2020 RESULTS PRESENTATION

For the 52 weeks ended 28 June 2020





WELCOME

PRESENTATION OUTLINE

OPERATIONAL REVIEW

Pieter Engelbrecht

FINANCIAL RESULTS

Anton de Bruyn

STRATEGY UPDATE QUESTIONS

Pieter Engelbrecht



2020 OPERATIONAL REVIEW

Chief Executive Officer
PIETER ENGELBRECHT





2020 THE GROUP IN REVIEW



GROSS PROFIT
R37.5bn
+8.9%
23.9% Gross margin

TRADING PROFIT EXCL. HYPERINFLATION R8.3bn
+10.4%
5.3% Trading margin

TOTAL EXPENSES

R32.3bn

+6.9%

Excl. covid-19
+5.8%

DILUTED HEPS CONTINUING OPERATIONS 765.8C

+2.5% ADJUSTED DHEPS +16.6%

DIVIDEND PER SHARE

383.0c

+20.1%
2X DHEPS cover from continuing operations



KEY OPERATIONAL METRICS



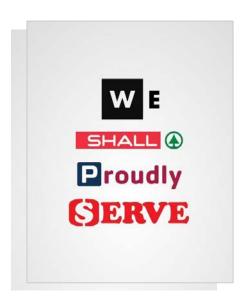


INDUSTRY-LEADING COVID-19 RESPONSE

 Exceptionally proud of the bravery and operational brilliance displayed by our Shoprite team in the face of unprecedented challenges

Heroic frontline resilience and efforts around additional protocols

inspired us all







INDUSTRY-LEADING COVID-19 RESPONSE

Switched international supply lines





Dedicated till points for the vulnerable



19 MARCH

Customers stockpiling



24 MARCH

Accelerated Sixty60 contactless home delivery through lockdown - quadrupled the store base in 12 weeks



27 MARCH

Built in just four days - seven Usave mobile trucks took retail to the people in impacted communities





LOCKDOWN IMPLEMENTED Restricted trade

16 MARCH



Doubled clean-as-you-go sanitisation efforts at all stores



Shoprite Group announces R102m Appreciation Bonus for staff



Pivoted Checkers Food Services to B2C pantry items

30 MARCH



Enabled over 2 000 people to work from home in 3 days. Teams holding 2 384 virtual meetings per day



Supporting Solidarity Fund donations at till



INDUSTRY-LEADING COVID-19 RESPONSE



Priority check-out for essential workers



Partnered with Mr D Food to deliver medicine to customers' homes



Liquor sales re-open throughout RSA with restrictions



5 APRIL 7 APRIL JUNE

3 APRIL



Additional personal protective equipment for all staff and expanded employee wellbeing programme

6 APRIL



Launched virtual grocery vouchers
- contactless send to recipients via
SMS redeemable nationwide

8 APRIL



First grocery retailer to offer contactless mobile payments



Increased Mobile Soup Kitchens from 19 to 27. More than 9m meals served together with surplus food donations.



COVID-19 TRADING IMPACT

Prohibited sale of non-essential categories, furniture, cigarettes and liquor under lockdown level 5

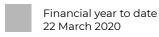
• 654 610 lost trading hours and R327.2m invested to support and safeguard staff and customers

Share of stomach benefit with increased at-home consumption

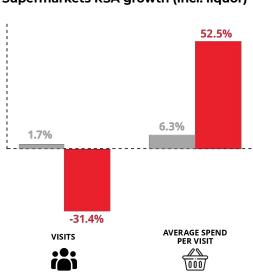
• One-stop shopping with broader general merchandise offer attracted destination purchases

Fewer shopping visits and higher spend per visit

Supermarkets RSA growth (incl. liquor)











PROUD OF OUR FRONTLINE HEROES

To our 150 000 superheroes on the frontline, we see you.



To our 29 million customers, we raise you.



Not all superheroes wear capes, but they all have names.

Add your name to the effort. Scan the QR code above to go straight to the Solidarity Fund Snapscan payment portal, donate what you can to help those in need during the crisis, and we'll match it up to B5 million for the month of April.











To our heroes on the frontline who put the word 'Super' in supermarket, as well as our supplier partners who are keeping our shelves stocked, we salute you.

UNITED WE SHALL SERVE





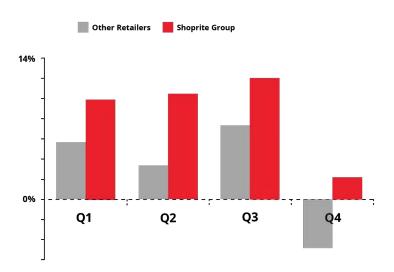






SUPERMARKETS RSA

- Strong Supermarkets RSA sales momentum:
 - +8.7% despite Q4 lockdown restrictions
 - Like-for-like sales +6.8%
 - Internal price inflation only 3.0%
- Sales growth outperformed Other Retailers every quarter



Supermarkets RSA sales growth vs Other Retailers (incl. liquor)

Nielsen, July 2019-June 2020





SUPERMARKETS RSA

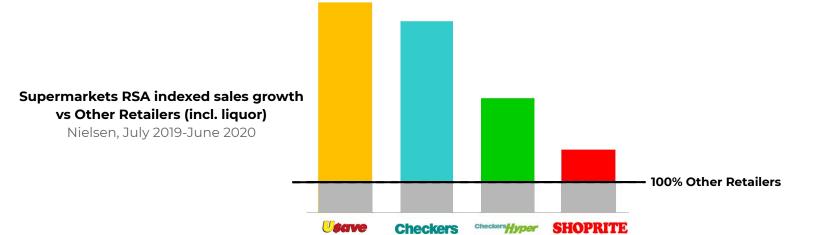
Brand portfolio effect - each of our supermarket brands gained share:

Proximity-to-home advantage and unrivalled affordability

SHOPRITE Low prices increasingly important, affected by public transport restrictions

Checkers Share of wallet gains accelerated by successful Checkers Xtra Savings Rewards launch

checkers///per Increased one-stop shopping and value-seeking behaviour





LIQUORSHOP RSA PERFORMANCE

Liquor sales

R7.1bn

H1 sales increased 20.5% and momentum continued until March 2020

Q4 severely impacted by lockdown regulations: 79 trading days lost



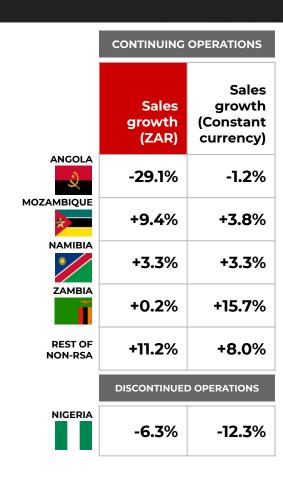






SUPERMARKETS NON-RSA PERFORMANCE

- Complexity in managing COVID-19 regulations across multiple territories negatively impacted H2
 - Lost days, restricted items, liquor closures and public transport bans
 - Supply chain inhibited
- Supermarkets Non-RSA sales declined 1.4% (Continuing operations)
- Constant currency sales increased 6.6% (Continuing operations)
 - o 11 out of 13 countries reported constant currency sales growth
 - Zambia constant currency sales increased 15.7%
- Angola sales declined 29.1% as kwanza devaluation continued
 - 14% VAT introduced in Oct 2019 hurt consumers
 - COVID-19 restrictions and 70.8% devaluation against USD





SUPERMARKETS NON-RSA ACTIONS

Short-term actions completed:

- ✓ 48 rental agreements reduced or de-dollarised to reduce the cost of operations
- ✓ Strict capital allocation limited to existing operations and committed projects
- ✓ Supermarkets Non-RSA segment remains self-funding

SUPERMARKETS NON-RSA ACTIONS

Short-term actions completed:

- √ 48 rental agreements reduced or de-dollarised to reduce the cost of operations
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- ✓ Supermarkets Non-RSA segment remains self-funding

Long-term assessment:

- 1. Remain Africa's No. 1 retail brand with strong consumer support
- 2. Underlying operational strength and local currency growth
- 3. Relentless trading conditions, extreme currency weakness and post COVID-19 economic woes
- 4. Country-by-country review of our Non-RSA operations ongoing
 - Nigeria: process underway pertaining to potential sale of majority or entire stake
 - Kenya divestment: suboptimal timing of investment remaining 2 stores, either close or dispose



FURNITURE & OTHER OPERATING SEGMENTS





Furniture sales

R5.5bn



H2 sales declined 23.1%

- Lost trading days due to lockdown closures
 - o RSA 52 days
 - Non-RSA 31 days (average)
- Closed 27 unprofitable stores











Other operating segments sales

R10.8bn



Severely impacted by lockdown regulations

- Checkers Food Services (hospitality industry)
- Computicket (travel and event ticketing)

OK Franchise division sales +6.0%

477 stores (+46 store openings during the year)

2020 FINANCIAL RESULTS

Chief Financial Officer

ANTON DE BRUYN





IFRS CHANGES SINCE JUNE 2019

	June 2020	June 2019
IAS 29: FINANCIAL REPORTING IN HYPERINFLATIONARY ECONOMIES	 Hyperinflation accounting <u>not</u> applied Profit after tax decrease of R235m 	 Hyperinflation accounting applied resulting in an increase in profit after tax of R776m
IFRS 16: LEASES	IFRS 16: Leases full retrospective implementation	 Restated for IFRS 16: Lease expense Forex exposure Depreciation Finance costs Impairments
IFRS 5: NON-CURRENT ASSETS HELD FOR SALE AND DISCONTINUED OPERATIONS	 Classify the Group's Nigeria subsidiary as discontinued operations Statement of comprehensive income reflects loss from discontinued operations separately Assets and liabilities relating to the Nigeria operations disclosed as held for sale 	 Statement of comprehensive income restated Statement of financial position not restated



DHEPS

	2020 Cents	2019 Cents	Change %
DHEPS previously reported		779.9	
Restated for IFRS 16: Leases		-81.4	
DHEPS including discontinued operations	755.7	698.5	8.2
Restated for IFRS 5: Discontinued operations	10.1	48.4	
DHEPS continuing operations	765.8	746.9	2.5
Adjusted for:			
Forex	-102.2	19.8	
Hyperinflation	27.8	-156.2	
Related income tax effect	26.1	4.7	
Adjusted DHEPS from continuing operations	717.5	615.2	16.6



FINANCIAL OVERVIEW

Continuing operations	2020	Restated* 2019	Change %	Notes to the results:
Sale of merchandise	R156.9bn	R147.5bn	6.4	Gross margin: 50 basis points increase in gross margin due to
Gross margin	23.9%	23.4%		improved allowances in Supermarkets RSA
Total expenses	R32.3bn	R30.2bn	6.9	Expense growth 6.9% (H1: 8.1%, H2: 5.7%): • excluding COVID-19 costs (R327.2m) +5.8%
Net monetary gain	-	R0.9bn		 employee benefits +6.2% other operating expenses +5.8% depreciation +1.2%
Trading profit	R8.2bn	R8.4bn	-2.7	 less spent on travel, advertising and training (done virtually)
Trading margin	5.2 %	5.7 %		Tax rate increased due to:
Trading profit (excl. hyperinflation)	R8.3bn	R7.5bn	10.4	 deferred tax assets derecognised capital gains tax on the sale of properties minimum taxes and/or rental income taxes in some countries outside RSA
Trading margin (excl. hyperinflation)	5.3%	5.1%		 non-deductible expenses impairment of non-financial assets
EBITDA (excl. hyperinflation)	R12.8bn	R11.5bn	10.7	Adjusted diluted HEPS excludes the impact of exchange rate differences and hyperinflation and
Effective tax rate	34.0%	31.0%		related tax effects
Diluted HEPS	765.8c	746.9c	2.5	
Adjusted diluted HEPS	717.5c	615.2c	16.6	* Restated for the adoption of IFRS 16: <i>Leases</i> and Discontinued operations in accordance with IFRS 5



SALES GROWTH PER SEGMENT

	Total sales %	Like- for-like %	Net new stores %
Supermarkets RSA	8.7	6.8	1.9
Supermarkets Non-RSA	-1.4	-6.0	4.6
Furniture	-11.9	-10.3	-1.6
Other operating segments	3.9	5.3	-1.4
Total continuing operating segments	6.2	4.4	1.8
Total continuing consolidated operations incl. hyperinflation	6.4	4.4	2.0

SUPERMARKETS RSA

	SALES GROWTH	CONTRIBUTION TO SALES FOR SUPERMARKETS RSA
SHOPRITE Usave	6.7%	54.6%
Checkers Checkers	13.5%	39.6%
LiquorShop	-3.3%	5.8%



OTHER OPERATING INCOME

	2020 Rm	2019 Rm	Change %
Commissions received	845	875	-3.4
Operating lease income	507	504	0.6
Premiums and other insurance income earned	235	267	-12.0
Franchise fees received	108	96	12.5
Other income - insurance claims	19	96	-80.2
Sundry income	612	629	-2.7
Total	2 326	2 467	-5.7

Notes to the results:

Computicket commissions negatively impacted by lockdown precluding event & travel related ticket sales

Operating lease income impacted by property disposal and COVID-19 rental reductions

Premiums earned lower due to lockdown regulations resulting in furniture business closure

Franchise fees received linked to strong franchise division performance

Other income decreased with less SASRIA claims lodged as well as settlement of various business interruptions claims during the prior period



INTEREST REVENUE

	2020 Rm	2019 Rm	Change %
Finance income earned from instalment sale receivables	255	320	-20.3
Interest received from associates	52	48	8.3
Interest received from government bonds and bills	210	316	-33.5
Interest received other	81	58	39.7
Total	598	742	-19.4

Notes to the results:

Finance income earned in Furniture segment

Interest received from associates on Resilient Africa (Pty) Ltd loans

Interest received other includes interest from OKFD debtors and SARS

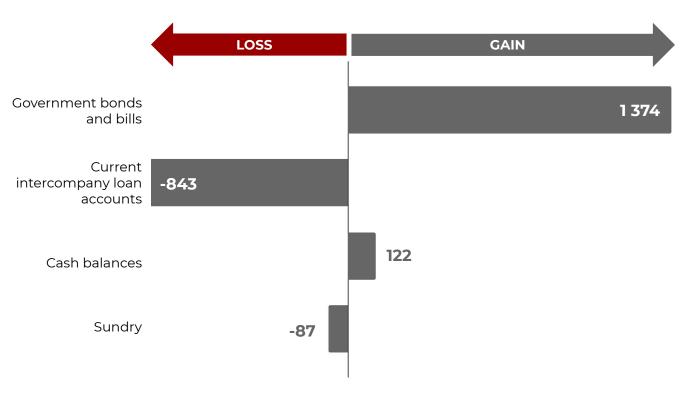


TRADING PROFIT BY SEGMENT

	2020 Rm	2019 Rm	Change %	Trading margin 2020 %
Supermarkets RSA	8 024	7 100	13.0	6.6
Supermarkets Non-RSA	-28	-37	24.3	-0.2
Furniture	-15	275	-105.5	-0.3
Other operating segments	316	179	76.5	2.9
Total operating segments from continuing operations	8 297	7 517	10.4	5.3
Hyperinflation effect	-126	879	-114.3	-
Consolidated continuing operations	8 171	8 396	-2.7	5.2



FOREX



2020: R566m gain 2019: R110m loss

- R2.5bn invested in Angola government bonds and bills, forming a natural hedge
- Hedging strategy for Non-RSA was effective
- Net investment hedge accounting commencing in 2020 was effective

2020 Exchange rate losses/gains (Rm)



ITEMS OF A CAPITAL NATURE

	2020 Rm	2019 Rm
Impairment of PPE	-694	-127
Impairment of right-of-use assets	-470	-356
Impairment of intangible assets	-99	-40
Non-financial asset impairments	-1 263	-523
Profit on disposal of assets held for sale	239	101
Loss on disposal and scrapping of PPE and intangible assets	-91	-93
Other	60	96
Total	-1 055	-419

Notes to the results:

Non-financial asset impairments by segment	2020 Rm
Supermarkets RSA	121
Supermarkets Non-RSA	705
Furniture	247
Other	14
Total operating segments	1 087
Hyperinflation effect	176
Consolidated continuing operations	1 263



NET FINANCE COSTS

	2020 Rm	2019 Rm
Interest received from banks	443	272
Finance costs: lease liabilities	-1 920	-1 754
Finance costs: borrowings	-990	-845
Net finance costs	-2 467	-2 327

	2020	Previously Reported 2019
Net finance costs cover	15.3x	16.7x
Finance costs cover	8.4x	11.3x

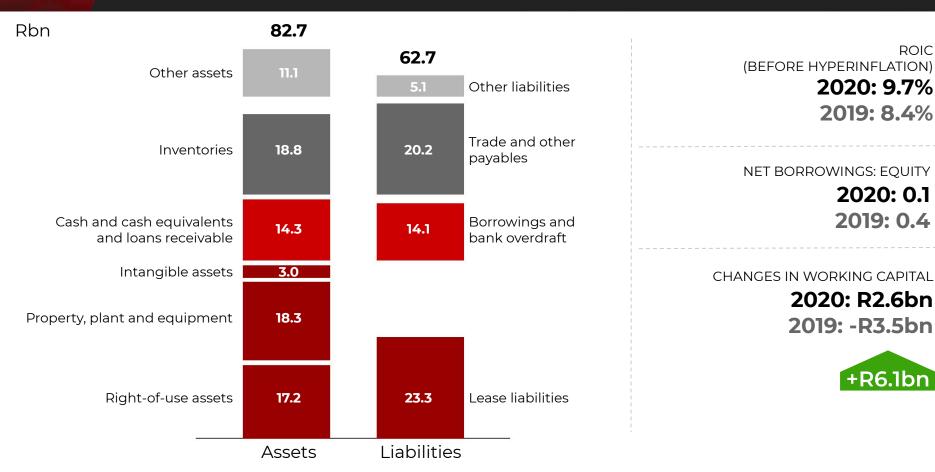
Covenants IAS 17 well within bank limits of 5.0x and 3.5x respectively

DEFINITION: Finance costs cover calculated in terms of IAS 17 in line with financial covenants (EBITDA/FINANCE COSTS)



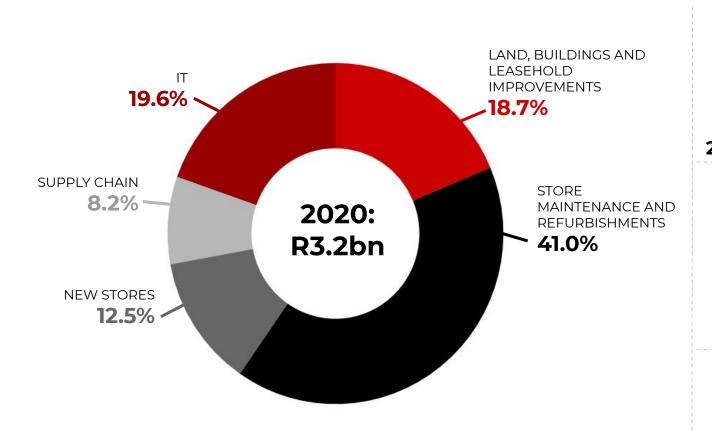
BALANCE SHEET COMPOSITION

ROIC





ASSETS AND CAPITAL SPEND



CAPITAL SPEND

2020: R3.2bn

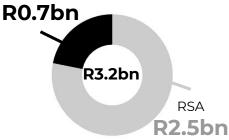
2019: R5.3bn

-38.8%

2021 GUIDANCE: R4.8bn

2020 CAPITAL SPEND

NON-RSA



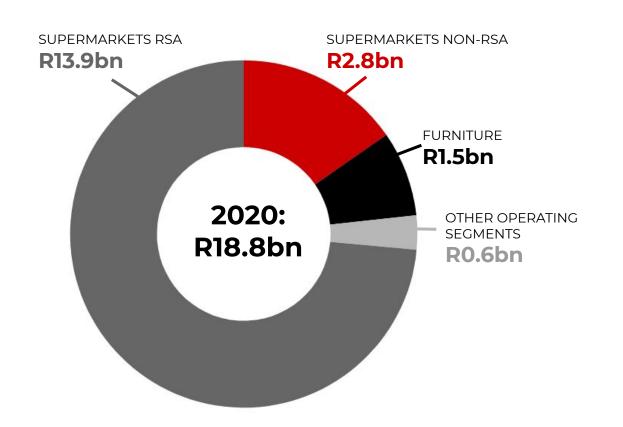
CAPITAL SPEND AS % OF LAST 12 MONTHS SALES

2020: 2.1%

2019: 3.6%



INVENTORIES



INVENTORIES

2020: R18.8bn

2019: R20.9bn

R2.1bn↓

-9.8%

INVENTORIES AS % OF SALES

2020: 12.0%

2020 TARGET: 12.4%

2019: 14.2%

2021 GUIDANCE: 12.0%



NET GEARING

	2020 Rm	2019 Rm
Net cash position	10 019	3 583
Borrowings	-12 009	-11 706
Net borrowings	-1 990	-8 123
Lease liabilities	-23 271	-21 478
Net debt	-25 261	-29 601

USD BORROWINGS
2020: R2.0bn
2019: R8.1bn
-75.5%

USD BORROWINGS
2020: US\$433m
2019: US\$524m
-17.4%

2021 GUIDANCE:

NET BORROWINGS: EBITDA 2020 IAS 17 EBITDA: R8.4bn

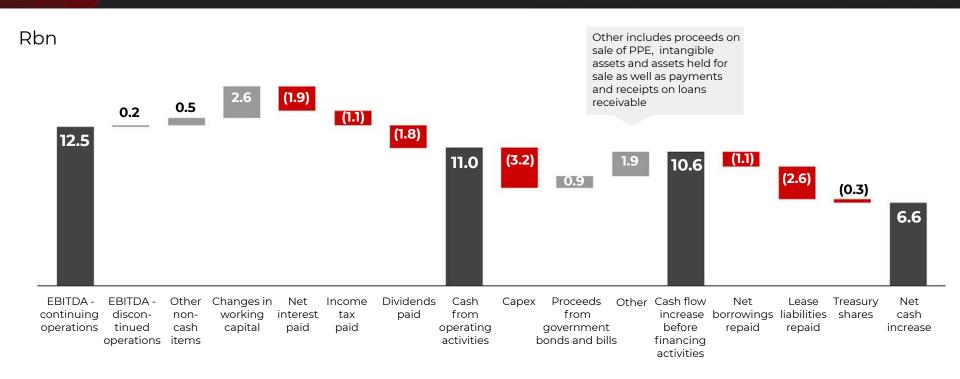
Dec 2020 US dollar borrowings US\$80m

2020: 0.2x 2019: 0.9x

Covenants IAS 17 well within bank limits of 2.5x and 2.75x respectively



2020 CASH FLOW STATEMENT





CAPITAL IMPROVEMENT PROJECTS

		(1) IN PROGRESS
WORKING CAPITAL	✓ Inventory reduction - initial target achieved	Inventory reduction project ongoing
BORROWINGS	✓ US dollar borrowings reduced by US\$91m	US dollar borrowings to reduce to US\$80 million by Dec 2020 (cash flow + ZAR funding)
CAPITAL INVESTED	✓ Non-RSA review process initiated	 Nigeria transaction Kenya closure or disposal Review process on-going
PROPERTY, PLANT & EQUIPMENT	 ✓ Sale & leaseback - fleet ✓ Sale of non-core retail properties ✓ Sale & leaseback of DCs - Equites JV terms agreed 	Completion of Equites JV transaction expected during 2021 first half

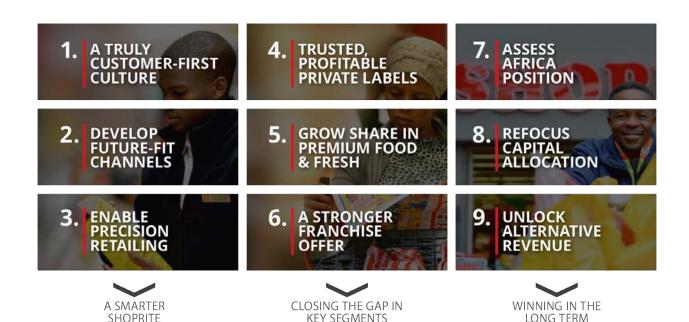
STRATEGIC FOCUS AREAS





STRATEGY REMAINS FUTURE-FIT

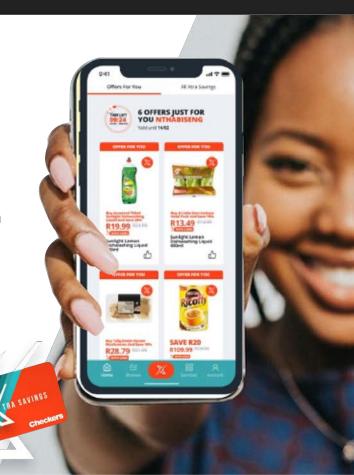
- Work done over 24 months on 'Smarter Shoprite' ensured we are fit for a post COVID-19 world
- Increasing consumer shift to digital has advanced our **Digital Transformation Agenda**
- We remain focused on **optimising our retail Core** in **existing markets**





CUSTOMER-FIRST CULTURE

- Accelerated investment in digital for customers
- Checkers Xtra Savings Rewards Programme exceeding expectations
 - ✓ 5m members to date
 - ✓ R1bn in savings back to consumers
 - ✓ Sales growth 7x ahead of Other Retailers since launch (Nielsen, October 2019-June 2020)
- **Personalisation at scale**: issued 83m one-to-one offers





DEVELOPING FUTURE-FIT CHANNELS

- Race for Reach in digital was amplified during COVID-19
- Once-in-a-generation shift to online
- Checkers Sixty60 app has pioneered 1hr on-demand grocery delivery
 - Rapid growth trajectory continues
 - Created 1 250 new jobs

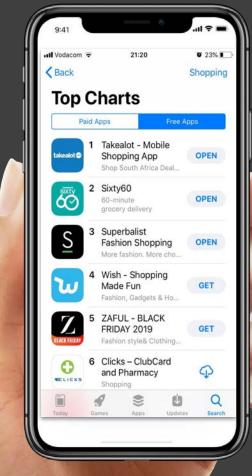


+157% increase in online users





checkers



No 2. Shopping App in SA



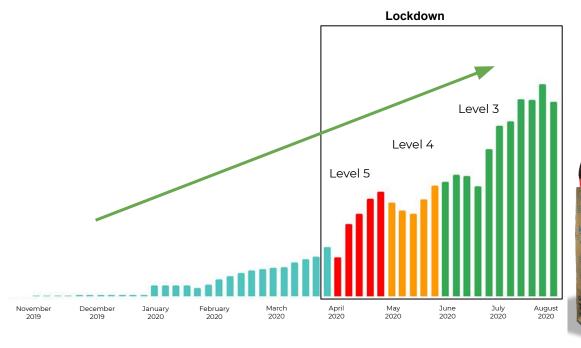
Checkers has almost nailed the ecommerce experience in SA

By Brendyn Lotz - JULY 6, 2020

Think Features News General Read

DEVELOPING FUTURE-FIT CHANNELS

Checkers Sixty60 weekly orders







DEVELOPING FUTURE-FIT CHANNELS

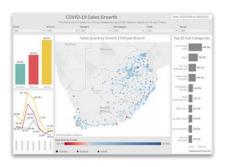




ENABLE PRECISION RETAILING

Data-driven retail unlocking real value

- Real-time insights into consumption shifts in lockdown
- Improved availability of essentials (COVID-19 core assortment)



Entrenching price leadership

 Customer-led price investment to enhance trust in Shoprite's prices

Indexed pricing on most price sensitive items vs Key Competitors



Source: Shoprite internal analysis

Source: BMI price survey (52 weeks)



WINNING IN FRESH AND PREMIUM FOOD



Uninterrupted fresh food market share gains totalling R927m* (Nielsen, June 2020)

Flagship FreshX stores achieved 1.7x higher like-for-like sales growth (31 now trading)

Additional 224 new fresh products in the pipeline

Share of stomach opportunity remains with increased at home consumption

Approx. R60bn of SA out-of-home (restaurants & fast food) food expenditure p.a

(Stats SA Jan'20)



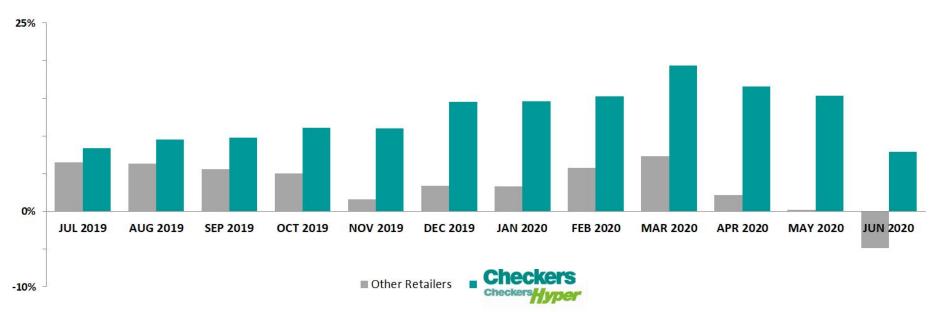






CHECKERS UNRIVALED INNOVATION & EXECUTION

Successful assault on premium food retail - Checkers sales growth vs Other Retailers

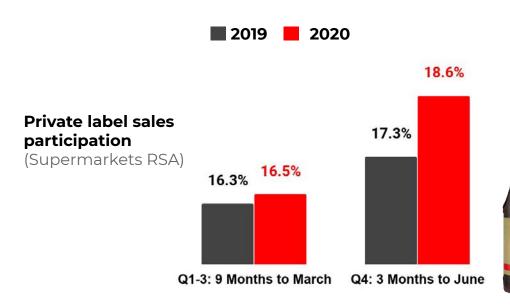


Checkers and Checkers Hyper RSA 3mm sales growth vs. Other Retailers
Nielsen: June, 2020



TRUSTED, PROFITABLE PRIVATE LABELS

- RSA Private label sales participation up 60 BPS to 17.1%
- Private label sales growth accelerated in Q4
 - More than half of all shoppers purchased our value brands
 - Lasting step change as consumers' obsession with value intensifies



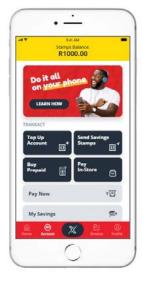




UNLOCKING ALTERNATIVE REVENUE

Expansion of value-added services

Investment into data and digital revenue streams

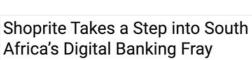












The Money Market Account, which replaces the basic Shoprite Money product launched in May 2018, will grow to have most of the transactional capabilities of a full banking account.















OUTLOOK



(5)

OUTLOOK

- New financial year is a 53-week year
- Q1 sales update at Shoprite Holdings Ltd AGM 16 Nov 2020
 - o Internal food inflation at 4.1% for Jul Aug 2020
 - Liquor restrictions notably impacting sales growth
- Remain highly cash generative and in a strong financial position
- Price leadership makes us resilient and strategy remains right for the times
- Non-RSA: addressing long-term return concerns in a systematic manner
- RSA: on the back of record market share gains, our focus remains on innovation-led growth and remaining highly responsive to consumer shifts

Africa's most <u>affordable</u>, <u>accessible</u> and <u>innovative</u> retailer



QUESTIONS



2020 ADDITIONAL INFORMATION

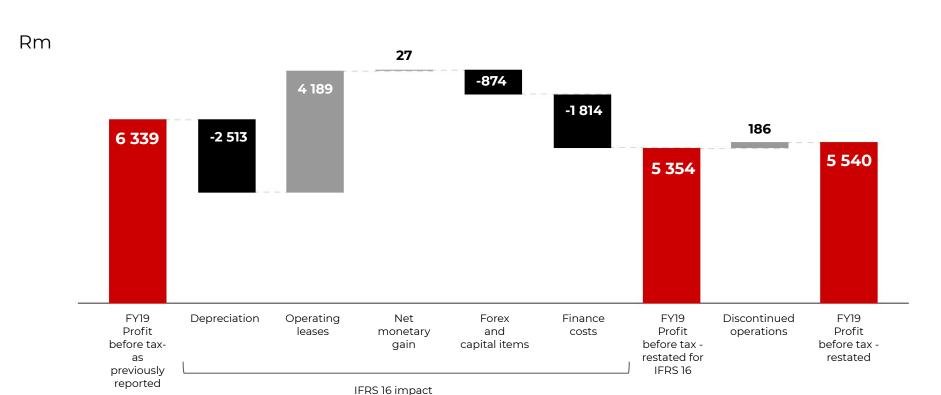
Chief Financial Officer

ANTON DE BRUYN



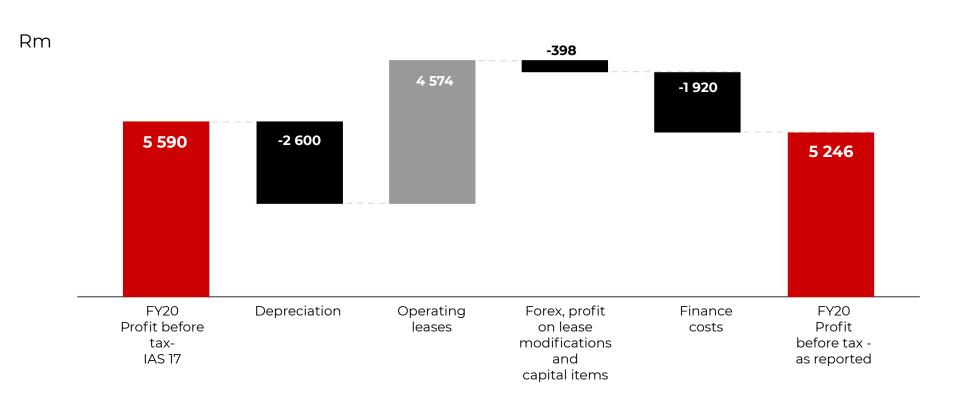


2019 IMPACT OF IFRS 16 AND IFRS 5 ON PROFIT BEFORE TAX





2020 IMPACT OF IFRS 16 ON PROFIT BEFORE TAX





2020 ADJUSTED DHEPS RECONCILIATION

	Earnings Rm	DHEPS* cents
DHEPS including discontinued operations	4 186	755.7
Restated for IFRS 5: Discontinued operations	56	10.1
DHEPS continuing operations	4 242	765.8
Adjusted for:		
Forex	-566	-102.2
Hyperinflation	154	27.8
Related income tax effect	143	26.1
Adjusted DHEPS from continuing operations	3 973	717.5

^{*}DHEPS based on 553 896 030 weighted average number of ordinary shares adjusted for dilution



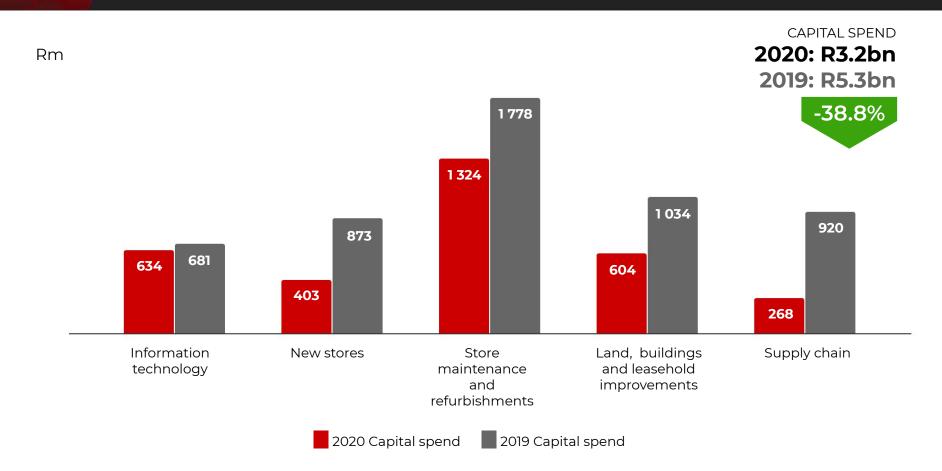
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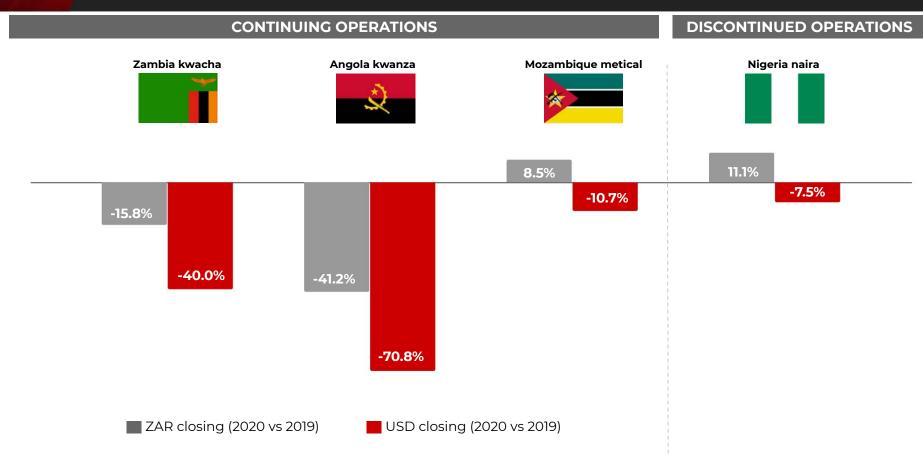


ASSETS AND CAPITAL SPEND





CLOSING EXCHANGE RATES





AVERAGE EXCHANGE RATES

