

# Q4 2021 Investor Presentation



# Forward looking statements

This document contains “forward-looking statements” within the meaning of applicable securities laws, such as statements concerning anticipated future events, results, circumstances, performance, or expectations that are not historical facts. The use of words such as “may,” “will,” “expect,” “believe,” or other words of similar effect may indicate a forward-looking statement. These statements are not guarantees of future performance and are subject to numerous risks and uncertainties, including those described in the firm’s publicly filed documents (available on SEDAR at [sedar.com](http://sedar.com)) and in LifeWorks<sup>1</sup> (the Company’s) MD&A under the heading “Risks and Uncertainties.” Those risks and uncertainties include current economic conditions, income tax matters, the ability to maintain profitability and manage growth, reliance on information systems and technology, reputational risk, dependence on key clients, and reliance on key professionals. Many of these risks and uncertainties can affect the Company’s actual results and could cause actual results to differ materially from those expressed or implied in any forward-looking statement made by the Company or on the Company’s behalf. Given these risks and uncertainties, investors should not place undue reliance on forward-looking statements as a prediction of actual results. All forward-looking statements in this document are qualified by these cautionary statements. These statements are made as of the current date and, except as required by applicable law, the Company undertakes no obligation to publicly update or revise any forward-looking statement, whether as a result of new information, future events or otherwise. Additionally, the Company undertakes no obligation to comment on analyses, expectations, or statements made by third parties in respect of the Company, its financial or operating results, or its securities.

<sup>1</sup> LifeWorks Inc. (“LifeWorks”) was incorporated pursuant to the laws of the Province of Ontario on October 19, 2010 under the name Morneau Shepell Inc. and completed a name change to LifeWorks Inc. on May 17, 2021.

# Business overview

The Company's Purpose, Vision and Values are the pillars by which the Company operates.

## Our purpose

Improving lives.  
Improving business.

By helping our clients improve the wellbeing of their people, we help them improve workforce engagement and productivity, thereby improving the performance of our clients' organizations.



LifeWorks is a world leader in providing digital and in-person solutions that support the total wellbeing of individuals – mental, financial, social and physical. We deliver a personalized continuum of care that helps our clients improve the lives of their people and by doing so, improve their business.

It's the idea that by improving a person's life, we improve how they perform at work.

## Our vision

To optimize the health and productivity of people – the heart of every successful organization.

## Our values

We value long-term relationships

We treat others the way we want to be treated

We are innovative and entrepreneurial

Client organizations that use our services in Canada, the United States and around the globe

**25 thousand**

Number of lives LifeWorks services cover

**36 million**

# About LifeWorks

Our approach spans services in employee and family assistance, health and wellness, recognition, pension and benefits administration, retirement consulting, and actuarial and investment services.

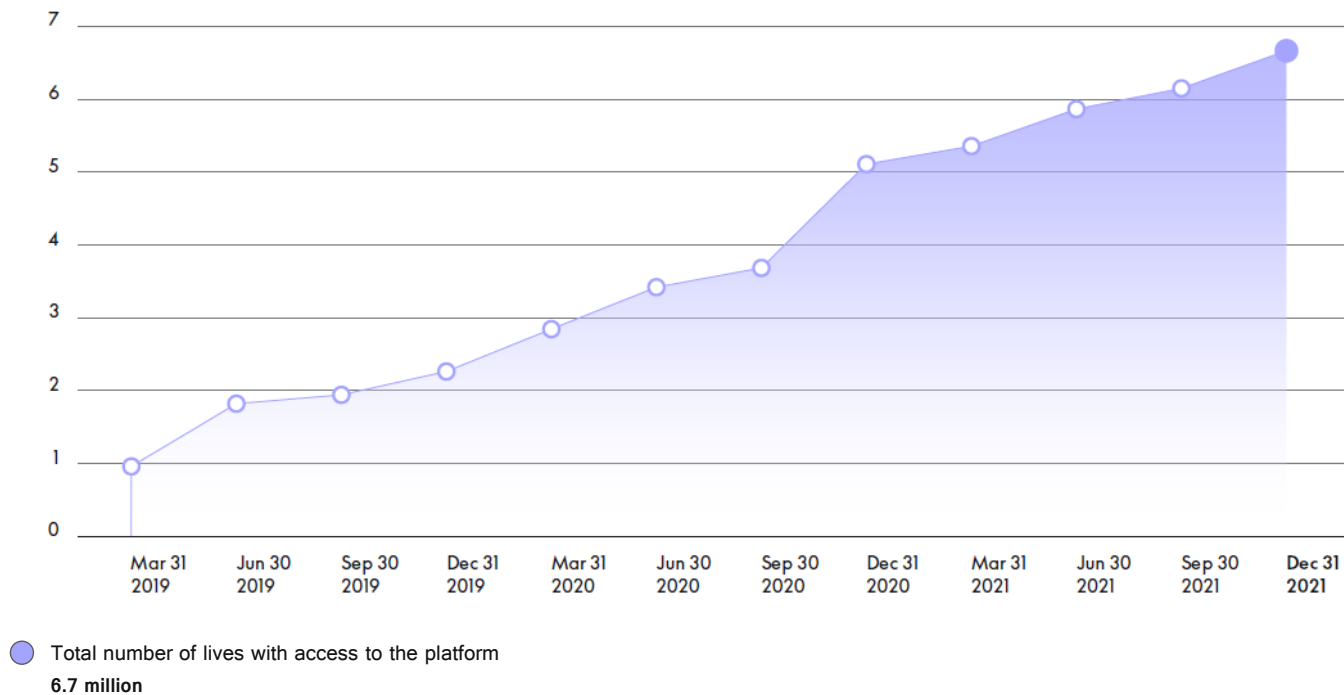
Total number of lives covered by EAP – Direct

15.0 million

Number of lives covered by enhanced modules

1.4 million

People with access to mobile integrated platform (millions)



# Attractive investment profile to drive shareholder value

## Balanced approach to capital allocation

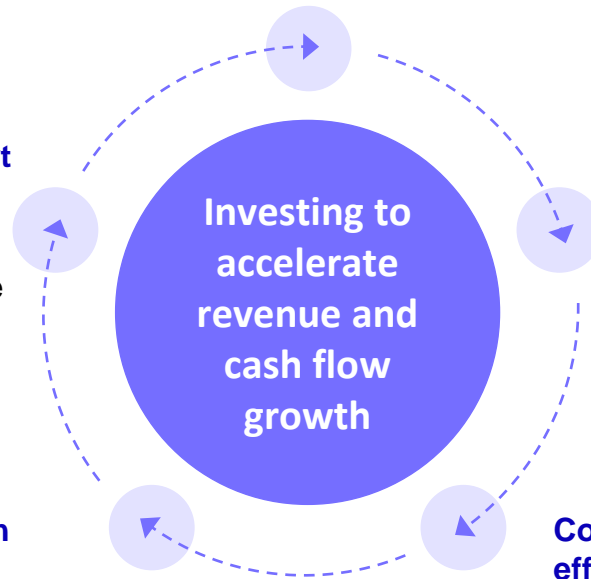
- Balance profitability, risk and growth
- Apply disciplined investment criteria
- Maintain capital structure flexibility

## Completing integrations to support higher-quality earnings

- Acquisition integrations complete
- One-time capital projects complete

## Optimize our cost structure through efficiency initiatives

- Reduce corporate office footprint
- Shift work to lowest cost locations
- Workday ERP implementation



## Delivering market-leading digital-first solutions

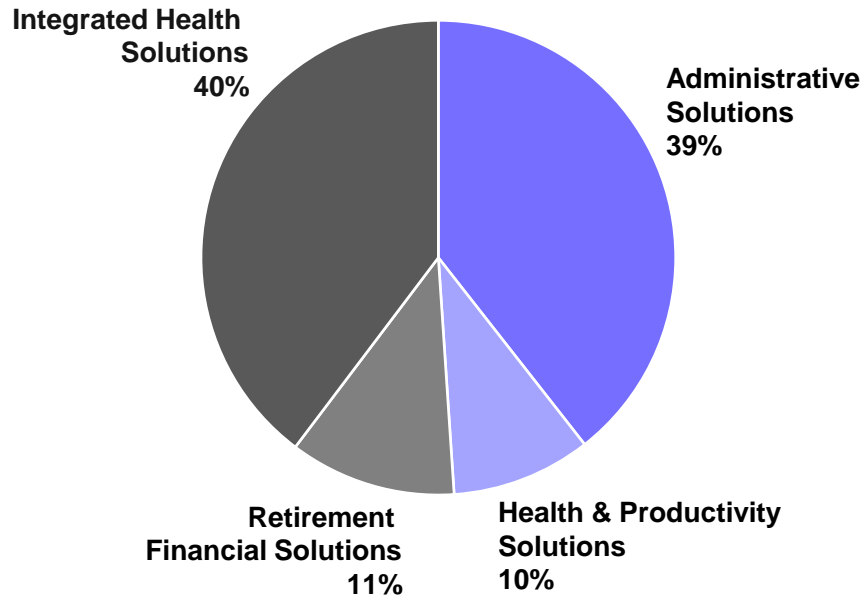
- Invest in digital product innovation
- Accelerate and scale high-growth digital solutions (e.g., AbilitiCBT, LifeWorks)

## Continue to invest in technology to drive efficiency in our core offerings

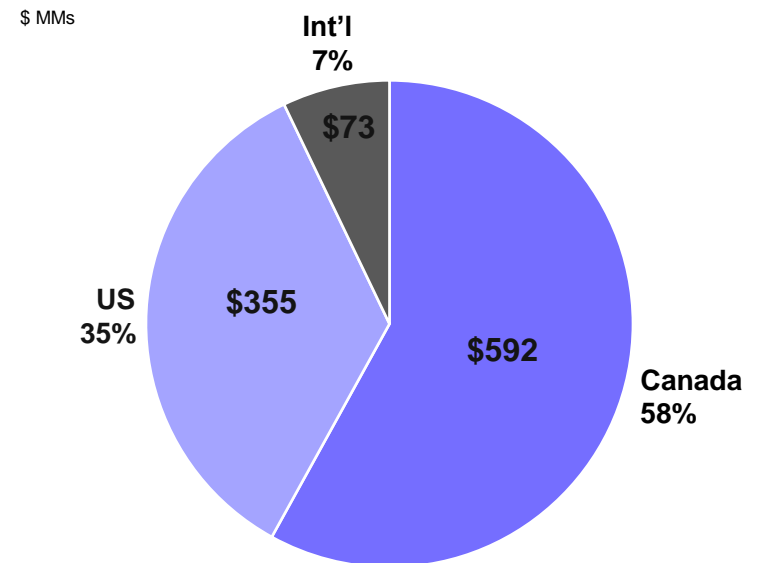
- Deploy AI to improve margins
- Leverage automation to drive efficiency
- Enhance our technology infrastructure

# Balanced revenue mix 2021

Line of business revenue<sup>1,2</sup>



Geographical revenue

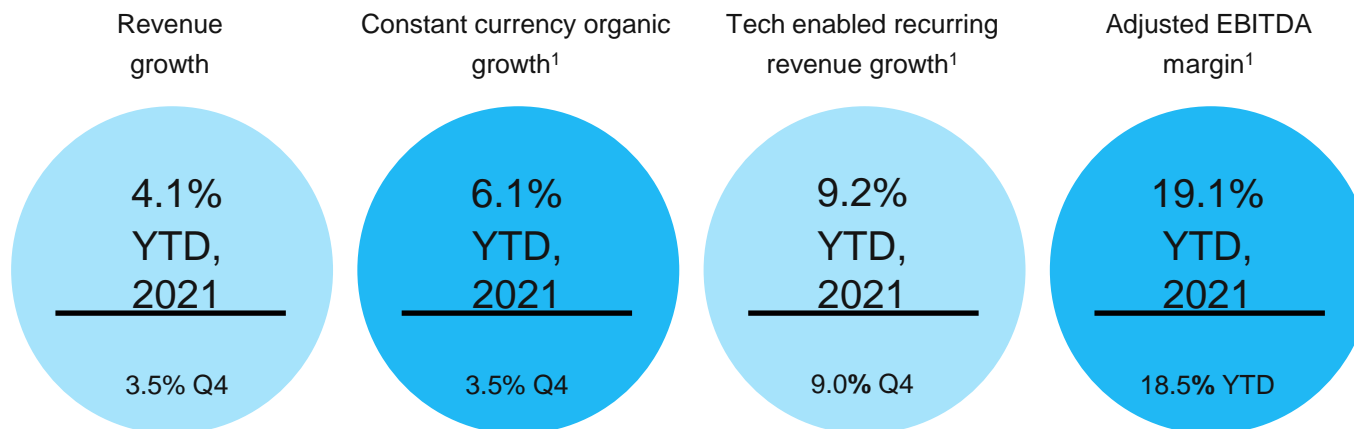


<sup>1</sup> The Company updated the names of two of its existing lines of business, Integrated Health Solutions, formerly Wellbeing Solutions, and Retirement and Financial Solutions, formerly Retirement Solutions, to better align with the nature of the services provided.

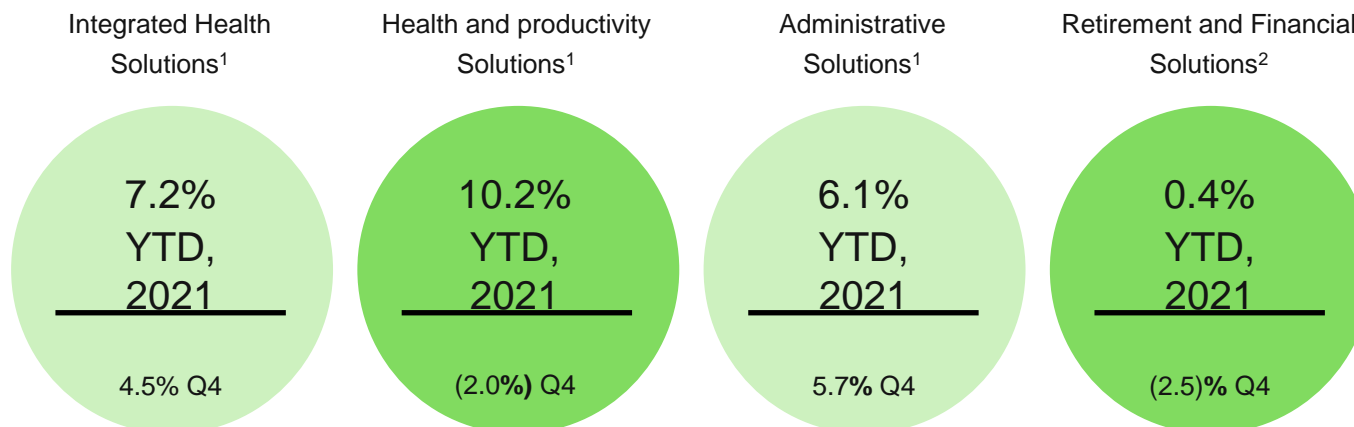
<sup>2</sup> Excludes other revenues of \$667K.

# 2021 full year and Q4 results

## Full year and fourth quarter highlights:



## Constant currency organic growth



<sup>1</sup> These items are non-IFRS metrics. They are key performance indicators and should not be considered substitutes or alternatives for IFRS metrics.

<sup>2</sup> As RFS is a Canadian business, constant currency organic growth, a non-IFRS metric, is not applicable to this business and therefore this represents organic growth, a non-IFRS metric.

# Brand name change

Name change to LifeWorks helps accelerate our strategy

LifeWorks talks to our purpose of Improving Lives and Improving Business

It is memorable and aligns with our global strategy and aspirations

It aligns to our global clients as we approach 50% revenue outside Canada

It reinforces our position as leaders in total wellbeing

It also works well for a technology company

A formal brand launch took place after our annual meeting in May



# Investment summary





## Investor relations contacts:

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