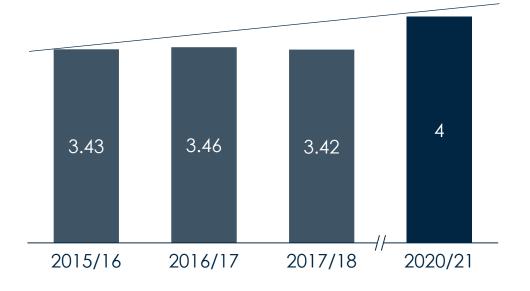


Summer 2017: Revenue development fell short of growth ambitions in the 2020 strategy

2020/21 Revenue ambition (DKK bn)



Causes of Shortfall

#### General drop in retail footfall

Migration to online shopping

#### Price competition

Intensified competition, particularly in Mass beauty

#### Insufficient investment

Store network, store concept and online

There is a need for renewing and changing Matas in order to deliver growth and ensure profitability

## November 2017: Strategy update initiated



### November 2017: Measures to enhance performance

CLOSURE OF STYLEBOX
HQ SAVINGS
4 STORE CLOSURES

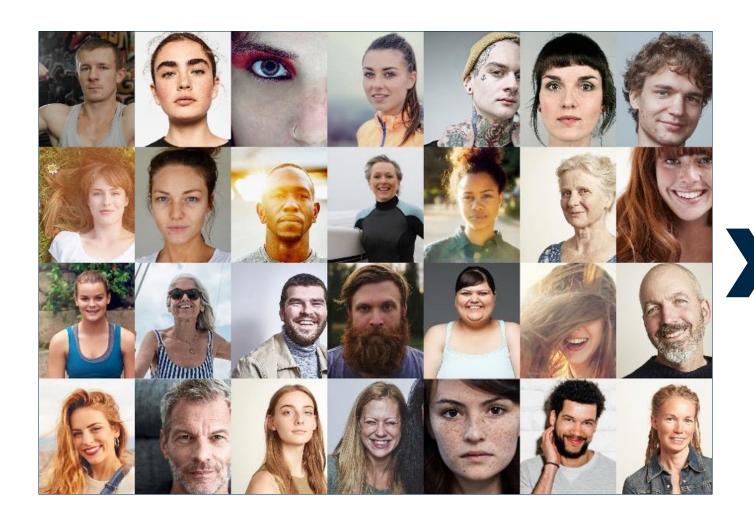
COMPETITIVE STRENGTH
LOWER PRICES ON MASS BEAUTY



**EBITDA** effect of DKK 30 to 40 m in 2018/19, most of which will be reinvested in growth initiatives

STRENGTHENED E-COMMERCE

## The strategic starting point: We turned to our customers for answers



#### **Customer research**

#### In-depth interviews with

- Customers
- Suppliers & Employees
- Influencers & Industry experts
- Extensive shopper study (more than 200 customers)
- Club Matas member analyses
- Transaction and basket analyses
- International best practice cases
- **Synthesis** of existing customer **studies** (more than 20 studies)

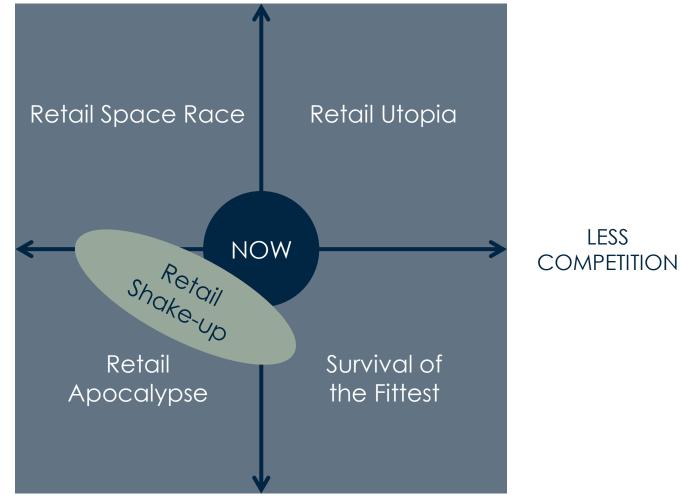
## Our reality: In the coming years, we expect four shifts to impact Matas

SHIFT			IMPACT	
1	Consumer	>	Rising expectations and altered shopping behaviour	
2	Health & Beauty	>	New ways of playing in the core categories and brands	
3	Channel	>	Continued migration to online shopping	
4	Tech	>	Continued tech advancements will change how retailers operate	CRM
		>	Combined, we call these shifts The Retail Shake-up	

## Strategic flexibility: We have explored a number of scenarios

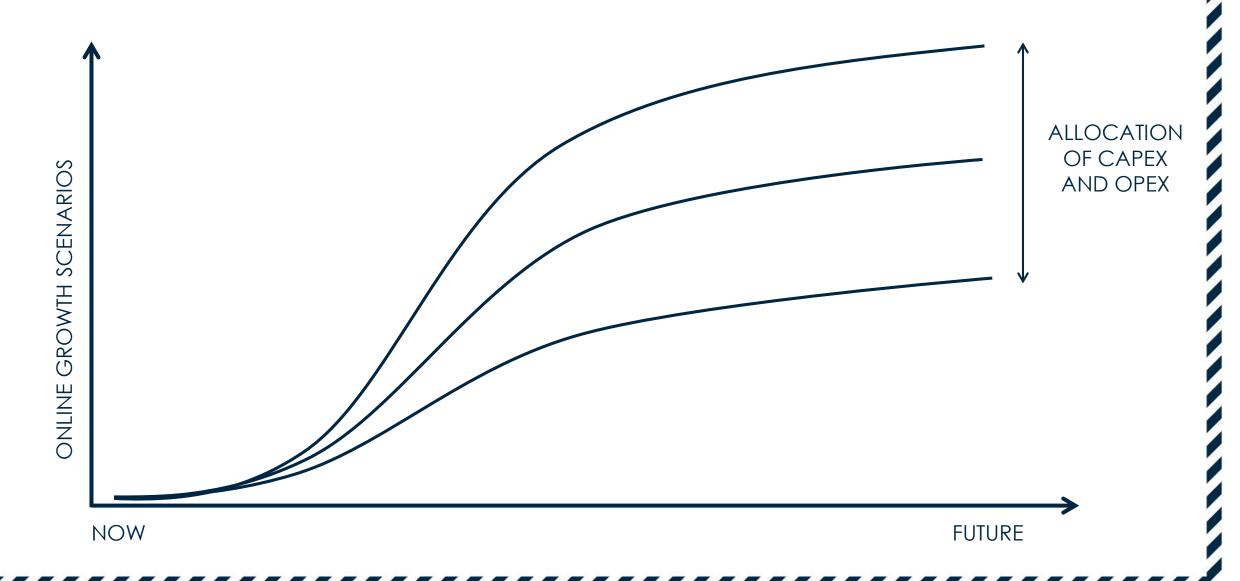
MORE COMPETITION

## HIGHER FOOTFALL



LOWER FOOTFALL

#### Channel shift scenarios



## Our 2023 strategy: 'Renewing Matas'

#### STRATEGIC TRACKS

Live our purpose:
Beauty & Wellbeing for life



2 Win online

(3) Reignite store growth 4 Open new growth paths

 $\left|\begin{array}{c} 5 \end{array}\right|$ 

Change how we work

STRATEGIC AMBITIONS TOWARDS 2022/23

Lift customer engagement Index 110



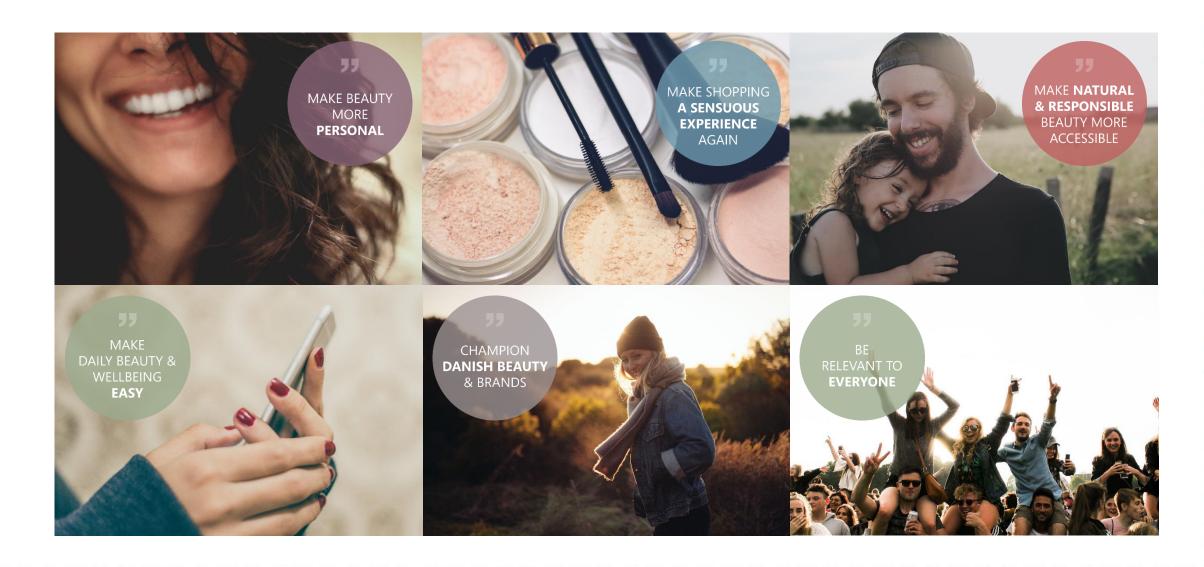
**Grow revenue**Around DKK 4 bn



**Secure earnings**EBITDA margin above 14%



## 1 | Live our purpose: Beauty and wellbeing for life



#### 1 | Live our purpose: Beauty and wellbeing for life

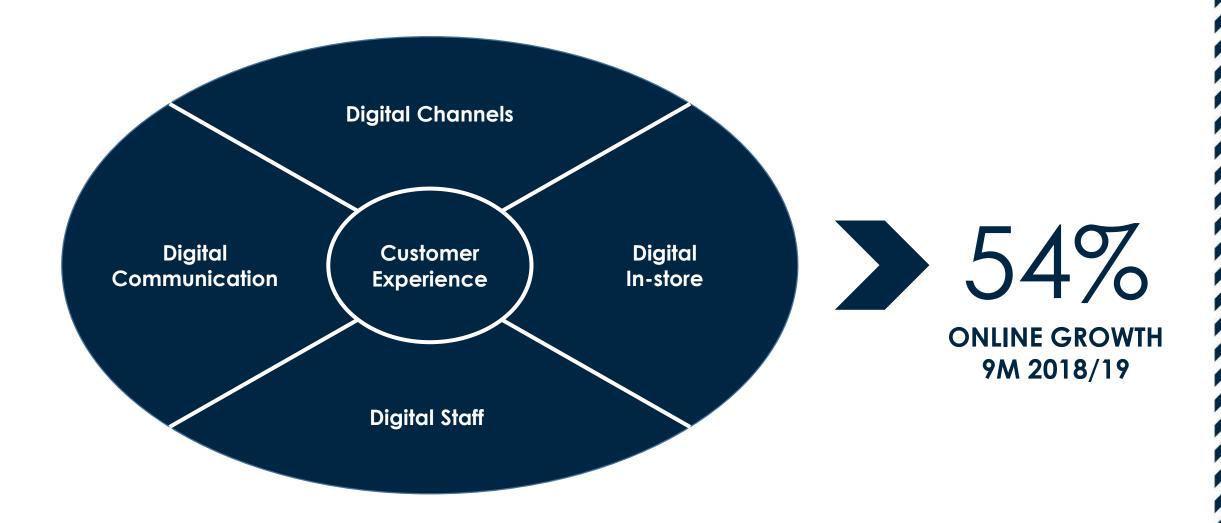
BEAUTY & WELLBEING FOR LIFE

CONSUMER CAMPAIGN – "SKØNNERE SAMMEN" (BEAUTIFUL TOGETHER)

LAUNCH OF PURPOSE TOWARDS THE BEAUTY INDUSTRY, E.G. PARTNERS AND INFLUENCERS



### 2 | Visible results of Matas 4D and our strengthened E-commerce efforts



#### 2 | Matas x Firtal: Joining forces around a shared vision

## matas

Beauty and wellbeing expertise

Access to suppliers and brands

Marketing and distribution

Accelerate growth

To build a network of digital niche brands that make healthy living easier

Harvest synergies



Digital niche building knowhow

Culture of innovation, execution speed and digital talent

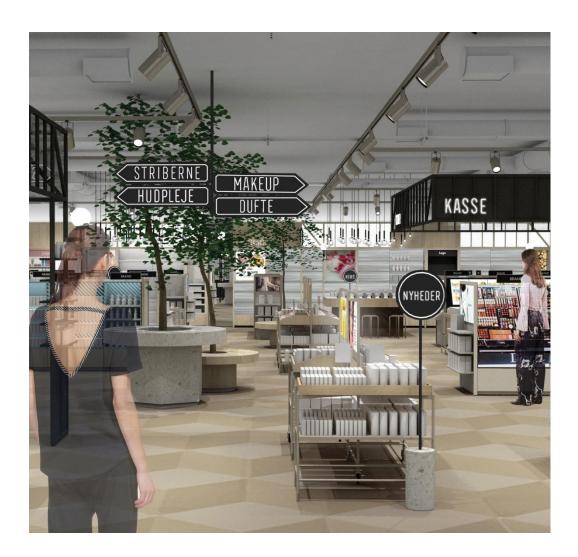
Low cost operating model

## 3 | Reignite store growth by developing a new concept

**NEW ASSORTMENT** 

STORE NETWORK

**CONCEPT DEVELOPMENT** 



## 4 | Open new growth paths step one: The green market

#### THE GREEN WAVE

A GROWING DKK 1.6 BN UNCONSOLIDATED MARKET

#### INTRODUCING MATAS NATUR

TO BE THE NATURAL CHOICE FOR CUSTOMERS SEEKING A GREENER AND HEALTHIER LIFE

#### THE FIRTAL ACQUISITION

Purchase of Helsebixen.dk and Jala-Helsekost.dk, two online pure players in the Green Market



### 4 | Strengthening Matas position in the green market



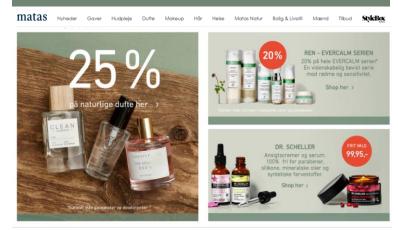




#### **Two Matas Natur Concept Stores**



#### Matas.dk/natur



#### 5 | Change how we work step one is the new management team



**CEO**Gregers Wedell-Wedellsborg



**CFO** Anders Skole-Sørensen

**IR & Corp. Affairs**Elisabeth Klintholm



COMMERCIAL CCO
Lise Ryevad



ECOM
Ecommerce Director
Brian Andersen

SALES
COO
Søren Thomsen

HR
HR Director
Henrik Dybdahl

IT & Organisation
IT Director
Thomas Grane













### Our 2023 strategy: 'Renewing Matas'

#### STRATEGIC TRACKS

## Live our purpose: Beauty & Wellbeing for life



2 Win online

(3)
Reignite store
growth

4 Open new growth paths

5

Change how we work

#### Breakthroughs in Q3 2018/19

- Execution of 'More Beautiful Together' and preparation of Matas 70 years anniversary
- 2 Market share gain online with matas.dk Acquisition of Firtal Group ApS completed
- Record high Black Friday sales
  Development of new store concept
- 19% growth in Vital driven by the Firtal acquisition, campaigns and Matas Natur
- 5 Strengthening of the management team with CCO and Supply Chain Director

#### 9M 2018/19 and Q3 2018/19 in numbers: Topline growth

9M 2018/19

Q3 2018/19

Revenue 9M 2018/19

2,714 million

9M 2017/18: DKK 2,695 m

Revenue Q3 2018/19

 $1,093_{\text{million}}$ 

Q3 2017/18: DKK 1,075 m

Underlying (like-for-like) growth of

0.0%

9M 2017/18: -1.0%

Underlying (like-for-like) growth of

0.5%

Q3 2017/18: -0.8%

## Guidance: Financial targets for 2018/19

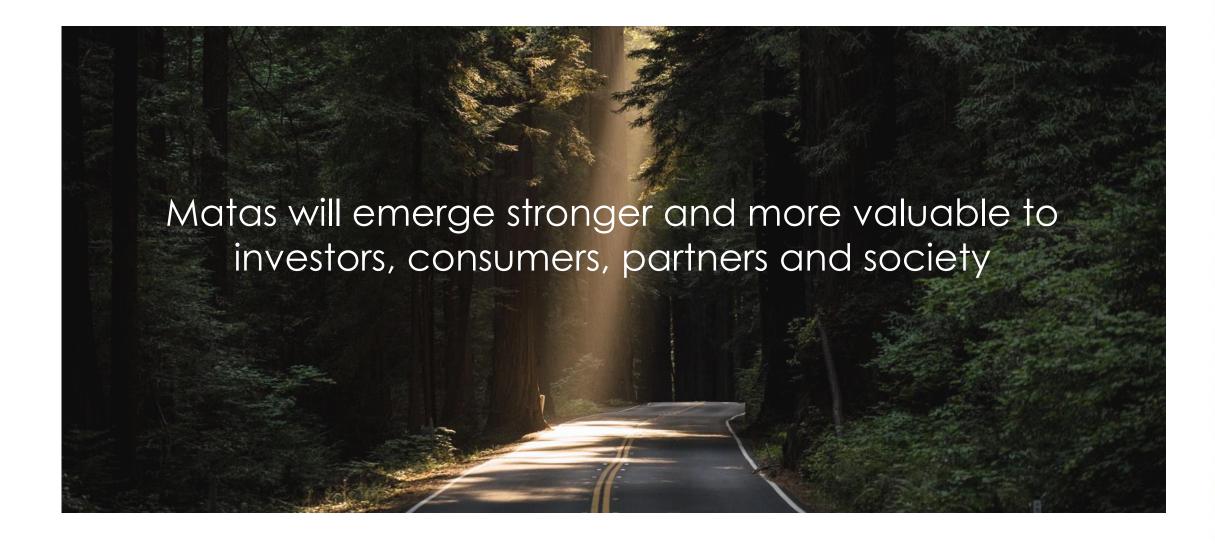


<sup>1.</sup> Based on existing IFRS rules (IFRS16 not included).

## Where we are going: Renewing Matas

	Our current solid foundation	Aspiration in five years
	Top 3 in E-commerce	Undisputed online market leader
	National network with 279 stores	Upgraded store network with newer, fewer and larger stores
[O	1.55 mio. active Club Matas members	Second-to-none membership engagement
Ů	Long-term supplier partnerships and strong house brands (PL & exclusive brands)	Faster rotation of range and wider brand 'ownership'
[	Strong own-print media portfolio	Unrivalled SoMe reach & relevance
-0-	One business model	More revenue streams

### Matas 2023 Strategy: Renewing Matas



# Q&A



#### Resources: Capital allocation towards 2022/23

2019/20 to 2022/23 2022/23 **GEARING**<sup>1</sup> Not materially exceeding 3 Between 2.5 and 3 DKK 120 – 140 m average **CAPEX** Below DKK 90 m frontloaded **DISTRIBUTION POLICY** Distribute excess capital Distribute excess capital

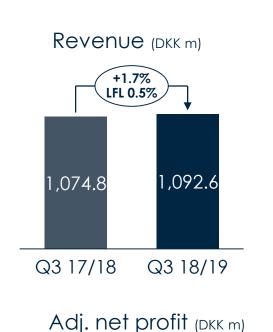
<sup>1.</sup> Net interest bearing debt to EBITDA.

#### Performance: Ambitions towards 2022/23

2019/20 to 2022/23 2022/23 **CUSTOMER** Continuous improvement Index 110 **ENGAGEMENT**<sup>1</sup> REVENUE<sup>2</sup> Positive LFL from 2020/21 Around DKK 4 bn Harvest scale benefits online **EBITDA MARGIN**<sup>3</sup> Above 14% Change how we work

<sup>1.</sup> Measured by Matas Net Promotor Score (M-NPS). 2. Total revenue from existing business, Matas Natur and Firtal Group. 3. 3. Based on existing IFRS rules (IFRS16 not included).

#### Overview: Q3 2018/19 vs. Q3 2017/18





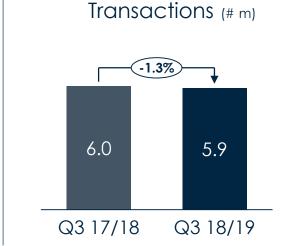


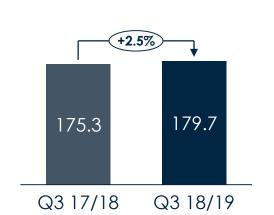




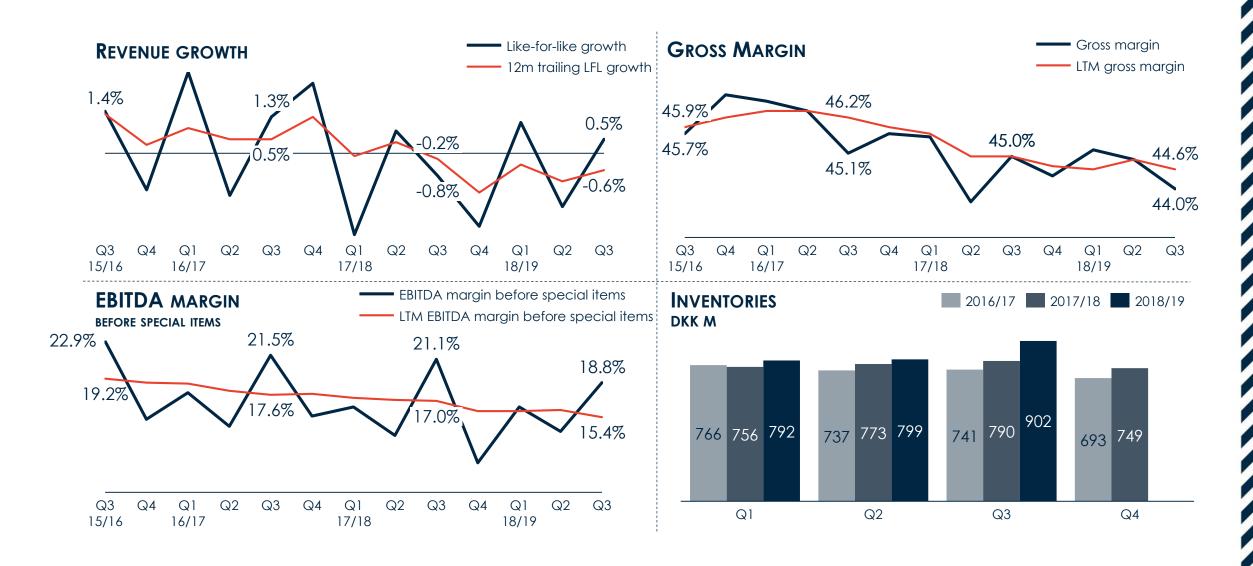


Free cash flow (DKK m)





### Quarterly developments from Q3 2015/16 to Q3 2018/19



## Income statement for Q3 2018/19 vs. Q3 2017/18

	2018/19	2018/19	2018/19	2017/18	2017/18	Growth
DKK million	Q3 _	Q2	Q1	Q4	Q3	Q3 vs Q3
Revenue	1,093	777	844	769	1,075	1.7%
Gross profit	481	349	382	342	484	-0,7%
Gross margin	44.0%	44.9%	45.2%	44.4%	45.0%	
Other external costs	96	85	74	93	88	9.0%
Staff costs	180	165	175	167	175	3.2%
EBITDA	205	99	133	82	221	-7.6%
Amortisation and depreciation	42	43	38	47	44	-5.4%
Operating profit	163	56	95	35	177	-8.1%
Net financials	6	5	4	4	5	16.5%
Profit before tax	157	51	91	31	172	-8.9%
Tax on profit for the period	35	14	20	-1	38	-9.0%
Profit for the period	122	37	71	32	134	-8.8%
Diluted Earnings per share, DKK	3.21	0.97	1.87	0.84	3.55	-9.6%
EBITDA margin	18.7%	12.8%	15.8%	10.6%	20.6%	
Special items	1	9	5	2	5	
EBITDA before special items	206	109	138	84	227	
EBITDA margin before special items	18.8%	14.0%	16.4%	10.9%	21.1%	
Tax rate	22.0%	28.1%	22.0%	-3.9%	22.0%	
Adjusted net profit	140	61	90	47	155	-9.7%

## Cash flow development

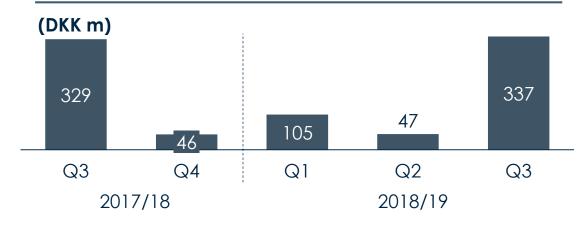
Cash Flow operating act.	DKK 6 m higher than Q3 last year
INVESTMENTS	<ul> <li>CAPEX and acquisitions DKK 116 m higher than Q3 last year due to the acquisition of Firtal Group ApS (DKK 110.7 m in Q3 2018/19)</li> </ul>
FREE CASH FLOW	Free cash flow of DKK 127 m compared to DKK 237 m in the same period last year
Cash flow financing act.	Cash flow from financing activities was DKK 121 m lower than the same period last year due to the acquisition of Firtal Group

	2018/19	2018/19	2018/19	2017/18	2017/18
DKK million	Q3	Q2	Q1	Q4	Q3
Cash generated from operations*	337	47	105	46	329
Paid interest and taxes	71		7	40	69
Cash flow from operating activities	266	42	98	6	261
Acquisition of PPE and intangibles	28	36	25	20	21
Acquisition of subsidiaries and activities	111		0	0	2
Free cash flow	127	6	73	-15	237
Cash flow from financing activities	-116	-145	35	49	-237
Net cash flow from operating, investing and financing activities	11	-139	108	34	0

<sup>\*</sup> Including changes to working capital.

#### Cash flow 2017 - 2019

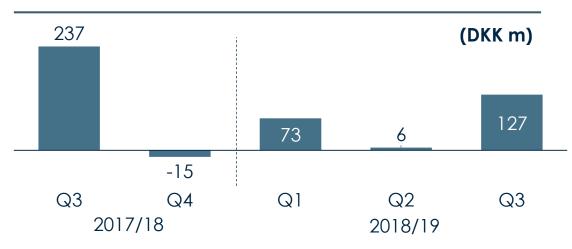
#### Cash generated from operations



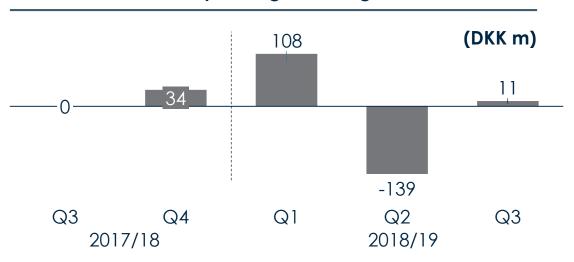
#### Cash flow from operating activities



#### Free cash flow



#### Net cash flow from operating, investing and financial activities



#### The Matas share

LISTED ON
NASDAQ
OMX
28 JUNE 2013

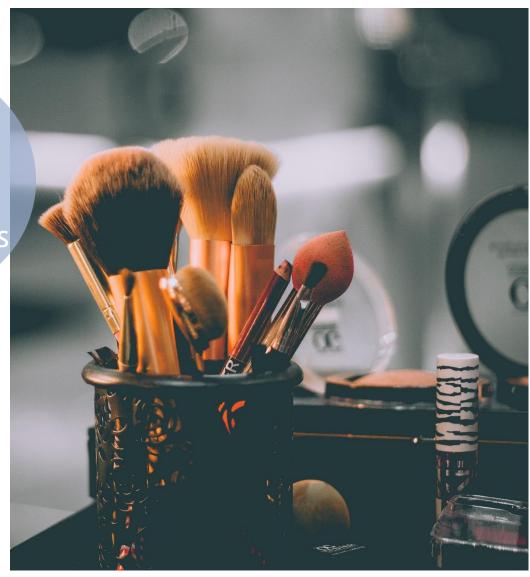
100% FREE FLOAT

~56%

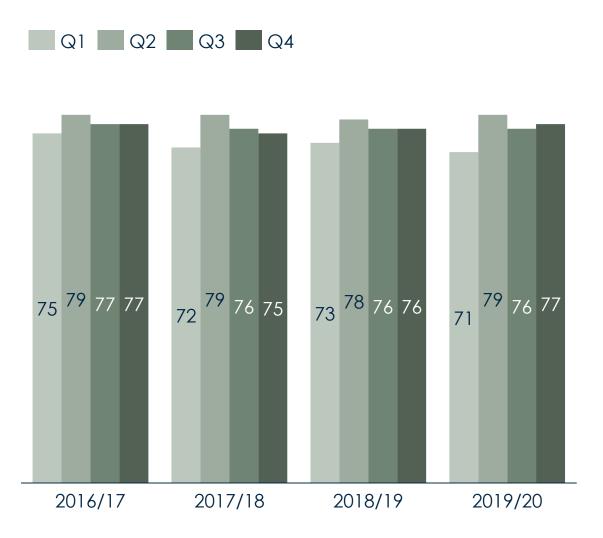
DOMESTIC
SHAREHOLDERS

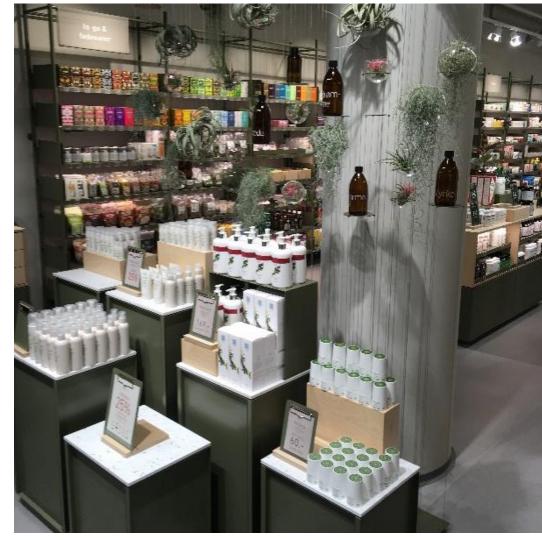
38.3 m SHARES IN ONE SHARE CLASS

DKK 2.8 BN MARKET CAP



## Trading days 2016/17 to 2019/20





#### Team



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#### Forward Looking Statements

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