



FIRST QUARTER 2021 UNAUDITED EARNINGS RESULTS

April 29, 2021





AGENDA

Performance Highlights

Omnichannel Presence

Consolidated Results

Business Segments

Recent Developments

Plans & Prospects

PERFORMANCE HIGHLIGHTS

₱35.6bn

Net Sales

(16.1%)

Blended SSSG

22.9%

GP Margin

8.0%

EBITDA Margin

₱945mn

Net Income
att. to the parent company

2,146

Stores Nationwide
Plus 2,051 TGP Branches

7x

Total E-commerce
Growth



OMNICHANNEL PRESENCE

Total of **2,146** stores plus **2,051** TGP Branches

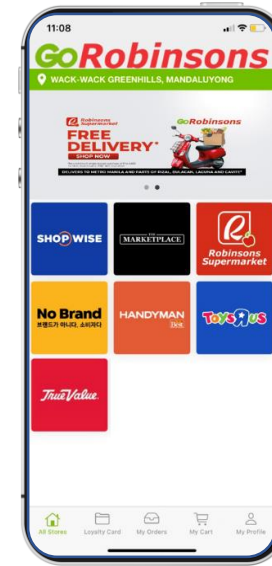
	Metro Manila	Luzon	Visayas	Mindanao
Supermarkets	113	102	37	16
Department Stores	11	19	10	9
DIY Stores	66	89	43	27
Convenience Stores	287	154	22	-
Drugstores ¹	114	362	237	125
Specialty Stores	99	135	41	28
Total	690	861	390	205
TGP	462	1,072	313	204

With gross floor area of **1.48** million sqm¹



Gross Floor area per segment as % of total

¹ Excluding TGP



GoRobinsons serves as an online store for **7** of our banners.

It runs on an **asset-light model**, leveraging on our extensive store network.

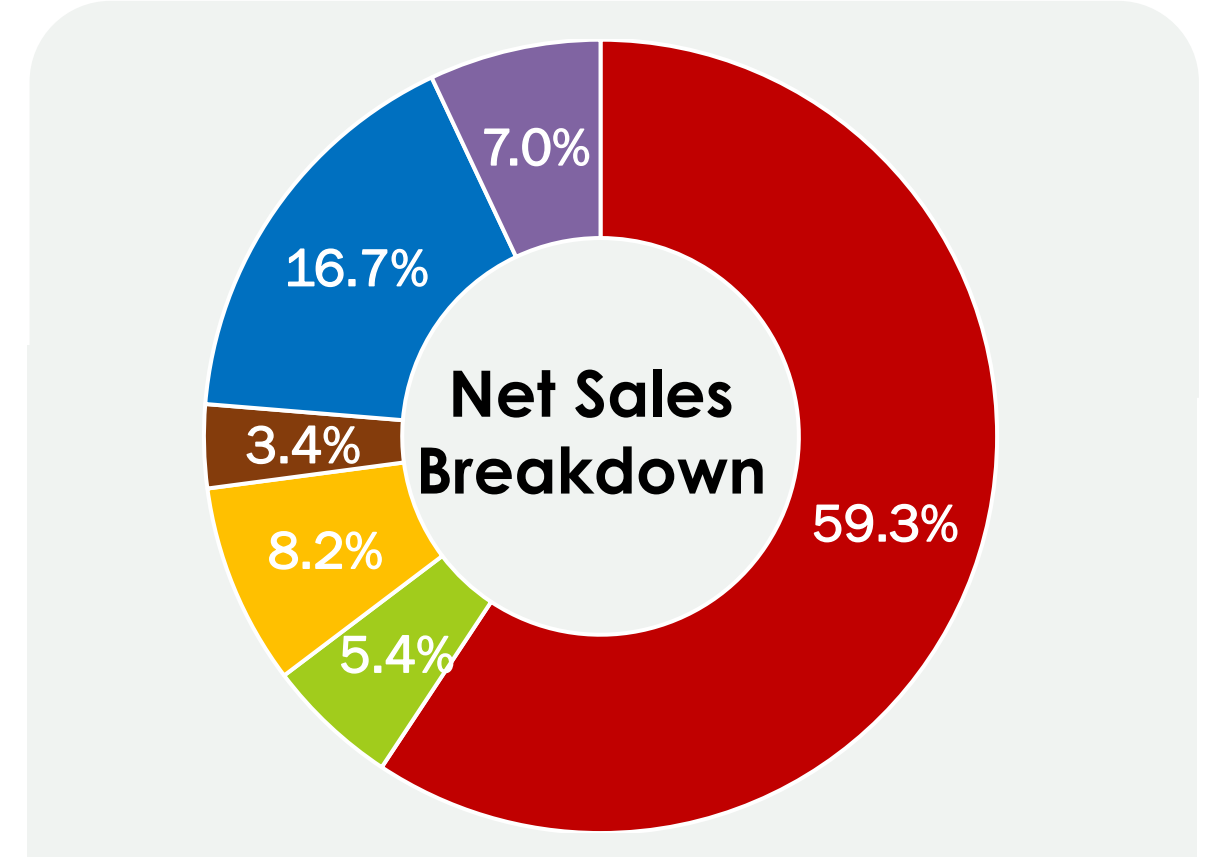
South Star Drug, Rose Pharmacy, Robinsons Appliances and Savers Appliances also have their **own e-commerce websites**.

RRHI continues to partner with **third-party platforms** and also has **call & collect and call & delivery services**.

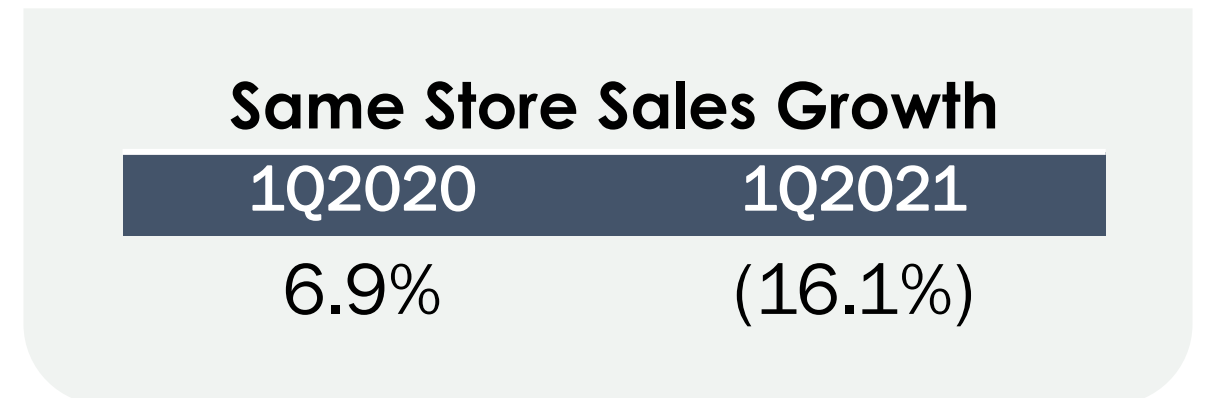
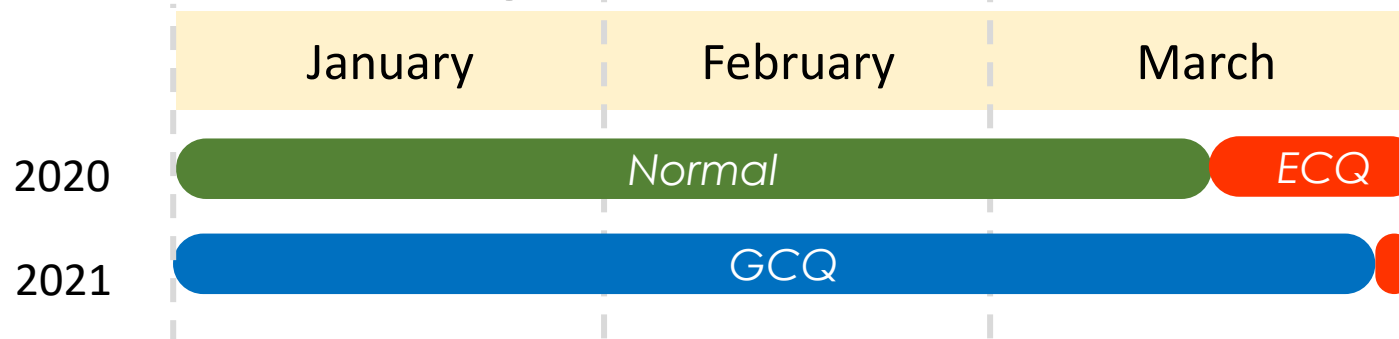


RRHI CONSOLIDATED RESULTS

	1Q2020	1Q2021
Supermarkets	24.4	21.1
Department stores	2.7	1.9
DIY stores	3.0	2.9
Convenience stores	1.5	1.2
Drugstores	5.0	5.9
Specialty stores	3.4	2.5
TOTAL (₱ bn)	40.1	35.6



Comparison of Operating Environment:



RRHI CONSOLIDATED RESULTS

In ₱ mn	1Q2020	1Q2021	1QΔ
Net Sales	40,062	35,616	(11.1%)
SSSG	6.9%	(16.1%)	
Gross Profit	8,736	8,164	(6.6%)
Gross Margin	21.8%	22.9%	
EBITDA	3,337	2,833	(15.1%)
EBITDA Margin	8.3%	8.0%	
EBIT	1,673	1,163	(30.5%)
EBIT Margin	4.2%	3.3%	
Net Income to Parent	923	945	2.4%
N.I. to Parent Margin	2.3%	2.7%	
Core Net Income	784	787	0.4%

E-Commerce as % to Total Sales

1Q20	1Q21
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0.2%	2.0%
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**2021 Target:
2%-3%**



SUPERMARKET SEGMENT

In ₱ mn	1Q2020	1Q2021	1QΔ
Net Sales	24,405	21,110	(13.5%)
SSSG	18.7%	(14.6%)	
Gross Profit	4,950	4,352	(12.1%)
Gross Margin	20.3%	20.6%	
EBITDA	1,999	1,711	(14.4%)
EBITDA Margin	8.2%	8.1%	

E-commerce
as % of Total Sales

2.0%

2021 Target: 2.4%



SUPERMARKET SEGMENT



KEY STRATEGIES

- Aggressively expand the minimart format, Robinsons Easymart by operating 500 stores in 4-5 years
- Grow e-commerce presence thru online store expansion and SKU build-up in GoRobinsons (onboarding 250 stores in 2 years)
- Expand Growsari sales by opening 7 more pick-and-pack hubs
- Improve margins thru cost containment and efficiency improvement measures (EBIT margin of 5%+ in 2 years)
- Accelerate implementation of Data Analytics Projects
- Build robust Supply Chain capabilities and invest in improvements and productivity
 - Open a 3rd DC in Q3 that can support our expansion in the next 10-12 years



OMNICHANNEL PRESENCE



Has a total of 268 stores



GoRobinsons

Onboarded banners:

- Robinsons Supermarket
- The Marketplace
- Shopwise
- No Brand

Has partnership with 3rd party: Metromart, Grabmart and Pickaroo



DEPARTMENT STORE SEGMENT

In ₱ mn	1Q2020	1Q2021	1QΔ
Net Sales	2,741	1,911	(30.3%)
SSSG	(21.2%)	(30.6%)	
Gross Profit	837	576	(31.2%)
Gross Margin	30.5%	30.2%	
EBITDA	111	(12)	(111.3%)
EBITDA Margin	4.0%	(0.7%)	

**E-commerce
as % of Total Sales**

0.8%

2021 Target: 1.0%



DEPARTMENT STORE SEGMENT

KEY STRATEGIES

- Launch RDS in GoRobinsons in May 2021, grow business in Lazada & expand e-commerce presence in Shopee by Q3.
- Improve customer experience for our Call, Collect & Delivery services via We Shop For You by launching One Hotline Number (0917-LOVEROB) and conversational commerce (chatbot).
- Right size and rationalize non-performing stores.
- Collaboration with RRC for precision marketing and loyalty to drive sales.

OMNICHANNEL PRESENCE



Has a total of
49 stores



GoRobinsons
Planned onboarding
by May 2021

**WE SHOP
FOR YOU**

CALL NOW
0917 LOVEROB
0 9 1 7 5 6 8 3 7 6 2

Has partnership with
3rd party: Lazada



DIY SEGMENT

In ₱ mn	1Q2020	1Q2021	1QΔ
Net Sales	2,958	2,919	(1.3%)
SSSG	(13.5%)	(2.3%)	
Gross Profit	973	986	1.4%
Gross Margin	32.9%	33.8%	
EBITDA	403	436	8.2%
EBITDA Margin	13.6%	14.9%	

**E-commerce
as % of Total Sales**

2.2%

2021 Target: 2.5%



KEY STRATEGIES

- Grow e-commerce sales through online expansion and improved assortment within next 2 years (onboard at least 60 stores and listing 20k SKUs).
- Improve Call & Collect with additional communication lines, payment options and priority booking with partner couriers.
- Improve EBIT margin to above 9% in 2 years.

OMNICHANNEL PRESENCE



Has a total of 225 stores



GoRobinsons

Onboarded banners:

- Handyman
- True Value

177

Handyman

32

True Value

16

Robinsons Builders

Has partnership with 3rd party: Lazada, Metromart and Pickaroo



CONVENIENCE STORE SEGMENT

In ₱ mn	1Q2020	1Q2021	1QΔ
Systemwide Sales	2,278	1,383	(39.3%)
Net Sales	1,537	1,207	(21.4%)
SSSG	(0.8%)	(33.4%)	
GP + Royalty Income	626	457	(27.0%)
GP + R.I. Margin	40.7%	37.9%	
EBITDA	136	72	(46.9%)
EBITDA Margin	8.8%	6.0%	

E-commerce
as % of Total Sales

2.0%

2021 Target: 3.4%



KEY STRATEGIES

- Expand our portfolio of e-services to 3% of sales by year end.
- Targeted store growth focus on profitable cluster, i.e., traditional and hi-end residential with insulated consumers driving profitability in spite of pandemic.
- Strengthen core with category management, through price clustering, product mix, sales mix, innovation and new product development
- Deliver higher sales productivity through new marketing initiatives to drive transaction count (ADT ~404 to ~500); digitization that translates to cost savings

OMNICHANNEL PRESENCE



Has a total of **463** stores

Franchised: 120
Direct: 343

Has partnership with:

- Gcash
- Paymaya
- Bayad Center
- Lazada
- Other billers



Has total of **390** stores onboard e-service

Upcoming 20 partnership including :

- Ninjavan
- Food Panda
- Shopee
- Coinsph



KEY STRATEGIES

- Expand the eCommerce operations to other key cities;
- Prioritize store expansion to underserved communities (100 owned + 150 franchised stores)
- Pursue synergies between SouthStar & Rose Pharmacy to optimize margins and reduce OPEX
- Increase penetration of house brands



OMNICHANNEL PRESENCE



Has a total of 838 owned & 2,051 franchised stores



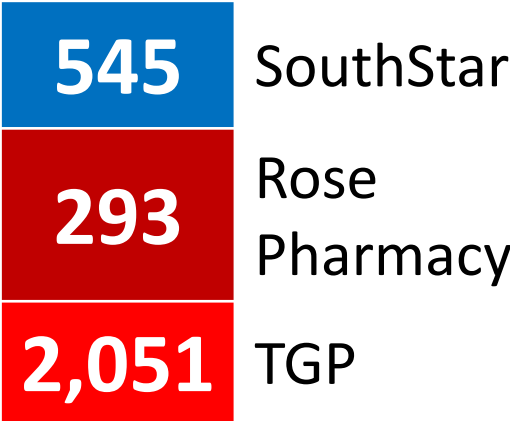
SouthStar & Rose Pharmacy independently operates its own eCommerce platform

SouthStar has 3rd party partnership with Metromart, ShareTreats and recently Shopee & GrabMart

Teleconsult partnership with ezConsult an affiliate of Zuellig Pharma

TGP has a Franchisee Portal : an automated ordering and payment facilities to all the franchisees

eFinancial services underway in all formats. SouthStar onboarded Gcash as the initial partner



SPECIALTY STORES SEGMENT

In ₱ mn	1Q2020	1Q2021	1QΔ
Net Sales	3,426	2,531	(26.1%)
SSSG	(14.6%)	(13.2%)	
Gross Profit	812	694	(14.5%)
Gross Margin	23.7%	27.4%	
EBITDA	206	193	(6.1%)
EBITDA Margin	6.0%	7.6%	

**E-commerce
as % of Total Sales**

2.2%

2021 Target: 2.6%



SPECIALTY STORES SEGMENT



KEY STRATEGIES

- Expand after-sales services (eg. Installation) of appliances segment
- Build e-commerce play and integrate touchpoints to support seamless omni-channel journey
- Accelerate call and collect sales by offering value-added services such as booking delivery in behalf of customers and tapping local delivery/pabili services in provincial areas
- Improve EBIT margin thru optimized merchandise assortment and cost containment

OMNICHANNEL PRESENCE



Has a total of 303 stores

129	Appliances & Electronics
41	Toys
112	Mass Merchandise
4	Pet Retail
14	Beauty
3	Fashion*

*The 3 fashion stores will be closed in April 2021



GoRobinsons

Onboarded banner:

- Toys 'R' Us

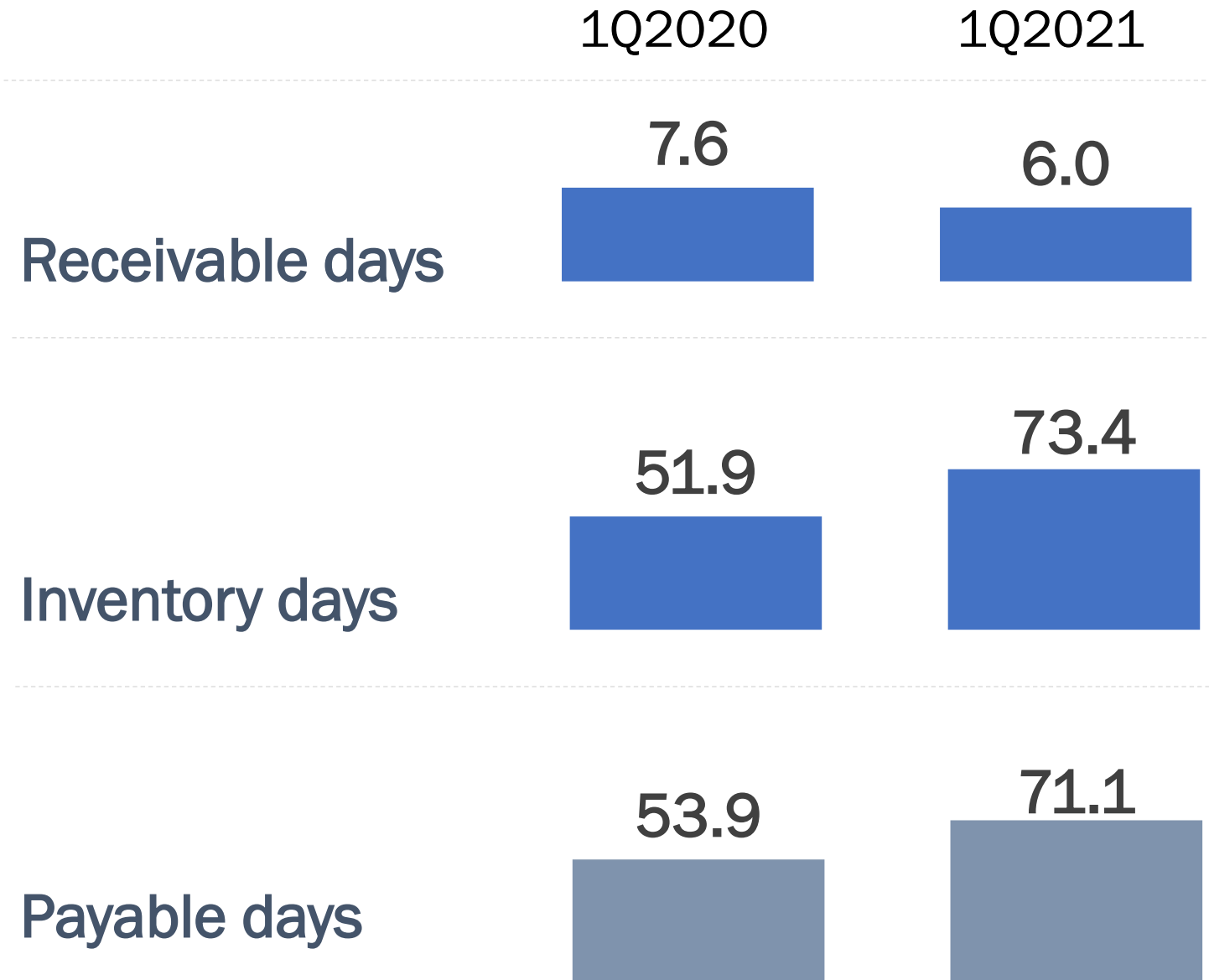
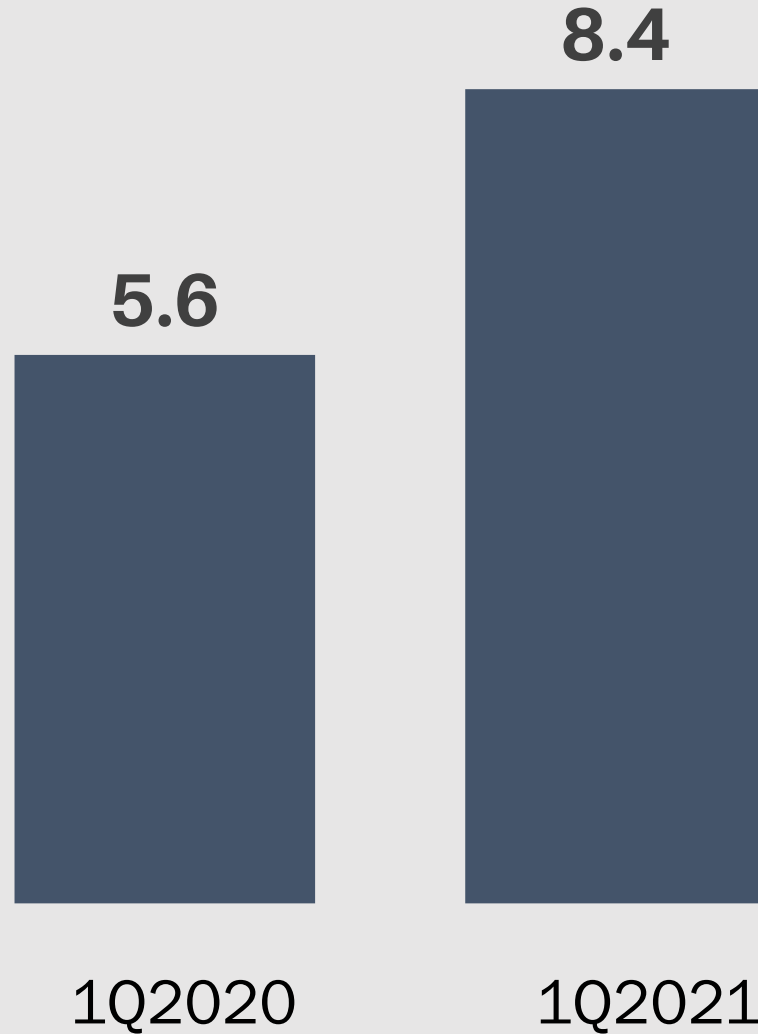
Appliance segment has 2 own websites:
robinsonsappliances.com.ph
saversappliances.com.ph

All of the formats except Beauty has partnership with 3rd party: Metromart, Shopee, Lazada and Zalora



WORKING CAPITAL

Cash Conversion Cycle



CAPITAL EXPENDITURES

	1Q2020	1Q2021
Supermarkets	46.1%	61.0%
Department stores	16.3%	4.1%
DIY stores	17.1%	10.4%
Convenience stores	9.6%	4.7%
Drugstores	4.5%	9.6%
Specialty stores	6.4%	10.2%
TOTAL CAPEX (₱ mn)	559	370
% of net sales	1.4%	1.0%



SHARE BUYBACK PROGRAM EXTENSION

- The Board of Directors approved the extension of the share buyback program for an additional amount of **₱2.0bn** on February 26, 2021.
- The amount of shares for repurchase in the initial buyback program approved on March 9, 2020 was also **₱2.0bn**, which brings total amount to **₱4.0bn**.
- This is aligned with the Company's objective of increasing shareholder value.

Share Buyback Update (As of April 28, 2021)

₱2.0bn

Total Share
Buyback

₱ 2.0bn

Remaining Amount
for Repurchase

1,543,081,990

Total Outstanding
Shares



DECLARATION OF CASH DIVIDEND

₱0.83/share

Regular
Cash Dividend

₱1.00/share

Special
Cash Dividend

3.5%

Dividend Yield
at ₱51.90/share⁽¹⁾

88%

Payout
Ratio⁽²⁾

April 27, 2021

Declaration Date

May 20, 2021

Record Date

June 10, 2021

Payment Date

(1) Closing Price on April 28, 2021

(2) Based on Total Outstanding Shares of 1.54bn as of Apr 28, 2021



COVID Protect: Gokongwei Vaccination Program

COVID PROTECT

GOKONGWEI GROUP VACCINATION PROGRAM

Number of COVID-19 Cases

% of employees

302

0.9%

Over

33,000
DOSES

AstraZeneca



NOVAVAX

moderna



COVID Care: Telemed Services



COVID CARE at the GOKONGWEI GROUP

You can now consult COVID-19 health concerns wherever you are

COVID CARE SERVICES AT YOUR FINGERTIPS



Medical Consult
and Wellness Tips



E-Prescriptions



Home
E-Monitoring

A dedicated team of medical professionals will get in touch with you to take you through a telephone-based medical consultation and guide you on what actions to do next.

2,687
Employee
Consultations
on COVID-19

In partnership with



Reliance
United



Our Supermarket Group continues support for Feeding Metro Manila, a non-government organization advocating for Zero Hunger.



BUSINESS STRATEGIES

01

Grow offline network especially in territories which still have opportunities for modern retail channels

02

Continue to be on the look out for M&As for retail businesses, both online and offline, that have potential for high growth and profitability

03

Accelerate increase in e-commerce presence by pushing growth of GoRobinsons and investing in IT-related CAPEX

STORE OPENING FOR 2021

	2020 Store Count	FY2021 Store Opening	FY2021 Store Count
Supermarket	264	16	280
No Brand	4	7	11
Department Store	49	3	52
DIY	225	4	229
Convenience Store	472	44	516
Southstar Drug	532	61	593
Rose Pharmacy	297	25	322
TGP	2,025	107	2,132
Specialty Stores	314*	(2)	312

*Excludes No Brand which were reclassified under Supermarket Segment





Thank you.

INCOME STATEMENT

PHP mm	Three Months Ended March 31 (Unaudited)	
	2021	2020
Sales - net of sales discounts and returns	35,616	40,062
Cost of merchandise sold	27,452	31,326
Gross Profit	8,164	8,736
Royalty, rent and other revenues	206	669
Gross profit including other revenue	8,370	9,405
Operating expenses	(7,207)	(7,732)
EBIT	1,163	1,673
EBITDA	2,833	3,337
OTHER INCOME (CHARGES)	(277)	(278)
INCOME BEFORE INCOME TAX	886	1,395
Provision for income tax	(135)	378
NET INCOME	1,020	1,017
Net income attributable to:		
Equity holders of the Parent Company	945	923
Non-controlling interest in consolidated subs	75	94
	1,020	1,017
Earnings Per Share		
Basic	0.61	0.59
Weighted	0.61	0.59
Shares Outstanding		
End of Period	1,549	1,575
Weighted	1,556	1,576



BALANCE SHEET

PHP mm	March 31 (Unaudited) 2021	December 31 (Audited) 2020
Current Assets		
Cash and cash equivalents	16,692	21,338
Trade and other receivables	2,380	3,144
Merchandise inventories	22,399	22,234
Other current assets	2,881	2,656
Total Current Assets	44,352	49,373
Noncurrent assets		
Debt and equity instrument financial assets	13,765	13,932
Property and equipment	17,829	18,174
Right-of-use asset	24,578	25,038
Investment in shares of stocks	8,272	8,585
Intangible assets	22,673	22,673
Other noncurrent assets	3,627	3,822
Total Noncurrent Assets	90,743	92,224
Total Assets	135,095	141,596
LIABILITIES AND EQUITY		
Current Liabilities		
Trade and other payables	21,681	23,363
Short-term loans payable	5,364	9,584
Current portion of lease liability	2,917	2,715
Other current liabilities	706	607
Total Current Liabilities	30,668	36,269
Total Noncurrent Liabilities	26,933	27,737
Total Liabilities	57,601	64,006
Equity		
Capital stock	1,576	1,576
Additional paid-in capital	40,768	40,768
Treasury stocks	(1,670)	(810)
Equity reserve	(995)	(995)
Retained earnings	33,024	32,079
Other comprehensive income	180	434
Total equity attributable to equity holders of Parent Company	72,883	73,052
Non-controlling interest in consolidated subsidiaries	4,611	4,538
Total Equity	77,494	77,590
Total Liabilities and Equity	135,095	141,596



