

40th Annual J.P. Morgan Healthcare Conference

Mike McMullen President and CEO

January 11, 2022



#### **Safe Harbor Statement**

These presentations contain forward-looking statements (including, without limitation, information, and future guidance on the company's goals, priorities, revenue, revenue growth, earnings per share, operating margin, operating cash flow, capital expenditures, capital allocation, growth opportunities, new products and solutions, customer service and innovation plans, financial condition and considerations, impact of acquisitions, share repurchases, dividends, the markets the company sells into, operations, manufacturing site plans and tax rates) that involve risks and uncertainties that could cause results of Agilent to differ materially from management's current expectations. The words "anticipate," "plan," "estimate," "expect," "intend," "will," "should," "forecast," "project" and similar expressions, as they relate to the company, are intended to identify forward-looking statements.

In addition, other risks that the company faces in running its operations include the ability to execute successfully through business cycles; the ability to successfully adapt its cost structures to continuing changes in business conditions; ongoing competitive, pricing and gross margin pressures; the risk that our strategic and cost-cutting initiatives will impair our ability to develop products and remain competitive and to operate effectively; the impact of geopolitical uncertainties on our markets and our ability to conduct business; the impact of currency exchange rates on our financial results; the ability to improve asset performance to adapt to changes in demand; the ability to successfully introduce new products at the right time, price and mix, the adverse impacts of and risks posed by the COVID-19 pandemic, and other risks detailed in the company's filings with the Securities and Exchange Commission, including our annual report on Form 10-K for the year ended Oct 31, 2021.

The company assumes no obligation to update the information in these presentations. These presentations and the Q&A that follows include non-GAAP measures. Non-GAAP measures exclude primarily the impacts of amortization of intangibles, acquisition and integration costs, transformational initiatives, and business exits and divestitures. We also exclude any tax benefits that are not directly related to ongoing operations and which are either isolated or are not expected to occur again with any regularity or predictability. With respect to the company's guidance, most of these excluded amounts pertain to events that have not yet occurred and are not currently possible to estimate with a reasonable degree of accuracy. Accordingly, no reconciliation to GAAP amounts has been provided.

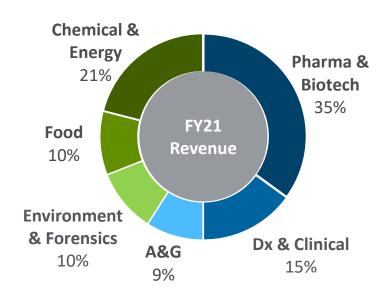
### 2021 Summary: Agilent Technologies

**\$6.3B**FY21 Revenue
+\$1.0B y/y

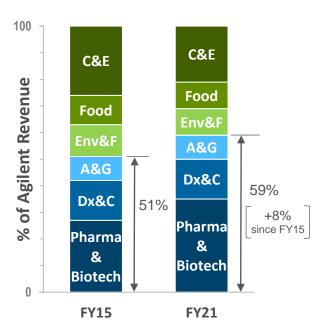
+15% FY21 Core Rev. Growth (1)(2) **25.5%**FY21 Operating Margin (1)
+200bps y/y

**+32%** FY21 EPS Growth (1)

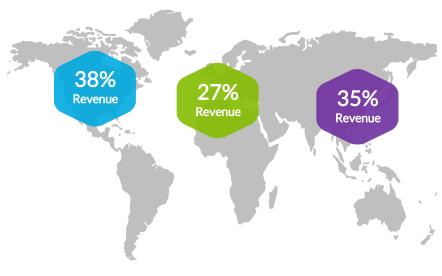
### Leadership in Large (\$65B+)<sup>(4)</sup> and Growing End-Markets



### Mix Shifting to Higher Growth Pharma / Dx / Research Markets



#### Global Footprint (3)



- (1) Presented on a non-GAAP basis, reconciliations to closest GAAP equivalent provided
- (2) Core growth is reported growth adjusted for the effects of acquisitions and FX
- (3) Based on FY21 revenue
- (4) Based on internal company estimates

A leading lab partner with unsurpassed capabilities and scale



## Focusing on high-growth markets with our **Build and Buy strategy** leveraging a strong core



<sup>(1)</sup> FY15 revenue excludes divestiture of NMR business



<sup>(2)</sup> FY15-21 reported compound annual revenue growth, includes effect of currency and acquisitions

#### Agilent's Shareholder Value Creation Model



## Above Market Growth

Innovation leader

Differentiated value proposition

Global scale



## Operating Margin Expansion

Agile Agilent business system

Productivity gains

Robust quality



## Balanced Capital Deployment

Invest in business

Cash dividends

M&A focus prioritized on growth

Share repurchases

Working Since 2015 Launch of the New Agilent



#### Agilent's Value Creation Model is Delivering









<sup>(1)</sup> Reported revenue growth

<sup>2)</sup> Presented on a non-GAAP basis, reconciliations to closest GAAP equivalent provided.

<sup>(3)</sup> OM% has been adjusted for pension expense reclassification and is comparable across all periods shown

## Balanced capital deployment successfully generating high returns for shareholders



#### M&A

\$2.9B deployed since FY15

8% of total revenue, Growing at 20% in FY21



#### **Dividends**

\$1.3B paid since FY15

Increasing dividends provide dependable returns



#### Cap Ex

\$1.1B invested since FY15

Enabling differentiated organic growth



#### **Share Repurchases**

\$3.3B purchased since FY15

\$788M in FY21







Accelerating the Momentum

#### Agilent's **Build and Buy** Growth Strategy

Accelerate our momentum in attractive market opportunities







**Strategic Enablers** 

- Innovation
- Digital
- M&A
- Geographic Penetration

**One Agilent Culture** 



#### **Opportunities in Key High Growth Markets**

Targeted Build and Buy investments in high growth markets, and customer-focused innovation delivers market share gains



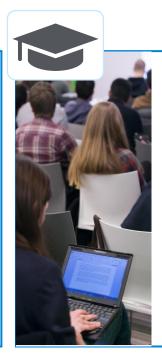
#### Pharma \$19B TAM at 5-7% growth (1) FY21: \$2.2B, 35% of Agilent

- Growing demand in biopharma R&D and manufacturing
- Rapid growth in nucleic acid-based therapeutics
- Small-molecule Pharma replacement cycle



#### Dx & Clinical \$17B TAM at 5-7% growth<sup>(1)</sup> FY21: \$0.9B, 15% of Agilent

- Continued investment in cancer research & NGS Dx
- Biomarker innovation driving precision oncology
- Increasing number of RNAi and CRISPR therapeutic programs



## Academic & Gov't \$13B TAM at 3-5% growth<sup>(1)</sup> FY21: \$0.6B, 9% of Agilent

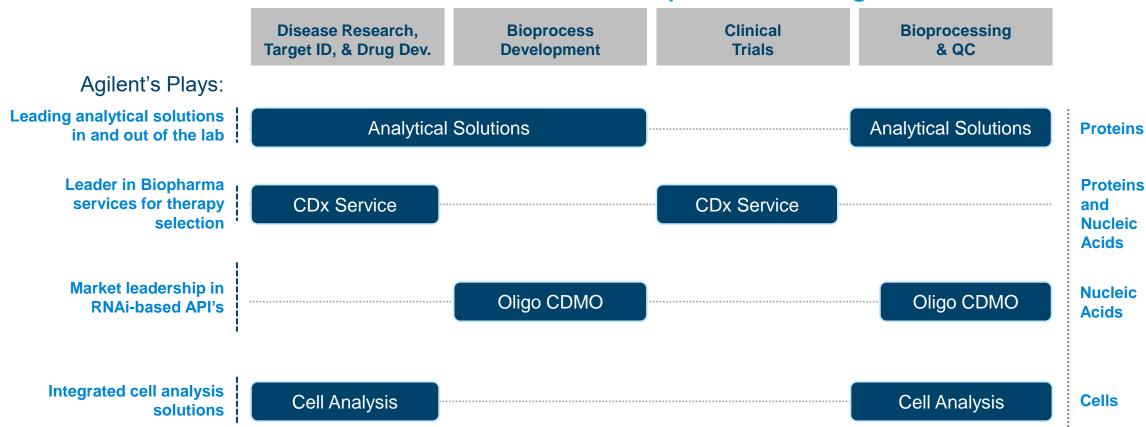
- Healthy funding environment globally with government investment in broad range of areas
- Academic medical centers driving cell and gene therapy adoption

**Long-term High Growth Markets with Investment Focus** 



# **Biopharma:** Rapidly expanding segment within Pharma market addressing critical human health needs; Represents ~36% of our Pharma business today, up from 14% in FY15

## Leveraging our positions across the Biopharma value chain to expand our offerings





#### Leadership Position in Live Cell Analysis

Broad Cell Analysis Portfolio

Cell quality

*Immunophenotyping* 

Potency testing

Imaging

Cell expansion

Engineering

Cell Culture QA/QC

A strong portfolio playing key roles in areas impacting all of our lives

#### Participating in attractive high growth markets

\$5B+

~10%

Market<sup>(1)</sup>

CAGR Growth<sup>(2)</sup>



Immunology, Immuno-Oncology and Immunotherapy



Infectious Disease, Virology and Vaccine Research



Therapeutic
Development &
Production

#### Successful M&A strategy

\$375M+

25%

**FY21 Agilent Revenue** 

**FY21 Core Growth** 



(1) Total Available Market. Market size per company estimates (2) Company estimate of market growth over next 3-5 years.



### **Leadership Position in Oligonucleotide CDMO**

#### **Compelling Market**

**.** 

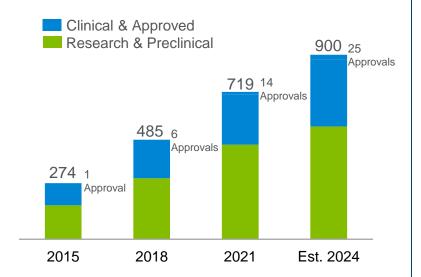
2021 SAM<sup>(1)</sup>

\$0.8B+

20%+

Market CAGR<sup>(2)</sup>

#### Therapeutic Oligo Programs By Stage



**Expanding market** evolving to include significant commercial-scale volumes

(1) 2021 Oligo Tx CDMO estimated market size(2) Estimated Oligo Tx CDMO CAGR from 2021 to 2026

#### **Winning Strategy**

\$225M+

29%

FY21 Agilent Revenue FY15-21 CAGR

#### **Agilent Differentiators**

- High Quality Oligo API Material
- Superior Customer Service
- Solid & Diversified Client Portfolio
   40+ Biotech and Pharma clients
- Deep Technical Acumen
   500+ yrs. Oligo Analytical/
   Product Development
   experience focused on high-value RNA
   segment
- Innovating to capture market growth Agilent's unique RUO to GMP-grade CRISPR offering

#### **Investing for Growth**

\$315M

\$100M

2015-21 CapEx

FY22E CapEx

Train B – Frederick, CO









On track to be operational by end of 2022, with capacity to support an incremental \$150M+ in revenue



#### China: Key Accomplishments and Strategic Priorities

China represents >20% (\$1.3B) of Agilent's FY21 revenue



China Revenues by Market

...and presents unique opportunities in each of our markets







#### **Key Accomplishments**

- FY21 Biopharma growth of ~55%
- Services attach rates grew at high double digits
- Signed first CDx research program with local pharma company
- Expanded manufacturing for Made in China
- Enhanced WeChat and digital capabilities



#### **Strategic Priorities**

- Accelerate In China for China solutions
- Expand IVD offering by registering products locally
- Further expand manufacturing footprint for Made in China
- Continued investments in China-specific digital capabilities



### **Opportunities in Key Applied Markets**

Diversity of markets served lowers risk and increases leverage on core technology investments



Chemical & Energy \$5B TAM at 3-5% growth (1) FY21:\$1.3B, 21% of Agilent

- Advanced materials demand for specialty & petrochemicals
- Oil & Gas driving services, analyzers, consumables
- Alternative energy (hydrogen, biofuels)
- Semiconductors, Li-ion batteries, OLED



Food \$5B TAM at 2-4% growth (1) FY21:\$0.6B, 10% of Agilent

- Diversifying supply chains for resiliency & efficiency
- Consumers want healthy and sustainable foods
- Food authenticity testing
- Cannabis testing
- Alternative food & beverage



Env. & Forensics \$6B TAM at 2-4% growth (1) FY21:\$0.7B, 10% of Agilent

- **PFAS** testing
- Skills gap in labs driving need for productivity & efficiency gains
- Large gov't initiatives will expand environmental monitoring
- On-going opioid crisis

We have strong legacy of leadership in the applied markets. The unique capability to leverage core technology investments across all of our markets drives economies of scale and continued margin growth.

### Chemical, Energy, and Advanced Materials Opportunity

C&E spending outlook continues to be strong, and Agilent is helping to enable evolution of this market towards sustainable high-growth technologies



Exploration, Production & Refining



Chemicals & Petrochemicals



**Alternative Energy** 



Semiconductors,
Batteries & Advanced
Materials

- Agilent serves a continuum of opportunities along the entire petrochemical value chain
- While fossil fuels remain necessary to meet energy needs for the near future, there are increasing investments in alternative energy sources
- Semiconductors, batteries and advanced materials are foundational technologies that can enable the energy transition
- Onshoring of critical supply chains drives incremental opportunity
- Our undisputed leadership and portfolio breadth positions us well to support our customers along this continuum

### Agilent's Differentiated Capabilities

Driving our Build and Buy Strategy







**Strategic Enablers** 

- Innovation
- Digital
- M&A
- Geographic Penetration

**One Agilent Culture** 



## Driving a Customer-Focused, Enterprise Approach to Accelerate Growth

Customer Satisfaction
Agilent Ranked #2
2021 Wall Street Journal
Management Top 250

#### **Agilent Customer Experience**

Online and In-person • Fast • Easy • Outcome-focused Customer-specific • Emphasizing Customer Lifetime Value











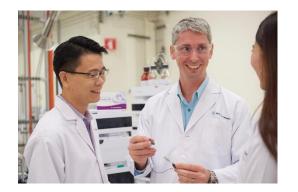


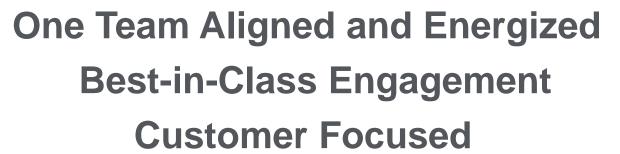
**Powered by the One Agilent Commercial Organization** 



#### The One Agilent Culture and Team

A key competitive differentiator







Agilent's Success: Driven by Our **Outstanding Team and Culture** 







#### Q1'22 and FY22 Guidance and Forward-looking Considerations

As of Nov 22, 2021 based on Oct 31, 2021 exchange rates

Q1'22 Guidance <sup>(1)</sup>												
	Low End	High End										
Net Revenue (\$M)	\$1,640	\$1,660										
Y/Y Core Revenue Growth (2)	5.9%	7.2%										
Assumes -0.6% FX, +0.6% M&A	1											
EPS	\$1.16	\$1.18										

FY22 Guidance <sup>(1)</sup>													
	Low End	High End											
Net Revenue (\$M)	\$6,650	\$6,730											
Y/Y Core Revenue Growth (2)	5.5%	7.0%											
Assumes -0.7% to -0.9% FX, +0	).3% M&A												
EPS	\$4.76	\$4.86											

#### Agilent's Value Creation Model continues to deliver

<sup>(1)</sup> As of November 22, 2021, based on October 31, 2021 exchange rates. Presented on a non-GAAP basis.

<sup>(2)</sup> Core growth is reported growth adjusted for the effects of acquisitions and divestitures, and FX.



#### **Restated FY21 Segment Results**

**LSAG** 

	FY21 Act	uals
	Old Org	New Org
Revenue	\$2,823	\$3,663
Core Revenue Growth %	15.6%	14.8%
Operating Profit	722	1,017
OM%	25.6%	27.8%

**ACG** 

	FY21 Act	uals
	Old Org	New Org
Revenue	\$2,200	\$1,360
Core Revenue Growth %	12.2%	12.2%
Operating Profit	618	323
OM%	28.1%	23.8%

DGG

	FY21 Actuals									
	Old Org	New Org								
Revenue	\$1,296	\$1,296								
Core Revenue Growth %	20.0%	20.0%								
Operating Profit	273	273								
OM%	21.0%	21.0%								

### AGILENT TECHNOLOGIES, INC. RECONCILIATIONS OF REVENUE EXCLUDING ACQUISITIONS AND DIVESTITURES AND THE IMPACT OF CURRENCY ADJUSTMENTS (CORE) (in millions)

(Unaudited)

		Year Ended October 31,			Year Ended October 31,			Year Ended October 31,			Year Ended October 31,			Year Ended October 31,			Year Ended October 31,		Year Ended October 31,			
	2021	2020	% Growth	2020	2019	% Growth	2019	2018	% Growth	2018	2017	% Growth	2017	2016	% Growth	2016	2015	% Growth	2015	2014	% Growth	
GAAP Revenue	\$ 6,319	\$ 5,339	18%	\$ 5,339	\$ 5,163	3%	\$ 5,163	\$ 4,914	5%	\$ 4,914	\$ 4,472	10%	\$ 4,472	\$ 4,202	6%	\$ 4,202	\$ 4,038	4%	\$ 4,038	\$ 4,048	0%	
Less: Revenue related to acquistions and divestitures	(14)			(149)			(115)			(33)	(4)		(17)	(8)		(56)	(61)		(61)	(83)		
Non-GAAP Revenue	\$ 6,305	\$ 5,339		\$ 5,190	\$ 5,163		\$ 5,048	\$ 4,914		\$ 4,881	\$ 4,468		\$ 4,455	\$ 4,194		\$ 4,146	\$ 3,977		\$ 3,977	\$ 3,965		
Less: Currency adjustment (a)	153			(18)			(107)			95			(17)			(70)			(244)			
Agilent Core Revenue	\$ 6,152	\$ 5,339	15.2%	\$ 5,208	\$ 5,163	0.9%	\$ 5,155	\$ 4,914	5.0%	\$ 4,786	\$ 4,468	7.1%	\$ 4,472	\$ 4,194	6.7%	\$ 4,216	\$ 3,977	5.9%	\$ 4,221	\$ 3,965	6.4%	

<sup>(</sup>a) We compare the year-over-year change in revenue excluding the effect of recent acquisitions and divestitures and foreign currency rate fluctuations to assess the performance of our underlying business. To determine the impact of currency fluctuations, current period results for entities reporting in currencies other than United States dollars are converted into United States dollars at the actual exchange rate in effect during the respective prior periods.

### AGILENT TECHNOLOGIES, INC. NON-GAAP NET INCOME AND DILUTED EPS RECONCILIATIONS (In millions, except per share amounts) (Unaudited)

	FY 2021					FY 2020				FY 2019			FY 2018					FY 2	2017			FY 2	2016		FY 2015			
	Net	income	Dilute	ed EPS	Net income		Dilute	Diluted EPS		ncome	Dilute	ed EPS	Net in	ncome	Dilut	ted EPS	Net in	ncome	Diluted EPS		Net income		Diluted EPS		Net income		Diluted	J EPS
GAAP net income	s	1,210	\$	3.94	s	719	\$	2.30	s	1.071	s	3.37	\$	316	s	0.97	\$	684	s	2.10	s	462	s	1.40	s	438	\$	1.31
Non-GAAP adjustments:	•	1,210	Ψ	0.01	•		Ψ.	2.00	Ψ	.,0	•	0.01	Ψ	0.0	Ψ.	0.01	Ψ	00.	Ψ.	20	•	102	•	1.10	Ψ	100	•	1.01
Asset impairments		2		0.01		99		0.32		_		_		21		0.06		_		_		4		0.01		3		0.01
Intangible amortization		194		0.63		184		0.59		125		0.39		105		0.32		117		0.36		152		0.46		156		0.47
Transformational initiatives		37		0.12		53		0.17		44		0.14		25		0.08		12		0.04		38		0.12		56		0.17
Acquisition and integration costs		41		0.13		41		0.13		48		0.15		23		0.07		32		0.10		41		0.12		13		0.04
Change in fair value of contingent consideration		(21)		(0.07)				0.10				0.10		_		0.07		- 52		0.10				0.12		- 10		0.04
Loss on extinguishment of debt		17		0.06		_		_		9		0.03		_		_		_		_		_		_		_		_
Business exit and divestiture costs		5		0.02		2		0.01		_		-		q		0.03		_		_		10		0.03		14		0.04
Pension settlement loss		1				4		0.01		_		_		_		-		_		_		_		-				-
Pension settlement gain				_				-		_		_		(5)		(0.02)		(32)		(0.10)		(1)		_		_		_
Pension curtailment gain		_		_		_		_		_		_		(0)		(0.02)		(52)		(0.10)		(15)		(0.05)		_		_
Net gain on equity securities		(92)		(0.30)		(28)		(0.09)		_		_		_		_						(10)		(0.00)				
Gain on step acquisition of Lasergen		(32)		(0.30)		(20)		(0.03)						(20)		(0.06)												
NASD site costs		_		_		_		_		12		0.04		(20)		0.02		_		_		_		_		_		_
Special compliance costs		_		_		_		_		12		0.04		0		0.02		_		_		_		_		_		_
Impairment of investment and loans		_		_		_		_		2				4				_		_		25		0.08		_		_
Other		_		0.03				0.04		29		0.09		(40)		(0.03)		_				20		0.08		_		0.01
		9				10		0.04		29				(10)				5		0.02		ь				5		0.01
Adjustment for Tax Reform		_		_		_		_		(000)		(0.04)		552		1.70		_		_		_		_		_		_
Tax benefit on intra-entity asset transfer		_				-		-		(299)		(0.94)						-		-				-				
Adjustment for taxes (a)		(71)		(0.23)		(61)		(0.20)		(52)		(0.17)		(121)		(0.36)		(50)		(0.16)		(71)		(0.21)		(102)		(0.31)
Non-GAAP net income	\$	1,332	\$	4.34	\$	1,023	\$	3.28	\$	989	\$	3.11	\$	907	\$	2.79	\$	768	\$	2.36	\$	651	\$	1.98	\$	583	\$	1.74

(a) The adjustment for taxes excludes tax benefits that management believes are not directly related to on-going operations and which are either isolated or cannot be expected to occur again with any regularity or predictability. For the years ended October 31, 2021, October 31, 2020, October 31, 2019, October 31, 2018, October 31, 2017, October 31, 2017, October 31, 2018, October 31, 2018, October 31, 2018, October 31, 2019, October 31, 20

Historical amounts are reclassified to conform with current presentation.

We provide non-GAAP net income and non-GAAP net income per share amounts in order to provide meaningful supplemental information regarding our operational performance and our prospects for the future. These supplemental measures exclude, among other things, charges related to asset impairments, amortization of intangibles, transformational initiatives, acquisition and integration costs, charge in fair value of contingent consideration, loss on or extinguishment of debt, business exit and divestiture costs, pension settlement loss, pension curtailment gain, net gain on equity securities, gain on step acquisition of Lasergen, NASD site costs, special compliance costs. impairment and loans, additional rand loans, additional random r

Asset impairments include assets that have been written-down to their fair value.

Transformational initiatives include expenses associated with targeted cost reduction activities such as manufacturing transfers, site consolidations, legal entity and other business reorganizations, insourcing or outsourcing of activities. Such costs may include move and relocation costs, one-time termination benefits and other one-time reorganization costs. Included in this category are also expenses associated with company programs to transform our product lifecycle management (PLM) system and human resources and financial systems.

Acquisition and Integration costs include all incremental expenses incurred to effect a business combination. Such acquisition costs may include advisory, legal, tax, accounting, valuation, and other professional or consulting fees. Such integration costs may include expenses directly related to integration of business and facility operations, the transfer of assets and intellectual property, information technology systems and infrastructure and other employee-related costs.

Change in fair value of contingent consideration represents changes in the fair value estimate of acquisition-related contingent consideration.

Loss on extinguishment of debt relates to the net loss recorded on the redemption of \$100 million of the \$400 million of the \$400 million of the \$400 million of the endemption of \$500 million of the redemption of \$100 million of the endemption of \$500 million of outstanding \$3.00 million of outstanding \$3.00 million of the endemption of \$500 million of outstanding \$5.00% senior notes due July 2020, called on August 16, 2019 and settled on September 17, 2019.

Business exit and divestiture costs include costs associated with business divestitures.

Pension settlement loss relates to the relief of the US Retirement Plan pension obligation due to increased lump sum payouts over a specified accounting threshold.

Pension settlement gain resulted from transfer of the substitutional portion of our Japanese pension plan to the government.

Pension curtailment gain resulted from certain retirement plans benefit reductions.

Net gain on equity securities relates to the realized and unrealized mark-to-market adjustments for our marketable and non-marketable equity securities.

Gain on step acquisition of Lasergen resulted from the measurement at fair value of our equity interest held at the date of business combination.

NASD site costs include all the costs related to the expansion of our manufacturing of nucleic acid active pharmaceutical ingredients incurred prior to the commencement of commercial manufacturing

Special compliance costs include costs associated with transforming our processes to implement new regulations such as the EU's General Data Protection Regulation (GDPR), revenue recognition and certain tax reporting requirements.

Impairment of investment and loans include investments and their related convertible loans that have been written down to their fair value.

Other includes certain legal costs and settlements in addition to other miscellaneous adjustments

Adjustment for Tax Reform primarily consists of an estimated provision of \$499 million for U.S. transition tax and correlative items on deemed repatriated earnings of non-U.S. subsidiaries and an estimated provision of \$53 million associated with the decrease in the U.S. corporate tax rate from 35% to 21% and its impact on our U.S. deferred tax assets and liabilities. The taxes payable associated with the transition tax, net of tax attributes, on deemed repatriation of foreign earnings is approximately \$426 million, payable over 8 years.

Tax benefit on intra-entity asset transfer relates to our operations in Singapore along with our application of the new accounting rules for income tax consequences of intra-entity transfer of assets as adopted on November 1, 2018.

Our management uses non-GAAP measures to evaluate the performance of our core businesses, to estimate future core performance and to compensate employees. Since management finds this measure to be useful, we believe that our investors benefit from seeing our results "through the eyes" of management in addition to seeing our GAAP results. This information facilitates our management's internal comparisons to our historical operating results of our competitors.

Our management recognizes that items such as amortization of intangibles can have a material impact on our cash flows and/or our net income. Our GAAP financial statements including our statement of cash flows portray those effects. Although we believe it is useful for investors to see core performance free of special items, investors should understand that the excluded items are actual expenses that may impact the cash available to us for other uses. To gain a complete picture of all effects on the company's profit and loss from any and all events, management does (and investors should) rely upon the GAAP income statement. The non-GAAP numbers focus instead upon the core business of the company's performance.

Readers are reminded that non-GAAP numbers are merely a supplement to, and not a replacement for, GAAP financial measures. It should be noted as well that our non-GAAP information may be different from the non-GAAP information provided by other companies.

### AGILENT TECHNOLOGIES, INC. RECONCILIATION OF ADJUSTED NON-GAAP INCOME FROM OPERATIONS AND OPERATING MARGINS (In millions, except margin data) (Unaudited)

	F	Y2021	Operating Margin %			Operating Margin %		Y 2019	Operating Margin %	FY 2018		Operating Margin %			Operating Margin %		FY 2016	Operating Margin %		Y 2015	Operating Margin %
Agilent GAAP Revenue	\$	6,319		\$	5,339		\$	5,163		\$	4,914		\$	4,472		\$	4,202		\$	4,038	
Income from operations:																					
GAAP Income from operations	\$	1,347		\$	846		\$	941		\$	928		\$	841		9	615		\$	522	
Pension reclass adjustment										\$	(24)		\$	(34)			(28)			(19)	
GAAP income from operations (revised)	\$	1,347	21.3%	\$	846	15.8%	\$	941	18.2%	\$	904	18.4%	(a) \$	807	18.0%	(a) §	587	14.0%	(a) \$	503	12.5%
Add:																					
Asset impairments		2			99			_			21			_			4			3	
Intangible amortization		194			184			125			105			117			152			156	
Transformational initatives		37			53			44			25			12			38			56	
Business exit and divestiture costs		5			2			_			9			_			11			12	
Acquisition and integration costs		41			41			48			23			30			41			13	
Change in fair value of contingent consideration		(21)			_			_			_			_			_			_	
NASD site costs		_			_			12			8			_			_			_	
Special compliance costs		_			_			2			4			_			_			_	
Impairment of investment and loans		_			_			_			_			_			7			_	
Other		8			31			30			5			7		_	7			5	
Non-GAAP income from operations	\$	1,613	25.5%	\$	1,256	23.5%	\$	1,202	23.3%	\$	1,104	22.5%	(a) \$	973	21.7%	(a) \$	847	20.2%	(a) \$	748	18.5%

<sup>(</sup>a) Adjusted to include the impact of pension expense reclassification due to adoption of new accounting pronouncement as of November 1, 2018.

We provide non-GAAP income from operations in order to provide meaningful supplemental information regarding our operational performance and our prospects for the future. These supplemental measures exclude, among other things, charges related to asset impairments, amortization of intangibles, transformational initiatives, business exit and divestiture costs, acquisition and integration costs, change in fair value of contingent consideration, NASD site costs, special compliance costs and impairment of investment and loans.

Our management recognizes that items such as amortization of intangibles can have a material impact on our cash flows and/or our net income. Our GAAP financial statements including our statement of cash flows portray those effects. Although we believe it is useful for investors to see core performance free of special items, investors should understand that the excluded items are actual expenses that may impact the cash available to us for other uses. To gain a complete picture of all effects on the company's profit and loss from any and all events, management does (and investors should) rely upon the GAAP incomi statement. The non-GAAP numbers focus instead upon the core business of the company, which is only a subset, albeit a critical one, of the company's performance.

Readers are reminded that non-GAAP numbers are merely a supplement to, and not a replacement for, GAAP financial measures. They should be read in conjunction with the GAAP financial measures. It should be noted as well that our non-GAAP information may be different from the non-GAAP information provided by other companies.