO Learning or a SCORM compliant LMS



Course Library

An ever-expanding library - Provide access to ELMO's Course Library, which offers over 400 courses with a wide range of content, including compliance, soft skills and productivity training

Customised course content - Copy and tailor content to a specific organisation's needs with easy authoring tools built with "what you see is what you get" editing

Deep integration with ELMO Learning

- Quickly and easily publish courses with detailed response tracking for in-depth reporting

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Presentation of information

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