# GE: Our Time

# J. R. Immelt Chairman & CEO

# May 18, 2005

"This document contains "forward-looking statements" – that is, statements related to future, not past, events. In this context, forward-looking statements often address our expected future business and financial performance, and often contain words such as "expects," "anticipates," "intends," "plans," "believes," "seeks," or "will." Forward-looking statements by their nature address matters that are, to different degrees, uncertain. For us, particular uncertainties arise from the behavior of financial markets, including fluctuations in interest rates and commodity prices; from future integration of acquired businesses; from future financial performance of major industries which we serve including, without limitation, the air and rail transportation, energy generation, media, real estate and healthcare industries; from unanticipated loss development in our insurance businesses; and from numerous other matters of national, regional and global scale, including those of a political, economic, business, competitive and regulatory nature. These uncertainties may cause our actual future results to be materially different than those expressed in our forward-looking statements. We do not undertake to update our forward-looking statements."

This presentation includes certain non-GAAP financial measures as defined by SEC rules. As required by SEC rules, we have provided a reconciliation of those measures to the most directly comparable GAAP measures, which is available in our Supplemental Information file on our investor relations website at www.qe.com/investor.



# Agenda

 Current environment remains strong



- ✓ Consistent orders growth
- ✓ Strong financing volume growth
- ✓ Solid & stable asset quality

 Drivers of sustained growth are in place for 2005 & beyond



- ✓ Double-digit revenue, earnings & cash flow
- ✓ Organic revenue growth 8% with margin expansion

• Executing the strategy



✓ GE's portfolio and initiatives will deliver consistent growth

Our time



- ✓ We have built a stronger growth company with expanding returns
- ✓ We have built a competitive company that can win around the world



# Current environment remains strong



### Positive environment

### + Solid economic growth:

Broad orders strength
Customer usage up
Low losses
Higher capacity utilization
Asia solid
Pricing power

### +/- More volatility:

High oil prices/inflation Increasing interest rates Europe slow No stimulus

### "Operators economy"

Price > inflation
Supply chain
Manage credit
Create growth

Environment as expected ... will continue into future

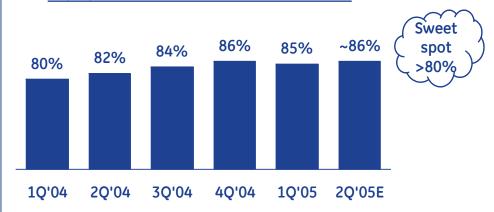


# GE's leading indicators

### Aircraft Engines spares ADOR (\$MM/day)



### **Equipment Services utilization %**



Flow orders (V PY)
(ex. acq./disp.)

12%

12%

10% ~10%

40'04

30'04

### Commercial & Consumer assets (\$B)



Strong & consistent growth

2Q'05E

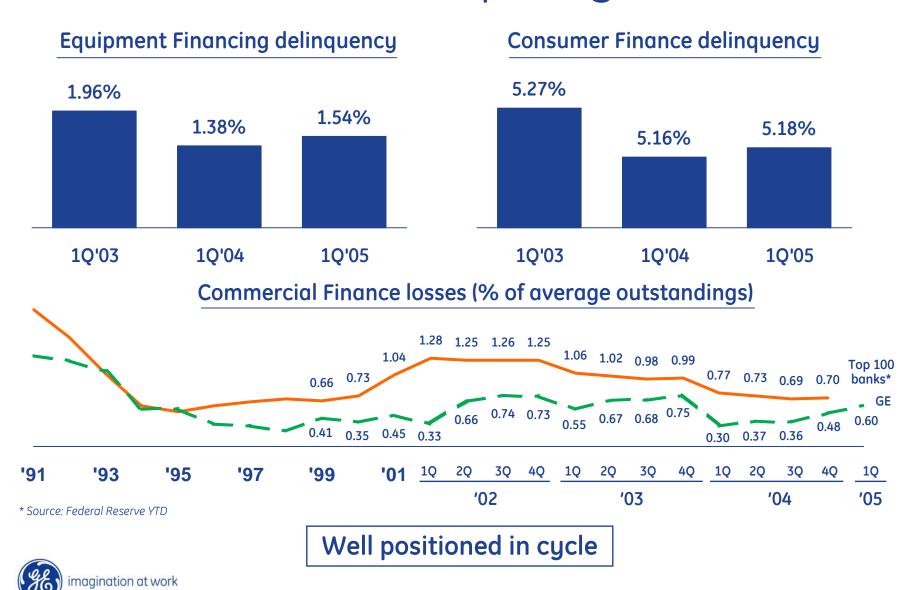
1Q'05



2Q'04

10'04

# Solid & stable asset quality



# Drivers of sustained growth are in place for 2005 & beyond



# Thinking about GE



- ✓ Energy \$(.13)✓ Pension (.12)
- ✓ "Parent supported debt" + Insurance (.17)
- ✓ Portfolio investment (.02)

### **Outperform**

- ✓ Strong momentum
- ✓ Better company
- ✓ More competitive



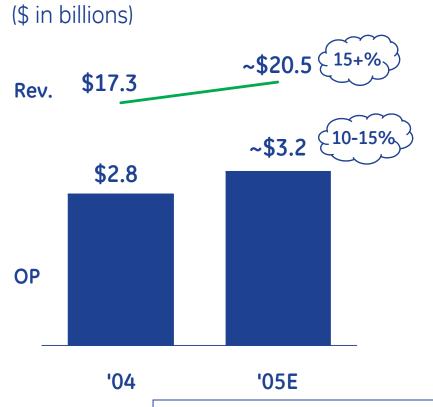
# Clear 2005 earnings dynamics

	'05E earnings V%			
Factor	Original outlook	Current view	Driver	
Improved cycles: Energy + Transportation	10-15%	+	Services/ Global	
Continued growth: Commercial + Consumer Finance	15+	+	Low global share	
Sustained growth: Healthcare + NBCU + Infrastructure	20+	✓	Demographics	
Improved economy: Cash Generators remain solid	10+	<b>√</b>	Cycle	
Insurance + pension	$\downarrow$	+	BD	

GE will deliver in 2005 & beyond ... not dependent on robust economic environment



# Improved cycle: Energy



### **Dynamics**

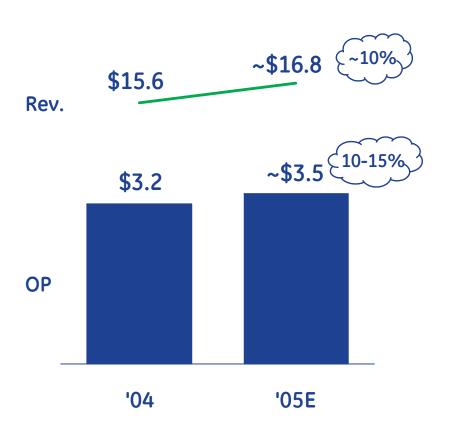
- Installed base driving services growth
  - Outage cycles ↑
  - 40% installed base covered by CSAs
- Global unit growth ... better
  - GT units ~140, +15%
- New platform revenue growth
  - Wind ~2X '04
  - Oil & Gas ~30%
- Continued cost out
  - Strong productivity

	Op profit		
	<b>'04</b>	<u>′05E</u>	<u>V%</u>
Power Generation	\$0.5	\$0.0-0.2	U
<b>Energy Services</b>	1.8	2.3-2.4	~30%+
Other	0.5	0.7-0.8	~30%+
Total	\$2.8	~\$3.2	10-15%



# Improved cycle: Transportation

(\$ in billions)



### **Dynamics**

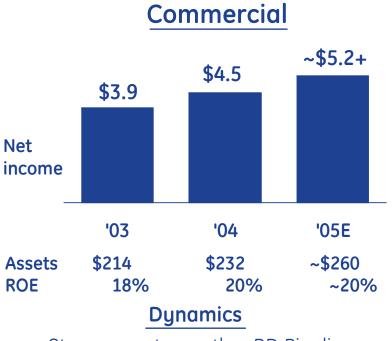
- Solid end user market
  - Rail loadings strong
  - RPM up ... global growth + freight
- Strong Services growth
  - Spares growing 10%+ in '05
- Winning with technology
  - GEnx ... Boeing 787, 747
     Advanced & Airbus A350
  - EVO ... 1,715 units ordered
- Positioned to win in Middle East,
   China & Eastern Europe

Installed base driving Services growth

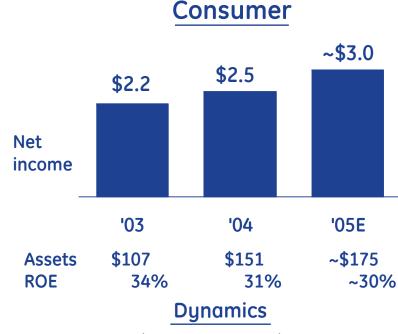


# Continued growth: Commercial + Consumer Finance

(\$ in billions)



- Strong asset growth ... BD Pipeline
- Solid risk management
- Origination strength



- Good organic growth ... 15%+
- Improved risk environment
- Continued global expansion

**Great momentum** 



# Sustained growth: Healthcare

(\$ in billions)



### **Dynamics**

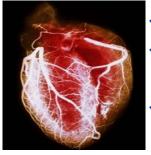
- Drive strong GE product offerings
  - Continued clinical innovation
  - Expanding IT offering
- Biosciences delivering ... '05 sales 40%+
  - Medical diagnostics strength
  - Full-year impact + delivering \$250MM synergies
- Continued services growth ... '05 revenue +10%
- Enterprise solutions ... bring "GE for healthcare" to customers
- Solid global growth

Improved markets + leadership offering

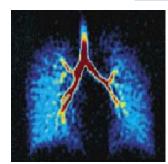


# Healthcare: positioned to drive growth

### VCT & Visipaque



- ✓ Open cardiac channel
- ✓ Expand price + market
- ✓ Incremental revenue \$250MM/year

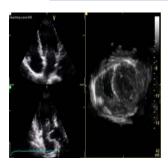


<sup>3</sup> Helium

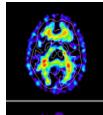
### **Hyperpolarized MR**

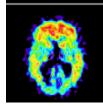
- ✓ Dynamic & metabolic imaging
- ✓ Cancer focus ... MR contrast agents
- ✓ New indications drive revenue

# → Increase product pull through Vivid I Ultrasound & Optison



- ✓ 3X growth rate ...
  incremental revenue
  \$100MM/year
- Expands vascular imaging





PIB PET

### 🗦 Enterprise Pharma

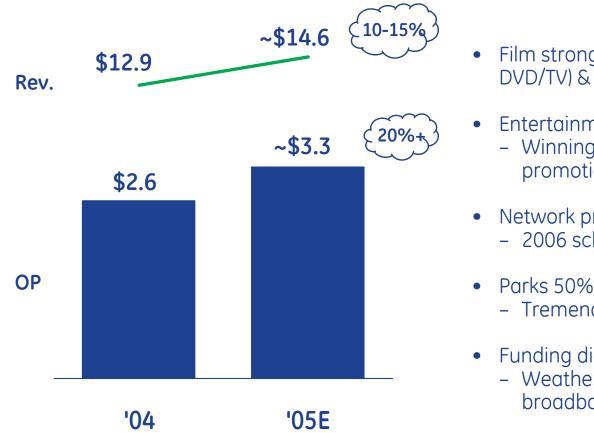
- ✓ Lilly collaboration
  - Discovery therapy for Alzheimer's
  - Imaging agents
  - PET scans
- ✓ Four more in process

Cost synergies in place → revenue drives upside



# Sustained growth: NBCU

(\$ in billions)



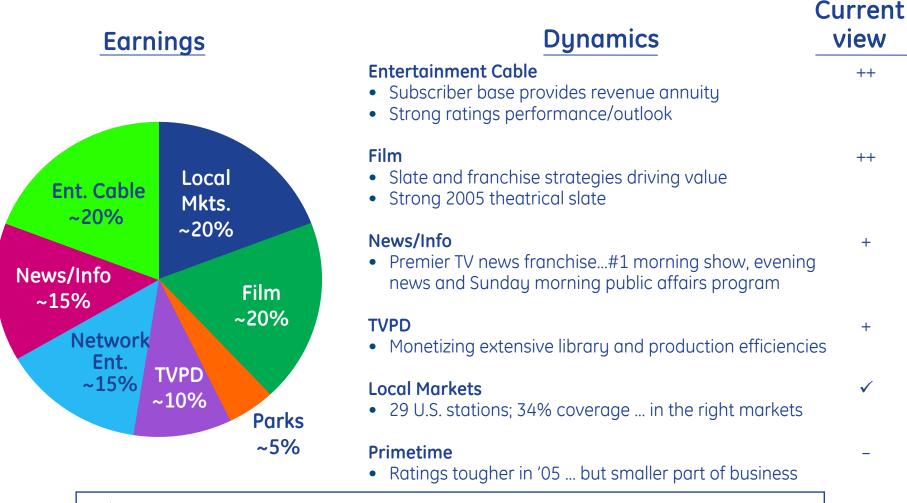
### **Dynamics**

- Film strong in all segments (Theatricals/ DVD/TV) & geographic markets
- Entertainment cable strong
  - Winning with programming & cross promotion
- Network prime ratings  $\Psi$ 
  - 2006 schedule looks promising
- Parks 50%+
  - Tremendous cross-promotional vehicle
- Funding digital future
  - Weather Plus, wireless, internet/ broadband, high definition

Scale & diversity create sustainable earnings momentum in 2005+



### NBCU – excellent business model

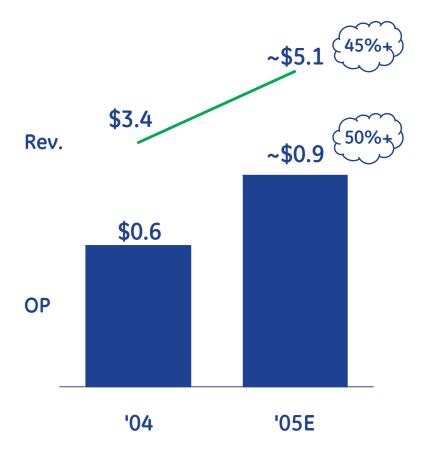


- ✓ Solid business model capital efficient, focused on content
  - Increased diversity of revenue streams



# Sustained growth: Infrastructure

(\$ in billions)



### **Dynamics**

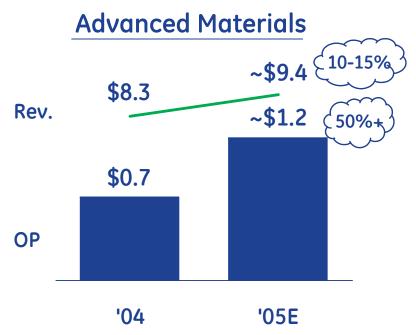
- Double-digit organic growth through services & geographic expansion
  - Services 20%+
  - China +60%, Eastern Europe +45%
- NPI & IBs delivering \$700MM+ revenue
  - New industrial applications in security
- Added key capabilities
  - Water ... desalination
  - Security ... fire & CT screening
- Acquisition integration & growth delivering \$100MM+ synergies

Great growth momentum ... global platforms



### Cash Generators remain solid

(\$ in billions)



- Price \$500MM+ > material inflation
  - Some share loss at low end
- PC capacity utilization remains high
- Solid cash performance
  - CFOA ~2X net earnings in '05





- Revenue ex. dispositions 5-10%
- Price offsetting material inflation
- Integration & simplification delivering ~\$75MM benefit
- Solid cash performance
  - CFOA ~2X net earnings in '05

Cash Generators remain solid



### Insurance

(\$ in billions)



## **Dynamics**



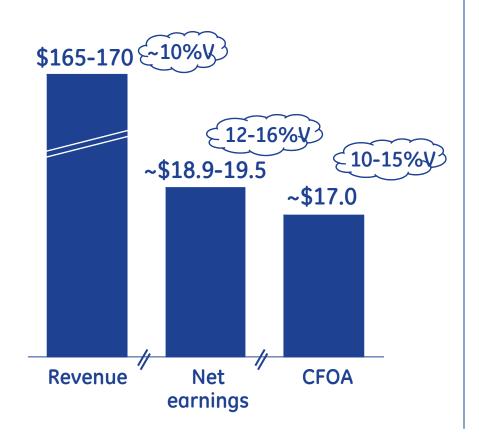
- Continue to execute Insurance Strategy
- Ongoing repositioning of Insurance Solutions
  - Announced sale of MedPro
  - Maintain underwriting & price discipline
  - Continue to exit unprofitable lines
  - Maintain the compliance culture
- Genworth performing better than expected
  - Secondary offering complete ...\$86MM 1Q gain
  - No repeat of 2004 IPO loss
  - Ownership ~52% ... continue orderly sell-down

Continue to run with intensity



### 2005 outlook

(\$ in billions - except EPS)



### **Factors**

High/low

Plastics Price > inflation

U.S. DI market Looks better

Insurance Better

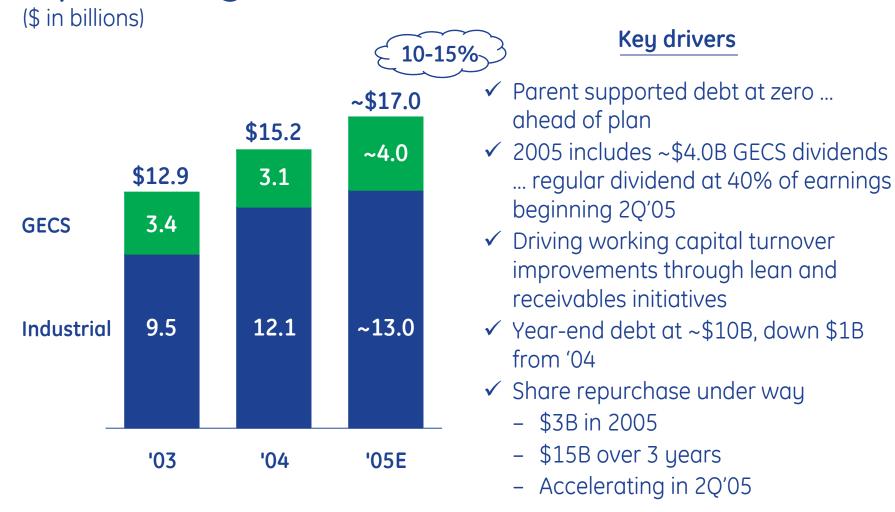
Energy As planned

High end of range

- √ Great outlook
  - TY EPS \$1.78-1.83 ... 10 of 11 businesses double-digit profit growth



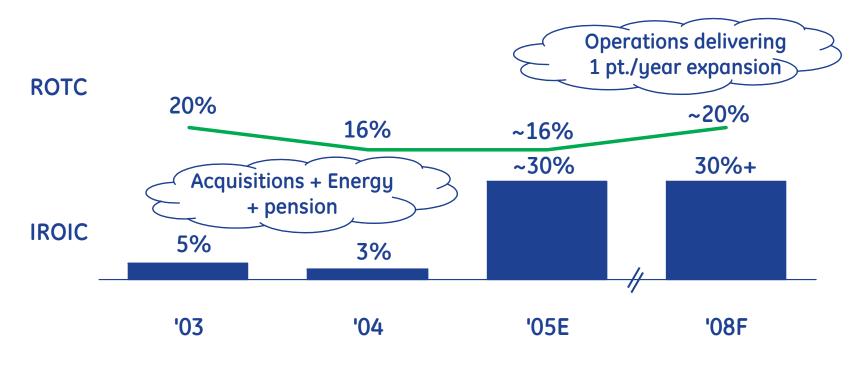
# Operating cash flow (CFOA)



Double-digit cash flow growth ... strong balance sheet



# Expanding returns



- ✓ IROIC continues to expand
- ✓ ROTC increasing to 20% by 2008

Clear focus on expanding returns

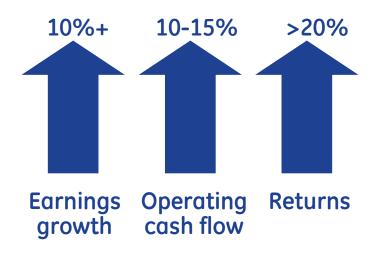


# Executing the strategy



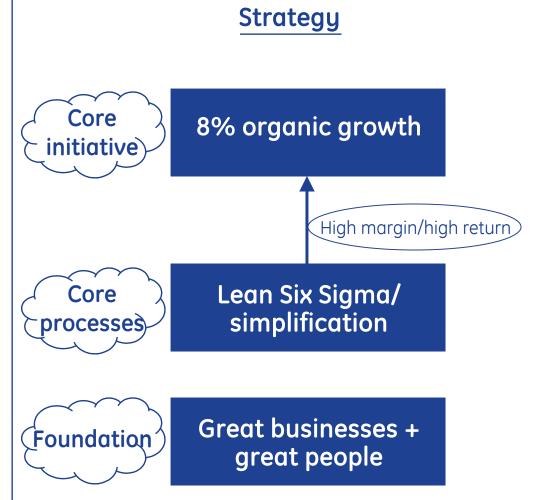
# **GE** strategy

### Financial performance - goals



### **Business model**

- ✓ Consistent + safe growth company
- ✓ Expanding returns + strong cash generation





# Improving the portfolio

- ✓ Faster-growth industrial businesses
- ✓ Higher-returning Financial Services businesses



# Faster-growth Industrial

(\$ in billions)

### Industrial revenue



<u>Dynamics</u>	<u>'00</u>	<u>'05E</u>	<u>'10F</u>
Organic growth rate -a)	5%	8%	✓
Services % of total	25%	30%+	++
Industrial growth engines % of ind. revenue	66%	~75%	<b>↑</b>

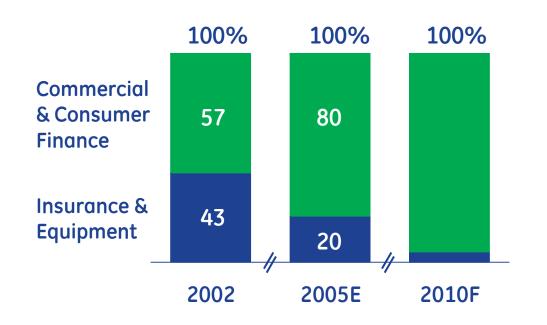
- ✓ New capabilities:
  - BiosciencesRenewable, cleaner energy"Verticals"
  - Film & DVDWaterSecurity
  - Healthcare info tech Hispanic media
     Oil & gas exploration
- ✓ Will continue to expand via disciplined Business Development



# Higher-returning Financial Services

(\$ in billions)

### **Business mix (assets)**



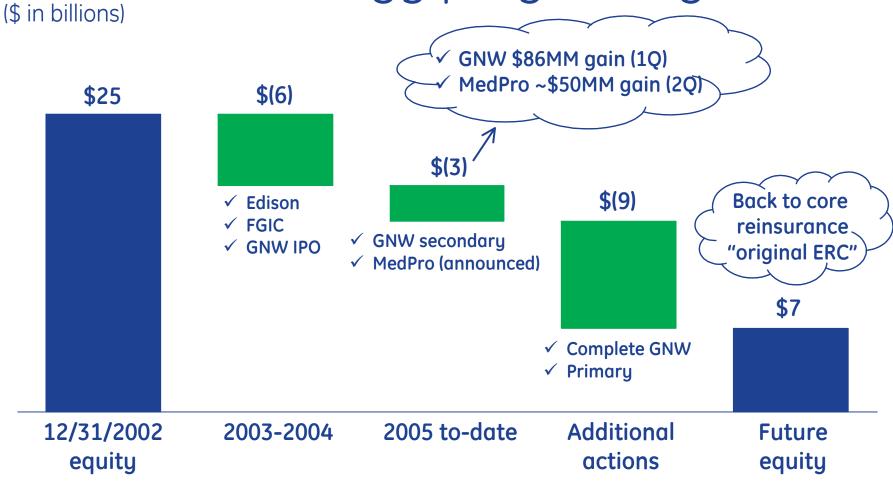
ROE			
<u>'02</u>	<u>'05E</u>	<u>'10F</u>	
~20%	~23%	++	
~(3)%	~5%	Low	

- ✓ Expanded capabilities:
  - Dual Card Finance
  - Full supply chain financing
  - Real Estate services
  - Inventory Finance

- Global mortgage
- "Verticals"
- GE Money branding
- U.S. large-cap lending



# Insurance strategy progressing



- √ Freeing capital for higher-returning Financial Services
- ✓ Back to core reinsurance, "original ERC" ... strategic flexibility

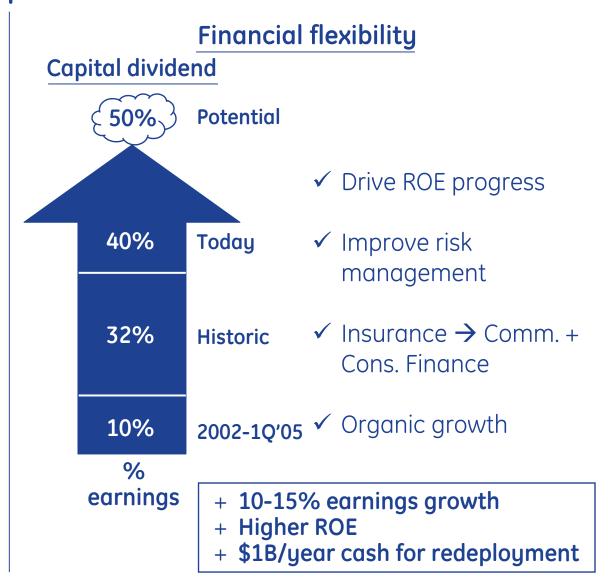


# Financial discipline

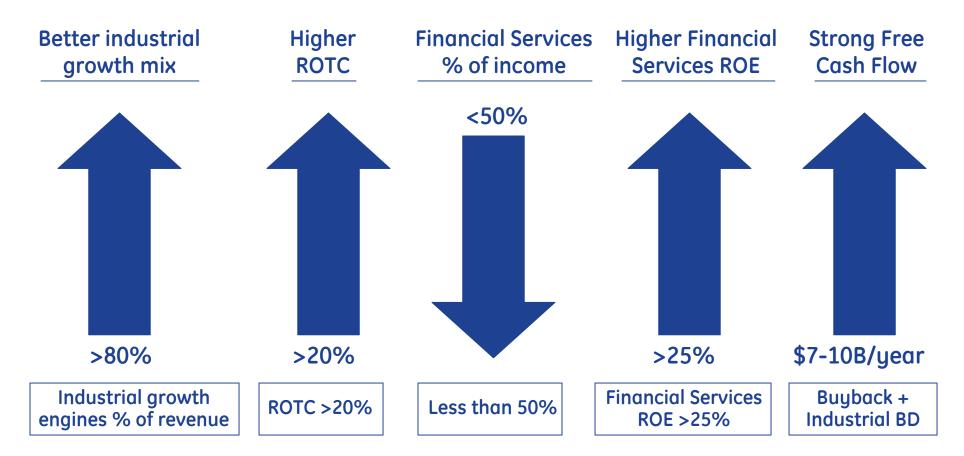
### **Actions taken**

- ✓ Strong Triple A
  - Eliminated parent supported debt
- ✓ More transparency
  - Capital reorganization
  - Disclosure
- ✓ Capital allocation
  - Risk + product line leverage
  - ROE
- ✓ Buyback ↑ + dividend ↑
- ✓ Redeploy capital
  - Exit low return businesses





# Improved valuation dynamics



- ✓ Portfolio positioned for value creation
  - Faster-growth industrial business
  - Higher returning Financial Services

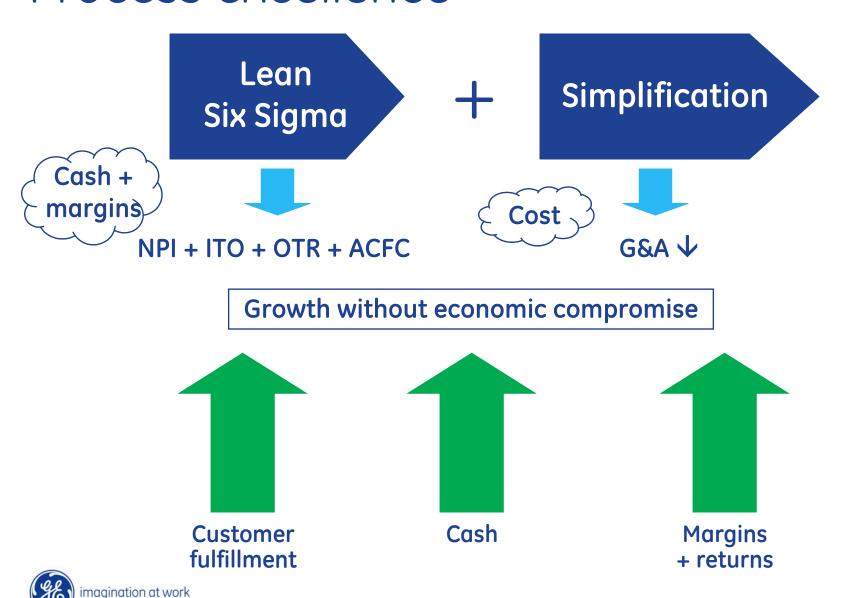


# Strong core processes

- ✓ Improve operating profit rate
- ✓ Drive cash & ROTC

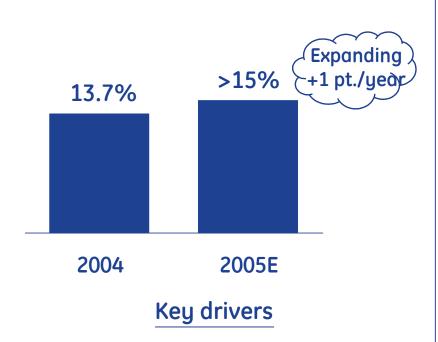


### Process excellence



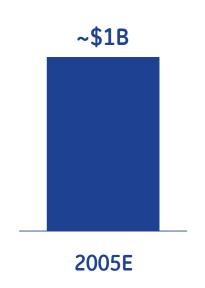
# Operating rigor

### Industrial operating profit %



- ✓ Services
- ✓ Pricing > inflation
- ✓ Simplification
- ✓ Improved portfolio mix

### Working capital



### **Key drivers**

- ✓ Receivables T/O +60 bps. ... past due reductions & improved billing quality
- ✓ Inventory T/O +30 bps. ... Lean Six Sigma

Strong operating disciplines driving returns improvement



# Operating profit expansion

(\$ in billions)

### Price/inflation delta



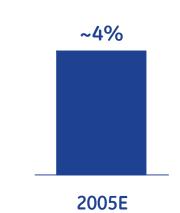
# Commodity inflation more than offset by ...

- ✓ 5 price increases in Plastics
  - 1Q'05 average selling price+35%
- ✓ Appliances price positive
- ✓ Services pricing positive

\$0.9B improvement vs. '04



### **Total cost productivity**



# Productivity a core competency ...

- ✓ Simplification ... delivering ~\$1B/year
- ✓ Six Sigma
- ✓ Acquisition synergies

Productivity driving margin expansion



## Simplification driving G&A reduction ...

- ✓ Acquisition integration
- ✓ Organization transformation
   & global process integration
- ✓ Infrastructure consolidation
- ✓ Centers of Excellence & ERPs

Simplification yielding results

# Lean Six Sigma Showcases

### **Component Repair**



- ✓ Faster introduction of new services
- √ 35% increase in repairs developed

### **Retail Sales Finance**



- ✓ Improving dealer response
- ✓ 17% additional sales growth

### **Magnetic Resonance**



- ✓ Reducing NPI cycle time
- ✓ Improving installation
- √ 35% decrease in sales cycle time





- ✓ 85% decrease in processing cycle time
- ✓ 10% additional sales growth

### **Digital Video Surveillance**



- ✓ Reducing NPI cycle time
- ✓ Increasing customer win rate
- √ 17% additional sales growth

### **Plastics: Custom Color Express**



- ✓ Smaller lots
- ✓ Late point coloring
- √ 15% price premium

- ✓ Speed → market success
  - Faster growth ... improve capital efficiency



# 8% organic growth:

✓ Predictable & repeatable process



### Organic growth



### Organic growth process



Process for sustained organic growth

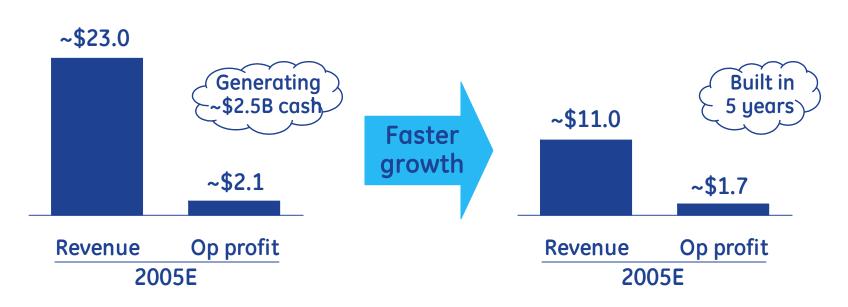


### Growth platforms

(\$ in billions)



#### **Growth platforms ... 15% AAGR**



### **Growth platform strategy**

- ✓ Build scale businesses ... strong organic growth, capital efficient, low volatility
- ✓ Transform the GE way ... services, global, technology



### Transforming Water

(\$ in billions)



#### Have established leadership

#### Market

	Size	Growth	GE
Services	\$8	12%	$\checkmark$
Equipment	13	8	$\checkmark$
Membranes	10	8	$\checkmark$
Chemicals	10	4	$\checkmark$
Desalination	5	12	$\checkmark$

Launch fast



#### **Building unique capability**

#### Services: Industrial outsourcing revenue



#### **Global: Desalination**

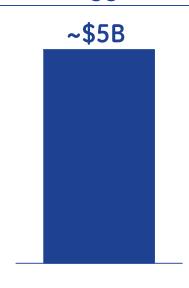


Competitive advantage

### Investing in technology

#### **Technology investment**

### Delivering a pipeline of high-growth & high-margin products



- ✓ Leadership in energy efficiency & emission reduction
- ✓ Leadership in diagnostics & personalized medicine
- ✓ Leadership in infrastructure technologies
- ✓ Services technologies that improve customer economics
- ✓ High-margin products in cash generators

'05E

- ✓ More products
- ✓ Higher prices
- ✓ Increased IBs
- ✓ Higher share

imagination at work

Positioned to capitalize on major trends

## Technical excellence - ecomagination

**Hybrid locomotive** 

### **GEnx**



- ✓ Positioned to power Boeing 787, Airbus A350 & B747 Advanced
- ✓ \$2B orders in 2005-2006



- ✓ Up to 15% more energy efficient
- ✓ Partner launch in 2005

### Cleaner Coal<sup>TM</sup>

#### Our commitment

- ✓ Double investment in R&D
- ✓ Double revenue to \$20B by 2010
- Reduce greenhouse gas emissions& improve energy efficiency
- ✓ Help customers win with efficiency

### **H** Turbine



- √ 5% more energy efficient
- ✓ 30+ units through 2010

"Green means green"



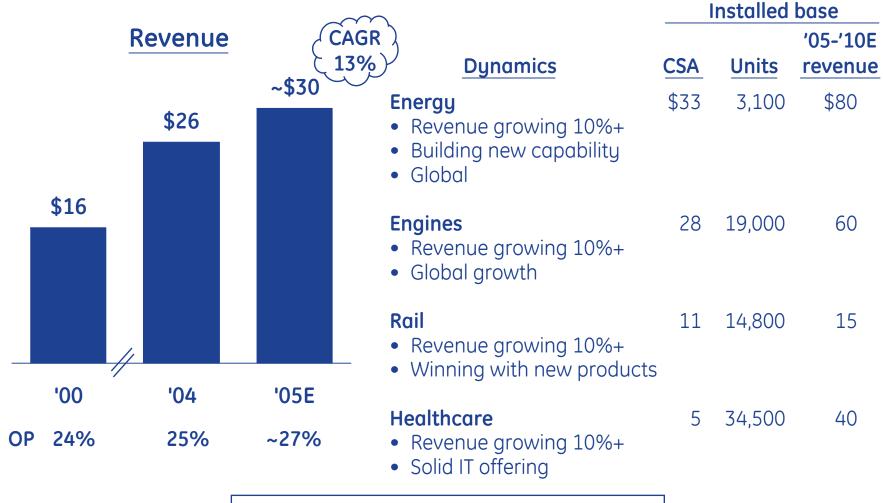
- ✓ GE leadership
- √ \$1B orders by 2007





### Services growth

(\$ in billions)







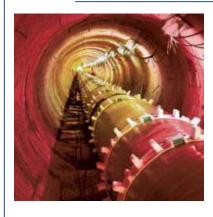
### New services businesses

#### **Environmental**



- ✓ Monitoring & improving power & industrial air quality
- ✓ BHA adds particulate control to portfolio
- √ \$0.5B 2005 sales

### **Non-Destructive Testing**



- ✓ Utilizing GE technology;20+ NPIs in pipeline
- ✓ Delivers customer productivity across multiple segments
- √ \$0.3B 2005 sales

#### **Water CSA**



- ✓ > 300 CSAs . . . \$4B backlog
- √ ~600 mobile units
- √ ~20% of total

  Water revenue



### Healthcare productivity



6+ Boxes



Single interface

- ✓ Intuitive user interface & seamless workflow
- ✓ Advanced visualization tools
- ✓ Breakthrough cardiac, oncology, & In Vivo applications
- ✓ Remote access to applications

### Global growth

(\$ in billions)



- ✓ Share in Japan + Europe
- ✓ Expand China presence
- ✓ Technology + sourcing
- ✓ Developing markets



### Developing countries ... \$25B revenue in 2005

<u> </u>			
	Growth V%		
Energy	20%+	✓ Growth everywhere	
Transportation	20+	✓ India/MEA/China/SEA	
Healthcare	20+	✓ Growth everywhere	
Water	F	✓ China/MEA	
Consumer Finance	25	<ul><li>✓ Eastern Europe/ Russia growth</li><li>✓ BAC deal – Latin Am.</li></ul>	

### GE's winning formula

- + Infrastructure technology + Consumer Finance
- + Project finance + Brand
- + Reputation/Compliance + Risk management

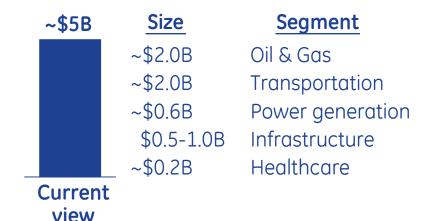
### Developing markets - Qatar

#### Why Qatar?

- \$100B investment in 5-7 years
- A+ S&P rating ... strong financial stability
- \$17B GDP with 8.5% growth rate ('04E)
- World's largest gas field
- Political stability
- Infrastructure & industry development



#### **Opportunity**



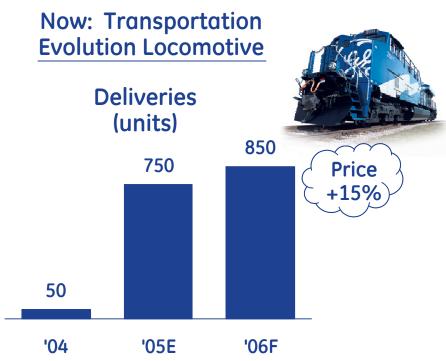
#### **Approach**

- Provide enterprise solutions
- Build upon frame agreement and continuous partnerships
- Invest in country
  - GE training center
  - GRC ... desalination

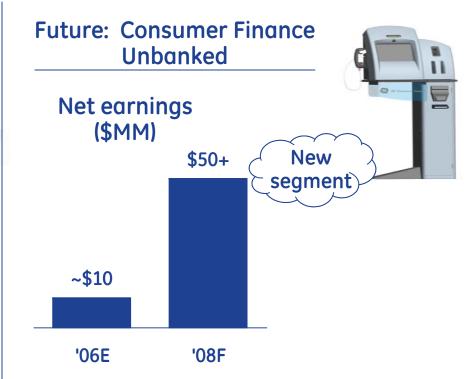
Only "GE"



### Imagination breakthroughs = growth



- √ 40% emissions reduction
- ✓ 5 pts. fuel savings
- ✓ 10% lower life cycle cost
- ✓ 1,715 units ordered ... 85% share
- ✓ Sold out for 2005



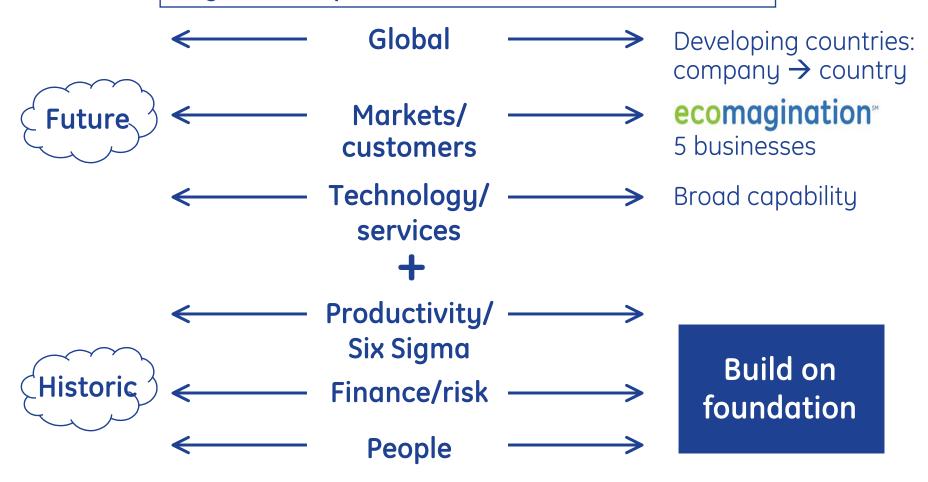
- ✓ Demographics drive growth
- ✓ Building distribution through retailers
- ✓ "Your bank in a card"
- ✓ Higher ROE

Momentum throughout company



### Cross-company leverage

Key to GE outperformance: Breadth creates value



Operating excellence + premium for growth



# Great people:

- ✓ Build a deep bench
- ✓ Work hard on retention
- ✓ Growth leadership traits
- ✓ Alignment



### Deep bench

#### CEO/VC

Major business CEOs ~\$10B+

Key business leaders \$1-10B

**Business leaders** \$100MM+

"Fortune 50" functional leaders

#### Building talent pipeline

- ✓ Focused succession planning
  - ✓ Deep understanding of Top 600 ... early perspective on "next generation"
- ✓ Key company roles ... lead culture and company 10 direction
  - √ ~25 backups identified and available
- ✓ Large operating jobs ... focus on current income and future growth 50
  - ✓ Industrial backups ~50, financial services backups ~30
- ✓ Opportunities to grow businesses and people 160
  - ✓ Best Bets identified at every stage
- ✓ Broad business partnership 20
  - ✓ Strong execution capabilities

Training leaders for GE



### Redefining leadership

## Management Incentive compensation

#### Current

- ✓ Earnings, cash, returns
- ✓ Strategic objectives



#### New

- ✓ Organic growth
- ✓ Customer metrics

#### Train GE leaders on growth traits

- Create an external focus that defines success in market terms
- Is a clear thinker who can simplify strategy into specific actions, makes decisions and communicates priorities
- Has imagination and courage to take risks on both people and ideas
- Can energize teams through inclusiveness and connection with people ... builds loyalty and commitment
- Develops expertise in a function or domain, using depth as a source of confidence to drive change

**Growth generation** 



### Alignment

### Manage "top 30" with investors in mind

- ✓ Strong sense of teamwork + commitment + partnership
- ✓ All have experience ... broad + deep
- ✓ All have great jobs ... in great businesses
- ✓ Strong alignment with investors
- ✓ Great pipeline in place

Leaders & organization are aligned to deliver results for investors



## Our time:

- ✓ Strong results today
- ✓ Sustainable into the future



### Strong results today

### Earnings per share



#### Momentum for future

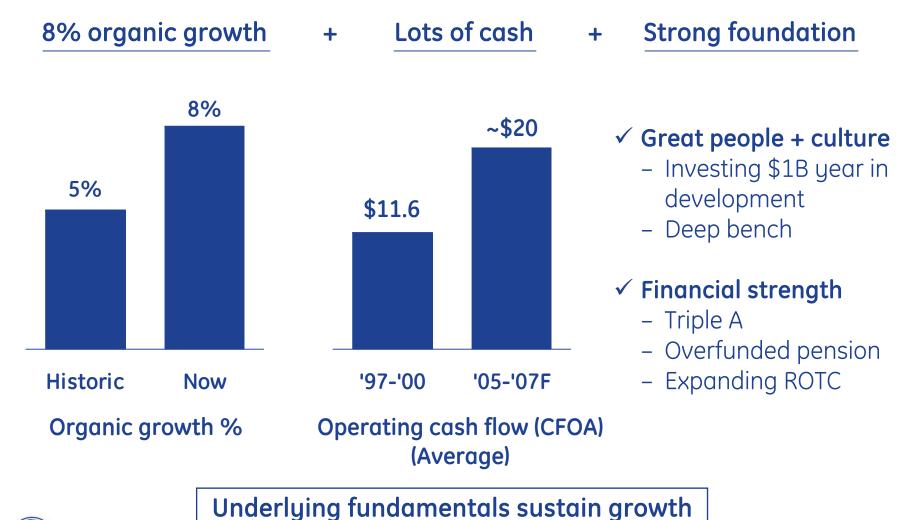
- ✓ Transportation & Energy
  - Growing simultaneously
  - Massive installed base ... services
- ✓ Healthcare & NBCU & Infrastructure
  - Right platforms in place
  - Demographically advantaged
- ✓ Stable growth in Financial Services
  - Higher returning businesses
- ✓ Economically less volatile
  - Cash Generators ~10% total company

**Great outlook** 



### Sustainable

(\$ in billions)





### Summary

- ✓ Portfolio transformed ... great businesses
- ✓ Overall environment remains strong ... our segments demographically advantaged
- ✓ Excellent cash generation driving increased returns
  - 20% ROTC by '08
- ✓ Initiatives delivering ... right for the times
  - Organic growth 8%
  - Simplification hits productivity sweet spot



