Restore plc

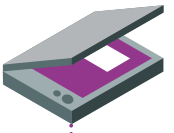
We make

YOUR business our business

Who we are - what we do:

Restore plc provide office support services to businesses the length and breadth of the UK, covering both public and private sectors.

Here at Restore we understand UK offices and our customers. We strive to provide first-class customer service alongside high levels of security to help you run your business as smoothly and efficiently as possible with complete peace of mind.



22 MILLION ITEMS IN STORAGE

300 MILLION IMAGES SCANNED

Records

Storing in confidence

We store and manage millions of archive boxes, document files, film and computer tape in secure facilities nationwide.

Our records management client base consists of public sector and private sector companies including leading accountancy, corporate, financial, insurance, law and media firms.

Customers count on us to help them achieve their goal of maximum efficiency for their records management in the following areas:

- **Compliance, GDPR and legal exposure**
- **Privacy and security**
- **Disaster recovery/BCP**
- **Access to information**
- **Cost control**
- **Space restrictions**

Digital

Making our customers' data work harder

We support organisations on their digital journey, whether this is the aim of being completely paper free or just reducing an organisation's reliance on paper.

Our scanning capabilities are second to none. However, we are increasingly supporting organisations in maximising the power of the data held within their records. Once data is digitised we automate processes and rethink back-office workflows helping our customer become an agile, cost-effective organisation.

Document Scanning | ***Digital Mailroom*** | ***Digital Workflows***

600 THOUSAND ASSETS PROCESSED EACH YEAR

100 THOUSAND TONNES SHREDDED

500 THOUSAND DESKS MOVED EACH YEAR

Technology

Services for our customers' IT assets

The complete set of services for our customers' information technology assets. From installation to relocation, resale and recycling, Restore Technology can optimise and manage the entire journey of their hardware.

We have the scope and expertise required to provide what we believe are the most secure, sustainable and efficient IT lifecycle services in the UK.

- **IT Lifecycle Services**
- **IT Relocation**

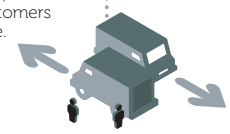
Relocation

Moving professionals

As the market leader in commercial relocation, we undertake business and technology moves for customers of all sizes and sectors as well as corporate residential moves within the UK and Internationally. We provide project and move management for agile and traditional workspaces as well as storage solutions and asset recycling to help with all aspects of relocation.

We have been helping organisations change and grow ***for over 30 years*** and our commitment to remain at the top has seen us expand our portfolio of services to match the needs of our customers to support them as they grow and change.

Business Relocation | ***Technology relocation*** | ***Recycling & Reuse***



Datashred

Serious about shredding

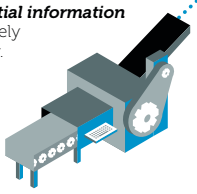
We are one of the leading providers of data destruction in the United Kingdom, with secure shredding centres across the country, providing scale, efficiency and unrivalled value to our customers.

On-site shredding

Designed to give peace of mind to customers dealing with ***highly sensitive information***, our on-site shredding service meets this demand with an enhanced level of security.

Off-site shredding

Designed to offer a simple and reliable solution tailored to meet the needs of every organisation, and guarantees that our customers' ***confidential information*** will be handled securely every step of the way.



We make YOUR business our business

Key benefits:

Restore Records Management

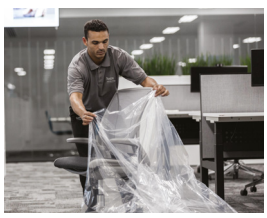
- Geographic coverage, near and deep stores, efficient with the right storage price for your business
- Complete chain of document management custody
- Robust QMS, higher standards of certification & quality audits
- Management Information Reports & Account Management

Restore Digital

- Regain control of your data
- Become more efficient and control your data risk
- Respond to your customers quickly
- Lower your operating costs
- Handle critical information and processes more effectively
- Improved data quality and compliance

Restore Datashred

- Compliance with the General Data Protection Regulation
- 24/7 access to our online customer portal
- Dedicated account managers
- Nationwide coverage, local focus
- Trusted by private and public sector organisations of all sizes



Restore Harrow Green

- Specialist commercial relocation
- Customer led project management
- Flexible storage solutions
- Asset management and recycling
- Trusted Global Relocation networks

Restore Technology

- Total data security
- Money back for unwanted IT
- Regulatory compliance
- Cost effective solutions
- Experienced, dependable support

Some of our customers:

- Amazon
- BBC
- Birmingham City Council
- Bloomberg
- Bristol City Council
- DLA Piper
- FCA
- Financial Times
- Illumina
- Jaguar Land Rover
- JLL
- JP Morgan
- Kennedys Law
- Lancaster University
- MRC Prion
- Manchester City Council
- NHS Digital
- NHS Greater Glasgow and Clyde
- North Lanarkshire Council
- PwC
- Quadram Institute
- Schroders
- Scottish Parliamentary Corporate Body
- Scottish Police Authority
- Southwark Council
- The British Library
- The Christie NHS Foundation Trust
- UKHO
- University of Leeds
- University of Leicester
- Wakefield Council
- West Midlands Police

www.restoreplc.com

Restore in numbers:

*numbers taken from the Annual Report, year ending 31 December 2019.

OUR CUSTOMERS INCLUDE

94% Top 100 UK **legal practices**

81% UK **NHS Trusts**

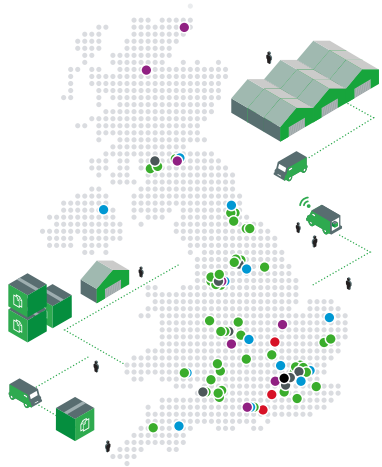
88% **FTSE 100** companies

67% **Local authorities** in England, Wales and Scotland

86% Top 50 UK **accountancy companies**

FULL UK COVERAGE:

75 **Full UK coverage** with over 75 storage and processing centres UK wide



HIGHLIGHTS

Another year of progress with a tenth successive year of double-digit revenue growth."

REVENUE (£'M)

£215.6 MILLION

10% increase on £195.5m in 2018

DEBT LEVELS

Financially strong with Dec 2019 leverage of: **1.6x** (and dropping)

Profit (Ebitda)

Debt

RESTORE PLC HAS 2 DIVISIONS:

The 75 storage and processing centres are split across 2 divisions

DOCUMENT MANAGEMENT

63 DOCUMENT MANAGEMENT

12 RELOCATION

RELOCATION

COMPOUND ANNUAL GROWTH RATE

+29% Compound annual Growth rate since **2011 in revenues**

+33% Compound annual Growth rate since **2011 in earnings per share**

WHAT OUR CUSTOMERS ARE SAYING

Trustpilot

Restore Datashred is rated **Great**

4.6

EMPLOYEES

2,256 TOTAL EMPLOYEES AT DECEMBER 2019

72% DOCUMENT MANAGEMENT

28% RELOCATION

SME

22,500 SME customers

DIVISIONS: **DOCUMENT MANAGEMENT**

TOTAL REVENUE

£159.5m

(2018: £147.6m)

22 million items

8% Increase on 2018

PAPER SHREDDED ANNUALLY

100,000 Tonnes

8,000 Equivalent to nearly 8,000 London buses

OUR THREE DOCUMENT MANAGEMENT DIVISIONS:

RESTORE RECORDS MANAGEMENT

RESTORE DATASHRED

RESTORE DIGITAL

UK MARKET POSITION

NO.2 NO.2 NO.2

2018 REVENUE

£95.9M

£41.0M

£22.6M

DIVISIONS: **RELOCATION DIVISION**

TOTAL REVENUE

£56.1m

(2018: £47.9m)

17% Increase on 2018

RELOCATIONS

500,000 Desk moves

More than the number of people who work in the City of London.

OUR RELOCATION DIVISIONS

RESTORE HARROW GREEN

RESTORE TECHNOLOGY

UK MARKET POSITION

NO.1 NO.2

2018 REVENUE

£41.5M

£14.6M