

Q1 2020 Results Presentation

12TH MAY 2020

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DIA

Agenda

Q1 Highlights & Strategic Update

Stephan DuCharme - Chairman

Country Spotlight

Ricardo Alvarez - CEO, Spain Marcelo Maia - Executive Chairman, Brazil

Q1 2020 Financial Review

Enrique Weickert - Group CFO





- Stable Q1 financial performance early positive topline results, supported by continued cost discipline, and strengthened financial foundations
- Effective response to COVID-19 crisis stores open and wellstocked thanks to smooth supply chain operation, primary focus on protecting employees, customers and communities
- Phase 1 of business transformation now complete world-class retail talent, return to retail basics and new group operating model
- Phase 2 now well underway driven by devolved empowered country leadership with strategic support from lean corporate center
- Clear ambition financial targets defined in full alignment with all stakeholder interests, renewed community purpose through DiaContribuye2020 and strengthened corporate governance

DiAStable topline performance with currency effect and COVID-19 cost impact

[€ million]	Q1 2020	Q1 2019 ⁽¹⁾	Change (%)
Net Sales	1,696.0	1,732.8	-2.1%
Gross Profit	358.2	370.0	-3.2%
EBITDA	60.7	16.6	266.3%
Adjusted EBITDA(2)	(0.5)	11.8	n/a
Net Profit	(142.6)	(151.2)	-5.7%

	Q1 2020	FY2019	Change (%)
Trade Working Capital	(656.4)	(608.0)	8.0%
Net Financial Debt(3)	1,286.0	1,322.2	-2.7%

Key Highlights

- Net Sales broadly stable despite fewer stores and Brazil currency effect
- Gross Profit down on increased logistics costs to support shift to enhanced fresh offer and COVID-19 costs
- **EBITDA** improvement driven by restructuring cost reductions
- Adj. EBITDA impacted by COVID-19 costs
- Net Profit impacted by FX in Brazil

Performance underpinned by strengthened financial structure - positive cash flow, lower net debt, lower financial expenses, and improved trade working capital

^{1.} Q1 2019 restated to include Clarel as continued operations

^{2.} See APMs for definition

^{3.} Excluding IFRS16

DIA Business transformation delivering early positive like-for-like improvement in Spain and Portugal

	Net Sales		Like-for-Like	
[€ million]	Q1 2020	Q1 2019	Change (%)	vs Q1 2019
Spain ⁽¹⁾	1,060	1,040	1.9%	7.8%
Portugal ⁽¹⁾	149	143	4.3%	9.3%
Brazil	251	327	-23.1%	-7.8%
Argentina ⁽²⁾	236	223	5.6%	-5.4%
Total Group	1,696	1,733	-2.1%	2.6%
Total Stores (3)	6,506	7,367	-11.7%	

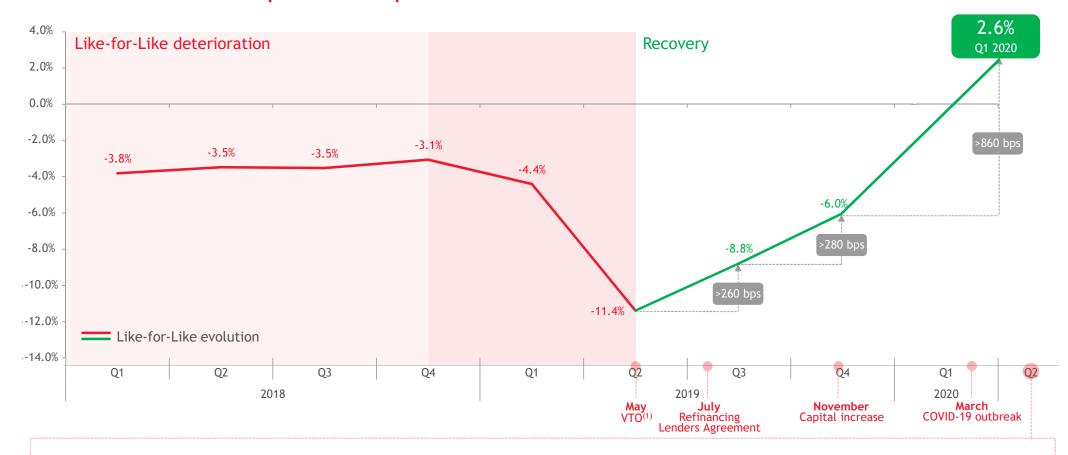
Key Highlights

- Spain & Portugal Underlying Like-for-Like growth before COVID-19 outbreak thanks to ongoing business transformation; March Net Sales increase on lockdown related stock piling and higher volumes
- **Brazil** Net Sales down following store network streamlining as well as currency effect; new commercial strategy rolled out at end of **February**
- **Argentina** Positive Net Sales in an already challenging macroeconomic environment, thanks to supply chain improvements and new perishables assortment offer

All Spain and Portugal figures include Clarel (Q1 2019 has been re-stated to consolidate Clarel)
 Net Sales expressed at IAS29

^{3.} At end of period

DiAThird consecutive quarter of positive Like-for-Like Sales evolution



• Q2 current trading - Momentum in Like-for-Like recovery has continued in Q2 in all countries.

DIA

Effective COVID-19 response - protecting employees, customers and communities

- **95% of DIA stores open throughout** COVID-19 pandemic⁽¹⁾, limited short-term closures
- Comprehensive protective measures over 4m masks, 260,000l of hand sanitizer, 10m gloves, 48,000 visors and 10,000 protective screens for cashiers and employees
- Employees Full pay for all self-isolating colleagues and one-off COVID-19 bonus for all Group and Franchisee employees to recognize commitment and dedication
- Franchisees Further support in terms of advanced technical cleaning services, protective equipment; and staffing support at no charge
- Community Donations including food, personal protective equipment and warehousing space to national and local institutions in all markets



Strategic Update

Stephan DuCharme
Chairman



Transformation Phase 1 complete: Capabilities, culture and trust



Investment in capabilities



Focus on culture and trust

Priorities

- Bringing in world class leadership, retail and management talent
- · Development of best-in-class operational standards
- Rebuilding trust and fostering long-term relationships with all stakeholders
- Creating a new performance-based culture

Key Highlights

- Strengthened Board of Directors with experienced independent members
- Enhanced top management layers across countries and functions - 87 new additions to date
- Critical functions and positions filled by recruits from leading retail companies and internal promotions
- Customers

 Employees

 Franchisees

 Suppliers

 Trade insurers
- Offering the best value-for-money proposition
 Effective COVID-19 response
- Now performance oriented cultur
- New performance-oriented culture
- Signature of DIA CEA⁽¹⁾ (2019-2021) in Jan-2020
- New franchisee model based on long-term sustainability, attractiveness and entrepreneurship
- Alignment of all supplier relationships
- New agreements based on transparency
- Positive reaction to recapitalization and refinancing of the Group (risk limits uplifts)
- Syndicated Facility Agreement signed in July 2019
- Hive-Down execution in December 2019
- Successfully completed VTO and Capital Increase
- · Long-term commitment of majority shareholder

Outcome

- New lean Group operating model with devolved empowered country leadership
- Improving relations with all key stakeholders critical to DIA's future

DIA

Transformation Phase 1 complete: Re-established retail basics to drive future growth



Rebuild DIA

Priorities

- · New commercial value proposition
- Active management of stores
- Improved franchise model valuing entrepreneurship

Key Highlights

Commercial

- Optimization of assortment
 - Defined by store cluster, balanced (national & own brands), regional component
- Improved of private label
 - · Focus on value-for-money/Increased quality/innovative packaging
- New approach to promotions
- Enhanced fresh categories
 - Focus on quality, presentation, freshness, and pricing, to drive in-store traffic
- Launched loyalty program
- Franchise
 - Strengthened franchise network
 - Transfer in 2019 of 385 COFO stores to COCO to streamline the network
 - Redesigned franchise model
 - New franchise model defined in Spain. Win-Win model, incentive driven with higher store standards and customer focus

Operational

- New store layouts and planograms
- Operational excellence program
- F&V Time to market
 - Reduce time from farms to stores of F&V to improve freshness and reduce losses
- Logistic optimization program
- Stop loss-making
- · Closing of 861 unprofitable stores and 3 under-utilized Warehouses
- Operational simplicity⁽¹⁾
- Finance
 - Working capital improvement
 - Stock management optimization to reduce inventory days
 - Investment optimization
- Cost-optimization initiatives
 - OPEX-reduction initiatives in place with specific plans by cost nature

Outcome

- Key drivers of improved Q1 performance
- · Retail basics as basis for Phase 2 growth
- Effective COVID-19 response from position of strength

Not Exhaustive

^{1.} Discontinuation of non-core businesses that creates complexity in the system: Bahia and Minipreco in Brazil, Cada DIA, e-shopping, Max Descuento (Cash & Carry Business) and Wholesale (Import-Export) lines of businesses in Spain

Phase 2 driven by devolved country leadership supported by lean corporate center

 Placing the customer at the heart of everything





- Devolved country leadership with full P&L responsibility
- More local, more responsive empowered to adapt commercial model to local needs





February 2020



October 2018



- Lean Group corporate center providing strategic guidance, performance oversight and capital allocation
- **Key functions:** Strategy, strategic communications, institutional relations, senior leadership development, corporate finance, digital transformation etc.



Stephan DuCharme Executive⁽³⁾ Chairman



Enrique Weickert *Chief Financial Officer*

^{1.} Executive Chairman

^{2.} Interim assignment

^{3.} Effective at 20th May

Post COVID-19: Opportunity to accelerate business transformation

- New operating model allows for tailored response to post COVID-19 "new normal" - with sharing of best practices at corporate center
- Sustainable online / express delivery development in addition to integrated proximity store and customer offering
- **DIA network of 6,506 stores** offers safe access to the store, proximity and modern technology, fully focused on grocery
- Emerging DIA commercial value proposition and new concept to reflect customer behavior post COVID-19 - appropriate choice, value for money, freshness with an integrated store and on-line offering
- Operations to be further simplified allows for faster and lower cost solutions



Phase 2: Clear roadmap to achieve business objectives - Spain

← K	ey initiatives	←	← 2021	2022 & 2023
	New commercial value proposition	 New store concept based on phase 1 learnings and post-COVID-19 needs Initiate testing 	 Complete testing of new store concept and start roll-out Initiate refurbishment and relocation program 	 Full rollout of refurbishment and relocation program Initiate new store openings
	New private label program	Complete program	Continuous improvementSupport new store concept	 Significant portion of
Commercial	On-line and express delivery program	Further development of the program	Continued roll-out to support new concept	network refurbished • Integrated store-
	Optimized assortment	Complete roll-outRefreshed store lay-out	Further improvement of assortment as part of new store concept	digital-based modern proximity network
New loyalty program		Development	Support new store concept	 Sustainable balance achieved between franchise and owned
Franchise	Franchise model	Complete roll-out	Accelerate move back to franchise stores based on new concept	stores
Operations	Operations Excellence program	Further focus on reduction of complexity in operations	Working Capital: inventory reduction and supply-chain improvements	Continue optimization

Phase 2: Clear roadmap to achieve business objectives - Other countries

← K	ey initiatives	→	· ← 2021	· ←2022 & 2023
	New commercial value proposition	 Participate in development of new store concept based on phase 1 learnings and reflecting post-COVID- 19 needs 	 Start testing Initiate roll-out of new store concept Initiate refurbishment program 	Accelerate refurbishment and relocations program Initiate new store openings
	Optimized assortment	Initiate roll-outRefreshed store lay-out	Complete roll-out	
new loyalt	New private label program	Further development of the program	Continuous improvementSupport new store concept	 Significant portion of network refurbished Integrated store-digital-
	New loyalty program	Development	Support new store concept	based modern proximity network
	On-line and express delivery program	Initial development	Further development	 Accelerate move back to franchise stores based on new concept
Franchise	Franchise model	Initiate roll-out	Complete roll-out	
Operations	Operations Excellence program	Focus on operational excellence and reduction of complexity	 Working Capital: inventory reduction and supply-chain improvements 	Continue optimization

Financial targets aligned to strategic roadmap

	2021	2022	2023	
Like-For-Like Sales (%)	5 - 7%			
Net Sales ⁽¹⁾ (€) Key Drivers	 7.0 - 7.5bn Like-for-Like Growth Initiate refurbishment Initiate relocation program 	 7.7 - 8.3bn Like-for-Like Growth Full refurbishment Relocation rollout and openings 	 8.7 - 9.3bn Like-for-Like Growth Refurbishment ongoing Relocation and openings ongoing 	
Adjusted EBITDA Margin (%)	2.5 - 3.0%	3.5 - 4.5%	5 - 6%	
CAPEX (as % of Net Sales)	3 - 4%	4 - 5%	5 - 6%	
Trade Working Capital	Stable and improving with a moderate reduction in number of days of inventory			
Free Cash flow	Positive throughout the years			
Net Debt	Flat	Flat	Decreasing	
Leverage ⁽²⁾	<7.5x	<4.5x	<3x	

^{1.} LATAM exchange rates calculated based on long-term inflation differences between EURO and LATAM countries

^{2.} Net Financial Debt / Adjusted EBITDA

Renewed community focus through DIAContribuye2020



- New social program to support communities impacted by the COVID-19 pandemic
- Elements that underpin DIAContribuye2020:
 - Public Service: collaborating across the entire food value chain to supply food on a daily basis to those in need
 - **Proximity:** DIA's neighbourhood presence reinforces closeness to the customer in times of need
 - Society: DIA acts in every neighbourhood, community, and town
- Core role of DIA to feed "Rural Spain or España vaciada" and commercial initiatives to support local producers

Initial activities:

- Donation of 250,000 masks and 2,500 liters of hand sanitizer
- Sale of protective masks at cost price
- Commitment to match any Franchisee donation
- More than 16,000 kilos of food distributed throughout Spain
- 50,000 Easter products for at risk groups -Galicia, Aragon & Madrid
- The use of 1,500 m2 of distribution center space for public authorities to stock clinical materials

Country Spotlight

Ricardo Álvarez
CEO Spain
Marcelo Maia
Executive Chairman Brazil



DIA

Country spotlight - Spain

2020

- Commercial
 - New assortment presentation (planograms and layout) roll-out
 - Revamp the Private Label offering
- Cost-optimization initiatives
- New franchise model roll-out
- New logistics and transportation model

2021 Onwards

- E-Commerce
- Improve the different franchise models
- Commercial value proposition (assortment, national brands private label balance, pricing & promo, new store concept, loyalty)
- Build capacity to deliver refurbishment plan
- Refranchising
- Improve working capital

Country spotlight - Brazil

2020

- Strengthen management team with new talent
- Improve profitability and cash flow: costoptimization initiatives / ZBB
- Improve supply chain, reduction of out-ofstock and losses
- Commercial
 - Improve assortment and its structure
 - Re-set pricing & promo
 - New assortment presentation: planograms and layout
 - · Complete new Private Label programme
- Develop new, attractive franchise model

2021 Onwards

- E-commerce
- Improve the different franchise models
- Commercial value proposition (assortment, national brands private label balance, pricing & promo, new store concept, loyalty)
- Build capacity for expansion
- Continue to improve working capital

Q1 2020 Financial Review

Enrique Weickert
DIA Group CFO



DiAGroup Financial Results overview
Q1 2020 Results summary

P&L summary (€ million)	Q1 2020	Q1 2019	Change (%)
Net Sales	1,696.0	1,732.8	(2.1%)
Gross Profit	358.2	370.0	(2.1%)
EBITDA	60.7	16.6	266.3%
ADJ. EBITDA	(0.5)	11.8	(104.1%)
EBIT	(54.8)	(127.0)	56.9%
Financial results	(88.9)	(36.4)	(144.6%)
Net attributable profit	(142.6)	(151.2)	5.7%

Key Highlights

- Net Sales stable Q1 performance built on renewed operational foundations
- Gross Profit (as % of sales) decreased in Q1 2020 to 21.1% (Q1 2019 21.4%) impacted by increased logistics costs to support strategic shift to enhanced fresh offer, COVID-19 costs and FX effect
- Labour Costs down 1.3% despite higher COVID-19 related staff activities
- Opex up 6% on COVID-19 costs including group wide protective materials
- EBITDA & Adjusted EBITDA negatively impacted by COVID-19 related costs
- Financial Results Lower interest expenses and FX negative impact in Brazil

Net Financial Debt decreased notwithstanding negative seasonality

Key Highlights: Net Financial Debt⁽¹⁾ **evolution** [€ million]

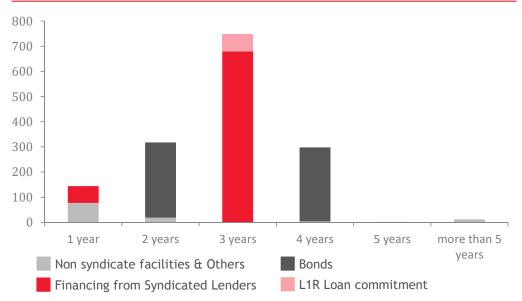


- Net Financial Debt down 36m on the back of no operational cash burn, working capital improvement, low capex and low financing costs
- Trade Working Capital: 49m improvement despite negative seasonal effect thanks to sales increase and a small improvement in days of trade working capital

^{1.} Total Net debt (excluding IFRS16)

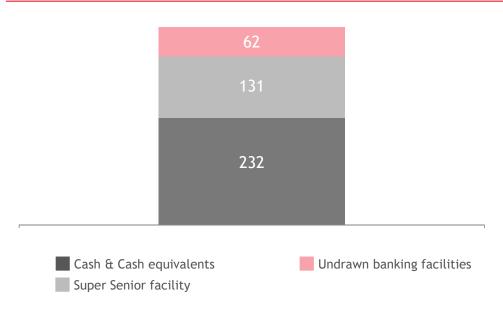
DiAImproved debt maturity profile and stable liquidity

Debt Maturity Profile [€ million]



 Net financial debt of 1.3bn (which excludes 659.2m related to the application of IFRS16), down 36m.

Available Liquidity [€ million]



- Stable liquidity despite seasonality
- 425m vs.421m as of 31st December 2019

DiABalance Sheet

Balance Sheet [€ million]	Q1 2020	FY2019
Non-current assets	2,303.9	2,448.2
Inventories	511.9	496.5
Trade & Other receivables	100.1	111.0
Other current assets	109.3	100.2
Cash & Cash equivalents	232.2	163.6
Non-current assets held for sale	0.0	0.0
TOTAL ASSETS	3,257.4	3,319.4
Total equity	(466.7)	(350.5)
Long-term debt	1,828.0	1,865.7
Short-term debt	349.4	325.5
Trade & Other payables	1,268.4	1,215.4
Provisions & Other liabilities	278.3	262.0
Liabilities associated with assets held for sale	0.0	1.3
TOTAL EQUITY & LIABILITIES	3,257.4	3,319.4

Trade Working Capital [€ million]	Q1 2020	FY2019	Change
Non-recourse factoring	24.4	14.1	10.3
Inventories (A)	511.9	496.5	15.3
Trade & Other receivables (B)	100.1	111.0	(10.8)
Trade & Other payables (C)	1,268.4	1,215.4	53.0
Trade Working Capital ⁽¹⁾	(656.4)	(608.0)	(48.5)

Key Highlights

- Working Capital inflow of 49m thanks to increase in net sales and small improvement in days of Trade Working Capital
- Shareholders Equity at Parent Company of 206m as of March 31st 2020

^{1.} Trade working capital defined as (A+B-C)

Conclusion

Stephan DuCharme
Chairman





- Fully on track with strategic, operational and financial transformation
- Phase 1 completed ahead of schedule world-class team,
 return to retail basics and improved stakeholder trust
 - Phase 2 well underway
 - Central focus on commercial value proposition
 - Driven by devolved and empowered country leadership
 - Strategic support from lean corporate center
 - Clear roadmap with tangible and measurable milestones and objectives
 - Senior management now fully aligned with all stakeholder interests
- DIA the preferred proximity shopping experience with effective online and home delivery service

