



PRESS RELEASE

pages: 13

Barendrecht, 3 March 2017

FULL YEAR RESULTS 2016 ICT GROUP NV

ICT REPORTS REVENUE INCREASE OF 25%, WITH A 44% HIGHER EBITDA

Accelerated execution of strategy drives strong results

Highlights FY 2016

- Revenue up 25% to € 89.7 million, 8% organic growth
- EBITDA increased 44% to € 10.3 million, organically EBITDA was up 5%
- The recent acquisitions contributed considerably to the growth in revenue and results
- The net result came in at € 5.0 million, a 41% increase compared to 2015
- Proposed dividend of € 0.33 per share for the year 2016

Highlights Q4 2016

- Revenue up 32% to € 26.6 million, EBITDA increased 74% to € 4.0 million
- Organically revenue and EBITDA growth was in line with the full year growth; consolidation of Nozhup and BMA significantly contributed to the group's Q4 results

Outlook

- ICT expects a further growth in revenue and EBITDA for 2017 compared to 2016

Key figures

(in millions of €)	FY 2016	FY 2015	Change	Q4 2016	Q4 2015	Change
Revenue	89.7	71.8	25%	26.6	20.1	32%
Revenue Added Value	79.4	65.5	21%	23.3	18.2	28%
EBITDA	10.3	7.1	44%	4.0	2.3	74%
Amortisation / depreciation	2.9	1.8	60%			
Operating result	7.4	5.3	39%			
Net profit	5.0	3.6	41%			
(in €)						
Earnings per share (*)	0.56	0.41	37%			
Proposed dividend per share (**)	0.33	0.24	38%			

(*) Based on the average number of outstanding ordinary shares.

(**) Based on number of issued shares at year end

Jos Blejje, CEO of ICT Group N.V.: *“2016 has been a good year in which we have made many steps in the execution of our strategy. We continued with a clear focus on what we try to accomplish every day; making the world a bit smarter with our technologies and skills. We further shaped the company into an even more customer centric organisation, which translated into healthy organic growth of 8%. With the acquisitions of the past year, we have further strengthened our position in our three main themes; Smarter Industries, Smarter Cities and Smarter Health. In 2016 we continued to challenge innovation and entrepreneurship. With success. A range of new business development initiatives were originated. We will continue to invest substantially in new technologies and the development of new solutions. We defined our strategy in 2015, delivered on an accelerated execution in 2016, and are excited to continue our successful strategy and further build on our strong foundation in 2017.*

Strategy update

Progress in 2016

In 2016, ICT made significant further progress in the execution of its strategic road map. The company completed the transition to a more customer centric business unit structure. ICT combined its strong organic development with growth through acquisitions. In the beginning of 2016 ICT completed the purchase of 51% of the shares of BMA, a leading Dutch Healthcare software company active in the domain of obstetrics. This transaction further enhanced ICT's position in the field of Smarter Health.

At the end of the first half year of 2016, ICT acquired the water related activities of Dynniq and in September ICT acquired Nozhup, active in industrial process automation in industry and public infrastructure. With these acquisitions, ICT is well on track to deliver on its ambition to become one of the largest Industrial Technology players in the Netherlands, serving the global themes Smarter Industries and Smarter Cities.

The Polish operations had not reached the necessary scale to continue to make the operation viable. Therefore the ICT Poland operations were closed with effect from 31 May 2016. ICT's focus on a single nearshoring entity supported the considerable growth of Strypes Bulgaria.

Initiatives to spark entrepreneurship in the organization have led to multiple initiatives originated at all levels and business units in the organization. A number of these have the potential to grow to viable business propositions, such as ICT Mobile, which bundles the latest mobile technologies in the Mobile Enterprise App Platform. ICT's focus on new business development is also reflected by the commitment to invest 1.5% of revenue in R&D. The investments, geared towards all kind of new technologies in new product market combinations, are vital to the company's future success.

The change of the statutory name from ICT Automatisering N.V. to ICT Group N.V., was adopted by the AGM in May 2016. The new name better reflects the clear focus and the international character of the company.

Focus in 2017

ICT aims to obtain a leading position in each of the three defined themes. To support the transition from a leading software integrator to a total technology and service provider, ICT furthermore strives to increase its higher value added revenue from projects as well as from services and licences. Moreover, ICT has the ambition to serve its international customers, also outside the Netherlands. An ambition that will gradually be pursued in its growth strategy.

Nozhup will be fully, legally and operationally, integrated within the ICT Netherlands organisation. The integration is expected to be completed by the end of 2017. Raster and BMA will continue to operate under their own label, like Improve, of course in close collaboration with the group. Integration of processes and uniform systems will stimulate this collaboration and will increase efficiency. In terms of Research & Development and technology, ICT continues its path towards the next professionalization level, focused on digital transformation.

Furthermore ICT is and will continue to invest in 'Wellbeing at work'. This includes intellectually challenging assignments, better work places and the simplification of administrative tasks. As the battle for talent continues, attracting and retaining our people remains one of our key priorities.

Notes to the results

Revenue

In 2016, ICT Group's revenue came in at € 89.7 million, 25% higher than the € 71.8 million reported in 2015. Organically, revenue increased by 8% and 17% of growth was driven by the recent acquisitions Raster, BMA and Nozhup. Organic growth was driven by the increase in the number of FTEs, higher average rates and improvements in a number of markets in which ICT is active.

Revenue at ICT Netherlands increased 13% to € 69.0 million in 2016, from € 61.0 million in the previous year. This includes four months of revenue from Nozhup, as this activity was consolidated in ICT Netherlands from September onwards. Organically, ICT Netherlands recorded 7% higher revenues. Nozhup is meeting expectations and is making a clear contribution to ICT Netherlands' profitability. In 2016, ICT Netherlands managed to realise 2% higher average rates. Productivity levels and licences and materials sales were more or less unchanged compared to the previous year.

The conditions on the Dutch industrial market were favourable last year, which was reflected in the solid performance of the ICT business units active in this market. The public infrastructure sector saw a lot of activity in 2016 and ICT was able to benefit from this and record strong results. ICT realised healthy growth in the Healthcare segment and sees plenty of opportunities for continued growth in this market. With the recent acquisition of BMA, ICT has clearly strengthened its position in this market.

Strypes Bulgaria ("ICT Nearshoring") saw its revenues increase 33% to € 7.6 million in 2016, from € 5.7 million in 2015. Strypes has more than doubled its employee numbers since ICT acquired the company in early 2015, and has broadened its customer base by gaining a number of new clients. To be able to manage this increase in size and to ensure continued and sustainable strong growth, in 2016 Strypes invested in the professionalization of the organization, including quality controls. These investments, which will continue in 2017, are already paying off, as Strypes was able to increase its profitability substantially in the second half of the year compared to the first half. This resulted in an EBITDA increase of 5% to € 1.7 million for the full year 2016.

The segment 'Other' recorded revenues of € 14.3 million in 2016 (2015: € 6.2 million).

Raster is delivering on target, despite the continuing difficult market conditions in the oil & gas industry in 2016. Their niche position, high quality standards and direct client relationships make them resilient in these challenging market circumstances.

Improve performed well, in line with last year. In 2015, Improve achieved a substantial improvement in performance and the company was able to maintain its results at this level in 2016.

After a challenging first half of the year, in which BMA performed below expectations as a result of postponed projects, the second half of 2016 saw a recovery in results. The Dutch market is a declining market, as the number of hospitals is declining due to a number of mergers. However, BMA developed a new generation of software to facilitate international expansion, as this new generation software is easier to connect to different protocols in different countries. BMA is in a strong position for this international expansion.

ICT Poland was closed down in the first half of 2016. On balance, the five months of revenue from ICT Poland was offset by the costs of closing down the operation.

Costs/ personnel expenses

In 2016, personnel costs increased by 20% to € 52.0 million (2015: € 43.5 million), as a result of the marked increase in the number of employees and a modest increase in salaries. Other operating expenses increased by 14%, mainly as a result of the recent acquisitions. In 2016, ICT invested in office accommodation, marketing & sales and its financial reporting & human resources processes, with investment levels similar to those in 2015. The HR investments focused primarily on improving the HR processes at the companies ICT has acquired over the past two years. In addition, ICT invested more heavily in recruitment last year. The costs related to strategic initiatives and the realisation of acquisitions and partnerships amounted to € 0.5 million (2015: € 0.6 million).

EBITDA

EBITDA for the full year 2016 increased by 44% to € 10.3 million, compared to € 7.1 million in 2015. Organically, EBITDA was up 5%, with ICT Netherlands and Strypes Bulgaria both recording higher EBITDA compared to 2015. The overall EBITDA margin increased to 11.5% in 2016 from 9.9% in 2015.

Amortisation and depreciation

ICT has attributed a value to, and is amortising a number of intangible assets, including order backlog, software and customer relations of its recent acquisitions. Amortisation amounted to € 2.3 million in 2016, comprising € 0.7 million related to Strypes Bulgaria, € 0.6 million to Raster and € 0.6 million to BMA. For Nozhup, the annual amortisation will be € 0.4 million. Depreciation amounted to € 0.6 million in 2016 (2015: € 0.5 million).

Operating profit amounted to € 7.4 million in 2016 (2015: € 5.3 million). The operating margin was 8.2%, compared to 7.4% in 2015.

The results from joint ventures and associates

InTraffic was more or less in line with last year and contributed € 0.2 million to the results.

LogicNets performance improved significantly in 2016, as revenues from the platform doubled and the losses were halved in 2016 compared to 2015. Last year, we saw the completion of the development of the platform into a standardised solution, which has improved the marketability of the software platform. LogicNets won a number of reputable new customers. Despite the improvements on all key parameters, LogicNets is still lagging its original ambitious plans. ICT therefore decided to take an impairment on its stake in LogicNets in the fourth quarter of 2016. The downward valuation of LogicNets, including our share in the loss, amounted € 0.6 million. The book value of LogicNets per year-end 2016 amounted to € 0.5 million.

In 2016, ICT issued loans to start-up company CIS Solutions, a selling agency (for LogicNets and Internet of things solutions) in Germany. As the company is not yet profitable, the loans have been devalued by € 0.4 million in accordance with IFRS requirements. The book value of the loans was € 0.2 million as per year end 2016.

The total result from joint ventures and associates amounted to a loss of € 0.8 million (2015: € 0.3 million loss).

Interest expenses increased to € 0.5 million in 2016, from € 0.3 million in 2015, as a result of increased financing for the recent acquisitions, as well as the accrued interest on the deferred acquisition consideration for the remaining 49% of BMA. In July 2016, ICT extended its acquisition credit facility with Rabobank to € 11 million from € 6 million. Additionally, ICT increased its working capital credit facility to € 10 million from € 6 million. The conditions of the facilities remained unchanged.

Taxes

In 2016, corporate income taxes related to the continuing business activities amounted to € 1.7 million, compared with € 1.1 million in 2015. ICT finalised the liquidation of ICT Germany in 2016. In 2014, ICT recognised a deferred tax liability related to the liquidation of ICT Germany. Given that the German activities were officially liquidated in Q4 2016, and the liability no longer exists, this liability has now been released. As a result, taxes from discontinued operations for 2016 amounted to a credit of € 0.8 million.

Net profit for the full year 2016 amounted to € 5.0 million, compared with € 3.6 million in 2015, an increase of 41%. This translates into earnings per share of € 0.56 for 2016 (2015: € 0.41). The number of outstanding ordinary shares had increased to 9,288,309 at year-end 2016 (31 December 2015: 8,747,544) due to shares issued as purchase consideration on acquisitions in 2016.

Cash flow movement

The group cash (and cash equivalents) position amounted to € 5.6 million at year-end 2016, compared to € 6.7 million at year-end 2015. The cash flow from operating activities amounted to € 5.1 million positive in 2016 (2015: € 6.1 million positive). The higher cash income from operating activities was more than offset by the higher income tax paid. Cash flow from investment activities amounted to € 8.4 million negative, compared to € 11.8 million negative cash flow in 2015. The largest impact on the cash flow from investment activities in 2016 came from the net investments less cash acquired related to the acquisition of BMA and Nozhup (€ 6.3 million) and investments in office accommodation (€ 1.1 million). Cash flow from financing activities amounted to € 2.2 million positive (2015: € 1.0 million positive), as a result of the net effect of dividend paid (€ 2.3 million), the payment of the earn-out obligation related to the acquisition of Strypes Bulgaria (€ 1.6 million) and the use of acquisition financing (€ 6.2 million cash inflow) related to the acquisition of BMA and Nozhup.

The net cash flow amounted to € 1.1 million negative (2015: € 4.7 million negative).

Balance sheet structure

As a result of the net effect of the payment of dividend of € 2.3 million, the issuance of € 5.4 million in new shares related to the acquisition of BMA and Nozhup, and net profit of € 5.0 million, shareholders' equity increased to € 43.7 million in 2016 (2015: € 35.5 million). The balance sheet total has increased to € 79.2 million at year-end 2016, from € 58.2 million at year-end 2015, as a result of the acquisitions made last year. Solvency (shareholders' equity/total assets) stood at 55% at year-end 2016, compared with 61% at year-end 2015, which represents a very sound financial basis.

Personnel

The total number of employees stood at 919 FTE's at year-end 2016, an increase of 20%. This increase was due to both acquisitions and increased recruitment efforts.

Dividend proposal

ICT proposes a dividend of € 0.33 per share for the 2016 financial year (2015: € 0.24). The dividend payment is subject to the approval of the Annual General Meeting of Shareholders (AGM) to be held on 10 May 2017. For the calculation of the proposed dividend, the realised net profit is adjusted for the non-cash amortisation amounts and the downward valuation of LogicNets. This results in an adjusted net profit for the full year 2016 of € 7.7 million. The proposed dividend represents of € 0.33 per share represents a pay-out ratio of 40% of the adjusted net profit. ICT will offer an option for payment in cash or in shares.

ICT will determine the dividend payment in shares one day after the end of the optional period on the basis of the average price of ICT shares during the last five trading days of the optional period, which shall end on 29 May 2017. The dividend will be payable, in cash or in shares, on 7 June 2017.

Outlook

In 2017, ICT will continue to focus on the further leveraging of the strategic platform it has successfully built over the past years, aimed at organic growth combined with acquisitions. The goal of the acquisition strategy is to achieve strong positions in each of ICT's three main themes. Overall, the markets in which ICT is active are developing positively from a demand perspective, although some markets do remain challenging. ICT expects its capital expenditures and research & development expenditures for 2017 to grow in line with the increased scale of the company. The tight labour market remains a potential bottleneck, and attracting and retaining the right people continues to be one of our key priorities.

Based on the above, ICT expects further growth in revenue and EBITDA in 2017 compared to 2016.

/ / / / / / / / /

ICT Group N.V. is a leading industrial technology solutions and services provider. Our specific industry knowledge of various markets, enables us to realise innovative solutions. Over 950 passionate technical specialists are working for the ICT Group. The following subsidiaries are the main operating entities of the ICT Group: ICT Netherlands (ICT Automatisering Nederland B.V.), Strypes Bulgaria (Strypes EOOD Ltd), Raster (Raster Industriële Automatisering B.V. and Raster Products B.V.), Improve (Improve Quality Services B.V.), BMA (Buro Medische Automatisering B.V.) (51%), ICT Mobile B.V. (51%) and Nozhup B.V. For more information: www.ict.eu.

For further information:

Carla Stuifzand, marketing director
+31 (0)88 908 2000
E-mail: info@ict.nl

Cautionary statement

This press release contains forward-looking statements. Forward-looking statements are always based on assumptions and estimates relating to uncertain events over which ICT Group N.V. has no control. They concern, for example, measures taken by the Dutch and other governments, currency movements, price fluctuations, changes in law and regulations, legal precedents and market developments. ICT Group N.V. would like to stress that the contents of this press release are based on the information that is currently available. The reality can always deviate from expectations for the future. ICT Group N.V. has no obligation to update the statements contained in this document, unless required by law.

In this press release, where information has been presented in thousands or millions of units, amounts may have been rounded. Accordingly, totals of columns or rows of numbers in tables or charts may not be equal to the apparent sum of the individual items. Actual numbers may differ from those contained herein due to such rounding.

2016 financial information

The 2016 financial information included in the Extracts from Consolidated Financial Statements attached to this press release is derived from the Annual Report 2016, that has been authorized for issue. The Annual Report has not yet been published by law and still has to be adopted by the Annual General Meeting on 10 May 2017. In accordance with section 393, title 9, book 2 of the Netherlands Civil Code, Deloitte Accountants B.V. has issued an unqualified auditor's opinion on the Annual Report.

Annexes: Extracts from Consolidated Financial Statements 2016

- Consolidated statement of total comprehensive income
- Consolidated balance sheet
- Consolidated statement of changes in equity
- Consolidated statement of cash flows
- Other financial information
- Segment information

Consolidated statement of total comprehensive income

(x € 1,000)	2016	2015
Continuing operations		
Net revenue	89,729	71,787
Cost of Materials and subcontractors	10,354	6,240
Employee benefit expenses	52,014	43,454
Depreciation and amortisation	2,924	1,824
Other operating expenses	17,065	14,951
Total operating expenses	82,357	66,469
Operating profit	7,372	5,318
Financial expenses	(538)	(338)
Financial income	6	23
Result from joint ventures	221	296
Result from associates	(1,044)	(609)
Result before taxes from continuing operations	6,017	4,690
Income tax (expense) profit	(1,705)	(1,139)
Net profit from continuing operations	4,312	3,551
Discontinued operations		
Net profit after taxes from discontinued operations	810	-
Net profit	5,122	3,551
Other comprehensive income (loss), net of tax	(22)	28
Total comprehensive income	5,100	3,579
Net profit attributable to:		
- Shareholders of ICT Group N.V.	5,006	3,551
- Non-controlling interests	116	-
Total comprehensive income attributable to:		
- Shareholders of ICT Group N.V.	4,984	3,579
- Non-controlling interests	116	-
Earnings per share:		
<i>From continuing and discontinued operations</i>		
Basic earnings per share (in €)	0.56	0.41
Diluted earnings per share (in €)	0.56	0.41
<i>From continuing operations</i>		
Basic earnings per share (in €)	0.47	0.41
Diluted earnings per share (in €)	0.47	0.41

There are no non-recyclable other comprehensive income items.

Consolidated balance sheet

(before proposed profit appropriation)

As at 31 December

(x € 1,000)	2016	2015
Assets		
NON-CURRENT ASSETS		
Property, plant & equipment	2,477	1,341
Goodwill	21,851	14,893
Other intangible assets	14,218	6,888
Investment in joint ventures	1,161	1,234
Investment in associates	1,655	2,252
Deferred tax assets	2,056	4,138
Other financial assets	436	-
	<u>43,854</u>	<u>30,746</u>
CURRENT ASSETS		
Trade and other receivables	28,595	20,694
Corporate income tax receivable	1,134	94
Cash and cash equivalents	5,567	6,694
	<u>35,296</u>	<u>27,482</u>
TOTAL ASSETS	<u>79,150</u>	<u>58,228</u>
Equity and liabilities		
SHAREHOLDERS' EQUITY		
Issued share capital	929	875
Share premium	13,768	8,411
Currency translation reserve	75	97
Legal reserve	1,744	1,392
Treasury shares	-	-
Retained earnings	21,753	21,171
Result for the year	5,006	3,551
Attributable to shareholders of ICT Group N.V.	43,275	35,497
Non-controlling interest	434	-
	<u>43,709</u>	<u>35,497</u>
NON-CURRENT LIABILITIES		
Deferred tax liabilities	3,414	2,886
Share-based compensation liabilities	414	137
Loans (long-term)	6,762	2,280
Deferred acquisition consideration (long-term)	3,132	-
	<u>13,722</u>	<u>5,303</u>
CURRENT LIABILITIES		
Trade payables	3,008	2,143
Corporate income tax payable	62	859
Other taxes and social security premiums	6,618	5,726
Loans (short-term)	2,654	760
Deferred acquisition consideration (short-term)	-	1,538
Bank overdrafts	17	-
Other current liabilities	9,360	6,402
	<u>21,719</u>	<u>17,428</u>
TOTAL EQUITY AND LIABILITIES	<u>79,150</u>	<u>58,228</u>

Consolidated statement of changes in equity

	Attributable to owners of the parent									Non-controlling interest	Total equity
	Issued share capital	Share premium	Issued option reserve	Currency translation reserve	Legal reserve	Treasury shares	Retained earnings	Profit (loss) for the year	Total		
(x € 1,000)											
1 January 2015	875	8,411	13	69	1,174	-	18,365	4,934	33,841	132	33,973
Net profit	-	-	-	-	-	-	-	3,551	3,551	-	3,551
Other comprehensive income	-	-	-	28	-	-	-	-	28	-	28
Total comprehensive income	-	-	-	28	-	-	-	3,551	3,579	-	3,579
Dividends paid	-	-	-	-	-	-	(2,012)	-	(2,012)	(22)	(2,034)
Acquisition of subsidiaries	-	-	-	-	-	-	110	-	110	(110)	-
Exercised options	-	-	(13)	-	-	-	(20)	-	(33)	-	(33)
Purchase of treasury shares	-	-	-	-	-	(1,760)	-	-	(1,760)	-	(1,760)
Sale of treasury shares	-	-	-	-	-	1,772	-	-	1,772	-	1,772
Transfers	-	-	-	-	218	(12)	(206)	-	-	-	-
Prior year result allocation	-	-	-	-	-	-	4,934	(4,934)	-	-	-
31 December 2015	875	8,411	-	97	1,392	-	21,171	3,551	35,497	-	35,497
1 January 2016	875	8,411	-	97	1,392	-	21,171	3,551	35,497	-	35,497
Net profit	-	-	-	-	-	-	-	5,006	5,006	116	5,122
Other comprehensive income	-	-	-	(22)	-	-	-	-	(22)	-	(22)
Total comprehensive income	-	-	-	(22)	-	-	-	5,006	4,984	116	5,100
Dividends paid	-	-	-	-	-	-	(2,123)	-	(2,123)	(143)	(2,266)
Acquisition of subsidiaries	-	-	-	-	-	-	(461)	-	(461)	461	-
Purchase of treasury shares	-	-	-	-	-	(310)	-	-	(310)	-	(310)
Sale of treasury shares	-	-	-	-	-	277	-	-	277	-	277
Issuance of new shares	54	5,357	-	-	-	-	-	-	5,411	-	5,411
Transfers	-	-	-	-	352	33	(385)	-	-	-	-
Prior year result allocation	-	-	-	-	-	-	3,551	(3,551)	-	-	-
31 December 2016	929	13,768	-	75	1,744	-	21,753	5,006	43,275	434	43,709

Consolidated statement of cash flows

According to the direct method (x € 1,000)	2016	2015
CASH FLOW FROM OPERATING ACTIVITIES		
Receipts from customers	106,197	87,122
Payments to suppliers and employees	<u>(98,680)</u>	<u>(80,265)</u>
	7,517	6,857
Interest paid	(328)	(128)
Income tax paid	<u>(2,131)</u>	<u>(762)</u>
	<u>(2,459)</u>	<u>(890)</u>
Net cash flow from continuing operating activities	5,058	5,967
Net cash flow from discontinued operating activities	-	155
Net cash flow from operating activities	5,058	6,122
CASH FLOW FROM INVESTMENT ACTIVITIES		
Additions to property, plant and equipment	(1,138)	(438)
Additions to software and product development	(405)	(115)
Additions to other intangible assets	-	(17)
Acquisition of subsidiaries (net of cash acquired)	(6,291)	(10,396)
Acquisition of associates	-	(1,055)
Additions to other financial assets	(881)	-
Dividend received from joint venture	294	262
Net cash flow from (investment) divestment activities	(8,421)	(11,759)
CASH FLOW FROM FINANCING ACTIVITIES		
Purchase of treasury shares	(310)	(1,760)
Re-issuance of treasury shares	277	1,772
Proceeds of borrowings (external loans)	6,107	3,040
Payment of earn-out liabilities	(1,589)	-
Option rights exercised	-	(33)
Dividend paid to non-controlling interest	(143)	(22)
Dividend paid to shareholders of ICT Group N.V.	<u>(2,123)</u>	<u>(2,012)</u>
Net cash flow from financing activities	2,219	985
Net cash flow	<u>(1,144)</u>	<u>(4,652)</u>
Cash at bank and in hand (net) as at 31 December	5,550	6,694
Cash at bank and in hand (net) at 1 January	<u>6,694</u>	<u>11,346</u>
Decrease cash and cash equivalents	<u>(1,144)</u>	<u>(4,652)</u>

Other financial information

(x € 1,000,000)	2016	2015
Net revenue	89.7	71.8
Added value (Net revenue minus cost of materials and subcontractors)	79.4	65.5
EBITDA	10.3	7.1
Amortisation / depreciation / impairment	2.9	1.8
Operating profit	7.4	5.3
Result before taxes from continuing operations	6.0	4.7
Income tax (expense) profit	(1.7)	(1.1)
Net profit from continuing operations	4.3	3.6
Discontinued operations	0.8	-
Non-controlling interests	(0.1)	-
Net profit (loss) ^{1) 2)}	5.0	3.6
Net cash flow from operating activities	5.1	6.1
Personnel		
FTE as at 31 December	919	764
Average number of FTEs for year	836	711
Consolidated balance sheet information		
Shareholders' equity	43.7	35.5
Total equity and liabilities	79.2	58.2
Ratios		
EBITDA / net revenue	11.5%	9.9%
Net profit ^{1) 2)} / net revenue	5.6%	4.9%
Net profit ^{1) 2)} / average shareholders' equity	12.6%	10.2%
Solvency (Shareholders' equity / total assets)	55.2%	61.0%
Information per share of a nominal value of 0.10 (in €)		
Net profit ^{1) 2) 3)}	0.56	0.41
Shareholders' equity ⁴⁾	4.71	4.06
Dividend ^{4) 5)}	0.33	0.24

- 1) In 2016 the net profit includes a one off deferred tax benefit of € 0.8 million, related to the final liquidation of ICT Software Engineering GmbH.
- 2) Represents the net profit (loss) attributable to the shareholders of ICT Group N.V.
- 3) Based on the average number of issued shares.
- 4) Based on number of issued shares at year end.
- 5) In 2016, shareholders will be offered the option: cash or shares.

Segment information

2016

(X € 1,000)	ICT Netherlands	Strypes Bulgaria	Other	Eliminations	Consolidated
Continuing operations					
Revenue:					
From clients	68,521	7,037	14,171	-	89,729
Inter-segment	465	566	155	(1,186)	-
Total revenue	68,986	7,603	14,326	(1,186)	89,729
Operating expenses directly attributable to the operating segments	49,489	4,354	9,180	(1,186)	61,837
Segment Gross profit	19,497	3,249	5,146	-	27,892
Allocated operating expenses	12,857	1,575	3,164	-	17,596
Operating profit (loss) before amortisation and depreciation	6,640	1,674	1,982	-	10,296
Allocated amortisation and depreciation	984	710	1,230	-	2,924
Impairment charges	-	-	-	-	-
Operating profit (loss)	5,656	964	752	-	7,372
Financial expenses					(538)
Financial income					6
Result from joint ventures					221
Result from associates					(1,044)
Profit before taxation					6,017
Taxes					(1,705)
Net profit from continuing operations					4,312
Discontinued operations					
Result after Taxes from discontinued operations					810
Net profit					5,122
Segment Assets	32,548	5,914	40,688	-	79,150
Segment Liabilities	17,866	792	16,783	-	35,441
Other notes					
Operating profit before amortisation and depreciation/ total revenue	9.6%	22.0%	13.8%	-	11.5%
Average number of employees	635	115	86	-	836

2015

(X € 1,000)	ICT Netherlands	Strypes Bulgaria	Other	Eliminations	Consolidated
Continuing operations					
Revenue:					
From clients	60,765	5,392	5,630	-	71,787
Inter-segment	265	325	538	(1,128)	-
Total revenue	61,030	5,717	6,168	(1,128)	71,787
Operating expenses directly attributable to the operating segments	43,495	3,076	4,109	(1,128)	49,552
Segment Gross profit	17,535	2,641	2,059	-	22,235
Allocated operating expenses	12,111	1,052	1,930	-	15,093
Operating profit (loss) before amortisation and depreciation	5,424	1,589	129	-	7,142
Allocated amortisation and depreciation	428	1,224	172	-	1,824
Impairment charges	-	-	-	-	-
Operating profit (loss)	4,996	365	(43)	-	5,318
Financial expenses					(338)
Financial income					23
Result from joint ventures					296
Result from associates					(609)
Profit before taxation					4,690
Taxes					(1,139)
Net profit from continuing operations					3,551
Discontinued operations					
Result after Taxes from discontinued operations					-
Net profit					3,551
Segment Assets	51,250	4,023	2,955	-	58,228
Segment Liabilities	12,205	403	10,123	-	22,731
Other notes					
Operating profit (loss) before amortisation and depreciation/ total revenue	8.9%	27.8%	2.1%	-	9.9%
Average number of employees associated with continuing operations	582	77	52	-	711
Average number of employees associated with discontinued operations	-	-	-	-	-
	582	77	52	-	711