

kyndryl™

Second Quarter  
2024 Earnings

November 8, 2023



# Disclaimers

## Forward-looking statements

This presentation contains “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. Such forward-looking statements often contain words such as “will,” “anticipate,” “predict,” “project,” “contemplate,” “plan,” “forecast,” “future,” “estimate,” “expect,” “intend,” “target,” “may,” “should,” “would,” “could,” “outlook,” “goal,” “objective,” “seek,” “aim,” “believe” and other similar words or expressions or the negative thereof or other variations thereon. All statements, other than statements of historical fact, including without limitation, statements representing management’s beliefs about future events, transactions, strategies, operations and financial results, may be forward-looking statements. These statements do not guarantee future performance and speak only as of November 7, 2023, and the Company does not undertake to update its forward-looking statements. Actual outcomes or results may differ materially from those suggested by forward-looking statements as a result of risks and uncertainties which include, among others: risks related to the Company’s spin-off from International Business Machines Corporation (“IBM”); failure to attract new customers, retain existing customers or sell additional services to customers; technological developments and the Company’s response to such developments; failure to meet growth and productivity objectives; competition; impacts of relationships with critical suppliers and partners; inability to attract, retain and/or manage the number of key personnel and other skilled employees; impact of local legal, economic, political, health and other conditions; a downturn in economic environment and customer spending budgets; damage to the Company’s reputation; inability to accurately estimate the cost of services and the timeline for completion of contracts; its implementation of a new enterprise resource planning system and other systems and processes; service delivery issues; the Company’s ability to successfully manage acquisitions, alliances and dispositions, including integration challenges, failure to achieve objectives, the assumption of liabilities, and higher debt levels; the impact of our business with government customers; failure of the Company’s intellectual property rights to prevent competitive offerings and the failure of the Company to obtain necessary licenses; impairment of our goodwill and long-lived assets; risks relating to cybersecurity and data privacy; risks relating to non-compliance with legal and regulatory requirements; adverse effects from tax matters and environmental matters; legal proceedings, investigatory risks and potential indemnification obligations; impact of changes in market liquidity conditions and customer credit risk on receivables; the Company’s pension plans; the impact of currency fluctuations; risks related to the Company’s common stock and the securities market; and other factors described in the “Risk Factors” section of the Company’s Annual Report on Form 10-K for the fiscal year ended March 31, 2023 filed with the Securities and Exchange Commission (the “SEC”) on May 26, 2023, as such factors may be updated from time to time in the Company’s subsequent filings with the SEC.

## Non-GAAP financial measures

Financial information contained in this presentation includes certain financial measures that are calculated and presented on the basis of methodologies other than in accordance with generally accepted accounting policies in the United States of America (GAAP), such as adjusted EBITDA, adjusted pretax income (loss), adjusted net income (loss), adjusted EPS, adjusted EBITDA margin, adjusted pretax margin, adjusted net margin, net debt, adjusted free cash flow and constant currency, which include or exclude certain items from the most directly comparable GAAP financial measure. These non-GAAP measures differ from reported GAAP measures and are intended to illustrate what management believes are relevant period-over-period comparisons and are helpful to investors as an additional tool for further understanding and assessing Kyndryl’s expected ongoing operating performance. Exclusion of items in our non-GAAP presentation should not be considered an inference that these items are unusual, infrequent or non-recurring. Definitions of the non-GAAP measures are included in the appendix of this presentation. A reconciliation of non-GAAP financial measures for historical periods to the most directly comparable GAAP financial measure appears in the appendix to this presentation. Any non-GAAP financial measure used in this presentation is in addition to, and not meant to be considered superior to, or a substitute for, measures prepared in accordance with GAAP. A reconciliation of forward-looking non-GAAP financial information is not included in this presentation because the individual components of such non-GAAP reconciliation are not currently available without unreasonable effort. For the same reasons, we are unable to address the probable significance of the unavailable information, which could be material to future results. Additionally, certain amounts may not add due to the use of rounded numbers; percentages presented are calculated based on the underlying amounts.

## Speakers



**Lori Chaitman**, Global Head of Investor Relations

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**Martin Schroeter**, Chairman and Chief Executive Officer

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**David Wyshner**, Chief Financial Officer

# Highlights



First half results reflect **accelerated progress** and strong execution



Alliances, **A**dvanced Delivery and **A**ccounts initiatives driving significant margin expansion



**Raising outlook** for current fiscal year (ending March 2024)



Customers rely on Kyndryl to harness **secular IT trends**, fueling our long-term growth

We design, build, manage and modernize the mission-critical systems that the world depends on

# Hybrid IT estates create unique opportunities for Kyndryl . . .

## Our heritage

30+ years of mission-critical expertise serving complex enterprises

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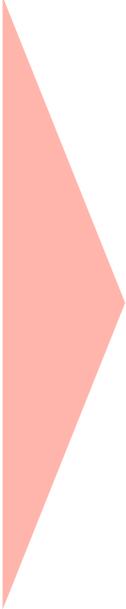
## kyndryl consult

Global capabilities to advise, co-create and implement solutions

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## kyndryl bridge

Open integration platform operates and optimizes IT and business operations



**The leader in managing and modernizing complex, hybrid IT environments**

**We serve as an operator, integrator and advisor in our customers' digital business transformations**

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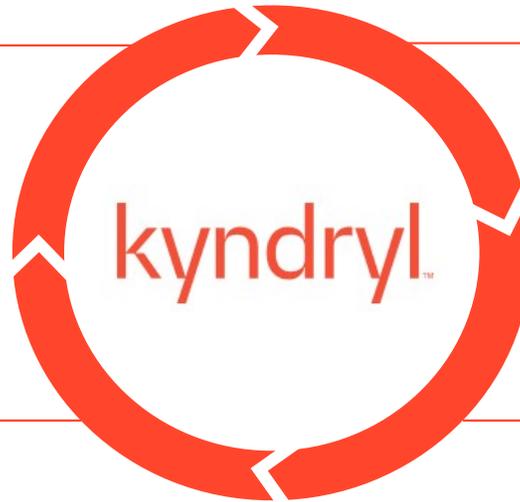
## ... and customers rely on Kyndryl to harness secular IT trends

### Cloud migration

- 38% year-over-year<sup>1</sup> hyperscaler-related signings growth
- Unmatched expertise in putting 'the right workload on the right platform
- Leveraging hyperscaler alliances and growing share in managing public cloud

### Modernizing complex environments

- 19% year-over-year<sup>1</sup> Consult revenue growth, gaining market share
- Managing 60%+ of outsourced mainframe and growing share in hybrid managed services
- Delivering solutions to optimize IT and business operations



### Artificial intelligence

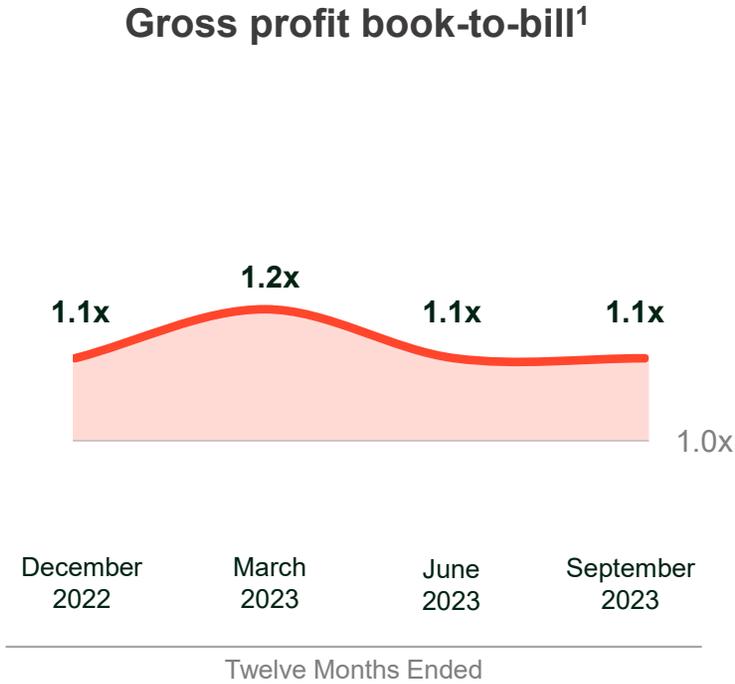
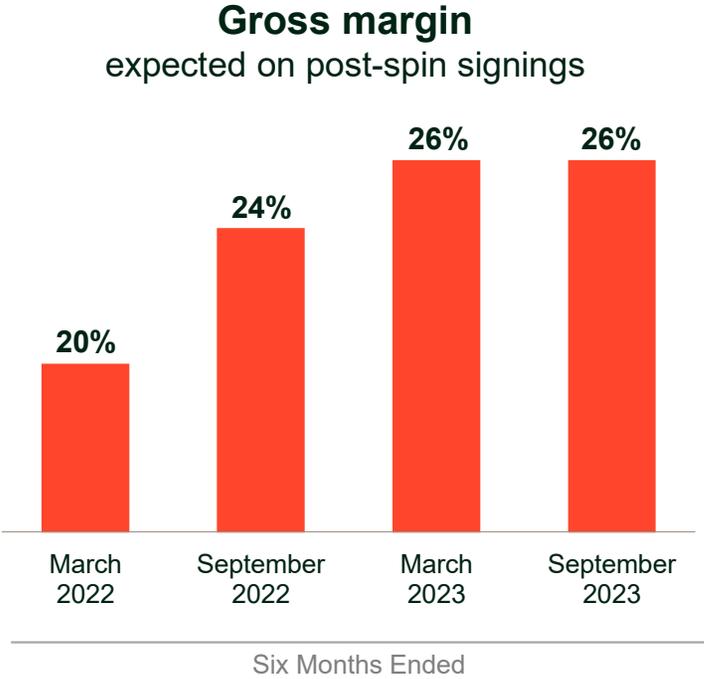
- 39% year-over-year<sup>1</sup> growth in Applications, Data & AI signings
- Performing one billion automations a year, enhancing customer resiliency and outcomes
- 1,000+ customers expected to be operational on Kyndryl Bridge by fiscal year-end

### Industry-wide skills shortages

- 13% year-over-year<sup>1</sup> Consult signings growth
- Pervasive demand for Kyndryl's highly-skilled and trusted talent
- 130% increase in total hyperscaler certifications since spin

These trends, combined with our capabilities and market position, are fueling our long-term growth

# We're consistently capturing and building value . . .



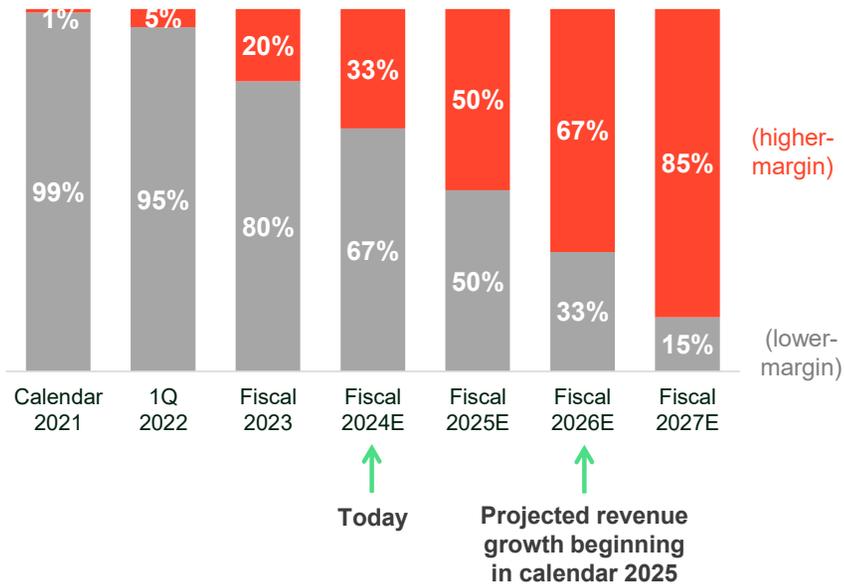
The stronger margin profile of our post-spin signings demonstrates the quality and importance of our services



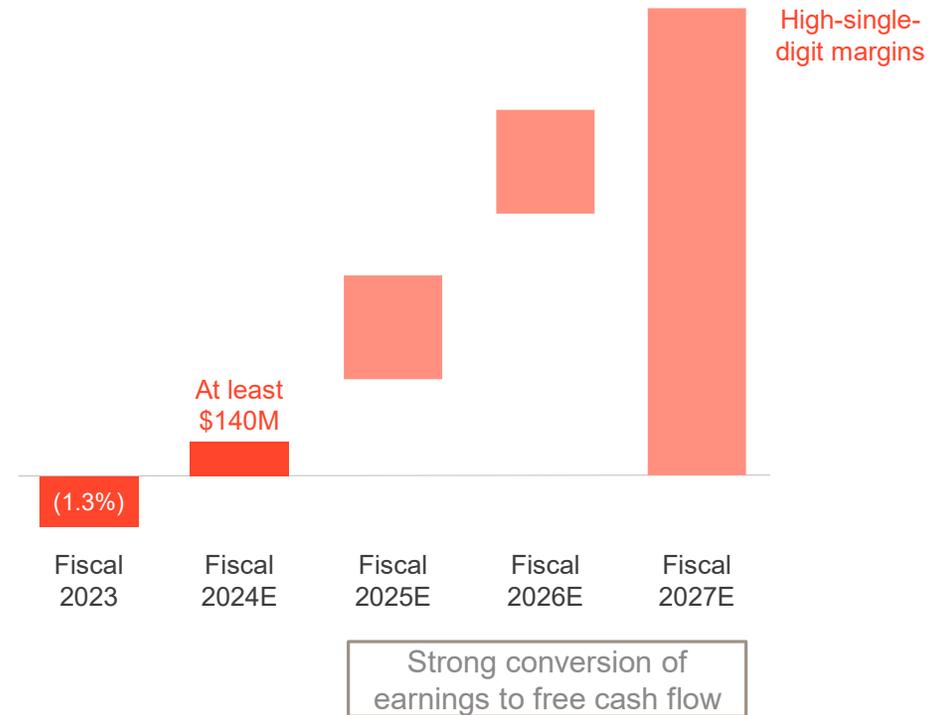
<sup>1</sup> Our gross profit book-to-bill is defined as our projected gross profit on signings during the trailing twelve months divided by our actual gross profit for the same period

# ... to significantly increase profitability and drive free cash flow

Mix of post-spin signings in our revenue<sup>1</sup>



Adjusted pretax income / margin



We're driving powerful dynamics for near-term and medium-term value creation

# Financial overview



Solid quarterly results demonstrate continuing progress



Alliances, **A**dvanced Delivery and **A**ccounts initiatives delivering greater benefits



Robust balance sheet and strong liquidity

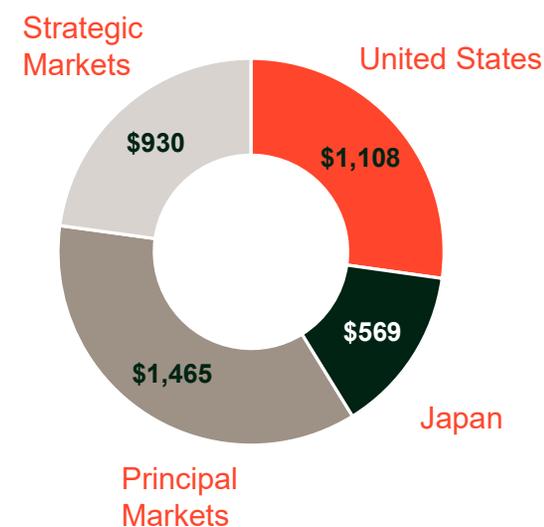


**Raising outlook** for current fiscal year (ending March 2024)

## Fiscal second quarter 2024 financial highlights

| (\$ in millions)                     | Quarter ended<br>Sept. 30, 2023 | Quarter ended<br>Sept. 30, 2022 |
|--------------------------------------|---------------------------------|---------------------------------|
| <b>Revenue</b>                       | <b>\$4,073</b>                  | <b>\$4,179</b>                  |
| Growth, in constant currency         | (5%)                            | 1%                              |
| <b>Adjusted EBITDA</b>               | <b>\$574</b>                    | <b>\$428</b>                    |
| Adjusted EBITDA margin               | 14.1%                           | 10.2%                           |
| <b>Adjusted pretax income (loss)</b> | <b>\$25</b>                     | <b>(\$102)</b>                  |
| Adjusted pretax margin               | 0.6%                            | (2.4%)                          |

Quarterly revenue by segment  
(\$ in millions)



Our results for the quarter reflect solid operational execution, led by our three-A initiatives and Kyndryl Consult

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Principal Markets: Operations in Australia/New Zealand, Canada, France, Germany, India, Italy, Spain/Portugal and United Kingdom/Ireland  
 Strategic Markets: Operations in all other geographic locations  
 Revenue growth (year-over-year) as reported was (3%) in the quarter ended September 30, 2023 and (9%) in the quarter ended September 30, 2022  
 See appendix for reconciliation of non-GAAP metrics

## Delivering additional benefits from our three-A's in fiscal 2024

### Alliances

Driving signings, certifications and revenues with our new ecosystem partners and capabilities

**\$180M**

Ahead of pace

Hyperscaler revenue in first half  
(\$80M+ last quarter, \$300M+ fiscal year 2024 target)

**37,000+**

Cloud certifications as of September 2023  
(total hyperscaler certifications up 130% since spin)

### Advanced Delivery

Transforming service delivery through upskilling and automation

**\$425M**

Raising outlook

Annualized savings from automation  
(up from \$375M last quarter; raising target for March 2024 by \$100M, to \$550M)

**\$140M**

Of year-over-year earnings benefit in first half  
(\$250M+ fiscal year 2024 target)

### Accounts

Addressing elements of the business with substandard margins

**\$400M**

Raising outlook

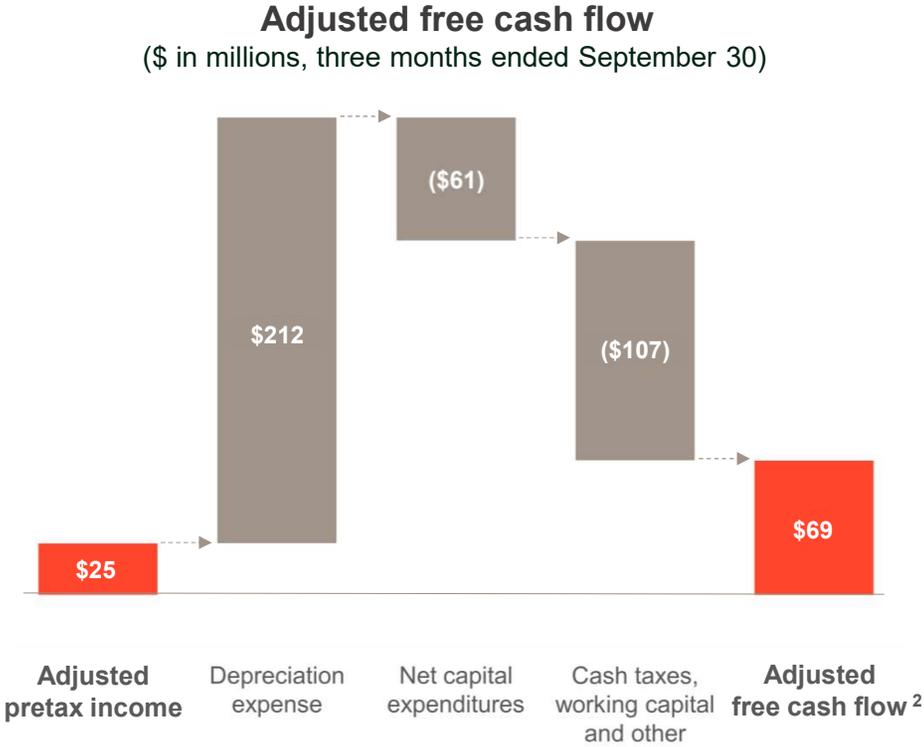
Annualized profit improvement  
(up from \$300M+ last quarter; raising target for March 2024 by \$100M, to \$500M)

**\$130M**

Of year-over-year earnings benefit in first half  
(\$250M+ fiscal year 2024 target)

Our accelerated progress on the three-A's is demonstrating our ability to return to sustainable, profitable growth

# Positive cash flow from operations and strong balance sheet metrics



## Balance sheet and cash flow metrics

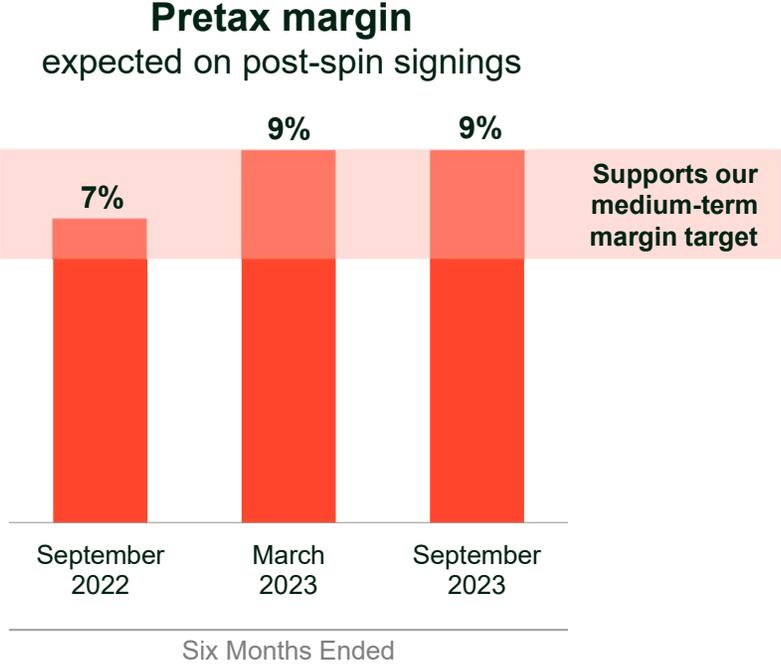
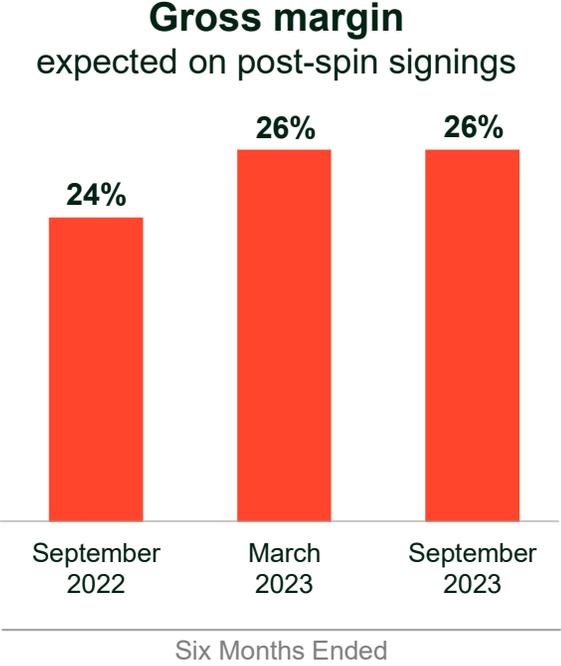
|  |                           |
|--|---------------------------|
| <b>\$4.6B</b><br>Available liquidity <sup>1</sup>                              | <b>\$1.4B</b><br>Cash     |
| <b>\$3.2B</b><br>Debt  | <b>\$1.8B</b><br>Net debt |
| <b>\$46M</b><br>Cash flow from operations<br>(three months ended September 30) |                           |

**We're expecting positive adjusted free cash flow in fiscal 2024 and are well-positioned to execute our strategy**



<sup>1</sup> Consists of \$1.4B of cash and \$3.2B of undrawn senior unsecured credit facility  
<sup>2</sup> Adjusted free cash flow: Cash flow from operations (GAAP) \$46M, plus workforce rebalancing payments \$34M, transaction-related payments \$42M, significant litigation payments \$10M, less other \$2M and net capital expenditures \$61M. See appendix for reconciliation of non-GAAP metrics

# Projected margins on signings up meaningfully, supporting medium-term goals



Execution on our three-A's and focus on higher-value services are driving margin expansion on signings post-spin

# Gross profit book-to-bill

| (\$ in billions)   | Twelve months ended<br>September 30, 2023 |
|--|---|
| Projected gross margin on signings   | ~ 26%                                     |
| Total signings   | \$12.0                                    |
| Projected gross profit on signings (“book”)  | \$3.12                                    |
| Reported gross profit (“bill”)   | \$2.75                                    |
| <b>Gross profit book-to-bill ratio</b><br>(projected gross profit on signings / reported gross profit) | <b>1.1x</b>                               |

Through our emphasis on profitability, we’ve been delivering a gross profit book-to-bill ratio above 1.0x

## Over the medium term, our initiatives will contribute to profit growth

|                                       | Alliances  | Advanced Delivery   | Accounts   | plus  |
|---------------------------------------|--|---|--|---|
|                                       | Driving signings, certifications and revenues through our new ecosystem partners | Transforming service delivery through upskilling and automation | Addressing elements of the business with substandard margins | Consult growth, growth in practices, expense management, etc. |
| Signings                              | ✓  |   |  | ✓   |
| Revenues                              | ✓  |   | ✓*   | ✓   |
| Cost savings                          |  | ✓   | ✓  | ✓   |
| Pretax income                         | ✓  | ✓   | ✓  | ✓   |
| Medium-term annual pretax opportunity | <b>\$200M</b>  | <b>\$600M</b>   | <b>\$800M</b>  | <b>\$400M</b>   |

Expected benefits will drive margin expansion



\*May include positive impacts from expanded scope and increased pricing and reductions from terminated contracts or reduced scope IBM software costs increasing ~\$200M per calendar year in 2023, 2024 and 2025

## Raising our fiscal 2024 outlook

|                               | Fiscal 2024 outlook  | Comments   |
|-------------------------------|--|--|
| <b>Adjusted pretax income</b> | At least \$140 million, up at least \$357 million year-over-year   | Increase from August outlook of at least \$100 million   |
| <b>Adjusted EBITDA margin</b> | Approximately 14.5%, up 290 bps year-over-year   | Increase from August outlook of approximately 14%  |
| <b>Revenue</b>                | (6%) to (7%) growth in constant currency; implies revenue of \$15.8 to \$16.0 billion based on recent exchange rates | Increase from August outlook of (6%) to (8%) constant-currency growth; year-over-year decline primarily driven by targeted actions to reduce certain low-margin revenue; revenue outlook also reflects recent currency movements |

**We're focused on delivering on our three-A initiatives, innovation and margin expansion**



Based on recent exchange rates, currency effects are currently expected to negatively impact revenue by (\$30M), adjusted EBITDA by (\$45M) and adjusted pretax income by (\$30M) year-over-year; compared to our August outlook, currency has impacted revenue by (\$240M)  
 Depreciation expense projected to be ~\$850M; amortization expense of transition cost and prepaid software projected to be ~\$1.2B; interest expense projected to be ~\$120M  
 Net capital expenditures projected to be ~\$700M. ~\$300M of cash projected to be used for transaction-related items, primarily post-Separation systems migration costs, and workforce rebalancing programs

# Investment highlights



The world leader in designing, building, managing and modernizing mission-critical information systems



Independence doubled our addressable market from \$240 billion pre-spin to \$530 billion by 2025, with market growth driven by numerous interrelated tailwinds



Competitive advantage stems from our people, data and intellectual property, making us a trusted long-term partner to thousands of blue-chip enterprise customers



Freedom to invest for growth while expanding our ecosystem of strategic partners and service capabilities, enhancing customers' access to a wider range of technology solutions



Uniquely well-positioned to enable our customers to harness key secular trends like cloud migration, hybrid environment optimization and use of data and AI in core processes



Earnings accelerating due to strong execution and more revenue coming from higher-margin, post-spin signings



Strong financial characteristics with annuity-like annual revenues, double-digit adjusted EBITDA margins and investment-grade credit ratings



Focused, growth-oriented culture, committed to high ESG standards and led by a highly experienced executive team

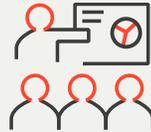


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# Appendix



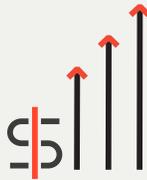
Accolades and  
recognition



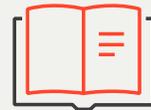
ESG commitment



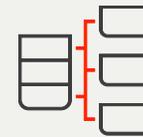
Our services and  
revenue mix



Financial metrics



Definitions and  
rationale for  
non-GAAP metrics



Reconciliation of  
non-GAAP metrics

## Recent accolades and industry recognition



A Major Contender and Star Performer:  
2023 Digital Workplace Services PEAK  
Matrix™ Assessment in North America



2022 Leader in Mainframe Services &  
Solution Provider in U.S. and Europe



A Major Contender: 2023 Data and  
Analytics PEAK Matrix™ Assessment



Innovator: *Hybrid Enterprise Cloud Services*  
2022–2023 RadarView report



Market Leader: *Cybersecurity*  
*Services 2022 RadarView* report



2023 Leader in in Cognitive Service  
Desk Capability



2022 Leader in SAP Ecosystem for  
Managed Platform and Cloud Services in  
U.S., U.K., Germany, Nordics and Brazil



Major Player: IDC MarketScape 2022  
Worldwide Cloud Professional Services  
Vendor Assessment



A Leader: May 2023 Magic Quadrant™ for  
Managed Mobility Services, Global report

Kyndryl ranked #1 worldwide by revenue in  
2022 for Infrastructure Implementation and  
Managed Services Providers by Gartner

A Challenger: June 2023 for Data Center  
Outsourcing and Hybrid Infrastructure  
Managed Services



A “Strong Performer” rating in The Forrester  
Wave™: Cloud Migration And Managed  
Service Partners in China, Q4 2022



2022 Leader in Cyber Security Services,  
including Incident Response and Backup  
Services, and Cyber Consulting & Strategy  
Construction

# Strong commitment to corporate citizenship principles

## Environmental stewardship

- Committed to Net Zero emissions by 2040 and reducing all-scope emissions at least 50% by 2030
- Aligning operating metrics with key environmental, social and governance frameworks
- Developing Net Zero Sustainability training available to all Kyndryls
- Building certifications to systematize environmental, energy and carbon goals

Commit to sustainable business practices and operations

## Social inclusivity

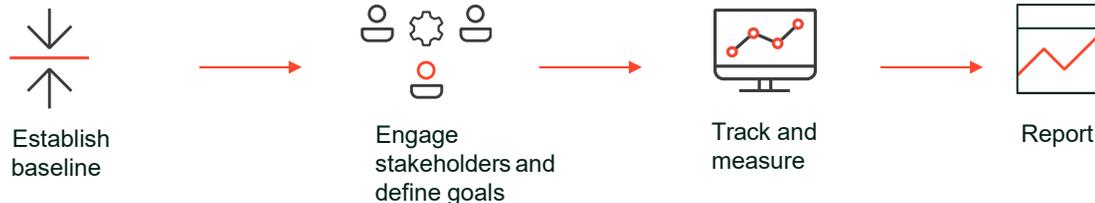
- Increased Kyndryl Inclusion Networks (KINs) to support Black, Hispanic, Asian American & Pacific Islander, LGBTQ+, People with Disabilities, women, and other groups
- Developed and published Human Rights Policy
- Centered corporate social responsibility strategy around employee engagement
- Driving human capital strategy to attract, retain and motivate our workforce

Lead in human capital, inclusion, diversity & equity, and corporate social responsibility

## Governance

- Published inaugural Corporate Citizenship Report to highlight commitments and progress toward goals
- Implemented global ethics and cybersecurity & data privacy training for employees
- Implemented Board oversight of corporate citizenship and provided relevant disclosures in Kyndryl's proxy statement
- Ensured Board accountability to stockholders through majority voting in director elections, proxy access and ability to call special meetings

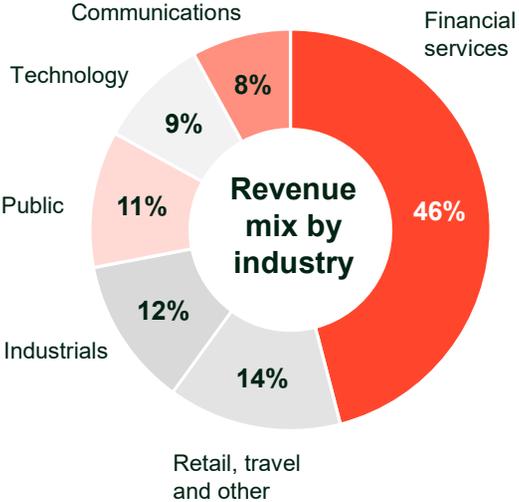
Operate with integrity



# Our services

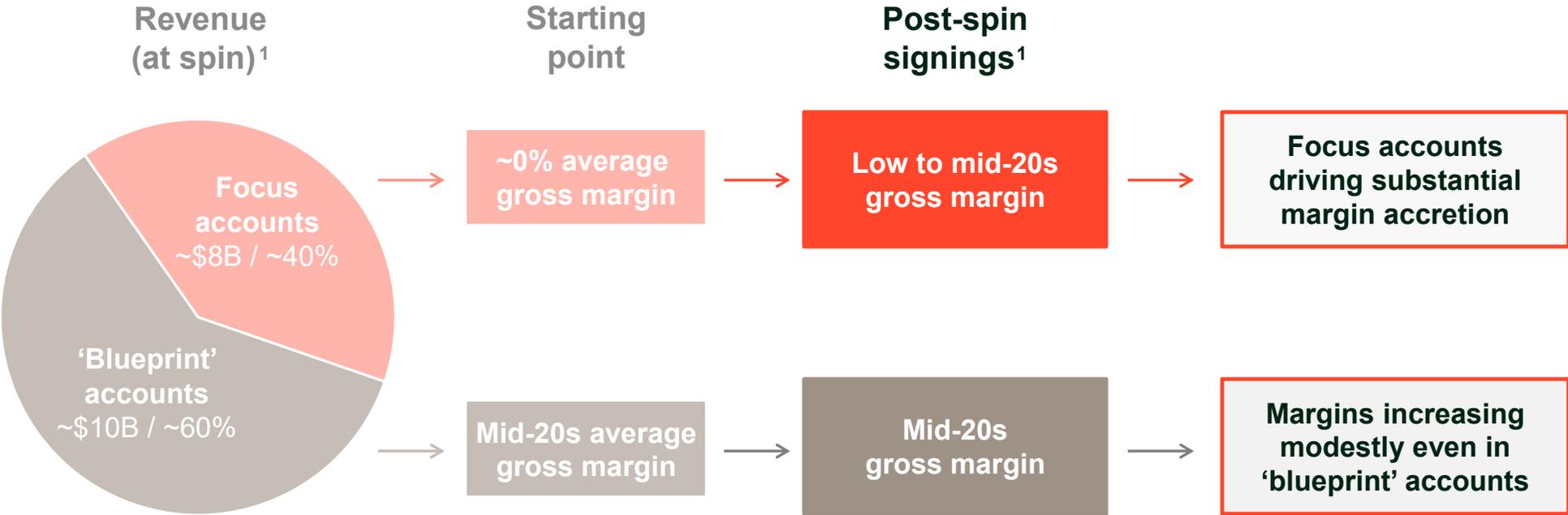
| Practice                            | Overview   | Revenue |
|-------------------------------------|--|---------|
| <b>Cloud</b>                        | Delivering seamless, integrated, multicloud management in a hybrid model   | 34%     |
| <b>Security &amp; Resiliency</b>    | Delivering full line of cybersecurity, business continuity and disaster recovery services to help customers continuously adapt to new threats and regulatory standards | 13%     |
| <b>Network &amp; Edge</b>           | Providing unified network services for cloud and data center connectivity  | 8%      |
| <b>Applications, Data &amp; AI</b>  | Providing full application platform hosting and expert assistance for application modernization  | 5%      |
| <b>Digital Workplace</b>            | Enhancing user experience and work location flexibility by providing a consumer experience to employees  | 7%      |
| <b>Core Enterprise &amp; zCloud</b> | Providing secure, unified and fault-tolerant mainframe services for our customers' core infrastructure   | 33%     |

## Diversified sources of revenue



Approximate revenue based on twelve months ended September 30, 2023  
 Industry revenue mix is approximate

# Transforming focus accounts into higher-value 'blueprint' accounts



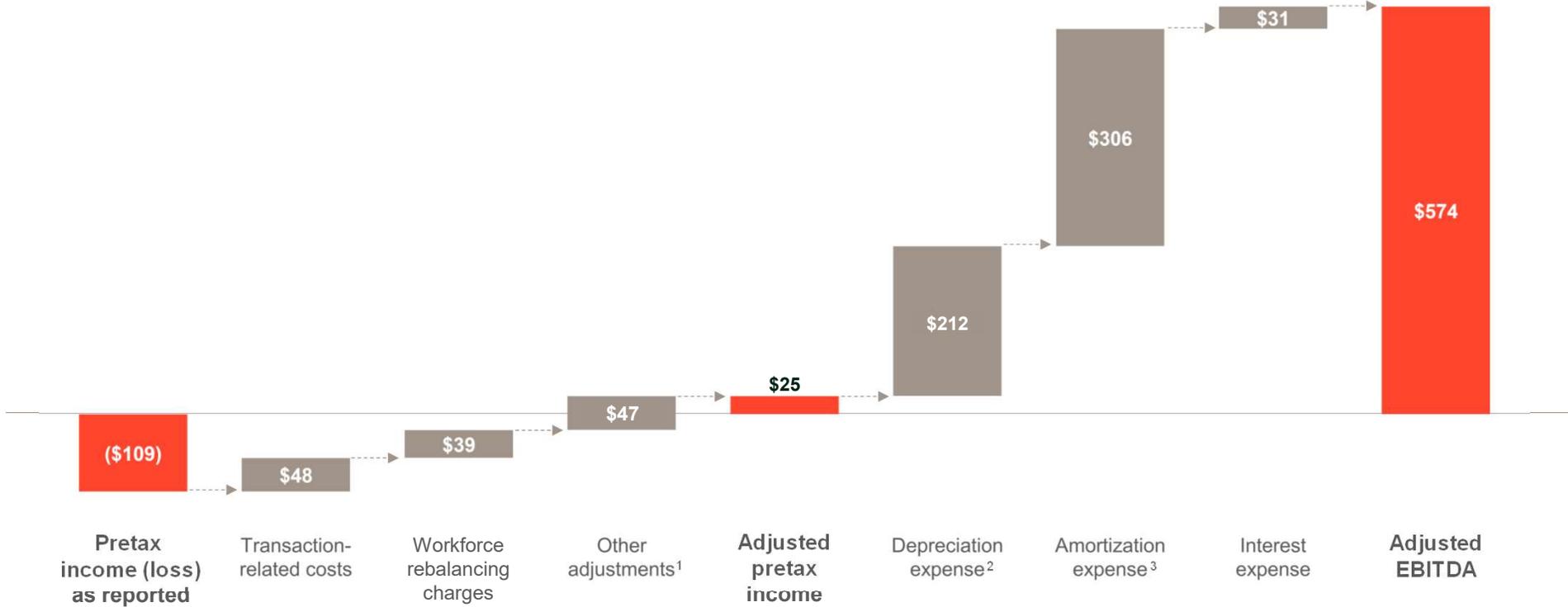
**We're expanding our margins on focus accounts upon renewal and mid-contract**



<sup>1</sup> Revenue represents historical (GAAP) revenue for the twelve months ended March 31, 2022; post-spin signings and revenue were ~40% focus accounts and ~60% blueprint accounts. Our gross margins are approximately 16 points higher than our adjusted pretax margins.

# Fiscal second quarter 2024 adjusted pretax income and adjusted EBITDA

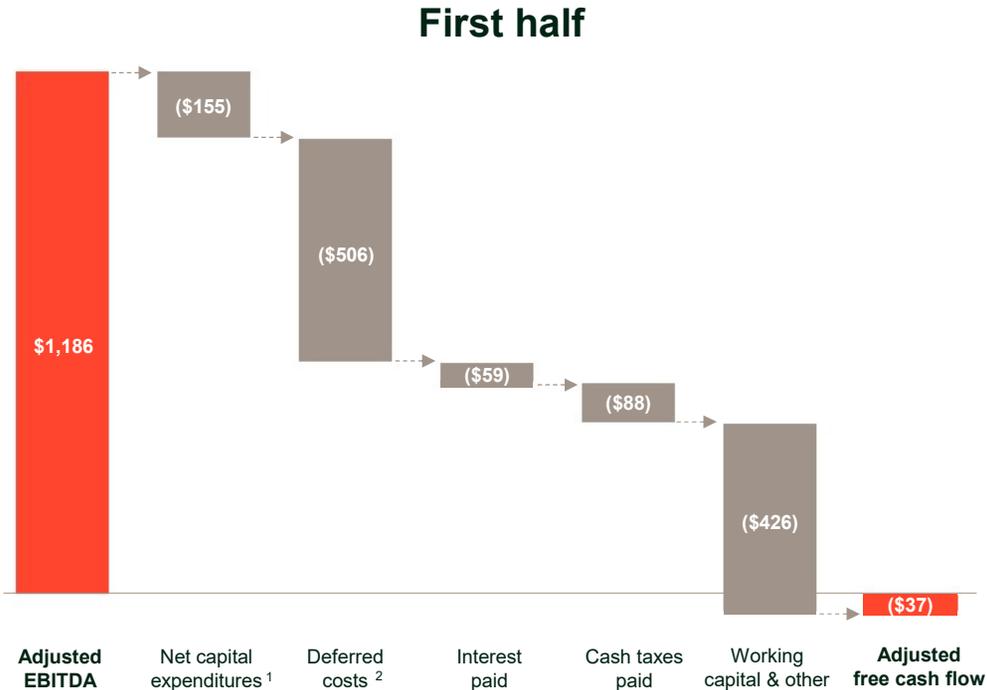
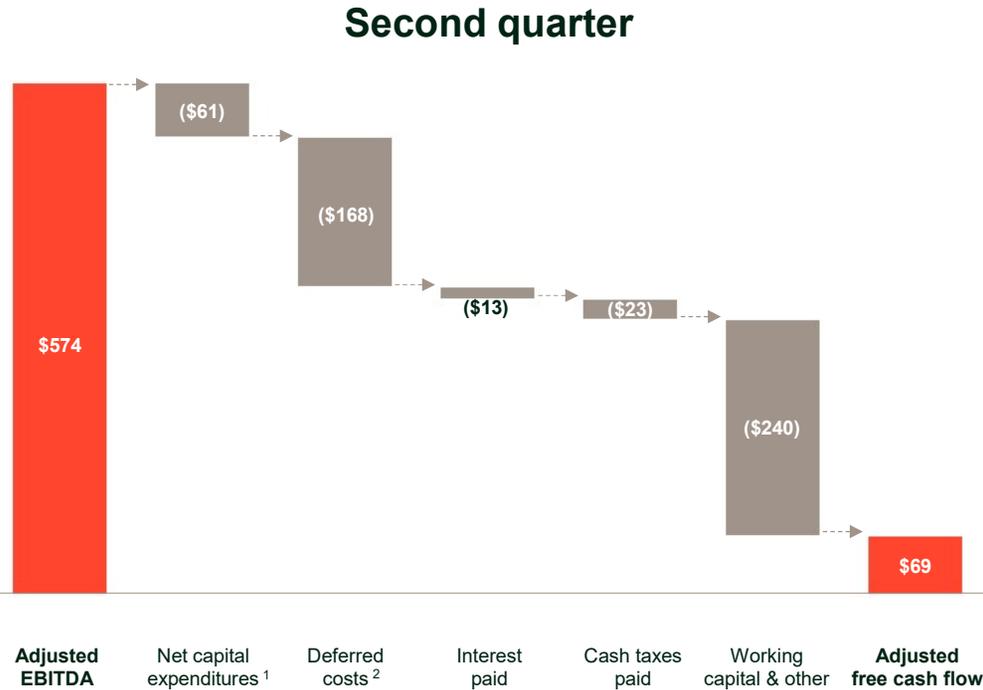
(\$ in millions)



<sup>1</sup> Effects of amortization of acquisition-related intangible assets, stock-based compensation, pension costs other than pension servicing costs and multi-employer plan costs, significant litigation costs, charges related to ceasing to use leased/fixed assets and lease terminations, and currency impacts of highly inflationary countries  
<sup>2</sup> Includes amortization of capitalized software costs and excludes depreciation of operating right-of-use assets  
<sup>3</sup> Amortization of transition & transformation costs and prepaid software

# Fiscal 2024 adjusted EBITDA and adjusted free cash flow

(\$ in millions)



<sup>1</sup> Net capital expenditures compares to depreciation of \$212M in second quarter and \$422M in first half, which exclude \$9M of depreciation expense that is included in transaction-related costs  
<sup>2</sup> Deferred costs offset amortization of prepaid software and transition costs of \$306M in second quarter and \$631M in first half

# Reconciliation of non-GAAP metrics

(in millions, except per-share amounts)

| Reconciliation of net income (loss) to adjusted pretax income (loss) and adjusted EBITDA | Six months ended Sept. 30, 2023 | Three months ended Sept. 30, 2023 | Three months ended Sept. 30, 2022 |
|--|---------------------------------|-----------------------------------|-----------------------------------|
| <b>Net income (loss) (GAAP)</b>  | <b>(\$283)</b>                  | <b>(\$142)</b>                    | <b>(\$281)</b>                    |
| Plus: Provision for income taxes   | 65                              | 33                                | 61                                |
| <b>Pretax income (loss)</b>  | <b>(\$218)</b>                  | <b>(\$109)</b>                    | <b>(\$219)</b>                    |
| <b>Non-operating adjustments (before tax)</b>  |                                 |                                   |                                   |
| Workforce rebalancing charges  | 97                              | 39                                | 3                                 |
| Charges related to ceasing to use leased/ fixed assets and lease terminations            | 10                              | -                                 | -                                 |
| Transaction-related costs  | 89                              | 48                                | 68                                |
| Stock-based compensation expense   | 48                              | 25                                | 28                                |
| Amortization of acquisition-related intangible assets                                    | 15                              | 7                                 | 11                                |
| Other adjustments <sup>1</sup>   | 31                              | 15                                | 9                                 |
| <b>Adjusted pretax income (loss) (non-GAAP)</b>  | <b>\$72</b>                     | <b>\$25</b>                       | <b>(\$102)</b>                    |
| <i>Adjusted pretax margin</i>  | <i>0.9%</i>                     | <i>0.6%</i>                       | <i>(2.4%)</i>                     |
| Interest expense   | 61                              | 31                                | 19                                |
| Depreciation of property and equipment, and capitalized software                         | 422                             | 212                               | 221                               |
| Amortization of transition costs and prepaid software                                    | 631                             | 306                               | 291                               |
| <b>Adjusted EBITDA (non-GAAP)</b>  | <b>\$1,186</b>                  | <b>\$574</b>                      | <b>\$428</b>                      |
| <i>Operating margin</i> <sup>2</sup>   | <i>(1.7%)</i>                   | <i>(1.7%)</i>                     | <i>(5.0%)</i>                     |
| <i>Adjusted EBITDA margin</i>  | <i>14.4%</i>                    | <i>14.1%</i>                      | <i>10.2%</i>                      |
| <b>Revenue (GAAP)</b>  | <b>\$8,266</b>                  | <b>\$4,073</b>                    | <b>\$4,179</b>                    |
| <i>Net income (loss) margin</i>  | <i>(3.4%)</i>                   | <i>(3.5%)</i>                     | <i>(6.7%)</i>                     |

Numbers may not add due to rounding

<sup>1</sup> Other adjustments represent pension costs other than pension servicing costs and multi-employer plan costs, significant litigation costs and currency impacts of highly inflationary countries

<sup>2</sup> Operating margin is calculated by dividing net income (loss) less income taxes, interest expense and other expense (income), by revenue

| Reconciliation of adjusted pretax income (loss) to adjusted net income (loss) and adjusted EPS | Three months ended Sept. 30, 2023 | Three months ended Sept. 30, 2022 |
|--|-----------------------------------|-----------------------------------|
| <b>Adjusted pretax income (loss) (non-GAAP)</b>  | <b>\$25</b>                       | <b>(\$102)</b>                    |
| Provision for income taxes (GAAP)  | (33)                              | (61)                              |
| Tax effect of non-GAAP adjustments   | (4)                               | (5)                               |
| <b>Adjusted net income (loss) (non-GAAP)</b>   | <b>(\$12)</b>                     | <b>(\$168)</b>                    |
| Diluted weighted average shares outstanding  | 229.1                             | 226.8                             |
| Diluted earnings (loss) per share (GAAP)   | (0.62)                            | (1.24)                            |
| <b>Adjusted EPS (non-GAAP)</b>   | <b>(\$0.05)</b>                   | <b>(\$0.74)</b>                   |
| Reconciliation of cash flow from operations to adjusted free cash flow                         | Three months ended Sept. 30, 2023 | Six months ended Sept. 30, 2023   |
| <b>Cash flow from operations (GAAP)</b>  | <b>\$46</b>                       | <b>(\$127)</b>                    |
| Plus: Transaction-related payments   | 42                                | 84                                |
| Plus: Workforce rebalancing payments   | 34                                | 113                               |
| Plus: Significant litigation payments  | 10                                | 44                                |
| Plus: Payments (receipts) related to lease terminations and ceasing to use fixed assets        | (2)                               | 5                                 |
| Less: Net capital expenditures   | (61)                              | (155)                             |
| <b>Adjusted free cash flow (non-GAAP)</b>  | <b>\$69</b>                       | <b>(\$37)</b>                     |
| Reconciliation of net debt   | Balance as of Sept. 30, 2023      |                                   |
| Short-term debt  | \$121                             |                                   |
| Long-term debt   | 3,123                             |                                   |
| <b>Total debt</b>  | <b>\$3,243</b>                    |                                   |
| <b>Cash</b>  | <b>1,408</b>                      |                                   |
| <b>Net debt</b>  | <b>\$1,835</b>                    |                                   |

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## Definitions and rationale for non-GAAP metrics

| Metric   | Definition   |
|--|--|
| <b>Adjusted EBITDA and adjusted EBITDA margin</b>  | <p>Adjusted EBITDA is defined as net income (loss) excluding net interest expense, income taxes, depreciation and amortization (excluding depreciation of right-of-use assets and amortization of capitalized contract costs), charges related to ceasing to use leased/fixed assets, charges related to lease terminations, transaction-related costs, pension costs other than pension servicing costs and multi-employer plan costs, stock-based compensation expense, workforce rebalancing charges, impairment expense, significant litigation costs, and foreign currency impacts of highly inflationary countries.</p> <p>Adjusted EBITDA margin is calculated by dividing adjusted EBITDA, as defined above, by revenue.</p> <p>Management uses adjusted EBITDA and adjusted EBITDA margin to evaluate our performance. Management also uses these metrics when publicly providing our business outlook. We believe they are a helpful supplemental measure to assist investors in evaluating our operating results as they exclude certain items whose fluctuation from period to period do not necessarily correspond to changes in the operations of our business. Adjusted EBITDA and adjusted EBITDA margin are financial measures that are not recognized under U.S. GAAP and should not be considered as an alternative to net income (loss) or other measures of financial performance or liquidity derived in accordance with U.S. GAAP.</p>  |
| <b>Adjusted pretax income (loss) and adjusted pretax margin</b>                              | <p>Adjusted pretax income (loss) is defined as pretax income (loss) excluding transaction-related costs, charges related to ceasing to use leased/fixed assets, charges related to lease termination, pension costs other than pension servicing costs and multi-employer plan costs, stock-based compensation expense, amortization of acquisition-related intangible assets, workforce rebalancing charges, impairment expense, significant litigation costs and foreign currency impacts of highly inflationary countries.</p> <p>Adjusted pretax margin is calculated by dividing adjusted pretax income (loss), as defined above, by revenue.</p> <p>Management uses adjusted pretax income (loss) and adjusted pretax margin to evaluate our performance. Management also uses them when publicly providing our business outlook. We believe adjusted pretax income (loss) and adjusted pretax margin are helpful supplemental metrics for investors in evaluating our operating performance because they can be used by investors to measure a company's operating performance without regard to items excluded from the calculation of such measures, which can vary substantially from company to company. Adjusted pretax income (loss) and adjusted pretax margin eliminate the impact of expenses that do not relate to core business performance. These measures are financial measures that are not recognized under U.S. GAAP and should not be considered as an alternative to net income (loss) or other measures of financial performance or liquidity derived in accordance with U.S. GAAP.</p> |
| <b>Adjusted net income (loss), adjusted net margin and adjusted earnings per share (EPS)</b> | <p>Adjusted net income (loss) is defined as adjusted pretax income (loss) less the reported provision for income taxes, minus or plus the tax effect of the non-GAAP adjustments made to calculate adjusted pretax income (loss), and excluding exceptional items impacting the reported provision for income taxes. Adjusted net margin is calculated by dividing adjusted net income by revenue. Adjusted earnings per share (EPS) is defined as adjusted net income divided by diluted weighted average shares outstanding to reflect shares that are dilutive or anti-dilutive based on the amount of adjusted net income.</p> <p>Management uses adjusted net income (loss), adjusted net margin and adjusted earnings per share to evaluate our performance. Management also uses them when publicly providing our business outlook. We believe adjusted net income (loss) and adjusted net margin are helpful supplemental metrics for investors in evaluating our operating performance because they can be used by investors to measure a company's operating performance without regard to items excluded from the calculation of such measures, which can vary substantially from company to company. Adjusted earnings per share can be used by investors to evaluate operating performance attributable to equity shareholders. These measures are financial measures that are not recognized under U.S. GAAP and should not be considered as an alternative to net income (loss) or other measures of financial performance or liquidity derived in accordance with U.S. GAAP.</p>                   |

## Definitions and rationale for non-GAAP metrics (continued)

| Metric                         | Definition  |
|--------------------------------|---|
| <b>Constant-currency</b>       | <p>Constant-currency information compares results between periods as if exchange rates had remained constant period over period. We define constant-currency revenues as total revenues excluding the impact of foreign exchange rate movements and use it to determine the constant-currency revenue growth on a year-over-year basis. Constant-currency revenues are calculated by translating current period revenues using corresponding prior-period exchange rates.</p> <p>Management uses constant-currency measures to evaluate period-over-period operating performance without the effect of fluctuations in currency exchange rates, which is consistent with how management evaluates our revenue results and trends. We believe that presentation in constant-currency is a useful supplemental financial measure to aid investors in understanding of the Company's period-over-period operating performance and provides additional insight into historical and/or future performance.</p>   |
| <b>Net debt</b>                | <p>Net debt is defined as total debt less cash and cash equivalents. Management uses net debt to evaluate its leverage.</p>   |
| <b>Adjusted free cash flow</b> | <p>Adjusted free cash flow is defined as cash flows from operating activities after adding back transaction-related payments, workforce rebalancing payments, significant litigation payments and payments related to lease terminations and ceasing to use leased/fixed assets, less net capital expenditures.</p> <p>Management uses adjusted free cash flow as a measure to evaluate its operating results, plan strategic investments and assess our ability and need to incur and service debt. We believe adjusted free cash flow is a useful supplemental financial measure to aid investors in assessing our ability to pursue business opportunities and investments and to service our debt. Adjusted free cash flow is a financial measure that is not recognized under U.S. GAAP and should not be considered as an alternative to cash flows from operations or liquidity derived in accordance with U.S. GAAP.</p>  |
| <b>Signings</b>                | <p>Signings are defined by Kyndryl as an initial estimate of the value of a customer's commitment under a contract. The calculation involves estimates and judgments to gauge the extent of a customer's commitment, including the type and duration of the agreement as well as the presence of termination charges or wind-down costs. Contract extensions and increases in scope are treated as signings only to the extent of the incremental new value. Signings can vary over time due to a variety of factors including, but not limited to, the timing of signing a small number of larger outsourcing contracts, as well as the length of those contracts. The conversion of signings into revenue may vary based on the types of services and solutions, customer decisions and other factors, which may include, but are not limited to, macroeconomic environment or external events. Our gross profit book-to-bill is defined as our implied gross profit on bookings for the trailing twelve months divided by our actual gross profit for the same period.</p> <p>Management uses signings and gross profit book-to-bill as tools to monitor the performance of the business including the business' ability to attract new customers and sell additional scope into our existing customer base.</p> |