



**Wilmington plc
Capital Markets Day**

WHITE CHAPEL

London, 9 May 2018

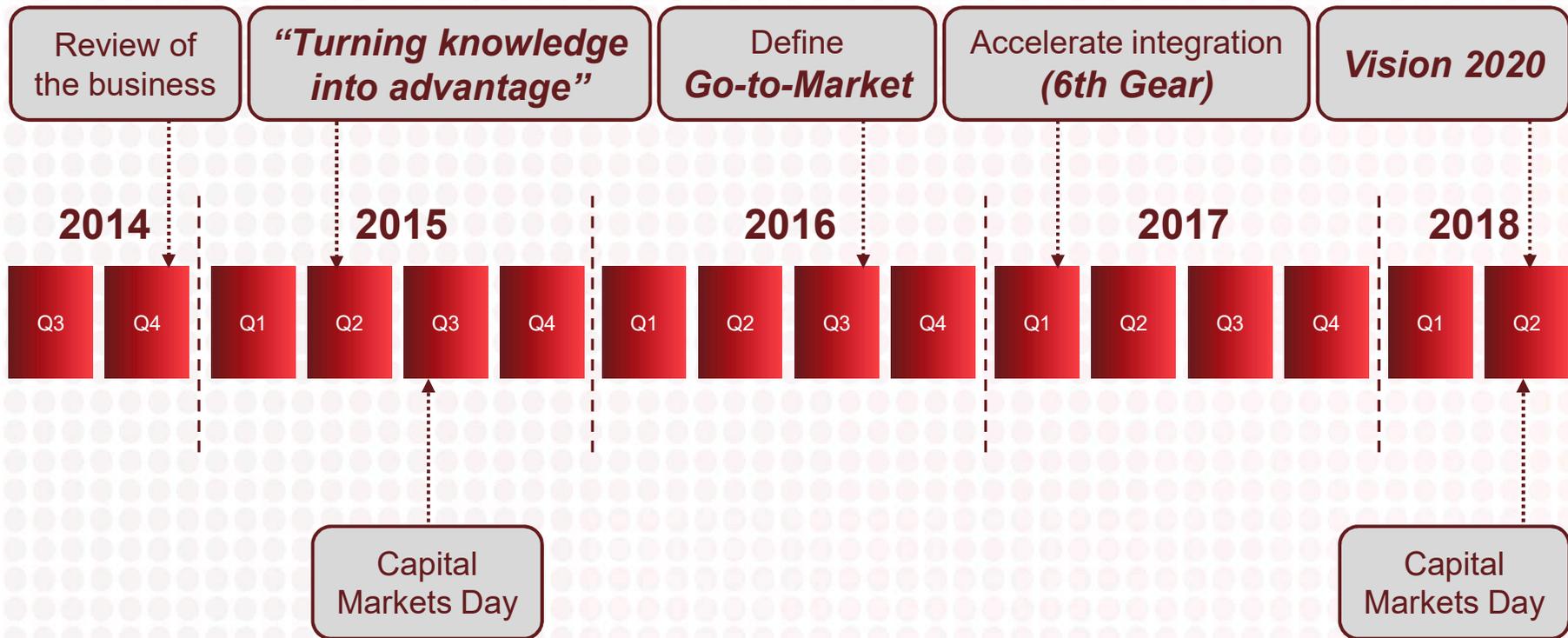
Wilmington plc

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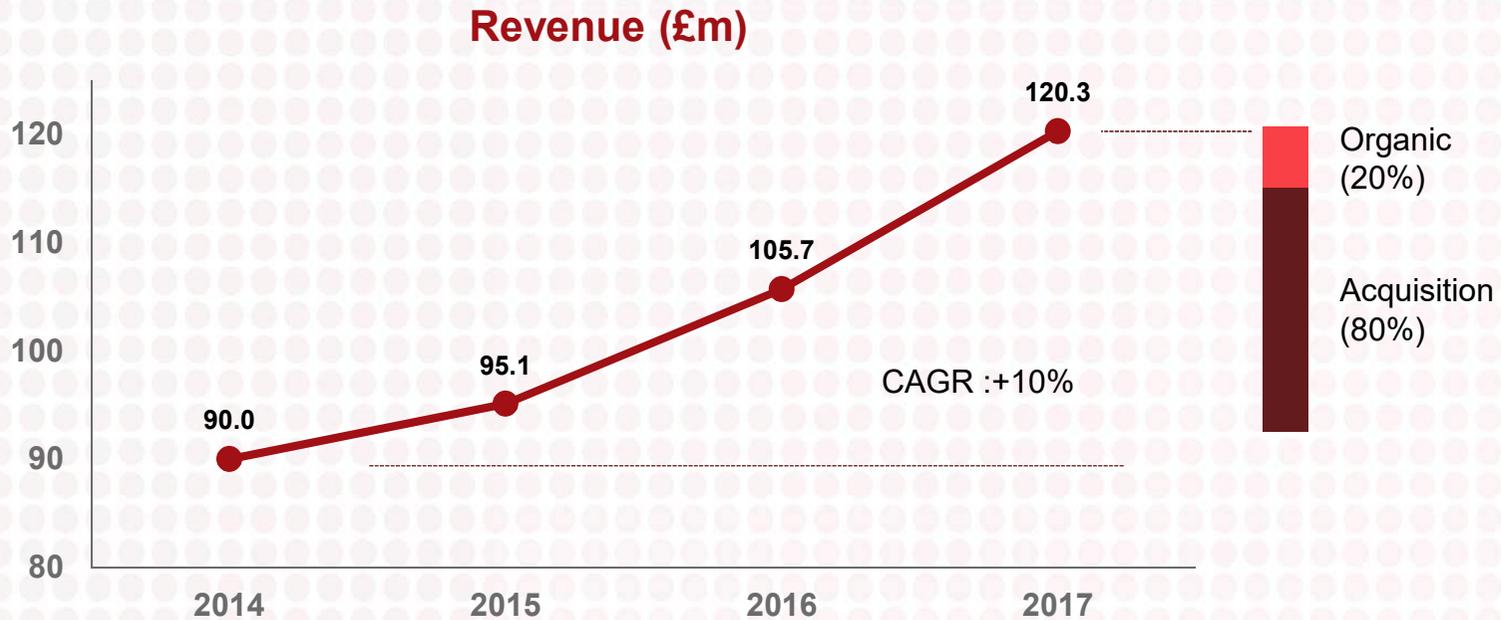
Agenda	
Vision 2020	Pedro Ros
Healthcare	Richard Adams
Professional	Terry Sweeney
eLearning in action	Terry Sweeney / Mike Fraser - Breakout
Risk & Compliance	Bill Howarth
Q&A	P Ros, R Amos, B Howarth, T Sweeney, R Adams

In 2014, we set off on a journey towards 'One Wilmington'



By 2018, we have transformed the business
and created a common vision for our future

Being bigger and more focused enables us to grasp more opportunities



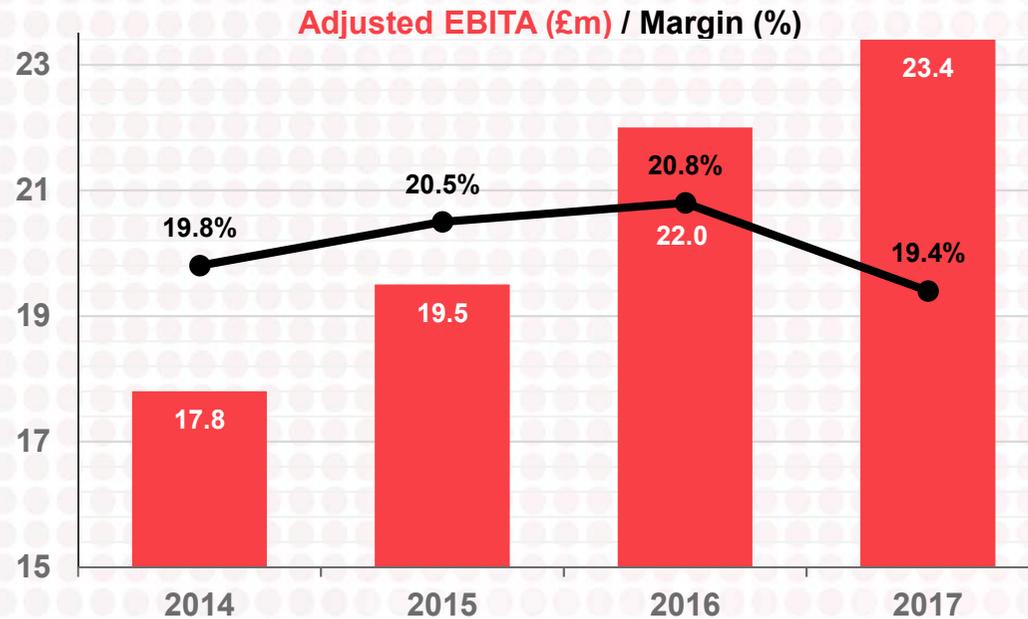
Business transformation and strategic acquisitions have created critical mass, positioning Wilmington for future organic growth

We target opportunities in growth areas that match our core expertise

Sector/Segment	Market Estimates	
	2016 Revenue (USD \$bn)	Forecast 3-Yr CAGR
Financial, Credit, Legal, GRC, Tax & Accounting		
Governance, Risk & Compliance Solutions:	22.9	+5.1%
Education, Training & Human Capital Management		
Corporate Training:	23.4	+4.9%
Science, Technology & Healthcare		
Pharma Information & Solutions:	10.8	+7.0%

Source: Information Industry Outlook 2018, Outsell, Inc.

With sustained investment we continue to build a more secure future



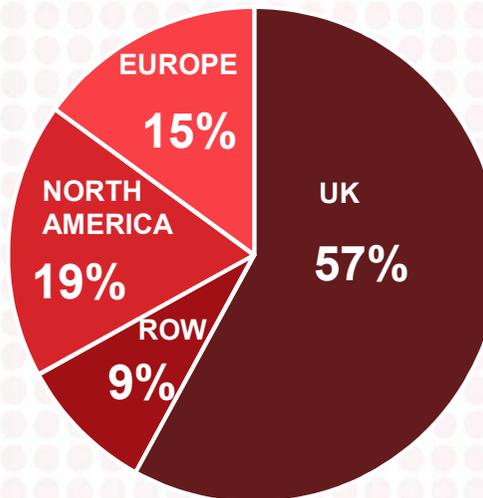
We invest in **the exceptional talent** that drives innovation,
in **the digital technology** that underpins our vision,
and in **the common culture** that enables our people to succeed

“Turning knowledge into advantage”

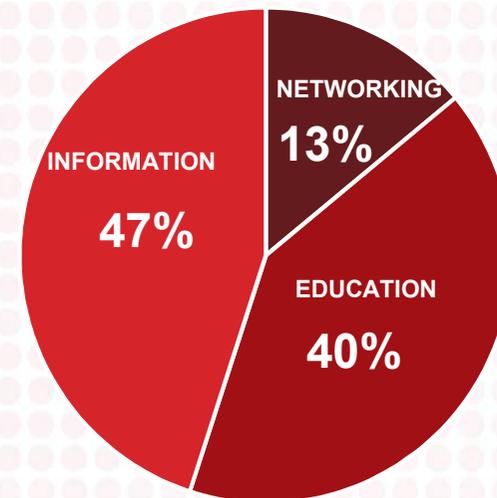
REVENUE BY AREAS OF KNOWLEDGE



REVENUE BY REGIONS



REVENUE BY TYPE



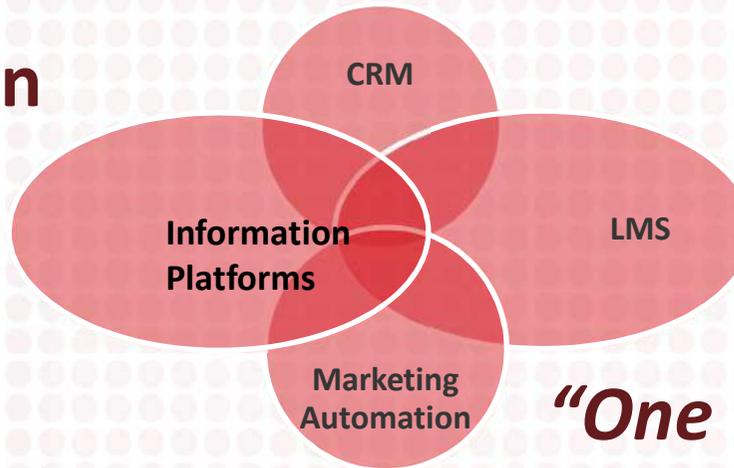
2017 figures

	Revenue (£m)	Information	Education	Networking
Risk & Compliance	42.3	49%	46%	5%
Professional	39.5	20%	67%	13%
Healthcare	38.6	72%	7%	21%

Exceptional customer experience is the foundation for Wilmington's future success



Digital Foundation



“One Wilmington”

We support three go-to-market areas with a common digital foundation

**VISION
2020**

By 2020, Wilmington communities benefit from personalised knowledge whenever and wherever they need it

“Today, everything has changed and information needs to be available at anytime on any mobile device. Access to information needs to be very fast and right at the moment you need it.”

Cristina del Ama, MD, Allianz

“eLearning is absolutely crucial to my continued professional development; it’s really important I can access learning wherever I am, particularly on my phone.”

Rachael De Caux, Regional Medical Director, NHS Improvement

Customer Experience



By 2020, Wilmington communities benefit from personalised knowledge whenever and wherever they need it

Customer Engagement

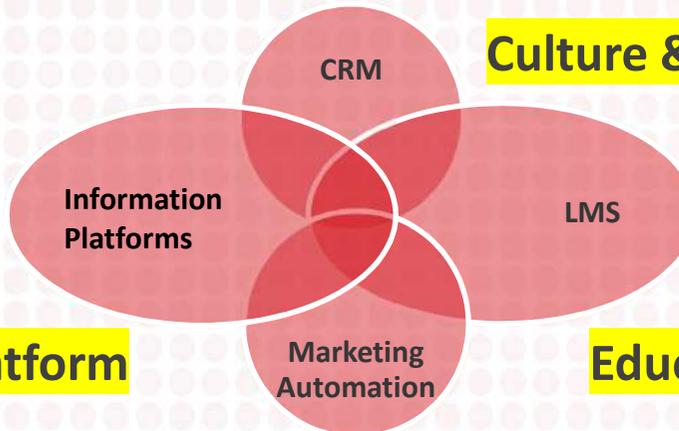
Go to Market



New Product Development

Communication

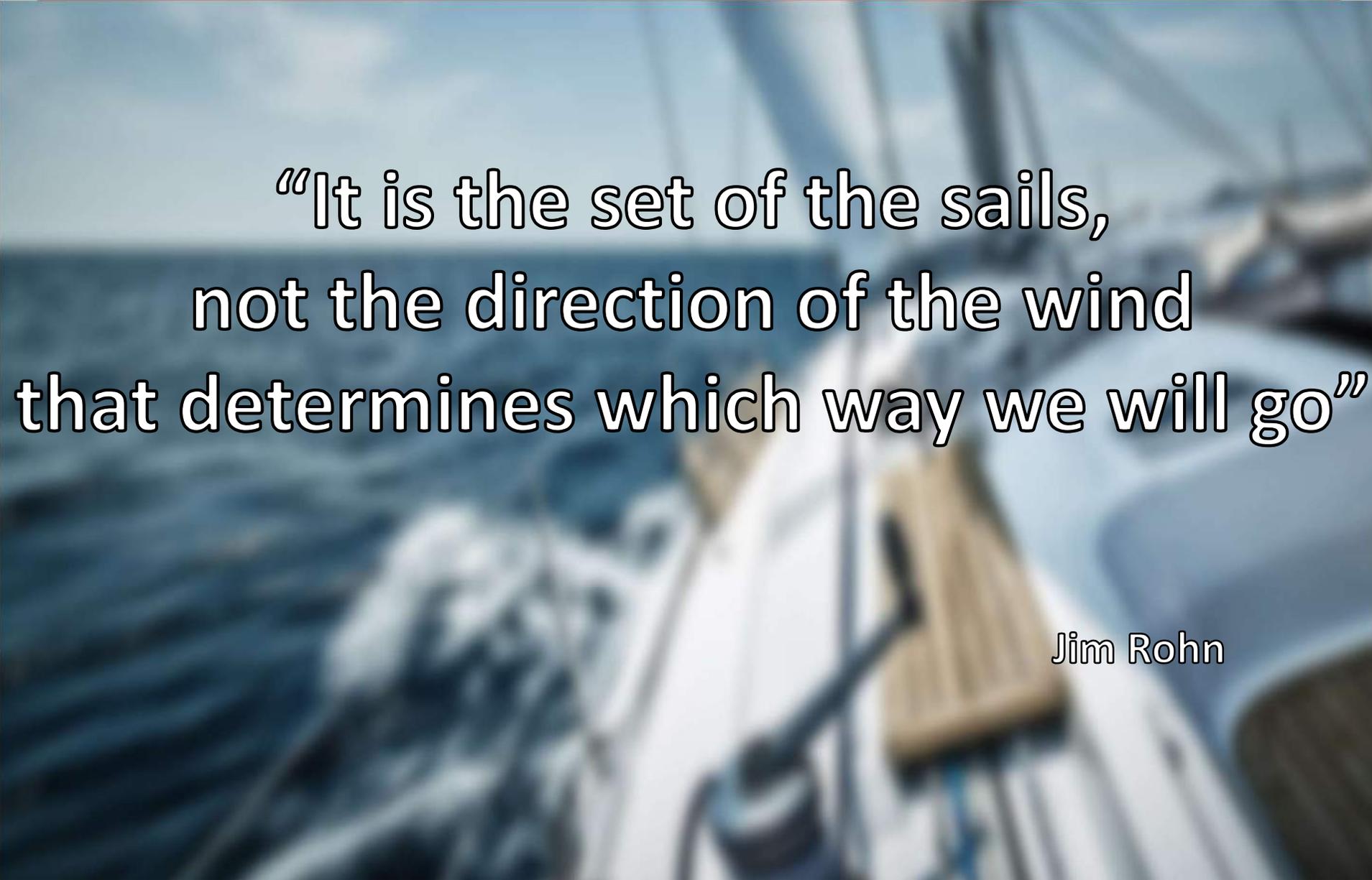
Digital Foundation



Culture & CSR

Information Platform

Education Platform



“It is the set of the sails,
not the direction of the wind
that determines which way we will go”

Jim Rohn



Healthcare Division

Richard Adams

WHITE CHAPEL

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Successfully delivering Healthcare effectively and efficiently is a major economic challenge worldwide due to ageing demographics

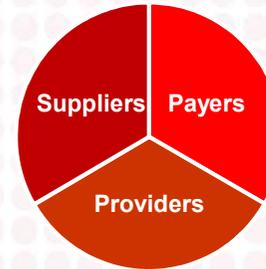


Pressure on Healthcare Systems is driving the move from Volume Based to Value Based Healthcare



Healthcare Information market growing but highly fragmented

Healthcare Economy



Patient



Pharma Information & Solutions
Forecast: 7% CAGR
2017-2020

Source:
Outsell
Information Industry Outlook
2018

Integrate Proprietary & Open data



Differentiate further with 'unique' media assets



'Advanced' health system CCG forecasts unplanned deficit of £19m

Evolve common technology platform

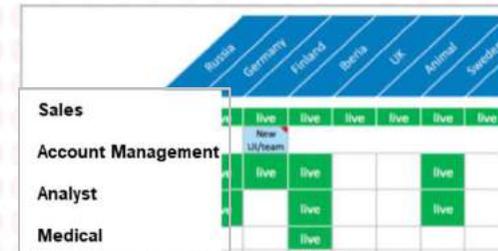


Increase client user numbers



Marketing
Sales
Clinical
Account Management
Analysts

Expand geographically

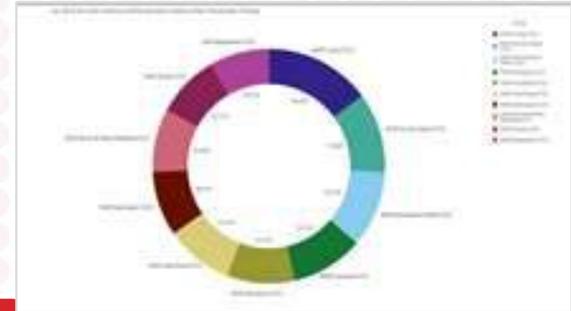


Database contains
There are 71,716 named individuals on the database.

Responsibility	Count
Clinical Directors	1,922
Director of Public Health	187
Medical Director	829
Other Hospital Doctors	70,658

Umbrella specialty	Count
Accident & Emergency	2,477
Anaesthetics/ITU	8,253

Proprietary
Customer
Reference
Data



User
e.g.
Pharma
Account
Manager

Open
Hospital
Episode
Statistics



HSJ
Local Health
Economy
Insight



Education
Portal

Wilmington
HealthCare

HOME | MY LEARNING | MY TEAM | 28/10/2017 | COURSE SEARCH | DASHBOARD

RECORD OF LEARNING: 8 RECORDS SHOWN

USER'S FULL NAME	LEARNING PATH	YEAR	ASSIGNMENT DATE	PROGRESS	COURSE STATUS	COURSE TYPE
WHL Learner	Introduction to the NHS (1)	2017	4 Dec 2017	100%	Completed	Foundation
WHL Learner	Structure of the NHS	2017	4 Dec 2017	100%	Completed	Foundation
WHL Learner	NHS Values	2017	4 Dec 2017	100%	Completed	Foundation
WHL Learner	Local Planning	2017	10 Dec 2017	100%	Completed	Foundation
WHL Learner	Introduction to the NHS (2)	2017	7 Dec 2017	100%	Completed	Foundation
WHL Learner	Structure of the NHS	2017	5 Dec 2017	100%	Completed	Foundation
WHL Learner	NHS Values	2017	6 Dec 2017	100%	Completed	Foundation
WHL Learner	Local Planning	2017	6 Dec 2017	100%	Completed	Foundation

Export as:

Wilmington
HealthCare

Competitive Advantage

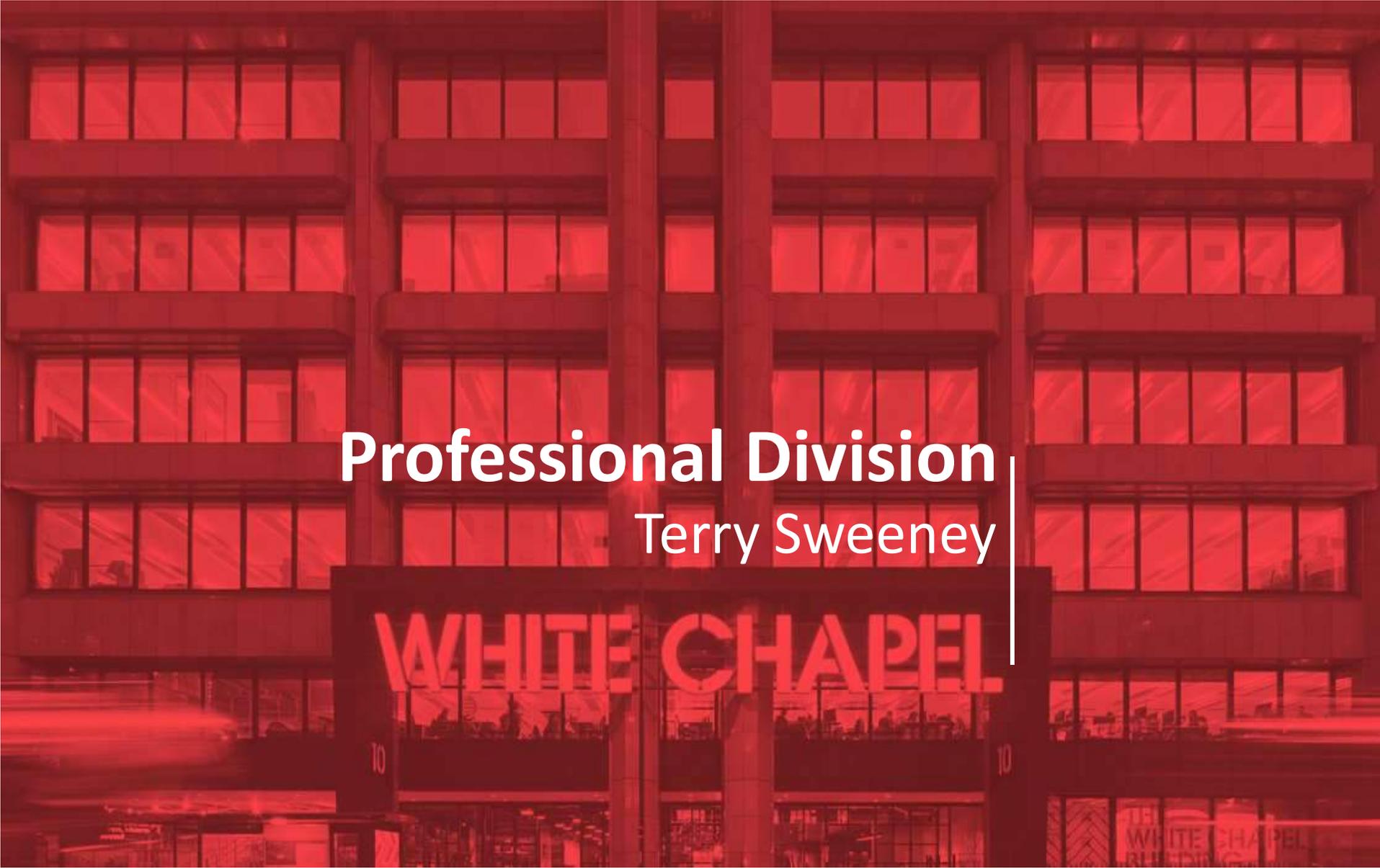
Combination of proprietary and open data together with industry leading media information and e-learning delivers integrated solutions

New Platforms and Geographies

Interactive Medica acquisition facilitates European expansion as well as accelerates WHC new product introduction

Vision 2020 User Experience

A Wilmington Healthcare user will benefit from context sensitive information and intelligence wherever and whenever required



Professional Division
Terry Sweeney

WHITE CHAPEL

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Wilmington Professional Division Vision

A person in a dark suit is shown from the chest down, holding a glowing blue and white globe of the Earth in their open palm. The background is a dark blue gradient.

Deliver the best in class personalised learning experiences to meet the changing needs of our clients through online, face to face and blended learning whenever and wherever they need it.

Wilmington plc

Wilmington Professional businesses serving the accountancy, finance and legal professions		
Accountancy	Finance	Legal
		
EDUCATE SUPPORT PROMOTE	EDUCATE	EDUCATE
UK	EMEA USA ASIA	UK
MID TIER ACCOUNTANCY FIRMS	GLOBAL FINANCIAL INSTITUTIONS	LEGAL FIRMS, LOCAL GOVERNMENT, BUSINESS
<p>Market & Business Trends</p> <ul style="list-style-type: none"> • Increase in demand for digital solutions – (Driven by cost and choice) • Consolidation of client base 	<p>Market & Business Trends</p> <ul style="list-style-type: none"> • Demand for blended learning solutions (flipped classroom) • Demand for learning metrics – (driven by learner performance management) 	<p>Market & Business Trends</p> <ul style="list-style-type: none"> • Increase in demand for digital solutions – (Driven by cost and choice) • Consolidation of client base

- Exploiting synergies and integration opportunities across the division by adopting common platforms, processes and shared services



- Transforming the customer experience by satisfying the accelerating demand for E-learning education solutions
 - Increasing digital revenue from 20% towards 50%
 - Driving increased margins and quality of earnings
- Key Business Drivers
 - Multi-channel delivery to our professional communities today
 - Changing demographics of the client communities



Are you ready for May 2018?
GDPR is coming, get ready with CLT
[Find out more](#)

FACE TO FACE



Accountancy Training
Over 800 courses running nationwide and online
[Find a Course](#)



Intro to Power Modeling
[Find out more](#)

ONLINE TRAINING



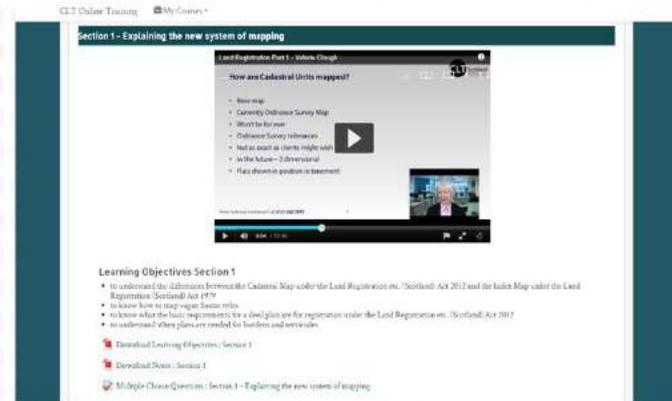
Live and Interactive Webinars
Attend over 170 courses from the comfort of your own PC
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BLENDED LEARNING



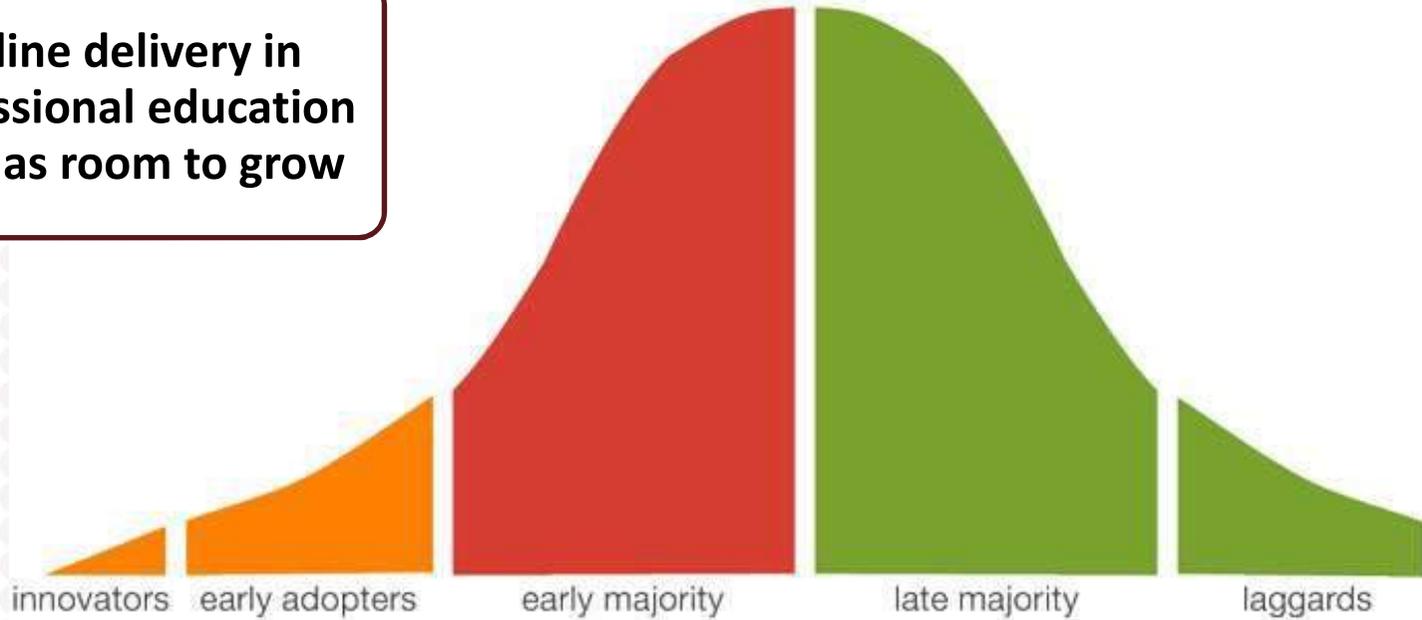
Wilmington plc
EXCELLENCE IN REPORT WRITING
WILMINGTON PLC
WILMINGTON PLC
WILMINGTON PLC



CLT Online Training My Courses
Section 1 - Explaining the new system of mapping
Lead Regeneration Part 1 - James Clough
How are Cadastre of Urtis mapped?
• Basic map
• Cadastre of Urtis Survey Map
• Urtis for the map
• Cadastre Survey references
• Not as exact as clients might wish
• In the future - 3 dimensional
• Map download and assessment
Learning Objectives Section 1
• to understand the differences between the Cadastre Map under the Lead Regeneration etc. (Scotland) Act 2012 and the Index Map under the Lead Regeneration (Scotland) Act 1979
• to know how to map vague Section titles
• to know what the basic requirements for a development are for regeneration under the Lead Regeneration etc. (Scotland) Act 2012
• to understand where plans are needed for business and services
Download Learning Objectives: Section 1
Download Notes: Section 1
Multiple Choice Questions: Section 1 - Explaining the new system of mapping

	Greatest/Silent	Baby Boomers	Gen X	Millennials	Gen Z
Age in 2018	73-95	54-72	38-53	21-37	0-20
% of global pop	5%	15%	20%	27%	32%
Communication					
Key tech					
Education is...	A dream	A birth right	A way to get there	A big investment	What I want When I want it
Job loyalty		40% with employer for 20+ years	7.9 years	2.2 years	17 organisations and 5 careers

Online delivery in professional education still has room to grow



FINANCE →

ACCOUNTANCY →

LEGAL →

Competitive Advantage

Serving well defined, defensible professional communities with personalised education in a multi-channel way that works for them

Common Platforms

Common platforms will facilitate further integration and drive efficiencies

V2020

As the proportion of online delivery increases it will lead to improved margins and quality of earnings



Risk & Compliance
Bill Howarth

WHITE CHAPEL

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“EU fines on banks’ misconduct to top \$400 billion by 2020”

Reuters – September 2017

“...of the twelve fines doled out in 2017, eight of them targeted individuals...”

Institutional Asset manager - July 2017

“\$342 billion of fines since 2009 for misconduct”
newsoncompliance.com/october2017

“...bad behaviour had erased \$850 billion in profits for top 50 global banks since 2008...”

Reuters – September 2017

“Deutsche Bank fined £163,076,224”

“Deutsche Bank was obliged to establish and maintain an effective AML content framework. By failing to do so, Deutsche Bank put itself at risk of being used to facilitate financial crime and exposed the UK to the risk of financial crime”

FCA - January 2017

Product and Services

2001

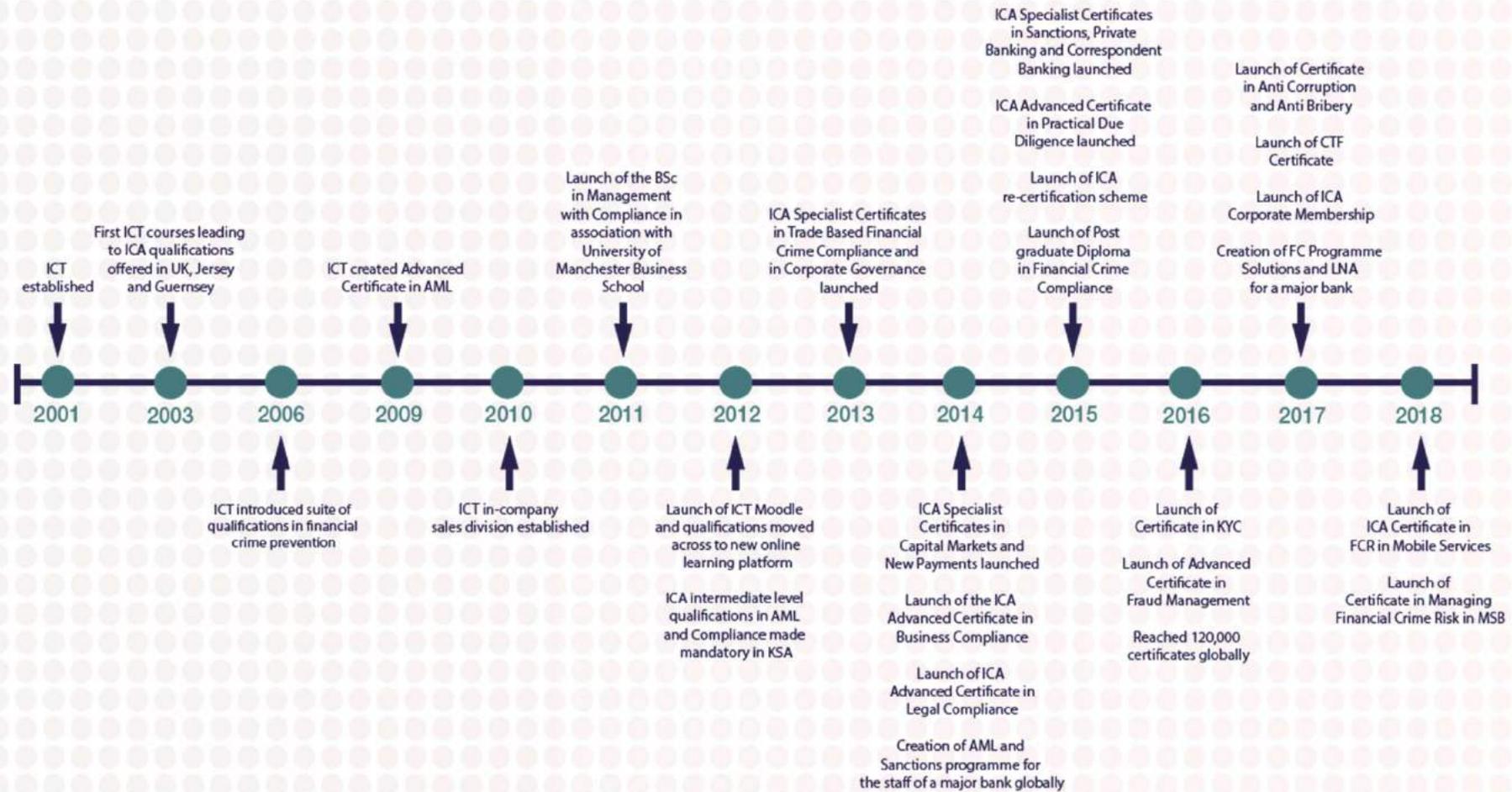
Diploma in Compliance and
Diploma in AML created



2018

47 global certificates
and qualifications, learning
and design services, learning
consultancy, compliance audit

ICA and ICT Products and Services 2001-2018



Product and Services

2001
Diploma in Compliance and
Diploma in AML created



2018
47 global certificates
and qualifications, learning
and design services, learning
consultancy, compliance audit

Study Range

2001
Programmes available to
attend face to face on a
public basis



2018
Programmes studied
on a public basis, in-house,
distance learning,
e-learning and mixed mode

2002 – International Tier One Bank accesses ICA qualifications studying on a **public basis** focused mainly in the UK

2011 – Bank moves to deployment of ICA qualifications **in-house** in the UK

2012 – Bank moves to deployment of ICA qualifications in **global service centres** – Poland, India, Manila, US

2014 – Bank appoints ICT to design, create and assist in delivery of **non-certificated training** across all 4 divisions, all roles, all over the world – one off project

2016 – Bank appoints ICT to design and create **bespoke** certificated and non- certificated **solutions** in regulatory and financial crime compliance, delivered **globally, in-house** and **online**

2018 – Bank has 400+ full members of ICA globally and 350+ current student members

Bank is a corporate partner of ICA



Product and Services

2001
Diploma in Compliance and
Diploma in AML created



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2018
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Channel of Delivery

2001
Programmes available
face to face only



2018
20% of revenue through
students studying online

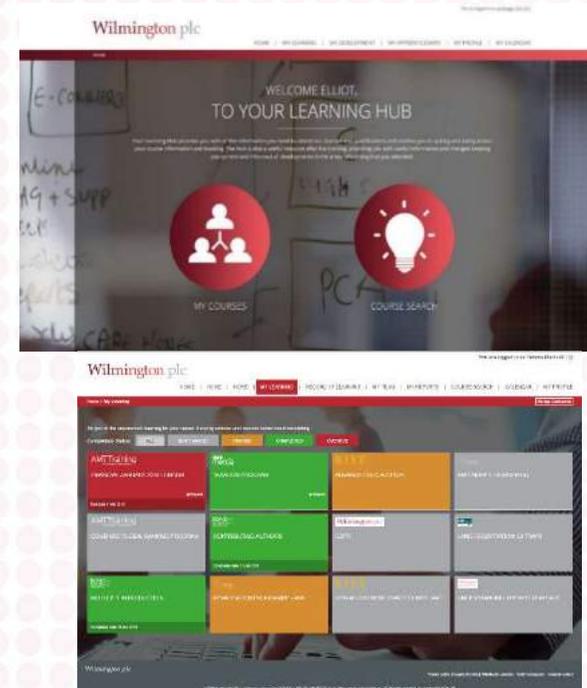
Face to Face Tuition



Integrated Learning

- Learning Management System (LMS)
- Virtual Classrooms
- Webcasts
- Micro Learning
- Videos

Plus classroom based learning



Product and Services

2001

Diploma in Compliance and
Diploma in AML created



2018

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and qualifications, learning
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Study Range

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attend face to face on a
public basis



2018

Programmes studied
on a public basis, in-house,
distance learning,
e-learning and mixed mode

Channel of Delivery

2001

Programmes available
face to face only



2018

20% of revenue through
students studying online

Global Footprint

2001

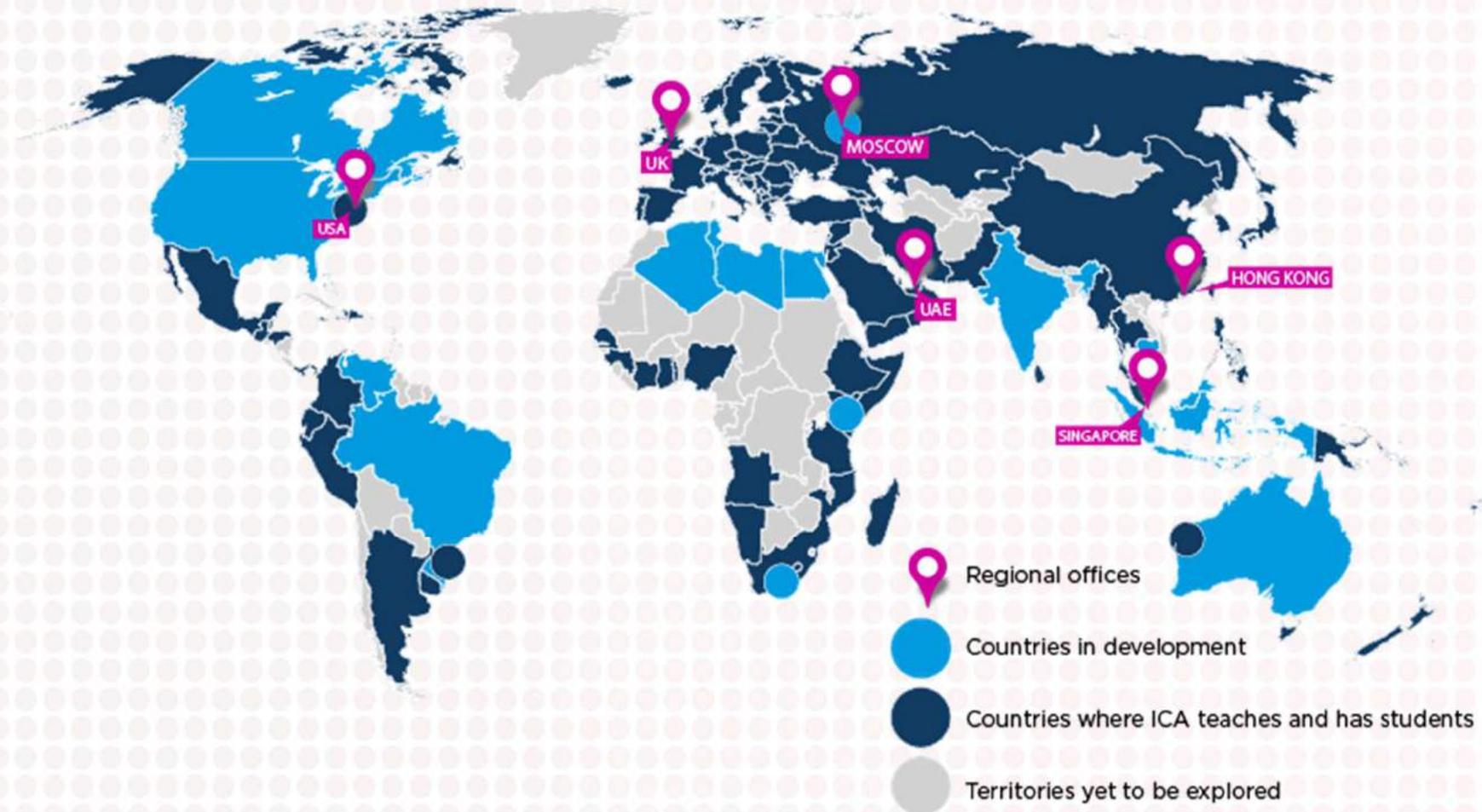
Programmes available in UK
and Crown Dependencies only



2018

Programmes delivered for
students in over 135 countries
and 120,000 certifications awarded

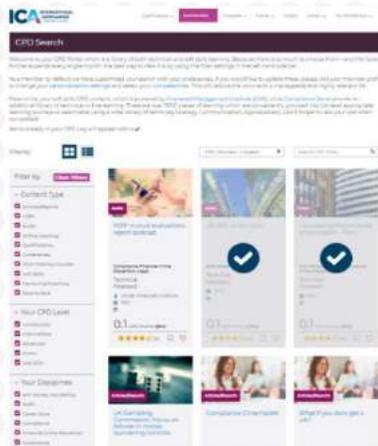
Geographical Expansion



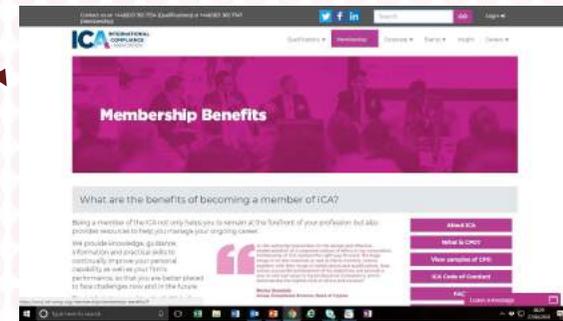
Thought Leadership
1,000 + events per year



Certification
Individual and Corporate
120,000 certifications awarded



Knowledge Transfer
7,000 pieces of content



Membership
12,000+ members in 2018

Competitive Advantage

Global benchmarked qualifications and training in a vibrant growing marketplace, both in-house and via public programmes

New Platforms and Delivery Channels

Flexible, integrated e-learning and face-to-face solutions delivered using multiple channels of delivery to enhanced geographies

Vision 2020 Community Build

Enhanced compliance community, membership and strategic alliances using the ICA professional body as the global focus

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