



SERVICES

PEKKA HELIN, HEAD OF CUSTOMERSHIPS AND LIVING SERVICES

ANDERS STENBÄCK, DIRECTOR, SERVICES DEVELOPMENT

Trends and social changes driving increased need of services



CHANGES IN DEMOGRAPHY

HOUSEHOLD SIZE DECREASING

<2

Average household size in Finland in 2018. Single households 44%.

POPULATION AGING

33%

Of the population pensioners in Finland in 2018.

URBANISATION AND TRAFFIC NODES

MIGRATION TO GROWTH CENTERS

62%

Of the population lived in 10 largest cities in Finland in 2018. Number expected to grow to 67% by 2040.

ENVIRONMENTAL AND SUSTAINABILITY AWARENESS

SUSTAINABILITY AFFECTING PURCHASE DECISION

75%

Of under 25-year-olds favour sustainably produced goods and services in Finland.

SERVITISATION AND EASY LIVING

RENTAL HOUSING MORE COMMON

+7%

Growth of rental housing from 1990 to 2017 in Finland.

ONLINE SHOPPING GROWING

+18%

Annual growth rate of revenue of online shopping from 2017 to 2018 in Finland. In 2018 EUR 12.2 bn.

DIGITALISATION AND TECHNOLOGY

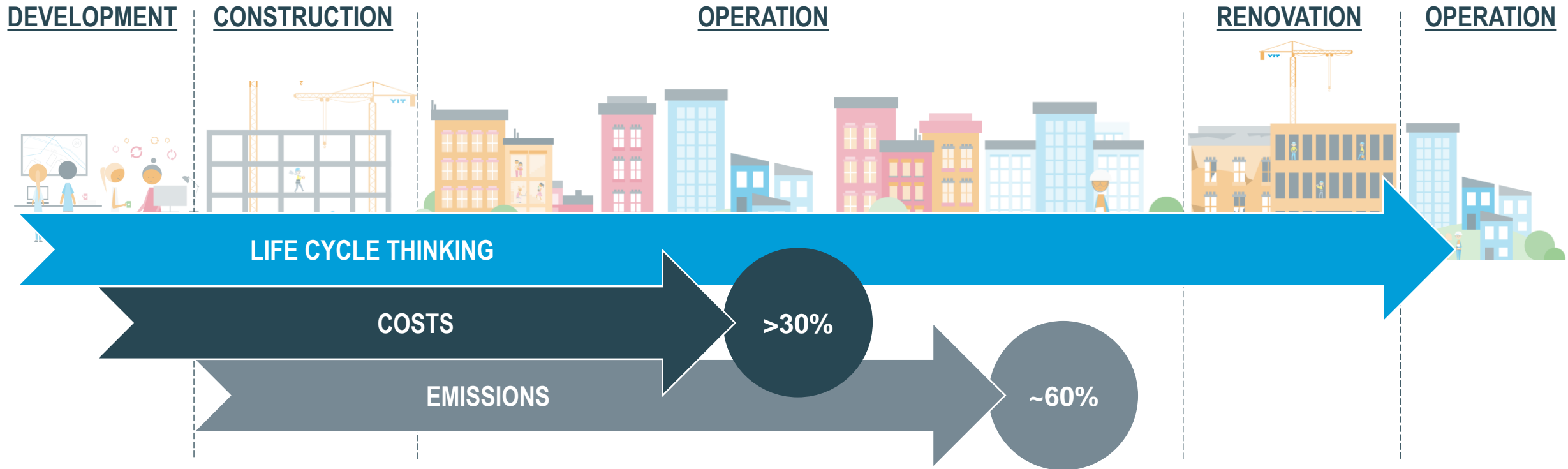
SMART HOMES BECOME GENERAL

15%*

Of homes smart homes in Finland in 2018. Number expected to grow to 30% by 2022.

*incl. all forms of dwelling, figure estimated to be lower in flats

Significant service potential during the operation period



PROPERTY MAINTENANCE MARKET

- EUR ~6 billion in Finland

HOUSING CORPORATION MAINTENANCE COSTS

- EUR ~4 billion in Finland

HOUSEHOLD SERVICE EXPENDITURE WITH TAX CREDIT

- EUR ~1 billion in Finland

Services at YIT – 11% of revenue in 2018 and growing



CURRENT BUSINESSES

- Property management
- Living services
- Road maintenance
- Renovation services
- Housing sales offices



EXISTING SERVICE INFRA

- D24 Service platform
- YIT Plus, Oico customer Apps
- Panukeskus 24/7 Control Room
- 22 Sales offices for consumers
- Web pages with 4.6 million visitors



CLIENT BASE

- 55,000 flats in maintenance in Russia and CEE
- 490,000 potential flats using Dispatcher 24 in Russia
- 23,000 flats as potential users for YIT Plus in Finland and CEE

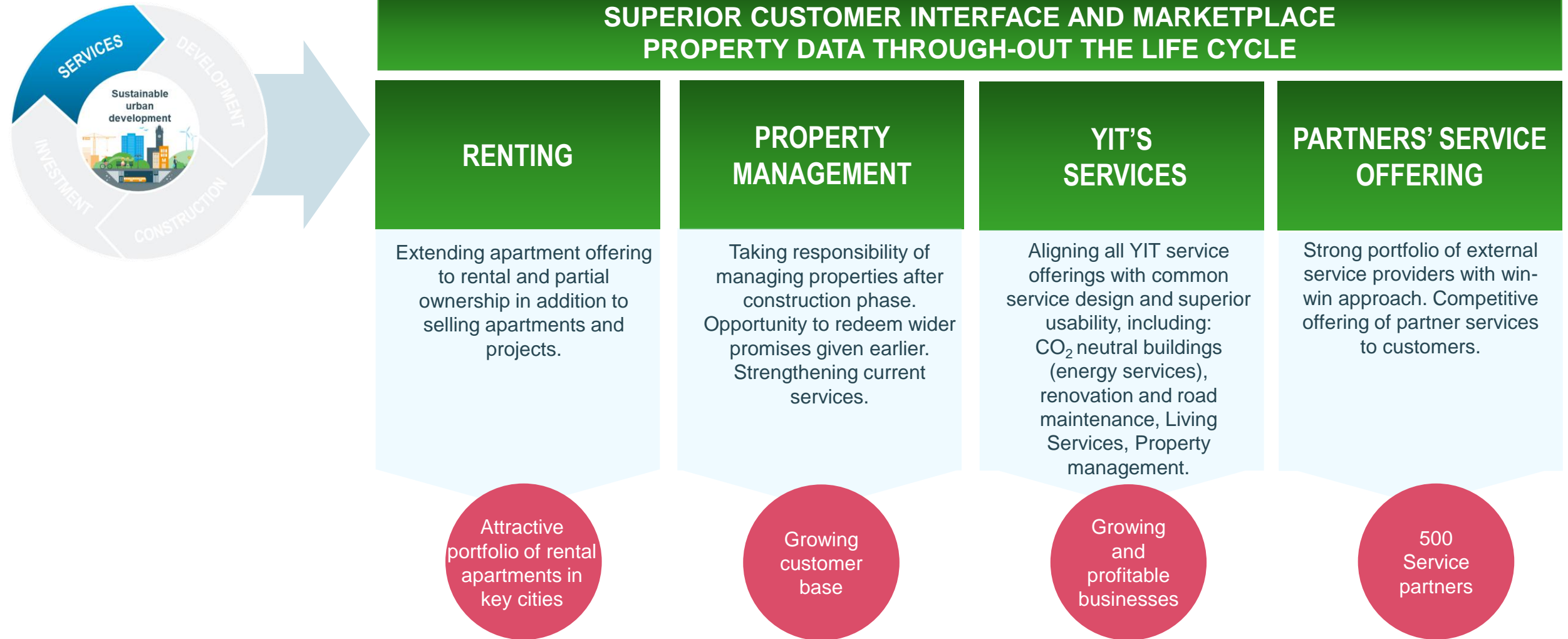
FINANCIAL FACTS 2018

- Revenue EUR ~360 million
- Operating profit margin 1.5%
- Capital employed EUR 12 million
- Order backlog EUR 760 million

ESTIMATED DEVELOPMENT IN 2019:

- Growth continues and clear improvement in operating profit

Services take lifecycle responsibility of the developed properties



Targets and next steps in growing the service business



TARGETS

by end of 2022 (status 2018)

Revenue growing
(EUR 360 million)

Operating profit above 7%
(1.5%)

**Together
we can
do it.**