### HIGHLIGHTS 2022

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### THE WINKWORTH MODEL

**ESTABLISHED 1835** 

FRANCHISED 1981



Winkworth

for every step...

NATIONAL COVERAGE

102 UK franchised offices

owned offices in London

59 offices in London

45 elsewhere in the UK

### **OPERATIONAL HIGHLIGHTS**

• 2022 in line with management expectations but below exceptional 2021 level. Revenues and pre-tax profits both markedly higher than 2019

Franchised office network revenue down 3% to £63.1 million.

• Sales revenues 54% of total revenues.

Revenues, at £9.31 million in line with 2021.

• Profit before taxation down 23% to £2.47 million.

• Clean Balance Sheet: Year-end cash balance of £5.25 million. No debt.

• Two new offices opened in the year.

• Ordinary dividends of 11.0p per ordinary share declared.

**NETWORK** SALES REVENUE

-12%: 2021: £39.0m +44%: 2019: £23.8m

**NETWORK** 

**LETTINGS REVENUE** 

+11%: 2021: £25.7m +18%: 2019: £24.3m

SALES & LETTINGS

2021:60:40 2019:53:47

REVENUE

-1%:2021:£9.45m

+45%: 2019: £6.24m

**OWNED OFFICES** 

+25%: 2021: £2.23m 2019: NIL

CASH IN BANK

5%: 2021: £5.02m

+64%: 2019: £2.51m

PROFIT BEFORE TAX

-23%: 2021: £3.21m +51%: 2019: £1.63m ORDINARY DIVIDENDS

+41%: 2019: 7.8p

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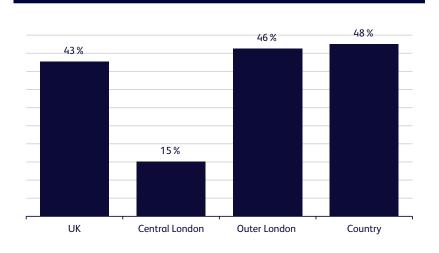
-3%: 2021: f64.8m

+31%: 2019: 48.3m

### **SALES INCOME VS 2021**

# -13% -13% UK Central London Outer London Country

### **SALES INCOME VS 2019**



- Transactions down 16% vs. 2021
- ▼ London down 21% vs. 2021
- Country down 9% vs. 2021
- Transactions up 33% vs. 2019
- ▲ London up 37% vs. 2019
- ▲ Country up 28% vs. 2019

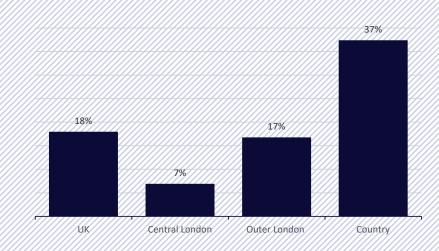


### NETWORK LETTINGS PERFORMANCE 2022

### **LETTINGS & MANAGEMENT INCOME VS 2021**

### **LETTINGS & MANAGEMENT INCOME VS 2019**





2022 Lettings / Management Split - 53% Lettings : 47% Managerment

Lettings up 8% vs. 2021

▲ Management up 15% vs. 2021

Lettings up 8% vs. 2019

▲ Management up 33% vs. 2019

### **INCOME BREAKDOWN 2022**

### **INCOME BY AREA**

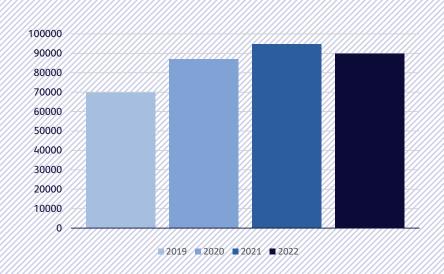


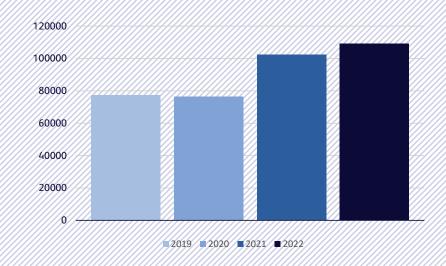
### **INCOME BY TYPE**



### SALES APPLICANTS

### LETTINGS APPLICANTS





### WINKWORTH DIVIDEND PERFORMANCE

### DIVIDENDS



Winkworth Special Dividends

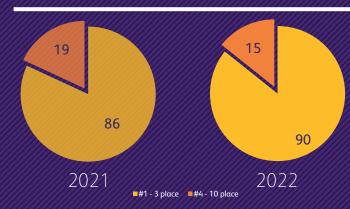


## THE WINKWORTH BRAND

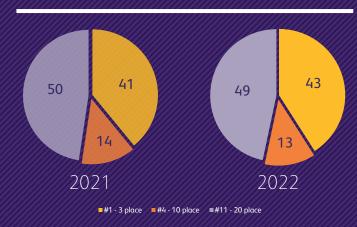
### BUILDING THE WINKWORTH BRAND ONLINE

### **GOOGLE SEARCH RANKINGS...**

### WINKWORTH OFFICE RANKING FOR: ESTATE AGENTS IN...



WINKWORTH OFFICE RANKING FOR: PROPERTIES FOR SALE IN...



### **GAINS IN SOCIAL MEDIA**

Facebook Page reach

+166%

2022 vs 202

Facebook Page Visits

+55%

2022 vs 2021

Facebook Likes & Follows

+16%

2022 vs 2021

Instagram reach

+913%

2022 vs 2021

Instagram Profile Visits

+21%

2022 vs 202

Instagram Follows

+19%

2022 vs 2021

### STRENGTH OF THE WINKWORTH BRAND IN OUR AREA

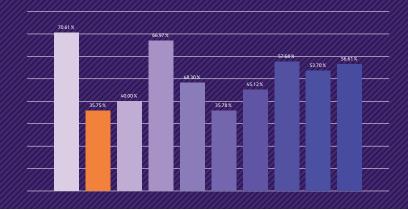
### SSTC VOLUME

**Largest volume of SSTC'S** within the top 10 agency brands



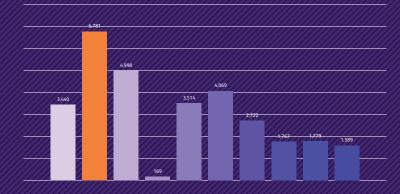
### % OF WITHDRAWN PROPERTIES

Smallest number of Withdrawns within the Top 10 agency brands



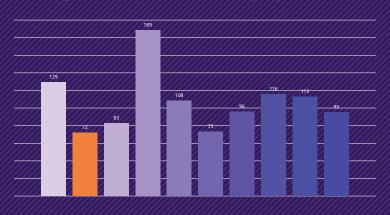
### **EXCHANGE VOLUME**

**Largest volume of Exchanges** within the top 10 agency brands



### NUMBER OF DAYS FROM LISTING TO SSTC

Fastest agent to SSTC within the Top 10 agency brands



■ Foxtons ■ Winkworth ■ Kinleigh Folkard & Hayward ■ Dexters ■ Savills ■ Purplebricks.com ■ Hamptons ■ Chestertons ■ Knight Frank ■ Barnard Marcus



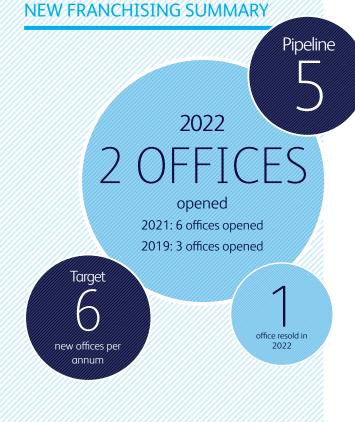
## FRANCHISING OUTLOOK

### 2022 FRANCHISING OUTLOOK

- 3 growth routes for new offices: cold starts, conversions & investment in existing franchisees
- Growth from existing network through portfolio management
- Recruitment driving talented potential franchisees

### **UK OFFICES OPENED & CLOSED SINCE 2016**







### OWNED BUSINESSES

### OWNED BUSINESSES





## DIGITAL EVOLUTION

### WINKWORTH DATA JOURNEY



- Disconnected data
- Descriptive analysis in Excel
- No data strategy
- No data governance
- · Siloed data resources



- Centralised data warehouse
- Reports & dashboards in PowerBI/ Tableau
- Data strategy in place
- Data governance & documentation in place
- Dedicated data team established



- Single view of customer, employee or asset
- Data-driven insight generation is BAU
- Predictive forecasts in use
- Data-driven business decision making
- Budget for data increasing annually



- Data monetisation ideas generating revenues
- Data-driven new product development launches
- Al integration into business processes
- Chief Data Officer in place
- Data shown as an asset on the balance sheet

Winkworth 2021-2022

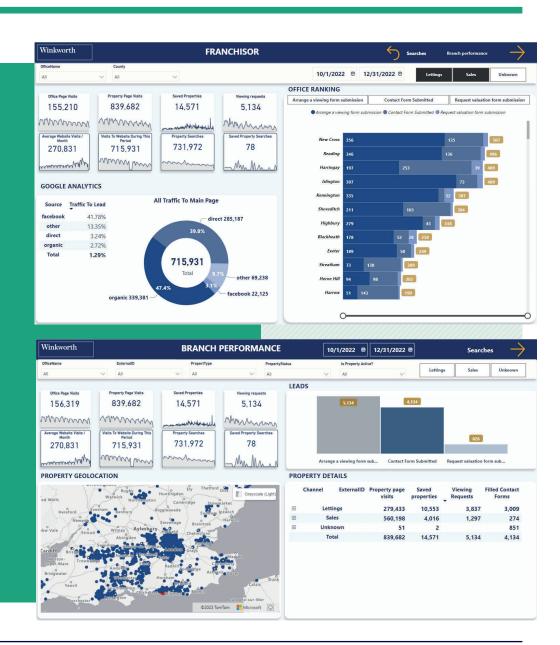
Winkworth 2023+



### WINKWORTH DIGITAL

### WINKWORTH DATA DASHBOARD V1

- Designed to put data and analytics in an easy to understand and actionable form
- v1 built from Winkworth.co.uk and Google Analytics data
- For Winkworth offices it allows analysis of how well properties are performing on the site in terms of views and leads. As well as information on their individual Microsites
- For the Franchisor it allows easy insights and rankings on offices across the network as well as analysis on lead generation and sources
- v2 to include data from other sources such as our property CRM to enable a clearer picture of our client journey (Cradle to Grave)

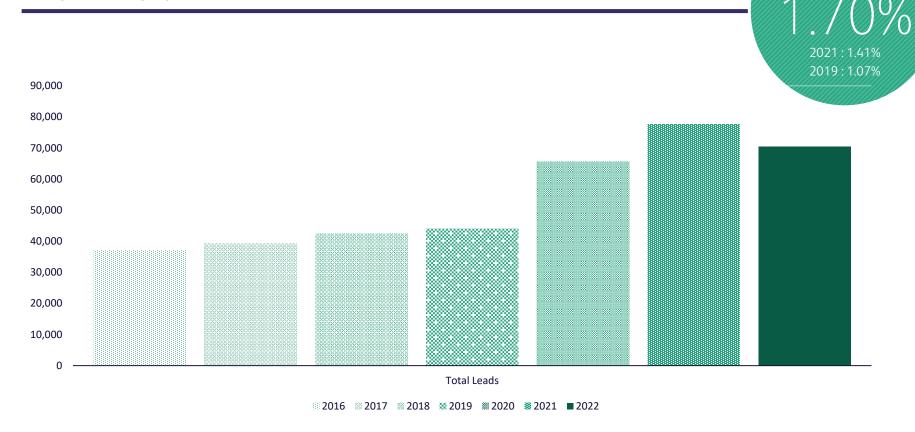




### LEAD GENERATION FROM WINKWORTH.CO.UK

Ongoing evolution of the website has maintained the level of leads

### **WEBSITE LEADS 2022**



2022 Conversion Rate

## LOOKING BACK & LOOKING AHEAD

### 2022 SUMMARY & LOOKING AHEAD

### 2022

- Lettings and management revenue of £28.7m up by 11% vs 2021 (Up 18% vs. 2019)
- Network sales revenue of £34.3m down by 12% vs. 2021
   (Up 44% vs. 2019)
- Overall franchised network revenue down 3% to £63.1 million (Up 31% vs. 2019).
- Maintained position as number 2 in London by number of properties exchanged
- Winkworth revenue of £9.31m down by 1% vs. 2021 (Up 45% vs. 2019); PBT £2.47m down by 23% vs. 2021 (Up 51% vs. 2019)
- Ordinary dividends declared of 11.0p
- 2 new franchised offices opened
- Continued growth in revenue of majority owned businesses
- Tooting retained number one position for SSTC in its area.
   Crystal Palace improved to 6th

### 2023 AND BEYOND

- Aim to be the first option for agents wishing to set up their own business operating in prime markets
- Continued investment in digital to improve functionality and evolve the network offering
- Remain a people led business guided by available talent;
   Portfolio management
- Target new equity participation businesses with key talent in suitable areas
- Target of 6 new franchises each year
- Further growth in revenue of majority-owned offices
- PCL to continue to recover in 2023
- Prime London markets to remain positive overall above
   2019 levels
- Balance sheet strength positions us to invest as opportunities arise
- Progressive dividend

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