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## HIGHLIGHTS

- Continued strong growth in revenue, up $51 \%$
- Full year adjusted EBITDA of $£ 35.6 \mathrm{~m}$, up $90 \%$
- Acquired PrettyLittleThing (PLT) in January 2017
- Acquired Nasty Gal brand and customer databases in February 2017
- Further growth in boohoo active customers to $5.2 \mathrm{~m} ; 1.3 \mathrm{~m}$ active customers at PLT
- Expect to deliver another year of strong growth in FY18, while investing in our operations



## AGENDA

FINANCIAL REVIEW: NEIL CATTO - CFO
THE BOOHOO GROUP: CAROL KANE - JOINT CEO OUTLOOK: NEIL CATTO - CFO


FINANCIAL REVIEW | NEIL CATTO-CFO

## SUMMARY GROUP INCOME STATEMENT

| Full Year ended 28 Feb (Em) | FY17 | FY16 | Change |  |
| :---: | :---: | :---: | :---: | :---: |
| Revenue | 294.6 | 195.4 | 51\% |  |
| Gross Profit | 160.8 | 112.9 | 42\% |  |
| Gross Margin ${ }^{1}$ | 54.6\% | 57.8\% | -320bps |  |
| Other Income | 4.9 | 1.4 | >100\% |  |
| Operating Profit | 30.3 | 15.0 | 101\% |  |
| Adjusted EBITDA ${ }^{2}$ | 35.6 | $18.7$ | 90\% |  |
| Adjusted EBITDA Margin | 12.1\% | 9.6\% | +250bps |  |
|  |  |  | Other Income | FY17 |
|  |  |  | Warehouse Management Services <br> (1 Mar ‘16-3 Jan ‘17) | 3.5 |
|  |  |  | PrettyLittleThing option gain | 1.4 |
|  |  |  | Other Income | 4.9 |

[^0]2. Adjusted EBITDA is calculated as profit before tax, interest, depreciation, amortisation, share-based payment charges ( $£ 1.9 \mathrm{~m}$ ) and option gain on PrettyLittleThing acquisition.

## GROUP REVENUE BY SEGMENT

| Revenue By Brand <br> Full Year ended 28 Feb (Em) | FY17 | FY16 | Change | CER |
| :--- | ---: | ---: | ---: | ---: |
| boohoo | 283.4 | 195.4 | $45 \%$ | $44 \%$ |
| PrettyLittleThing | 11.2 | - | - |  |
| TOTAL | 294.6 | 195.4 | $\mathbf{5 1 \%}$ | $49 \%$ |



## GROUP OPERATING COSTS

| Full Year to 28 February <br> $(£ m)$ | FY17 | FY16 | Change |
| :--- | ---: | ---: | ---: |
| Marketing | 17.9 | 19.8 | $-10 \%$ |
| Distribution | 64.0 | 44.7 | $+43 \%$ |
| Other Admin | 48.2 | 33.1 | $+45 \%$ |
| TOTAL | $\mathbf{1 3 0 . 1}$ | $\mathbf{9 7 . 6}$ | $\mathbf{+ 3 3 \%}$ |


| Full Year to 28 February <br> (\% revenue) | FY17 | FY16 | Change |
| :--- | ---: | ---: | ---: |
| Marketing | $6.1 \%$ | $10.2 \%$ | -410 bps |
| Distribution | $21.7 \%$ | $23.3 \%$ | -160 bps |
| Other Admin | $16.4 \%$ | $17.0 \%$ | -60 bps |
| TOTAL | $\mathbf{4 4 . 2 \%}$ | $\mathbf{5 0 . 5 \%}$ | -630bps |

GROUP OPERATING COSTS AS A \% OF REVENUE


[^1]
## BOOHOO KPIs

| boohoo KPls <br> $\mathbf{1 2}$ months to end of Feb | FY17 | FY16 | Change |
| :--- | ---: | ---: | ---: |
| Active Customers ${ }^{1}$ | 5.2 m | 4.0 m | $29 \%$ |
| Number of Orders | 11.1 m | 8.3 m | $33 \%$ |
| Order Frequency ${ }^{2}$ | 2.13 | 2.07 | $3 \%$ |
| Conversion Rate to Sale $^{3}$ | $4.4 \%$ | $4.0 \%$ | 40 bps |
| Average Order Value $^{4}$ | $£ 37.76$ | $£ 33.59$ | $12 \%$ |
| Number of Items per Basket | 2.89 | 2.62 | $10 \%$ |



## PRETTYLITTLETHING KPIs

| PLT KPls <br> 12 months to end of Feb | FY17 | FY16 | Change | 2 Months <br> to 28 Feb |
| :--- | ---: | ---: | ---: | ---: |
| Active Customers |  |  |  |  |

[^2]
## GROUP OPERATING CASHFLOW

| Full Year ended 28 February <br> (£m) | FY17 | FY16 |
| :--- | ---: | ---: |
| Profit for the Period | $\mathbf{2 4 . 7}$ | $\mathbf{1 2 . 4}$ |
| Depreciation/Amortisation | 4.7 | 3.1 |
| Share-Based Payment Charges | 1.9 | 0.6 |
| Tax Expense | 6.2 | 3.2 |
| Finance Income | $(0.6)$ | $(0.6)$ |
| Increase in Inventories | $(11.9)$ | $(7.5)$ |
| Increase in Receivables | $\mathbf{( 4 . 1 )}$ | $(3.2)$ |
| Increase in Payables | $\mathbf{1 5 . 2}$ | 12.1 |
| Operating Cash Flow | $\mathbf{3 6 . 1}$ | $\mathbf{2 0 . 1}$ |
| Capital Expenditure | $\mathbf{3 0 . 7}$ | $(13.6)$ |
| Free Cash Flow | $\mathbf{5 . 4}$ | $\mathbf{6 . 5}$ |
|  |  |  |
| Cash and Cash Equivalents at Beginning of Year | 58.3 | 54.1 |
| Cash and Cash Equivalents at End of Year | $\mathbf{7 0 . 3}$ | $\mathbf{5 8 . 3}$ |



THE BOOHOO GROUP | CAROL KANE - JOINT CEO
FINAL RESULTS FOR THE YEAR ENDED 28 FEBRUARY 2017

## WE'VE COME A LONG WAY



## THE BOOHOO GROUP TODAY




INTRODUCING

## THE

BOOHOOGROUP


## OUR VISION

LEADING THE FASHION eCOMMERCE MARKET

- INSIGHT

Creating a competitive customer proposition

- INVESTMENT

Improving our customer reach and market share

- INNOVATION

Driving customer engagement and keeping pace with changing preferences

- INTEGRATION

Acquiring and integrating new brands


## INSIGHT

STRONG CUSTOMER PROPOSITION UNDERPINNING ALL BRANDS

## SHARED <br> OPERATIONS

- Proven test and repeat model
- Better purchasing power
- Economies of scale in distribution
- More insightful analytics


## MULTIPLE BRANDS, UNIQUE IDENTITIES

- Separate creative teams
- Autonomous creative decision making
- Bespoke marketing strategies
- Broader international appeal
- Customer reach extended
- Up-to-date fashion
- Unbeatable choice
- Incredible prices
- Fantastic service and quality


## INVESTMENT

FOCUSING ON INTERNATIONAL MARKETS WE KNOW AND UNDERSTAND


## INNOVATION

NEXT GENERATION MARKETING

- Bringing our brands to life
- Aspirational advert imagery
- Relevant and relatable bloggers, influencers, musicians and artists
- Staying switched on to social, around the clock
- Getting inside our customers' minds through surveys and analytics


|  | BOOHOO | PRETTYLITTLETHING | NASTY GAL |
| :---: | :---: | :---: | :---: |
| FACEBOOK | 3.1 M FOLLOWERS <br> 790 M REACH | 800 K FOLLOWERS | 1.3 M FOLLOWERS |
| INSTAGRAM | 4.4M FOLLOWERS <br> $13.4 M$ INTERACTIONS | 1.5M FOLLOWERS | $2.3 M$ FOLLOWERS |
| TWITTER | 540K FOLLOWERS | 313K FOLLOWERS | 235 K FOLLOWERS |

## INNOVATION

MORE AND MORE MOBILE

## boohoo boohooMNN

- First anniversary of the boohoo app
- Launched in UK, US and Australia, with further countries planned
- $70 \%$ sessions now mobile and tablet
- Building our boohooMAN app


## PRETTYLITTLETHING

- Launched UK app in September 2016
- US app launch planned for 2017

NASTYGAL

- New app in development



## INTEGRATION

SUPPORTING FURTHER GROWTH

## PEOPLE

- New Nasty Gal management team
- Improving the working environment and facilities


## WAREHOUSE

- Second warehouse in Burnley
- Plans for automation


## SUPPLY CHAIN

- Improving compliance procedures
- Third party assurance
- New platform for boohoo \& Nasty Gal
- Live chat for better customer experience



## MARKET POSITIONING

UP-TO-DATE FASHION AT INCREDIBLE PRICES DRIVING TRAFFIC



OUTLOOK
NEIL CATTO - CFO
FINAL RESULTS FOR THE YEAR ENDED 28 FEBRUARY 2017

## GROUP REVENUE



## CAPEX

WarehouseITProperty InvestmentsOtherNasty Gal

## GROUP OUTLOOK



|  | FY18 | MEDIUM-TERM |
| :---: | :---: | :---: |
| GROUP REVENUE | c. $50 \%$ GROWTH | c. $25 \%$ GROWTH |
| GROUP EBITDA | c. $10 \%$ | c. $10 \%$ |

## SUMMARY

- A leading online fashion retail group
- Attractive and growing eCommerce market
- Powerful brands which connect with our young customers
- Cash generative business with a strong track record of growth in revenue and profit
- Significant growth opportunity through range extensions and international expansion
- Further investment in technology and warehousing to support growth




## APPENDIX



## GROUP BALANCE SHEET

| Full Year ended 28 February (£m) | FY17 | FY16 |
| :--- | ---: | ---: |
| Assets |  |  |
| Intangible Assets | 35.4 | 4.5 |
| Property, Plant and Equipment | 32.0 | 21.4 |
| Financial Assets | 0.2 | 0.0 |
| Deferred Tax Asset | $\mathbf{4 . 5}$ | 0.2 |
| Non-Current Assets | $\mathbf{7 2 . 2}$ | $\mathbf{2 6 . 2}$ |
|  | $(11.9)$ | $(4.2)$ |
| Working Capital | $(11.8)$ | $(4.9)$ |
| Net Financial Assets | 70.3 | 58.3 |
| Cash and Cash Equivalents | $(11.9)$ |  |
| Interest Bearing Loans and Borrowings | $(2.6)$ | - |
| Deferred Tax Liability | $(3.8)$ | $(2.0)$ |
| Current Tax Liability | $\mathbf{1 0 0 . 5}$ | $\mathbf{7 3 . 4}$ |
| Net Assets |  |  |

## INTANGIBLE ASSETS

| Full Year ended $\mathbf{2 8}$ Feb (£m) |  |
| :--- | ---: |
| Intangible Assets b/f | $\mathbf{4 . 5}$ |
| PrettyLittleThing Trademarks | 10.0 |
| PrettyLittleThing Customer Lists | 4.8 |
| Nasty Gal Trademarks | 15.1 |
| Nasty Gal Customer Lists | $\mathbf{1 . 0}$ |
| Intangible Assets c/f | $\mathbf{3 5 . 4}$ |

## FY18 PLANNING ASSUMPTIONS

- GROUP DISTRIBUTION COSTS

Expect modest benefit from economies of scale

## - GROUP MARKETING COSTS

Expect modest increase as proportion of revenue reflecting PLT and Nasty Gal marketing spend

## - EFFECTIVE TAX RATE

Expect between 19.5\% and 20.0\%

## - NET INTEREST INCOME

Expect reduction to reflect new debt facility

- CAPEX
£34M
- CAPITAL ALLOCATION

Continuing to invest to support growth


## BOOHOO FY17 OPERATING HIGHLIGHTS

- Continued to extend boohoo's ranges:
- Kidswear | Maternity
- Further growth in boohooMAN, Plus, Petite, Footwear, Tall and Accessories
- US college campus bus tour \#boohooOnTheRoad
- Pop up stores in Paris and Los Angeles
- Sponsored Graduate Fashion Week in the UK

- Collaborations with Jordyn Woods, Quincy Brown, Scott Thomas driving engagement
- Worked with new international influencers including Sananas and Freddie in France
- TV sponsorship and boohoo buses building the brand in Ireland


## BOOHOO FY17 OPERATING HIGHLIGHTS



- App launched in UK, US and Australia
- Improved delivery options
- Midnight cut-off for next day delivery

Collect+ returns; Sunday delivery

- Launched boohooPremier delivery service
- New returns portals improving customer experience in US and Australia
- US, Ireland and European websites migrated to new platform
- Warehouse extension completed and in use
- Introduced live customer chat


## BOOHOO EMPLOYMENT POLICIES

MAINTAINING HIGH STANDARDS IN THE WORKPLACE

## HIGH PROPORTION OF PERMANENT EMPLOYEES

- boohoo aims to maintain a ratio of $80 \%$ permanent employees to $20 \%$ agency workers during the majority of the year
- Additional agency workers will be recruited during seasonally busy periods


## ACTIVE POLICY OF TRANSFERRING AGENCY WORKERS TO PERMANENT CONTRACTS

- Agency workers become eligible to be transferred to permanent contracts after 12 weeks, subject to meeting boohoo's attendance and performance criteria
- boohoo recruited 332 former agency workers in this way in the 12 months to February 2017


## ALL EMPLOYEES PAID AT LEAST THE LIVING WAGE

- Agency workers paid the same rate as permanent workers
- Employees under 25 are paid the same rates as those over 25
- Employees are entitled to a pay rise above the Living Wage upon successful completion of a six-month probation period


## HIGH LEVEL OF EMPLOYEE SATISFACTION

- $84 \%$ boohoo employees are happy according to the Company's 2016 Employee Survey
- boohoo has a low level of employee churn
- Both these metrics compare favourably to sector peers


## SUPPLIER MANAGEMENT STRENGTHENED COMPLIANCE PROCEDURES

- Demanding set of procedures and policies to which all suppliers must adhere
- boohoo is a member of SEDEX (the Supplier Ethical Data Exchange)
- Suppliers required to undertake a SMETA (SEDEX Members Ethical Trade Audit) to assess the quality of their operations
- SMETA audits are supplemented by regular audits from our in-house Sourcing and Compliance team who help suppliers ensure they are compliant with law and regulations
- In-house Quality Assurance ensures our products are compliant with consumer protection and product safety legislation, and are consistent in size
- New REACH risk assessment policy introduced in partnership with third party accredited testers
- Suppliers required to sign periodic compliance letters acknowledging their adherence to our standards
- Supplier conference held bi-annually to update on policies
- All suppliers have access to the Group's supplier manual via a portal to ensure they are aware of boohoo's standards, policies and procedures



## GROUP WEBSITES

- вООноо
boohoo.com
eu.boohoo.com
us.boohoo.com
ca.boohoo.com
au.boohoo.com
nz.boohoo.com
se.boohoo.com
dk.boohoo.com
no.boohoo.com
fr.boohoo.com
de.boohoo.com
it.boohoo.com
nl.boohoo.com
es.boohoo.com
ie.boohoo.com
- BOOHOOMAN
boohooman.com
- PRETTYLITTLETHING
prettylittlething.com
prettylittlething.us
prettylittlething.com.au
ie.prettylittlething.com
- NASTY GAL
nastygal.com



[^0]:    1. Gross margin reflects planned investment in price and promotion.
[^1]:    Note: Excludes PLT recharged distribution costs from 1 March 2016 to 3 January 2017. All prior year data has been restated.

[^2]:    1. Defined as having shopped in the last 12 months
    2. Number of orders in the last 12 months divided by number of active customers
    3. Percentage of orders taken to internet sessions
    ${ }^{\text {4. }}$ Gross sales including VAT/sales tax divided by the number of orders
