

# FY19 FY Results

52 Weeks ended 27 April 2019

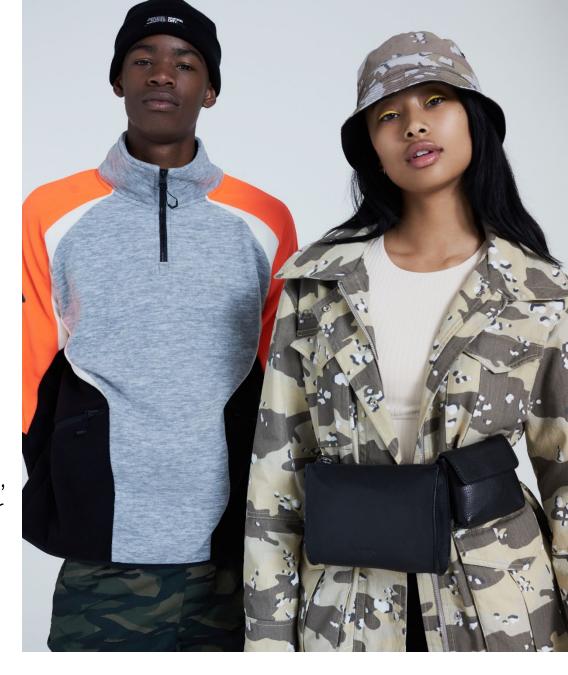




# Chairman's Overview

### Peter Williams, Chairman

- FY19 clearly a very challenging year for the company
- Previous strategy wasn't delivering, even allowing for the difficult macro trading environment
- After just 14 weeks we are stabilising the business and resetting the strategy to provide the foundations for the future
- Whilst there will be early wins, the turnaround to profitable growth will take time
- Julian is very focussed on the business brand, product, retail, on-line and marketing: specification of skills and experience for permanent role to work alongside Julian has started
- Good progress on recruiting non-executives - 2 announced, 2 in progress









# FY19 Financial Overview

### Difficult trading results in significant UPBT decline and material exceptional charges

£m	FY19	FY18	%
Underlying Results			
Group revenue	£871.7m	£872.0m	(0.0)%
Gross margin	55.6%	58.1%	(250)bps
Underlying profit before tax*	£41.9m	£97.0m	(56.8)%
Basic EPS	36.3p	93.6p	(61.2)%
Dividend per share (inc. proposed final 2.2p)	11.5p	31.2p	(63.1)%
Statutory Results			
Net cash position	£35.9m	£75.8m	(52.6)%
Onerous lease and impairment charges	£(129.5)m	£(7.2)m	-
Other (debits)/credits excluded from underlying results	£2.1m	£(24.5)m	-
(Loss) / profit before tax	(£85.5m)	£65.3m	-
Statutory basic earnings/(loss) per share	(120.3)p	62.2p	-



# Group Revenue

### H1 boosted by promotional activity and space growth; deteriorating performance in H2

#### Owned stores (3.7)%

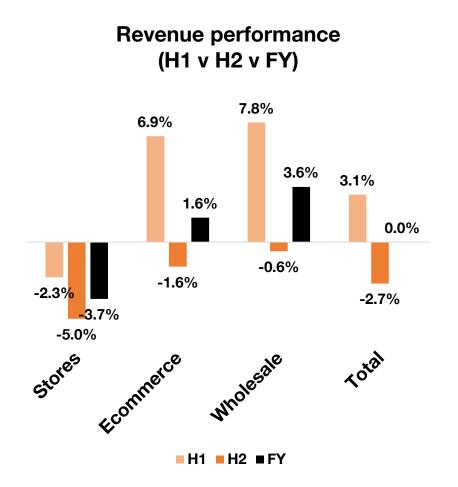
- LFL declines of 9.6%
- +5.8% average retail space

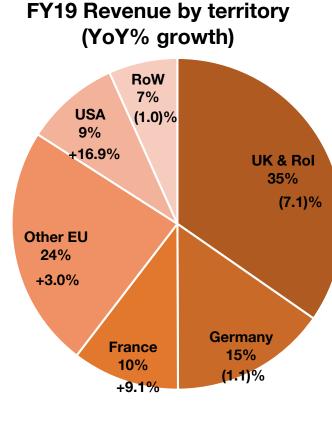
#### Ecommerce +1.6%

- Significant declines in 3<sup>rd</sup> party
- Deceleration in owned sites

#### Wholesale +3.6%

- Q4 weakness (-9.3%) due to increased returns and lower ISOs
- Performance negatively impacted by sustained retail discounting and lack of relevant product



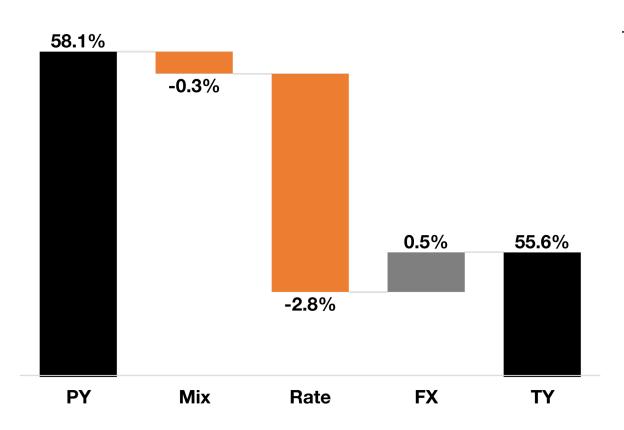




# Gross Margin

### Significant margin dilution driven by discounting activity

GP Bridge inc. FX – FY18 v FY19



Gross Margin By Channel	FY19	FY18	Change
Retail	63.7%	66.8%	(3.1)%pts
Wholesale	42.5%	43.2%	(0.7)%pts
Total Gross margin	55.6%	58.1%	(2.5)%pts

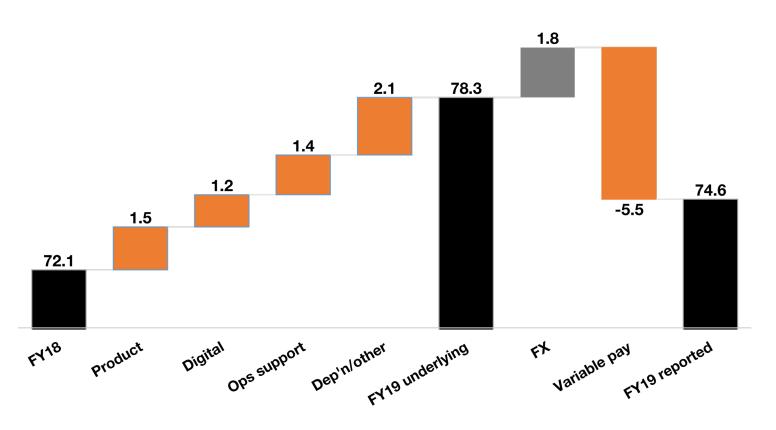
- Group margin deterioration of 250bps to 55.6%, driven by Retail
- Modest impact (-30bps) from channel mix as a result of declines in Retail revenue
- Promotional and clearance activity driving 280bps of margin decline
- Modest FX tailwind (+50bps), driven by the timing of SS18 purchases



### Central Costs

### Investments in brand and technology partially offset by variable pay

#### Central costs - FY18 to FY19 movement



#### **FY19 Performance**

- Underlying central costs excluding FX and variable pay increased 8.6%
- Increase driven by investment in brand development and IT spend
- Adjusting FX headwinds and performance related pay (bonus and LTIP), net central costs grew by 3.5% in the period
- Payroll costs reviewed in detail, and being optimised to support new strategy (Design, Marketing)

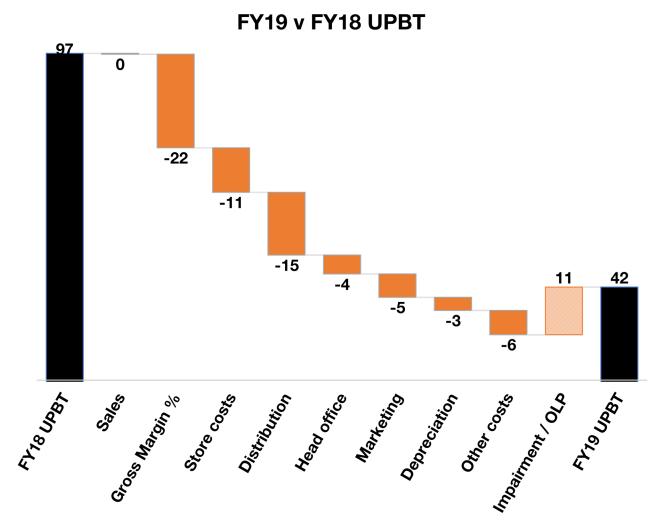
#### Notes:

<sup>1.</sup> Central costs include all central support costs (including depreciation of core systems) and amortisation of intangibles, but excludes share of JV loss and financial interest expense/income.



# Underlying Profit Before Tax

### Difficult trading with one-off impacts results in yoy profit decline



#### **Margin Drivers**

Rate dilution from promotional activity driving £22m decrease in gross margin

#### **SG&A Drivers**

- Store cost increases from new openings, and inflationary pressures (payroll, utilities)
- Increased distribution costs from US DC and online promotional volumes
- Marketing spend increase, predominantly performance marketing

#### Other Impacts - (inc Depn, Other, Imp/OL)

 FX, JV loss and finance expense increases yoy, plus credit from impairment / OLP

#### **Cost Saving Programme**

 Focusing on net, rather than gross, savings across total c£450m SG&A cost base



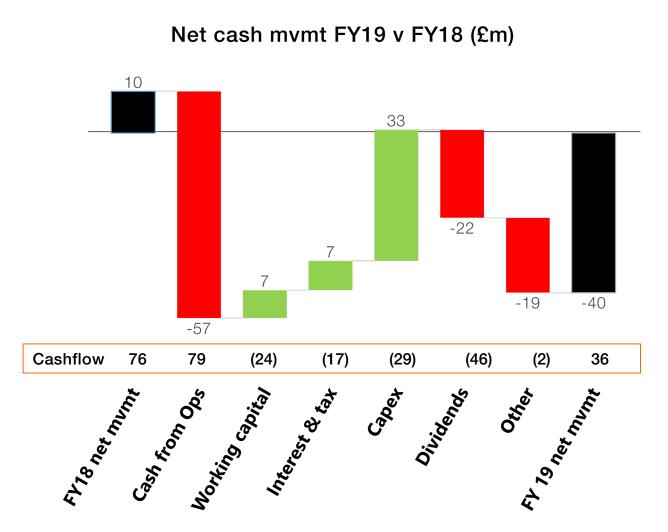
### Cash Flow

### Reductions in capex offset by trading shortfalls and shareholder returns

£m	<b>FY19</b>	FY18	
Opening net cash	<b>75.8</b>	65.4	
Net increase/(decrease) in cash	(39.9)	10.4	
Closing net cash	35.9	75.8	

#### Cash movement drivers

- Significantly lower cash from operations £78.5m (FY18: 135.2m) driven by weak trading
- Reduced capex (£29m), predominantly due to fewer store openings (+1.5% net space change yoy)
- Increased dividend payments as a result of the Special Dividend paid in Dec 2018 (£20.4m)
- Working capital down £7m, with increased inventories (+18%, £28.5m) offset by a reduction in receivables and increased payables
- RCF of £70m secured until January 2022





# Exceptional Items

### Predominantly non-cash adjustments relating to the store portfolio review

Exceptional and other items (£m)	FY19	FY18
Unrealised gains/(losses) on financial derivatives	23.9	(20.8)
Impairment and store onerous lease provision	(129.5)	(7.2)
Restructuring, strategic change and other impairment costs	(8.1)	-
Share of joint venture exceptional costs	(2.5)	-
Impairment losses on financial assets	(8.5)	-
Buy out of Netherlands agent	-	(1.6)
IFRS2 charge on Founder Share Plan	(2.6)	(2.1)
Total exceptional and other items	(127.3)	(31.7)

- £23.9m mark to market non-cash gains on forward contracts
- £129.5m impairment relates to:
  - £42.6m Superdry stores
  - £86.9m onerous lease provision for Superdry stores
- £8.1m relating to restructuring costs and change in strategy, plus other impairment charges
- £11.0m JV-related exceptional costs driven by:
  - £2.5m impairment, onerous lease provision and deferred tax write off
  - £8.5m impairment of loan recoverability



### Store Portfolio Review

# Sustained LFL declines and a more cautious recovery plan adversely impacts the forecast profitability of the store estate

Impact	Total (£m)	Q4 19 UPBT (£m)	H1 20 UPBT (£m)	H2 20 UPBT (£m)	FY21 UPBT (£m)	FY22 UPBT (£m)
Impairment	42.6	2.6	4.6	4.5	8.8	7.3
OLP	86.9	8.5*	10.5	7.0	16.0	12.3
Total	129.5	11.1	15.1	11.5	24.8	19.6

Impact	Total stores (#)	Worst 10 stores £(m)	<£0.5m impact (#)
Impairment	82	15.5	57
OLP	86	41.9	48
Total	114	57.4	86

#### **Accounting impact**

- Impairment review trigger point 27 January, post-peak trading
- Q4 release benefits FY19 UPBT by £11.1m
- Seasonality impacts the release profile, with larger release in H1 (where profitability of stores are lower)
- Over time the benefit of the unwind will diminish as stores either exit or renegotiated on favourable terms
- IFRS16 will impact the accounting of OLP from FY20

#### Store portfolio review

- Lease estate remains flexible over 40% of stores have an exit opportunity in the next 2 years, 70% within 4 years
- Store by store review, subject to new strategy don't want to close space prematurely
- Focus on worst 10 OLP/Imp stores FY19 loss £8m



<sup>\*</sup>Onerous lease utilisation in FY19 per the financial statements is £9.3m. The additional £0.8m relates to utilisation of onerous lease provisions made in previous financial years

### Financial Guidance

#### Revenues – slight decline in FY20

- Rebalancing promotional activity strengthening the brand
- H1 particularly impacted given inability to materially change the product offering in the short-term

### Gross margin – accretion in FY20

- Full price stance to improve retail margins
- Modest drag from channel mix and FX

#### Costs - Reduce slightly year on year

- Savings from store costs (rent renegotiations) and central office efficiencies
- Mitigating investments in focus areas such as Marketing and Design

#### Cashflow

- Tight control on capex; expect similar levels of spend as in FY19
- Tight control of stock; expect working capital outflow due to catch up in creditor payments







# Strategic Imperatives



Bringing back design excellence, and a creating clearer customer segmentation



Re-setting store profitability, support for wholesale and growth plan for ecommerce



Re-igniting the brand DNA through increased consumer engagement and social media



# Product & Design

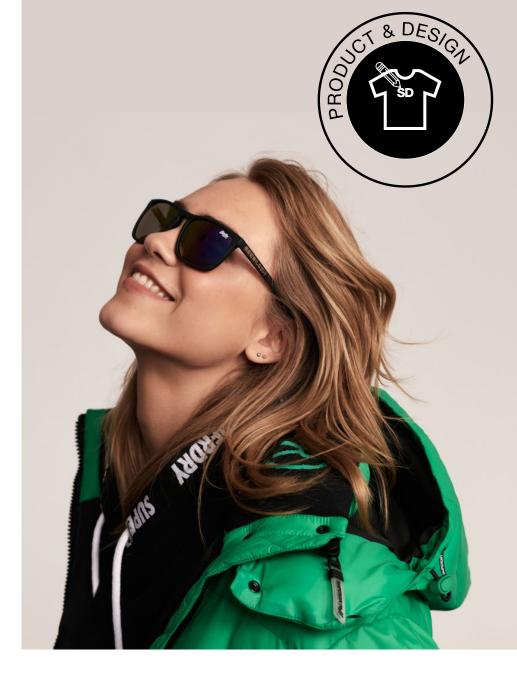
Bringing back design excellence, and a creating clearer customer segmentation

#### Revitalise Design:

- Exceptional internal creative teams, supported by regular collaborations and injections of innovative and short lead time product, including from the Super Design Lab
- Visually exciting new ranges and re invented all year round core classics

#### **Exciting The Consumer With Newness:**

- Embracing the '9 box grid' of consumers and 4 clear style choices support expansion of our retail and customer offer
- o Constant flow of product into all channels, most significantly online
- Over 300 products already on order for Autumn / Christmas trading





# Channels: Retail Stores (1/4)

### Re-setting store profitability

#### Enhance store experience

- More choice: more fixtures, more options early wins to be rolled out
- Improved availability and development of iKiosk fixed DC visibility
- Improved outlet availability and margins 6%pt increase
- Leverage RFID capabilities fulfilment from store
- Simplify store ranging reducing 60+ store/sizes, never out of stock, increasing core/reducing fashion, reducing stock by c3-5m garments

### Optimise store and warehouse space

- Turnaround store performance, preventing need for substantial number of closures – worst 10 stores lost £8m FY19
- Review and renegotiate rents early wins already being achieved
- Close excess distribution space (mostly USA) saving c£3m





# Channels: Retail Stores (2/4)

#### Poor LFL declines for at least 2 years

- o FY19: (9.6)%, FY18: (6.0)% which is c10% worse than BDO retail market
- Equivalent to £50m lost sales in UK, in 2yrs

#### **Regent Street**

- Added fixtures and over 1,000 options includes old stock and broken lines but we have still managed to add 17% to the sales line against the comparative basket of stores
- Still more to go the first floor has not been finished
- We are implementing this strategy across the entire portfolio
- We are assessing what fixtures are available and what is required to be manufactured to deliver the correct densities across the estate
- We expect to add c30% more options to most stores

#### Reading

- Add a minimum of 25 extra fixtures minimum of 500 extra options
- Estimated c20% LFL uplift opportunity





# Channels: Retail Stores (3/4)

#### Oxford

- An arbitrary stock pick is based upon a store grading system which has grown from high teens to 60+
- The over complication of store grade has resulted in a complete imbalance of the stock journey and poor stock management

#### Cheltenham

- Grade A store for hoods which means this will have the same number of hoods as a 18,000sqft store
- All best sellers are tucked away in the back of stores rather than being at the front

#### Outlet

- No promotion, pulling fashion out and putting core in, adjusting price points to maximise margin potential per garment
- We have a 6% increase in Gross margin from these actions to date, with no impact on sales volume, and more to come

#### Rent renegotiations

Retaining premium trading space and reducing net rents by ~10-30%





# Channels: Retail Stores (4/4)

#### Stock

- Moving to a Never Out Of Stock programme where the core best sellers are maintained throughout the season, such as a white t shirt suffering from being broken in sizes for half the season
- General stock holding reduction of 3-5 million garments
- Moving to a 2 seasonal store stock package, not buying for outlet
- Moving from an estimated 50% of the range bring core and 50% of the range being fashion in a physical store, to a 90% core and 10% fashion

#### Logistics

- We have identified three warehouses in the US to close £3m savings opportunity
- £5-10m airfreight savings opportunity

#### RFID - in store fulfilment

- As a result of the implementation of this we will be fulfilling our online orders utilising store stocks
- Anecdotally our Australian partner who has recently implemented believes it is worth c30% of their Ecommerce sales





### International Markets

### Poor trading and W/C investment results in significant cash injections

#### **Summary**

- North America losses of £12m (2018: £3m loss), driven by poor performance and logistics costs
- Share of China JV losses of £3.7m (2018: £3.0m loss)
- Still view these markets as potential opportunity; however, need to review market strategies and operations to ensure profitable growth can be achieved



### **North America priorities**

- Negotiate sustainable rent model
- Close excess warehouse space consolidate 4 into 1 saving £3m
- East coast focus
- Explore franchise opportunities
- Clear excess stock protecting brand and margin



### China priorities

- Review operating forecasts and planned expansion with our JV partner
- Focus on online proposition, less emphasis on physical retail
- Localised product range for Chinese consumer – fit and weight
- Short lead time production to replicate Europe



### Channels: Ecommerce

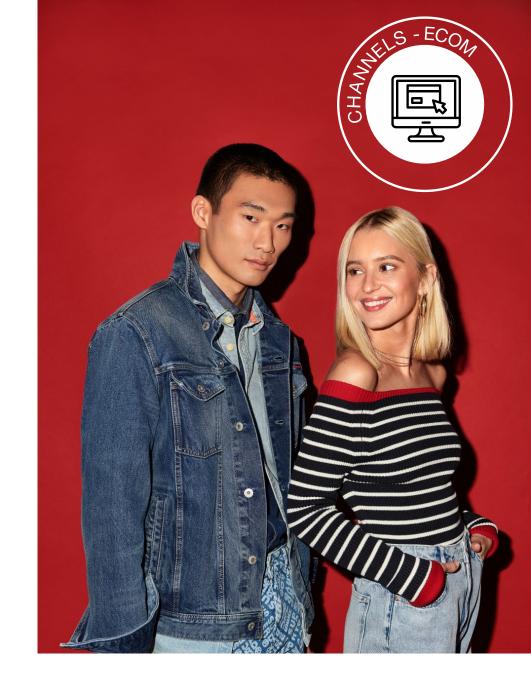
# New growth plan for Ecommerce to accelerate online opportunity

#### Creating a different shopping experience versus stores

- Newness being delivered more frequently new injections before Sep
- Increasing choice 10k legacy options ranged online, doubling current season new options from 4k to 8k within 24 months
- Increasing payment options improving authorisation and conversion rates; Klarna, PayPal express, Apple/Google pay

#### Bringing Social Media to the forefront of our Ecommerce strategy

- Building internal team accelerating 2yr road map
- Mobile focused, fresher look, easier customer journey, product segmentation and alignment with the brand marketing team to deliver a 'Best in Class' experience
- Personalisation delivering enriched shopping experience, external sources suggest 5-15%+ uplift from personalisation
- 3rd party channel opportunity: Licensing out .com sites, diversifying our partnership base (Amazon US, Macy's)
- Fulfilment from store, improving choice to be delivered by December





# Channels: Wholesale

Supporting wholesale to maximise global growth opportunity

#### Rebuilding our relationship with wholesale partners

- Reduction in promotional activity protects brand globally
- Continued geographical growth opportunity of the Superdry brand, on a capital-light model – 70+ franchise openings in FY20

#### **Enhancing product offering**

- 40% increase in range being delivered AW20
- Constant flow of product new capsule injections due from Sep
- Territory appropriate product; weight/size new injections due within
  12 months
- Continued digitisation of customer interactions through B2B platform expansion
- "...We have seen very a very positive reaction from our wholesale partners since Julian has returned to the business and turned off the constant promotional activity..." UK Agent
- "... Very, very good reception from Franchises partners. They are reassured and more confident for the future..." French Agent





# Brand & Marketing

# Re-igniting the brand DNA through increased consumer engagement and social media

#### Significantly increasing marketing department headcount and skillset

- Collections Mainline, Sport/Snow, DRY, Energy
- Channels Channel experts that the business have been lacking
- Territories Think Global but act Local

#### Re-carving and more intelligent use of Brand and Production Marketing Budget

- Rephasing existing Brand budget to include brand media spend
- AW19 will see the largest Brand spend on Social Media
- Working towards balancing the ratio of production costs and amplification
- Reducing agency usage, bringing in-house saves money and ensures we keep control of brand narrative and creative

#### Social media the primary channel - awareness and conversion tool

- Bringing team in-house, reducing cost to reinvest in social media
- Utilising the right influencers, on the right platform, for the right campaign
- Casting Campaign talent who have strong social following





# Key Operational Milestones

### Teams engaged and working to deliver plans

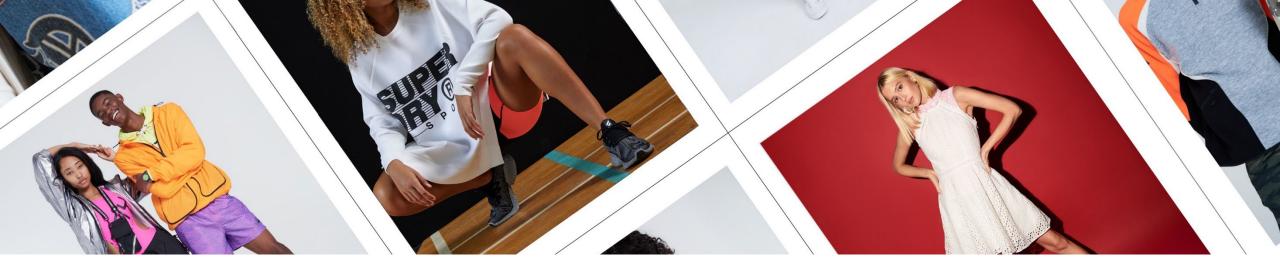
### Pre-Xmas

### <24 months

- Design Lab injections landing
- Store options +20-30%
- Increased Ecommerce options
- Ecommerce fulfilment from store
- Elimination of air freighted stock
- Start store review Worst 10 focus
- Black Friday clearance event
- Marketing and Design team investment commenced

- 8,000+ options online
- Wholesale options +40%
- Property review complete
- GNFR cost review complete
- Fully responsive short lead time design approach
- Close 3 (of 4) US warehouses
- New teams fully recruited
- Marketing & Social media fully invested
- Clear strategic options for US and China





# Thank You

Q & A









### Retail

### Continued deleverage from LFL store declines; amplified by Ecommerce slow down

Retail Performance	FY19	FY18	%
External revenues	£536.7m	£548.6m	(2.2)%
Gross margin	63.7%	66.8%	(310)bps
Underlying operating profit	£27.1m	£66.3m	(59.1)%
Underlying profit margin	5.0%	12.1%	(710)bps
Average space growth	5.8%	14.8%	(9.0)%pts
LFL	(9.6)%	(6.0)%	(3.2)%pts

#### **FY19 Performance**

- Store revenues down 3.7% in FY19, but grew 2.2% in Q4 with easier comparatives
- Decelerating FY19 average store space +5.8% (+1.5% closing space)
- Ecommerce growth of 1.6% (FY18: 25.8%), declining 3.9% in Q4
- Online participation 30.5% (FY18: 29.6%)
- Gross margin down 310bps, reflecting the weak peak trading and subsequent promotional activity
- Operating margin negatively impacted by:
  - Increased variable costs, driven by online promotional volumes
  - Fixed cost deleverage in the store estate from continued negative LFLs







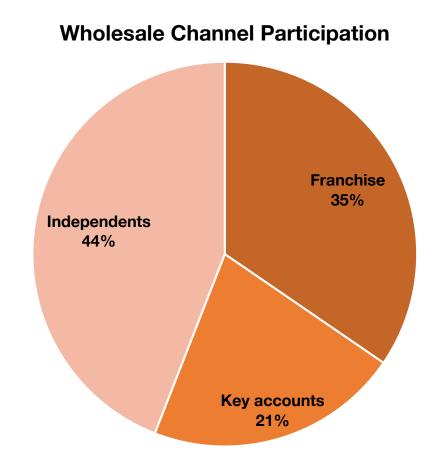
### Wholesale

### Challenged Q4 performance and logistics costs were a drag on full year growth

Wholesale Performance	FY19	FY18	%
External revenues (£m)	335.0	323.4	3.6%
Gross margin (%)	42.5%	43.2%	(70)bps
Underlying operating profit (£m)	£95.6m	£106.1m	(9.9)%
Underlying profit margin	28.5%	32.8%	(430)bps

#### **FY19 Performance**

- Revenue growth of 3.6% year on year, led by the France, Eastern Europe and the US
- Weak in-season orders and increased returns drove declines of 9.3% in fourth guarter
- Gross margin maintained yoy, despite trading pressures
- Operating margin negatively impacted by increased distribution costs, including implementation costs relating to US DC's
- 70 franchise openings including stores in 11 new markets such as New Zealand, Vietnam and Cambodia





# Working Capital

### Significant working capital investment, although stock risk contained due to GM%

#### Inventories up £28.5m

- Increase driven by trading shortfalls, and over-buying
- Includes an additional £2.5m of stock writedowns relating to excess inventory in US DCs

#### Trade receivables down £(17.6)m

- Focus on aged debt recovery, with trade receivable growth (+3.1%) broadly offset by growth in wholesale revenue (+3.6%)
- Other receivables decrease driven by lower prepayments year on year

#### Trade payables up £(7.7)m

 Predominantly driven by the timing of payments at year end

£m	FY19 £m	FY18 £m	YoY £m	<i>YoY</i> %
Inventories	190.8	162.3	28.5	17.6%
Trade & other receivables	122.4	140.0	(17.6)	(12.6)%
Trade & other payables	(127.4)	(119.7)	(7.7)	6.4%
Working capital investment	185.8	182.6	3.2	1.8%



# Capital Investment

Investment focus shifting away from store estate towards technology and infrastructure

#### Owned store portfolio

- Significantly reduced space growth in FY19 (+1.5% net) results in £28m decrease in owned store capex
- Consistent level of spend to support franchise store growth (70 openings in FY19)

#### Infrastructure investment

- Reduction in overall infrastructure investment, but with a focus on technology:
  - RFID
  - Ecommerce developments
  - IT systems

£m	FY19	FY18
	£m	£m
Store portfolio		
New stores	4.6	26.8
Existing stores	1.3	7.7
Franchise stores	2.7	2.6
Total store portfolio	8.6	37.1
Infrastructure		
IT and Digital	10.8	12.7
Distribution	2.1	4.1
Head office	2.3	3.7
Total infrastructure	15.2	20.5
Total capital investment	23.8	57.6
Capital creditor	0.6	(1.9)
Per cash flow	24.4	55.7

