

### The gross margin is back

Millennium Services Group Ltd (ASX:MIL) has delivered an underlying 1H21 interim result ahead of forecast, with EBITDA of \$7.0m against \$5.2m forecast and \$2.4m in the previous corresponding period (PCP). The beat was at the gross profit (\$0.7m) and operating cost (\$1.1m) lines with benefits from elevated higher margin ad-hoc work and lower operating costs. The reported gross margin year-on-year increased 220bps on the back of significant investment in systems to better manage employees, together with the continued exit of unprofitable contracts, and is now at a level comparable to peers, and, in our view sustainable. Debt reduction was also greater than expected, with net debt at December 31, 2020 \$7.1m against \$15m forecast, placing the group in a strong position to win new business and/or explore acquisitions. The core sales base is recovering slowly from COVID- related disruptions, and the group still cites a qualified sales pipeline of \$532m over the next 18-months. Such business spans across a range of sectors and promises a more diverse revenue stream medium-term, which is one of management's strategic priorities. Our current estimates imply a fraction of this pipeline is won. Looking forward we are expecting lower underlying 2H21 NPAT relative to 1H21, but a significant improvement on the PCP, driven by the same drivers as 1H21 (lower costs and higher gross margins) together with lower interest expense. Despite the near-term beat, our medium-term numbers remain relatively unchanged, as to does our DCF at \$1.60/share. We are cognisant of rising 10-year bond yields but are comfortable our medium-term numbers are conservative. Our DCF implies FY21 EV/EBITDA of 7.2x.

### Business model

MIL is essentially a human services business, bidding for predominantly fixed rate contracts with opportunities for volume gains and ad hoc services, across the essential services of cleaning & security for durations of 3-5 years with large corporates. Satisfying contractual obligations utilising a vast workforce and procuring consumables for the jobs within the contracted price is the key to profitability. Historically focusing on cleaning and security services within major shopping centres, MIL is looking to de-risk the retail exposure by moving into new sectors including Aviation, Aged care, Education and Government. An increased focus on compliance (Fair Work, Modern Slavery Act and Labour Hire regulations) and utilising the ASX listed nature of the business will be key prongs in this push.

### Turnaround evident in the composition of 1H21 numbers

With sales slowly recovering from COVID disruptions, the highlight of the 1H21 result has been the payback from systems implementation and contract negotiations evidenced in the gross margin, which was 220bps higher than the PCP (~\$3m EBIT). A focus on the cost base has also contributed ~\$1.1m in EBIT improvements, and this cost base can support solid sales growth over the medium-term, offering further operating leverage.

### Valuation remains \$1.60/share despite near-term beat

Our medium-term numbers are relatively unchanged despite the 1H21 beat, with just the speed of gross margin recovery a surprise near-term. We had already forecast improved gross margins, lower costs and modest sales gains over the forecast period. A tweak to 10-year bond assumptions offsets the near-term earnings beat.

#### Historical earnings and RaaS Advisory estimates

Year end	Adj Revenue (A\$m)	Und. EBITDA (A\$m)	NPAT adjusted (A\$m)	EPS (adj) (c)	P/E (x)	EV/Sales (x)
06/19a	294.7	0.1	(18.7)	nm	0.0	0.20
06/20a	257.3	4.0	(3.3)	(0.07)	nm	0.25
06/21e	265.0	11.2	3.4	0.07	9.1	0.15
06/22e	278.3	11.8	4.1	0.09	7.6	0.13
06/23e	292.2	12.5	5.9	0.13	5.2	0.11

Source: Company data, RaaS Advisory Estimates for FY21e, FY22e and FY23e

### Human Services

25<sup>th</sup> February 2021

#### Share details

ASX Code	MIL
Share price (24 <sup>th</sup> Feb)	\$0.67
Market Capitalisation	\$31.0M
Shares on issue	45.9M
Net Debt at 31 Dec 20	\$7.1M
Free float	~31.5%

#### Share performance



#### Upside Case

- Converting a portion of the \$532m qualified pipeline over the next 18-months
- Successfully diversify industry exposure to including Government, Education, Aged Care and Commercial
- EPS accretive acquisitions

#### Downside Case

- Competitive margin pressure re-emerges.
- Technology disruption, mainly in security.
- Fail to get workforce to embrace new rostering systems

#### Board of Directors

Roger Smeed	Chairman
Darren Boyd	CEO
Rohan Garnett	Non-Executive Director
Stuart Grimshaw	Non-Executive Director

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## 1H21 financial results

All the signals we wanted to see from this “classic turnaround story” were evident in the 1H21 result, namely:

- Improved gross margins, +220bps on a reported basis and +480bps on an underlying basis relative to the PCP and back to somewhere near historical levels after years of investment in systems and contract reviews.
- Lower operating costs as the business is “right sized”.
- All achieved on flat sales growth as the quality of business remains the focus. The awarding of new business has been impacted by COVID related decision making but still very much on the horizon.

JobKeeper payments to support the ~5,000 MIL staff resulted in a net gain for the business of ~\$17.3m over the half, even after related staff top-up payments, boosting reported NPAT to \$17.1m but more importantly reducing debt to \$7.1m as at December 31, well below the \$34.6m reported in June 2020.

Excluding JobKeeper the underlying earnings of MIL improved significantly over the period, from a loss of \$0.8m at the NPAT line to a profit of ~\$2.6m.

<b>Exhibit 1: MIL 1H21 result summary</b>				
<b>Line item</b>	<b>1H20</b>	<b>1H21</b>	<b>%CHG</b>	<b>Comment</b>
<b>Sales</b>	135.1	135.0	0%	<b>In-line with PCP and \$2m below RaaS</b>
Cleaning	111.4	107.9	-3%	
Security	23.7	27.2	15%	Major beneficiary of ad-hoc
<b>Gross Profit</b>	17.0	19.9	17%	<b>+220bps above PCP</b>
GP%	12.6%	14.8%	17%	+90bps and above RaaS forecasts
<b>Operating Costs</b>	14.7	12.9	-12%	<b>Cost focus evident</b>
EBITDA	2.4	7.0	196%	Strong result and \$1.8m above RaaS
Depreciation/rent	2.4	2.3	-7%	
EBIT	0.0	4.7	nm	
Abnormals	0.0	14.5		JobKeeper
Adjustments	0.9	0.1		COVID related gross profit incentives
<b>Adjusted NPAT</b>	-0.8	2.6	nm	The key metric
<b>Reported NPAT</b>	-0.8	17.1	nm	

Sources: Company financials & RaaS estimates

## Gross margin update

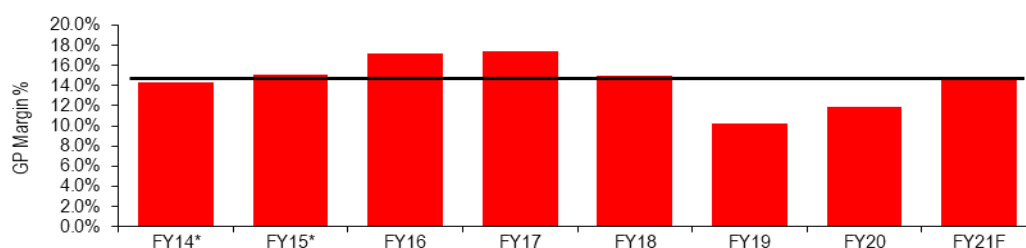
The most important metric from the 1H21 result and the key driver of the result was the improvement in gross margin from 12.6% to 14.8% on a reported basis, and 410bps underlying, an increase of 220bps or ~\$3.0m in EBIT.

The gross margin for MIL represents the fixed price/rate of the contract less the human resources and consumables allocated to satisfy such contracts. The cost of “head office” and area managers sit below the line in operating costs.

In human terms this represents all cleaning and security staff and their supervisors, while consumables include all cleaning products and accessories required for the job.

Margins have returned to FY16 levels and at this level are believed to be sustainable.

## Exhibit 2: MIL historical gross profit %



Source: Company financials

## Investment case re-visited

MIL is a classic turnaround story which is clearly past the earnings inflection point, continued delivery of which is likely to see the group “re-rated” for its underlying recurring and defensive earnings:

- The group operates in markets worth an estimated \$11.7bn (Cleaning) and \$9.8bn (Investigation & Security Services) according to IBIS. In the cleaning business (~70% of MIL revenue) MIL has less than 2% market share in a market where the top-4 largest players have less than 10% of the market, offering significant market share opportunities.
- A recent IBISWorld report on the Australian cleaning sector suggests following CAGR growth of -0.5% between FY17 and FY21F, the cleaning sector will grow by a CAGR 3.6% between FY22 and FY26 on the back of a COVID recovery and a trend to more regular and comprehensive cleans.
- The group has highlighted a “qualified” pipeline of opportunities in the cleaning market of \$281m and in the security market of \$251m over the next 18-months, and only needs to win a fraction of this to hit our sales estimates.
- Net debt was just \$7.1m in December 2020, completely reshaping the balance sheet from year ago levels and providing a solid base from which to grow and/or acquire.
- Gross margins are back to “targeted” levels and based on extensive historical and peer analysis we feel these margins are sustainable.
- The underlying cost base has been reduced by ~\$3m and have “right sized” the business for a revenue base of at least ~\$300m, offering further operating leverage.

## Exhibit 3: MIL divisional earnings forecasts

	2020A	2021F	2022F	2023F	2024F
<b>Sales</b>	257.3	265.0	278.3	292.2	306.8
Cleaning	213.3	216.0	226.7	238.1	250.0
Security	44.0	49.0	51.5	54.1	56.8
<b>Gross Profit</b>	30.8	38.3	40.5	41.8	43.9
GP%	12.0%	14.5%	14.6%	14.3%	14.3%
Operating Costs	26.8	27.1	28.7	29.3	30.0
EBITDA	4.0	11.2	11.8	12.5	13.9
Depreciation	5.9	4.6	4.8	3.0	2.5
<b>EBIT</b>	-1.9	6.6	7.0	9.5	11.4
Interest expense	3.2	1.8	1.2	1.0	0.8
Tax expense	0.0	1.5	1.7	2.5	3.2
Adjustments	1.7	0.1	0.0	0.0	0.0
<b>Adjusted NPAT</b>	-3.3	3.4	4.1	5.9	7.4
Abnormals	19.8	14.5	0.0	0.0	0.0
<b>Reported NPAT</b>	16.5	17.9	4.1	5.9	7.4

Source: Company financials & RaaS estimates

## Peer Comparison

Our assessed peer group for MIL rely on a mix of human resources and consumables to deliver services, typically under contract, mostly on a fixed rate basis. These companies are people heavy and rely on the efficient management & utilisation of these people to deliver contracted outcomes and derive an acceptable return.

Since our initiation report the MIL share price is up 20% against an average decline of 1% for the peer group.

**Exhibit 4: Peer Group financial comparison – FY20**

Company Name	Ticker	Share price (cps)	Mkt Cap (A\$m)	FY20 Net Debt (A\$m)	FY20(f) EBITDA (A\$m)	FY20(f) Sales (A\$m)	GP%	Working Capital/Sales	EV/sales (x)	EV/EBITDA
Service Stream	SSM	1.70	696	-19.0	105.5	928	22.7%	-6.2%	0.73	6.4
Johns Lyng	JLG	3.30	739	-24.2	38.6	495	20.3%	-5.4%	1.44	18.5
People Infrastructure	PPE	3.25	300	-31.4	22.9	371	11.2%	2.8%	0.72	11.7
GR Engineering	GNG	1.33	206	-30.2	11.3	222	10.5%	-2.6%	0.79	15.6
Licopodium	LYL	5.78	229	-54.4	26.4	207	15.7%	2.3%	0.85	6.6
BSA Limited	BSA	0.30	130	-34.9	21.0	486	11.6%	-2.9%	0.20	4.5
Southern Cross Electrical	SXE	0.55	136	-55.2	20.6	415	10.7%	9.5%	0.20	3.9
Primero Group	PGX	0.54	92	-15.2	9.5	206	8.8%	1.9%	0.37	8.1
Decmil	DCG	0.54	69	-17.8	-45.5	451	-0.2%	-3.8%	0.11	-1.1
<b>AVERAGE</b>				<b>-31.4</b>			<b>13.9%</b>	<b>-0.1%</b>	<b>0.66</b>	<b>5.9</b>
Millennium	MIL	0.67	31	7.1	4.0	257	12.0%	3.0%	0.15	9.4

Sources: Company financials, RaaS estimates \* (Only SSM, LYL, BSA, SXE, PGX) # Ex DCG ^ Dec-2020

Looking at MIL against our selected peer group using FY20 metrics we would highlight:

- MIL's gross margin is now just above the group average in FY20;
- On key valuation metrics MIL:
  - Is trading at an EV/sales multiple of 0.15x, well below the group average of 0.65x and all peers with the exception of DCG (0.11x), which has a number of potential liabilities overhanging;
  - Now trading at a forecast EV/EBITDA of 3.5x FY21 against the peer groups 5.9x FY20;
- Working capital requirements for the peer group are low, averaging -0.1% to sales. In FY20 MIL was 3.0% but historically has average closer to 1%;

## DCF valuation

We derive a DCF valuation for MIL of \$1.60/share or A\$88m enterprise value, with the following key assumptions:

- WACC of 10.5% incorporating a beta of 1.3x and a risk free rate of 1.4%. In theory the recurring and essential services nature of the MIL business should attached a lower beta than 1.3x, and we believe this will be the case as improved numbers continued to be delivered;
- Medium-term growth rate beyond our forecast period of 3.0%;
- Terminal growth rate of 2.2%;
- Sustainable gross margins of 14.3%;
- A base FY21 revenue base (ex COVID disruptions) of \$265m;
- Longer-term working capital to sales of 2.0%
- Capex to sales accelerating to 0.9% from 0.8% in FY20.

**Exhibit 5: MIL Base Case DCF valuation**

Parameters	Outcome
Discount Rate / WACC	10.5%
Beta	1.3x
Terminal growth rate assumption	2.2%
Sum of PV	38.6
PV of terminal Value	44.8
PV of Enterprise	83.4
Debt (Cash)	9.8
Net Value - Shareholder	73.6
No of shares on issue	45.9
NPV	\$1.60

Source: RaaS estimates

### Exhibit 6: Financial Year Financial Summary

Millennium Services (MIL.AX)						Share price (24 February 2021)						A\$	0.670				
Profit and Loss (A\$m)						Interim (A\$m)						H119	H219	H120	H220	H121	H221
Y/E 30 June	FY19A	FY20A	FY21F	FY22F	FY23F	Revenue	153.7	141.0	135.1	146.8	159.7	130.0					
Revenue	294.7	257.3	265.0	278.3	292.2	EBITDA	(2.4)	2.5	2.4	1.7	7.0	4.2					
Gross profit	30.1	30.8	38.3	40.5	41.8	EBIT	(6.7)	(2.0)	(0.0)	(1.8)	4.7	1.8					
GP margin %	10.2%	12.0%	14.5%	14.6%	14.3%	NPAT (normalised)	(5.2)	(9.2)	(1.7)	(3.3)	2.5	0.8					
Underlying EBITDA	0.1	4.0	11.2	11.8	12.5	Minorities	0.0	1.0	2.0	3.0	4.0	5.0					
Depn	(8.8)	(5.9)	(4.6)	(4.8)	(3.0)	NPAT (reported)	(8.7)	(10.1)	(0.8)	(2.5)	2.6	0.8					
Amort	0.0	0.0	0.0	0.0	0.0	EPS (normalised)	nm	nm	nm	(0.055)	0.056	0.017					
EBIT	(8.7)	(1.9)	6.6	7.0	9.5	EPS (reported)	nm	nm	nm	(0.055)	0.056	0.017					
Interest	(2.5)	(3.2)	(1.8)	(1.2)	(1.0)	Dividend (cps)	0.000	0.000	0.000	0.000	0.000	0.000					
Tax	(3.2)	0.0	(1.5)	(1.7)	(2.5)	Imputation											
NPAT	(14.3)	(5.0)	3.3	4.1	5.9	Operating cash flow	na	na	na	na	na	na					
Adjustments	(4.4)	1.7	0.1	0.0	0.0	Free Cash flow	na	na	na	na	na	na					
<b>Adjusted NPAT</b>	<b>(18.7)</b>	<b>(3.3)</b>	<b>3.4</b>	<b>4.1</b>	<b>5.9</b>	<b>Divisionals</b>	<b>H119</b>	<b>H219</b>	<b>H120</b>	<b>H220</b>	<b>H121</b>	<b>H221</b>					
Abnormals (net)	(26.8)	19.8	14.5	0.0	0.0	Cleaning	125.4	115.9	111.4	102.0	107.9	108.1					
NPAT (reported)	(45.5)	16.5	17.9	4.1	5.9	Security	28.4	25.1	23.7	20.2	27.2	21.9					
						(Other)	-	-	-	24.6	24.7	-					
<b>Cash flow (A\$m)</b>						<b>Total Revenue</b>	<b>153.7</b>	<b>141.0</b>	<b>135.1</b>	<b>146.8</b>	<b>159.7</b>	<b>130.0</b>					
Y/E 30 June	FY19A	FY20A	FY21F	FY22F	FY23F	EBITDA (inc cash rent)	0.1	3.3	10.2	10.8	11.5						
EBITDA (inc cash rent)	0.1	3.3	10.2	10.8	11.5	Interest	(2.5)	(3.2)	(1.8)	(1.2)	(1.0)						
Interest	(2.5)	(3.2)	(1.8)	(1.2)	(1.0)	Tax	(0.9)	0.5	0.0	(1.7)	(2.5)						
Tax	(0.9)	0.5	0.0	(1.7)	(2.5)	Working capital changes	2.2	(16.6)	8.9	(0.2)	(0.3)						
Operating cash flow	(1.1)	(16.0)	17.4	7.7	7.6	Operating Costs											
Mtce capex	(1.3)	(2.2)	(2.3)	(2.5)	(2.6)	Employment	10.1	8.6	8.3	16.4	16.2	9.0					
Free cash flow	(2.4)	(18.2)	15.1	5.2	5.0	Other	8.8	7.0	5.5	4.9	6.2	5.2					
Growth capex	0.0	0.0	0.0	0.0	0.0	Exceptional	- 3.5 -	0.9	0.9	- 9.2 -	9.5	-					
Acquisitions/Disposals	0.0	0.0	0.0	0.0	0.0	Total costs	15.4	14.6	14.7	12.1	12.9	14.2					
Other	(2.7)	(2.5)	(2.5)	(2.5)	(2.5)	EBITDA	(2.4)	2.5	2.4	1.7	7.0	4.2					
Cash flow pre financing	(5.1)	(20.7)	12.6	2.7	2.5	EBITDA margin %	(1.6%)	1.8%	1.7%	1.1%	4.4%	3.2%					
Equity	0.0	0.0	0.0	0.0	0.0	Margins, Leverage, Returns		FY19A	FY20A	FY21F	FY22F	FY23F					
Debt	(3.6)	1.6	(20.0)	(2.0)	(3.0)	EBITDA margin %		0.0%	1.6%	4.2%	4.2%	4.3%					
Net Dividends paid	0.0	0.0	0.0	0.0	0.0	EBIT margin %		(2.9%)	(0.7%)	2.5%	2.5%	3.2%					
Net cash flow for year	(8.7)	(19.1)	(7.4)	0.7	(0.5)	NPAT margin (pre significant items)		(6.4%)	(1.3%)	1.3%	1.5%	2.0%					
<b>Balance sheet (A\$m)</b>						Net Debt (Cash)		27.1	34.6	10.1	5.5	1.0					
Y/E 30 June	FY19A	FY20A	FY21F	FY22F	FY23F	Net debt/EBITDA (x)	(x)	314.9 x	8.6 x	0.9 x	0.5 x	0.1 x					
Cash	2.7	1.8	6.3	8.9	10.4	ND/ND+Equity (%)	(%)	42.7%	63.5%	83.3%	160.0%	(14.0%)					
Accounts receivable	19.5	29.8	21.1	22.1	23.2	EBIT interest cover (x)	(x)	n/a	n/a	0.3x	0.2x	0.1x					
Inventory	0.8	1.2	1.3	1.2	1.3	ROA		nm	(3.5%)	10.8%	11.4%	14.6%					
Other current assets	1.2	2.5	6.1	6.7	8.2	ROE		nm	nm	nm	nm	nm					
Total current assets	24.2	35.3	34.7	39.0	43.1	ROIC		nm	nm	nm	nm	nm					
PPE	11.4	8.6	7.2	5.9	5.6	NTA (per share)		-0.95	-0.60	-0.21	-0.12	0.01					
Goodwill	7.5	7.5	7.5	7.5	7.5	Working capital		-1.8	14.8	5.9	6.0	6.3					
Right of use asset	0.0	2.9	2.9	2.9	2.9	WC/Sales (%)		(0.6%)	5.7%	2.2%	2.2%	2.2%					
Deferred tax asset	0.2	7.4	7.4	7.4	7.4	Revenue growth		nm	(12.7%)	3.0%	5.0%	5.0%					
Other	0.1	0.1	0.1	0.1	0.1	EBIT growth pa		nm	nm	(453.8%)	6.8%	34.7%					
Total non current assets	19.1	26.5	25.2	23.9	23.5	Pricing		FY19A	FY20A	FY21F	FY22F	FY23F					
Total Assets	43.4	61.9	59.9	62.8	66.6	No of shares (y/e)	(m)	45.9	45.9	45.9	45.9	45.9					
Accounts payable	22.2	16.3	16.5	17.3	18.2	Weighted Av Dil Shares	(m)	45.9	45.9	45.9	45.9	45.9					
Short term debt	29.8	36.4	0.0	0.0	0.0	EPS Reported	cps	nm	0.359	0.389	0.089	0.129					
Provisions	26.1	22.4	22.4	22.4	22.4	EPS Normalised/Diluted	cps	nm	(0.073)	0.073	0.089	0.129					
Lease liabilities/other	0.0	0.8	0.8	0.8	0.8	EPS growth (norm/dil)		nm	nm	-201%	21%	45%					
Total current liabilities	78.0	76.0	39.7	40.6	41.4	DPS	cps	0.000	0.000	0.000	0.000	0.000					
Long term debt	0.0	0.0	16.4	14.4	11.4	DPS Growth		n/a	n/a	n/a	n/a	n/a					
Other non current liabs	1.8	5.8	5.8	5.8	5.8	Dividend yield		0.0%	0.0%	0.0%	0.0%	0.0%					
Total long term liabilities	1.8	5.8	22.2	20.2	17.2	Dividend imputation		30	30	30	30	30					
Total Liabilities	79.8	81.8	62.0	60.8	58.6	PE (x)		nm	9.1	7.6	5.2						
Net Assets	(36.4)	(19.9)	(2.1)	2.1	8.0	PE market		18	18	18	18	18					
Share capital	19.0	19.0	19.0	19.0	19.0	Premium/(discount)		nm	(49.3%)	(58.1%)	(71.1%)						
Reserves	(8.4)	(8.5)	(8.5)	(8.5)	(8.5)	EV/EBITDA		672.7	16.2	3.6	3.1	2.5					
Retained Earnings	(46.9)	(30.3)	(12.5)	(8.4)	(2.5)	FCF/Share	cps	(4.535)	(4.535)	58.763	15.578	15.219					
Minorities	0.0	0.0	0.0	0.0	0.0	Price/FCF share		(14.773)	(14.773)	1.140	4.301	4.402					
Total Shareholder funds	(36.4)	(19.9)	(2.0)	2.1	8.0	Free Cash flow Yield		(6.8%)	(6.8%)	87.7%	23.3%	22.7%					

Source: RaaS Advisory



# FINANCIAL SERVICES GUIDE

**RaaS Advisory Pty Ltd**

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**Corporate Authorised Representative, number 1248415**

**of**

**BR SECURITIES AUSTRALIA PTY LTD**

**ABN 92 168 734 530**

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### About Us

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This Financial Service Guide (FSG) is designed to assist you in deciding whether to use RaaS’s services and includes such things as

- who we are
- our services
- how we transact with you
- how we are paid, and
- complaint processes

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RaaS is the entity providing the authorised AFSL services to you as a retail or wholesale client.

**What Financial Services are we authorised to provide?** RaaS is authorised to

- provide general advice to retail and wholesale clients in relation to
  - Securities
- deal on behalf of retail and wholesale clients in relation to
  - Securities

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### Our general advice service

Please note that any advice given by RaaS is general advice, as the information or advice given will not take into account your particular objectives, financial situation or needs. You should, before acting on the advice, consider the appropriateness of the advice, having regard to your objectives, financial situation and needs. If our advice relates to the acquisition, or possible acquisition, of a particular financial product you should read any relevant Prospectus, Product Disclosure Statement or like instrument. As we only provide general advice we will not be providing a Statement of Advice. We will provide you with recommendations on securities

### Our dealing service

RaaS can arrange for you to invest in securities issued under a prospectus by firstly sending you the offer document and then assisting you fill out the application form if needed.

### How are we paid?

RaaS earns fees for producing research reports. Sometimes these fees are from companies for producing research reports and/or a financial model. When the fee is derived from a company, this is clearly highlighted on the front page of the report and in the disclaimers and disclosures section of the report.

We may also receive a fee for our dealing service, from the company issuing the securities.

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BR, RaaS, its directors and related parties have no associations or relationships with any product issuers other than when advising retail clients to invest in managed funds when the managers of these funds may also be clients of BR. RaaS’s representatives may from time to time deal in or otherwise have a financial interest in financial products recommended to you but any material ownership will be disclosed to you when relevant advice is provided.

### Complaints

If you have a complaint about our service you should contact your representative and tell them about your complaint. The representative will follow BR’s internal dispute resolution policy, which includes sending you a copy of the policy when required to. If you aren’t satisfied with an outcome, you may contact AFCA, see below. BR is a member of the Australian Financial Complaints Authority (AFCA). AFCA provide fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au); Email: [info@afca.org.au](mailto:info@afca.org.au); Telephone: 1800931678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC, 3001.

### Professional Indemnity Insurance

BR has in place Professional Indemnity Insurance which satisfies the requirements for compensation under s912B of the Corporations Act and that covers our authorized representatives.



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