Interim results for 26 weeks to 26 June 2012

Ralph Topping, Chief Executive Neil Cooper, Group Finance Director



Agenda

- Overview
 Ralph Topping, Chief Executive
- Financial highlights
 Neil Cooper, Group Finance Director
- Investing and innovating Ralph Topping, Chief Executive
- Q&A





Strong first half performance

 Mobile Sportsbook turnover growth 	+390%
 Outstanding Online net revenue growth 	+30%
 Robust Retail net revenue growth 	+5%
 Group net revenue 	+11%
 Operating profit¹ 	+14%
 Dividend growth 	+17%
 Licensed in Nevada, acquisitions completed 	

 Operating profit is defined as pre-exceptional profit including associates and excluding interest, tax and £1.8m (2011: £1.8m) of Online amortisation relating to trade names, affiliate relationships and noncompetition agreements



On track to hit our targets

Sportsbook turnover to equal OTC turnover by 2014 World Cup

Sportsbook mobile weekly turnover of £15m a week by mid-2013¹

Mobile to be 40% of Sportsbook turnover by end 2013

→ **22**%

H1 2012

→ £9.4m

→ 83%



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Strong revenue and profit growth

26 weeks to	26 Jun 2012	28 Jun 2011	%
Amounts wagered	9,350.5	8,981.6	+4%
Net revenue	627.8	567.8	+11%
Operating profit ⁽¹⁾	167.8	147.7	+14%
Amortisation	(1.8)	(1.8)	0%
Net finance costs	(15.7)	(16.4)	-4%
Tax	(26.0)	(24.7)	+5%
Non-controlling interest	(19.9)	(16.5)	+21%
Retained profit	104.4	88.3	+18%
Basic, adjusted EPS (p)	15.0	12.8	+17%
Net debt for covenant purposes	355.0	460.1	-23%
Dividend per share (p)	3.4p	2.9p	+17%

- Operating profit is defined as pre-exceptional profit including associates and excluding interest, tax and £1.8m (2011: £1.8m) of acquired Online amortisation relating to trade names, affiliate relationships and non-competition agreements
- 2. Numbers are presented on a pre-exceptional basis

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3. Basic EPS is based on 701.8 million average shares for 2012 and 698.3 million average shares for 2011



Exceptional items

Item	£m
US acquisition costs	(2.0)
Spain back-taxes	(4.6)
Fair-value loss on hedging arrangement	(0.4)
Pre-tax	(7.0)
Tax	0.6
Post-tax	(6.4)



Euro 2012

	H1 2012	Total 2012	Euro 2008	% change ('12 vs '08)
Retail OTC amounts wagered	£28.1m	£35.3m	£30.6m	+15.4%
Telephone amounts wagered	£3.6m	£4.6m	£10.7m	-57.0%
Online Sportsbook amounts wagered	£39.6m	£51.1m	£15.2m	+236.2%
Total amounts wagered	£71.3m	£91.0m	£56.5m	+61.1%
Retail OTC gross win	£2.7m	£5.6m	£3.6m	+55.6%
Telephone gross win	(£0.2m)	£0.1m	£0.1m	-
Online Sportsbook gross win	£1.1m	£4.5m	£1.1m	+309.1%
Total gross win	£3.6m	£10.2m	£4.8m	+112.5%
Retail OTC margin	9.7%	15.8%	11.8%	+4.0 ppts
Telephone margin	(4.8)%	2.8%	0.5%	+2.3 ppts
Online Sportsbook margin	2.8%	8.9%	7.1%	+1.8 ppts
Total margin	5.1%	11.3%	8.4%	+2.9 ppts



Retail profit growth

26 weeks to	26 Jun 2012 £m	28 Jun 2011 £m	%
OTC amounts wagered	1,317.8	1,335.8	-1%
Machines amounts wagered	6,654.9	6,536.1	+2%
Total Retail amounts wagered	7,972.7	7,871.9	+1%
OTC gross win	234.7	224.0	+5%
OTC gross win margin	17.8%	16.8%	+1.0 ppts
Machines gross win	219.8	210.1	+5%
Total gross win	454.5	434.1	+5%
Net revenue	417.4	398.8	+5%
Cost of sales	(68.9)	(66.1)	+4%
Gross profit	348.5	332.7	+5%
Operating costs	(238.7)	(228.7)	+4%
Operating profit ⁽¹⁾	109.8	104.0	+6%

 Operating profit is defined as pre-exceptional profit including associates and excluding interest, tax and £1.8m (2011: £1.8m) of Online amortisation relating to trade names, affiliate relationships and non-competition agreements



Machine growth in H1

- Gross win per machine per week averaging £924
- Storm Plus roll-out into the 500 shops now completed





Focus on cost management

26 weeks to	26 Jun 2012 £m	28 Jun 2011 £m	%
Employee costs	(96.8)	(96.0)	+1%
Property costs	(49.0)	(47.9)	+2%
Content costs	(30.1)	(27.1)	+11%
Depreciation	(9.5)	(9.0)	+6%
Other costs incl. recharges	(53.3)	(48.7)	+9%
Operating costs	(238.7)	(228.7)	+4%



Strong growth in Online revenue and profit

26 weeks to	26 Jun 2012 £m	28 Jun 2011 £m	%
Sportsbook	80.3	53.0	+52%
Playtech Casino	48.4	37.7	+28%
Vegas/Games/Skill ¹	46.0	38.3	+20%
Poker	11.0	11.8	-7%
Bingo	12.7	11.9	+7%
Net revenue	198.4	152.7	+30%
Cost of sales ²	(17.8)	(11.6)	+53%
Gross profit	180.6	141.1	+28%
Operating costs	(111.7)	(85.2)	+31%
Operating profit ³	68.9	55.9	+23%

- 1. Skill games have been reclassified under Vegas/Games/Skill instead of Bingo and Skill
- 2. Includes a credit of c£2.0m

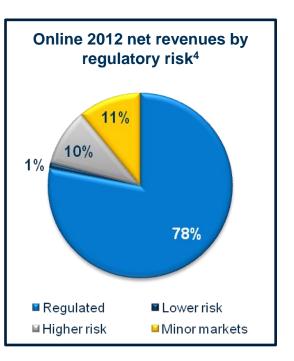
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 Operating profit is defined as pre-exceptional profit including associates and excluding interest, tax and £1.8m (2011: £1.8m) of Online amortisation relating to trade names, affiliate relationships and non-competition agreements



William Hill Online – key metrics

26 weeks to	26 Jun 2012	28 Jun 2011	%
Unique active players ('000) ⁽¹⁾	1,354.1	1,019.4	+33%
Revenue per unique active player (£)	146.5	149.8	-2%
New accounts ('000) ⁽²⁾	595.9	443.2	+34%
Average cost per acquisition $(\pounds)^{(3)}$	93.1	88.4	+5%
Sportsbook amounts wagered (£m)	1,099.9	827.1	+33%
Sportsbook gross win margin	7.8%	6.8%	+1.0 ppts
- Pre-match gross win margin	9.8%	8.8%	+1.0 ppts
- In-play gross win margin	4.9%	4.2%	+ 0.7 ppts



- 1. Placed a bet within the period
- 2. Deposited and placed a bet within the period
- 3. Including affiliates

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 Assessed in relation to the Board's current view as to the relative attractiveness of the current or proposed regulatory framework in each market. Minor markets are markets representing less than 1.5% of net revenue in each market.



Operating cost growth and marketing investment drive online cost base

26 weeks to	26 Jun 2012 £m	28 Jun 2011 £m	%	Marketing to net revenue (%)
Employee costs	(17.1)	(16.6)	+3%	29%]
Marketing	(55.5)	(39.2)	+42%	28% -
Bank charges	(7.7)	(5.7)	+35%	27% -
Depreciation and amortisation ¹	(5.5)	(4.2)	+31%	25% - 24% - 26% 27% 28%
Other costs incl. recharges	(25.9)	(19.5)	+33%	23% - 24%
Operating costs	(111.7)	(85.2)	+31%	2010 H1 2011 2011 H1 2012



Capex and estate growth

26 weeks to	26 Jun 2012 £m	28 Jun 2011 £m
Retail development	18.3	14.0
William Hill Online	9.2	8.0
Other (including IT)	2.7	2.4
Total cash capital expenditure	30.2	24.4

- Estate grew by a net four shops to 2,375 (10 openings, six closures, 11 re-sites)
- 2012 cash capex expected to be in the range of £60-70m, including refurbishments
- £169m of net cash inflow from operations benefitted from £32m favourable working capital inflow in the period. Negative working capital movements of c£15-20m are expected for the second half



Other finance matters

- Effective pre-exceptional tax rate of 17.3%
 - Reduction in deferred tax liabilities driven by statutory tax rate reductions
 - Effective full year income statement rate expected to be 17% in 2012, c18% in 2013
 - 2012 effective cash tax rate of 21%, c20% expected for 2013
- Pension deficit reduces by £15m to £19m on accounting basis
- Interim dividend of 3.4p per share +17%



US acquisitions

2011 Pro forma	\$m
Handle	360.0
Win	21.6
Win margin	6.1%
Other revenues	5.5
Revenue	27.1
Cost of sales	(5.5)
Gross profit	21.6

- Total cash consideration of £31m (\$49m)
- £4.1m (\$6.4m) of convertible loans to AWI and Brandywine prior to acquisitions
- £6m (\$9.5m) of exceptional transaction and integration costs in 2011 and 2012; up to \$2m on contract negotiations
- Expected to be marginally earnings enhancing in 2013 before exceptionals and amortisation¹.



Agenda

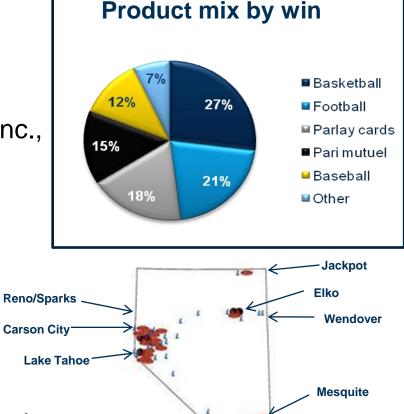
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Creation of William Hill US

- First European bookmaker licensed in Nevada
- \$49m to acquire American Wagering, Inc., Brandwine and Cal Neva Sportsbook
- c400 employees
- Nevada: 164 locations, 83 kiosk only, good diversity of locations
- Sportsbook software pioneer
- Kiosk software and hardware supply
- Delaware: exclusive risk manager
- Experienced management team retained



1. Parlay cards are accumulator bets that are similar to UK 's football coupons. Betting on parlay cards is primarily on American football



Primm

Las Vegas

Henderson

Laughlin

Market overview

Nevada

- \$3.3bn handle (stakes) and \$200m win (gross win) in 2011
- c230 sports books
- Win split between locals market (c60%) and strip market (c40%)

Delaware

- Exclusive risk manager for the Delaware State Lottery – contract won in partnership with Scientific Games
- Extending to 28 new locations in 2012, significantly more to come

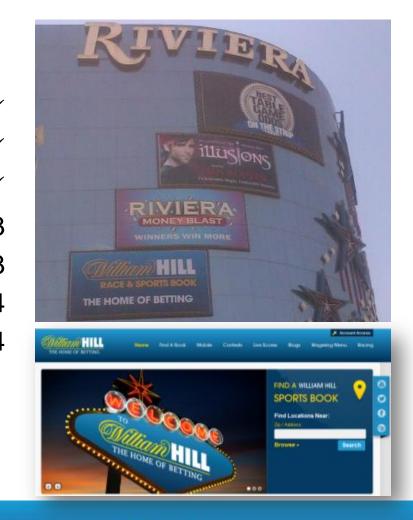






Integration and development plan

Launch www.williamhill.us website✓Migrate to single platform✓Consolidate head office functions✓Start advertisingQ3Rebrand all Sports Books and kiosksQ3Launch enhanced in-play productQ4Move to new headquartersQ4





Longer term growth opportunities



Expanded product

Operational excellence

New channels

Marketing and advertising

Regulatory change



Good Retail performance

- Balanced growth between OTC and machines
- 1% growth in amounts wagered
- 9% fewer racing fixtures
- Strong Euro 2012 stakes
 performance



growth in football turnover in 2011/2012 domestic season





Continuing innovation: product

- Storm+ rolled out on schedule to 500 shops in Q2
- Storm excluding Global Draw transferees: gross win per machine per week £949
- Marketing and Rewards trial ongoing





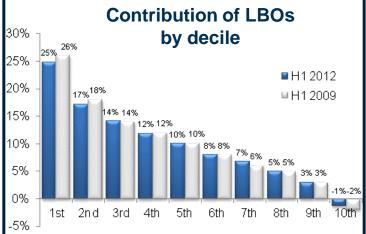
Continuing innovation: channels

- 287 self-service betting terminals in shop trial
- Alternative routes explored
- Higher margin than OTC
- High proportion of accumulator and non-mainstream football bets



Continuing investment in the estate

- Evolving shop designs
- Technology investments
- £40m capex budget for 2012
- Development work on >16% of estate
- Rigorous discipline
 - Lowest average unit size and rent of the major operators
 - Average lease seven years, £21,000
 - Year 2 return on capital employed in line with or above hurdle rates
 - New licences 20% hurdle rate
 - Re-sites 15% hurdle rate







Outstanding Online performance

- All key sports still growing strongly
- Euro2012 stakes higher than Retail
- Sportsbook net revenue +52%
- Gaming net revenue +18%
- Mobile gross win +485%
- UK revenues +29%

>£1	bn
stake	
Sportsbo	ok in H1
stating Ver	





Continuing innovation: sports betting

- Basketball matches (May 12) 4,000 → 9,000 a year
- Tennis matches (Jun 12)
 15,000 → 25,000 a year
- Football matches (Jul 12) 35,000 → 40,000 a year and bespoke internal pricing model (May 12) to price any match, anywhere
- New minor sports models for Olympics



+61%

increase in basketball stakes in H1



+46%

increase in tennis stakes in H1





increase in football stakes in H1



Continuing innovation: gaming





Mobile



- Highest ranked Sportsbook app
- 340,000 downloads since Feb 2012
- Over 40,000 new accounts
- Active users of native app now regularly surpassing mobile web
- Bingo and Games mobile sites launched



of Sportsbook turnover came from mobile devices in June





Online international



+38% increase in core non-UK¹ revenues in H1

- Sportsbook and Bingo launched in Italy
- Licence awarded in Spain in June
- Sportsbook and Casino launched in Spain



Regulatory update

- UK
 - Machine Games Duty of 20% from 1 Feb 2013
 - Online 'point of consumption' regulation, assumes
 15% gross profits tax from Dec 2014
 - Future funding of Racing
- International
 - Delaware increase in land-based betting sites
 - Ongoing uncertainty in European online regulation



And finally...

- Call option to acquire 29% of William Hill Online
- Continued development of the management team

Summary

- Robust Retail, outstanding Online
- Differentiation through innovation
- Selective approach to international expansion



Q&A

Ralph Topping Chief Executive

Neil Cooper Group Finance Director

James Henderson Operations Director, UK and International

Robin Chhabra

Head of Strategy and Corporate Development



APPENDICES



Performance by division

	Net revenue			Operating profit ⁽¹⁾			
26 weeks to	26 Jun 2012 £m	28 Jun 2011 £m	Change %	26 Jun 2012 £m	28 Jun 2011 £m	Change %	
Retail	417.4	398.8	+5%	109.8	104.0	+6%	
Online	198.4	152.7	+30%	68.9	55.9	+23%	
Telephone	8.4	12.5	-33%	0.7	0.2	+250%	
Other	3.6	3.8	-5%	0.2	0.4	-50%	
Associates				1.5	1.4	+7%	
Corporate				(13.3)	(14.2)	-6%	
Operating profit				167.8	147.7	+14%	
Amortisation				(1.8)	(1.8)	0%	
Total	627.8	567.8	+11%	166.0	145.9	+14%	

 Operating profit is defined as pre-exceptional profit including associates and excluding interest, tax and £1.8m (2011: £1.8m) of Online amortisation relating to trade names, affiliate relationships and non-competition agreements



2. Numbers are presented on a pre-exceptional basis

Net revenue summary

26 weeks to		26 Jun 2012 £m	28 Jun 2011 £m	%
Retail	OTC	234.7	224.0	+5%
	Machines	182.7	174.8	+5%
	Retail total	417.4	398.8	+5%
Online	Sportsbook	80.3	53.0	+52%
	Gaming – Playtech Casino	48.4	37.7	+28%
	Gaming – Vegas/Games/Skill	46.0	38.3	+20%
	Gaming – Poker	11.0	11.8	-7%
	Gaming – Bingo ⁽¹⁾	12.7	11.9	+7%
	Gaming total	118.1	99.7	+18%
	Online total	198.4	152.7	+30%
Telephone		8.4	12.5	-33%
Other	-	3.6	3.8	-5%
Total net reve	enue ⁽²⁾	627.8	567.8	+11%

1. Skill games have been reclassified under Flash-based Casino instead of Bingo and Skill

2. For net revenue, machines are shown net of VAT, Sportsbook and gaming are shown

net of fair-value adjustments for free bets, promotions and bonuses



Operating expenses by division

26 weeks ended	26 Jun 2012 £m	28 Jun 2011 £m	%
Retail	(238.7)	(228.7)	+4%
Online	(111.7)	(85.2)	+31%
Telephone	(10.1)	(10.1)	0%
Other	(3.0)	(2.9)	+3%
Corporate	(13.3)	(14.2)	-6%
Group operating expenses	(376.8)	(341.1)	+10%

1. Excluding Online amortisation relating to trade names, affiliate relationships and non-competition agreements



2. Numbers are presented on a pre-exceptional basis

Operating expenses by cost category

26 weeks ended	26 Jun 2012 £m	28 Jun 2011 £m	%
Employee costs	(148.9)	(147.2)	+1%
Property costs	(54.3)	(51.7)	+5%
Depreciation	(20.7)	(18.7)	+11%
Pictures and data	(30.2)	(27.2)	+11%
Marketing	(64.5)	(46.3)	+39%
Finance charges	(12.0)	(8.3)	+45%
Communications	(5.4)	(5.0)	+8%
Other	(40.8)	(36.7)	+11%
Group operating expenses	(376.8)	(341.1)	+10%

1. Excluding Online amortisation relating to trade names, affiliate relationships and non-competition agreements

2. Numbers are presented on a pre-exceptional basis



Telephone

26 weeks to	26 Jun 2012 £m	28 Jun 2011 £m	%
Amounts wagered	148.2	169.7	-13%
Gross win	8.9	12.8	-30%
Gross win margin	6.0%	7.5%	-1.5 ppts
Net revenue	8.4	12.5	-33%
Cost of sales ¹	2.4	(2.2)	-
Gross profit	10.8	10.3	+5%
Staff costs	(0.9)	(1.4)	-36%
Marketing costs	(1.7)	(1.2)	+42%
Other costs incl. recharges	(7.5)	(7.5)	0%
Operating costs	(10.1)	(10.1)	0%
Operating profit ²	0.7	0.2	+250%

- 1. Includes taxation credit of c£3.5m
- Operating profit is defined as pre-exceptional profit including associates and excluding interest, tax and £1.8m (2011: £1.8m) of Online amortisation relating to trade names, affiliate relationships and non-competition agreements



Interest

26 weeks to	26 Jun 2012 £m	28 Jun 2011 £m
Net interest receivable	0.2	0.3
Bank loan interest	(3.5)	(4.2)
Bond interest	(10.7)	(10.7)
Amortisation of finance fees	(1.0)	(1.1)
Net interest on pension scheme net liability	(0.7)	(0.7)
Total pre-exceptional net interest	(15.7)	(16.4)



Cash flow

26 weeks to	26 Jun 2012 (£m)	28 Jun 2011 (£m)
EBITDA ¹	191.8	169.8
Working capital / other	27.3	6.2
Capital expenditure net of disposals	(30.0)	(23.9)
Cash from operations	189.1	152.1
Cash taxes	(24.2)	(21.4)
Net interest	(19.6)	(24.7)
Distributions to non-controlling interests	(19.9)	(15.3)
Free cashflow	125.4	90.7
Loans treated as investments	-	(3.4)
Exceptional items	(5.4)	(0.8)
Dividends	(47.1)	(40.6)
SAYE redemptions	-	0.1
Capital principal repaid	(65.0)	(45.0)
Capital principal drawn down	75.0	-
Proceeds on issue of shares	0.1	
Net cashflow	83.0	1.0
Net debt for covenant purposes	355.0	460.1
Net debt:EBITDA (covenant basis)	1.2 times	1.5 times



Net debt for covenant purposes

	26 Jun 2012 £m	28 Jun 2011 £m
Bank loans	180.0	215.0
Corporate bonds	300.0	300.0
Finance leases	0.3	0.4
Cash	(197.3)	(110.4)
Net debt	283.0	405.0
Obligations under bank guarantees less non- controlling interest share	2.9	-
Restricted cash – client balances	54.1	49.1
Restricted cash – non-controlling interest share of cash balances	11.8	6.0
Other restricted cash	3.2	-
Net debt for covenant purposes	355.0	460.1
 Net debt:EBITDA of 1.2x vs maximum covenant of 3.5x 		

• EBITDA:net cash interest of 7.7x vs minimum covenant of 3.0x

BB+/Ba1 stable outlook credit ratings from S&P/Moody's



Hedging cash flow

	H2 2012	Total
Cash outflow all hedges (£m) ⁽¹⁾	5.9	5.9 ⁽²⁾

- 1. The amount finally paid will vary depending on movements in the forward curve between now and settlement
- 2. There is no ordinary P&L impact from these hedges as they have been de-designated. Any valuation movements will be treated as an exceptional item.



Amortisation

- Intangible assets of £15.9m relating to the three US acquisitions will be amortised over 11 years.
- Amortisation of £3.6m per annum relating to William Hill Online applies in 2012 and 2013.

Five-year amortisation profile	2012	2013	2014	2015	2016
William Hill Online	3.6	3.6	0.0	0.0	0.0
US	1.3	2.6	2.6	2.2	1.8
Total	4.9	6.2	2.6	2.2	1.8

