

The Foschini Group Limited Results presentation

for the half-year ended 30 September 2021

WE INSPIRE OUR CUSTOMERS TO LIVE THEIR BEST LIVES



**AGENDA** 

01

Overview and strategy update

02

Financial performance

03

Segmental performance

04

Outlook



OVERVIEW AND STRATEGY UPDATE

### **SALIENT FEATURES**



**Strong recovery** in all **three territories**, despite lost trading hours of:

- > **TFG Africa** 270 000 (7%)
- > **TFG London** 104 000 (9%)
- > **TFG Australia** 1 million (25%)

### **TFG Labs launched**

96 engineers and tech specialists / c.180 by YE

Gross profit expansion

Local sourcing expansion benefits realised

Opened the

3 001st
store in TFG Africa

Jet set to meet expectations for the year

Jet Home launched

Strong balance sheet

to support organic and inorganic growth opportunities



### **OUR OPERATING CONTEXT**



### **Challenges**

- · Record unemployment in SA
- Unrest, riots and taxi violence in SA
- Consumer spend under pressure
- Further lockdowns in Australia
- Continued restrictions in the UK
- Supply chain disruptions
- Changing customer spending patterns

### **Our responses**

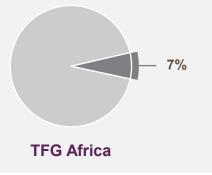
- Diversified store footprint
- Strong **specialty** brands
- Globally diversified
- Local sourcing and vertical integration
- Durable cash sales base
- Resilient management teams
- Advanced omnichannel capabilities
- Tech-led organisation
- **Expansion** in value segment

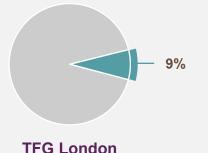


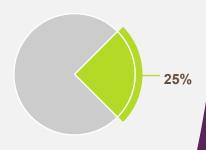
# **Matters that impact future performance:**

- Pace of vaccine roll-out
- ESKOM load shedding
- Global supply chains

### Lost trading hours





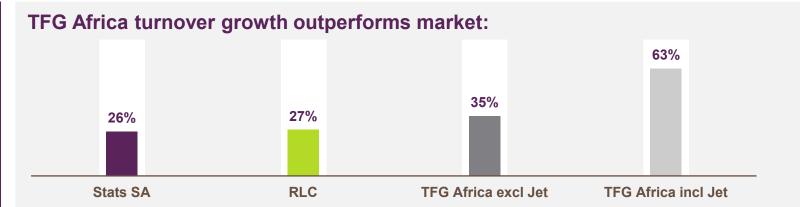


TFG Australia

# TFG AFRICA: MARKET-LEADING PERFORMANCE

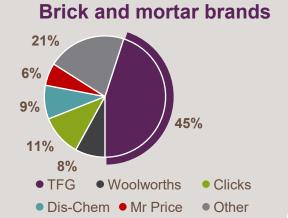


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Apr'21-Aug'21, the latest period for which Stats SA data is available





# Market share gains

support strong turnover growth

### +480bps

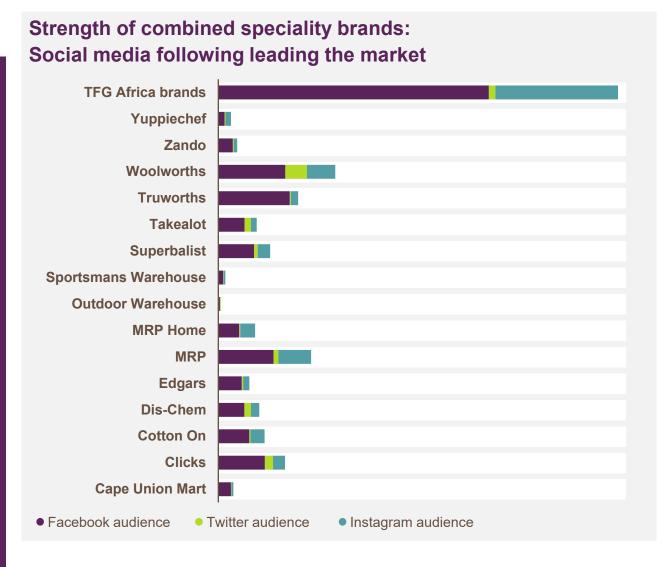
Mens & Womens market share increase H1'22 vs H1'21

<sup>\*</sup> Source: SimilarWeb (Online monitoring tool), measured in user sessions for web and app, Sept 2021

### INCREASED ONLINE FOLLOWING DRIVING PROFITABILITY



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in site visits

in online items ordered

# ROBUST STRATEGY AND AGILITY ENABLES A STRONG RECOVERY

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Strategic investments in 3 key areas





investment
in our 3 key
strategic pillars
supported
strong performance
despite unprecedented
trading conditions

### **INVESTMENT IN OUR THREE STRATEGIC PILLARS**

# JF

### **STRATEGIC PRIORITIES**







### PROGRESS MADE IN H1

- Launched TFG Labs
- Acqui-hire of Flat Circle team to develop new mobile app
- Partnership with **TymeBank**

### SUPPORTING OUR STRONG PERFORMANCE DESPITE UNPRECEDENTED TRADING CONDITIONS

# TFGLABS – TRANSFORMATION INTO A TECH-LED RETAILER HAS BEGUN



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## Why we are investing in omnichannel:

- Digital adoption in SA doubled in past 2 years
- Emerging competition from non-traditional rivals

# Our strategic ambition by FY26:

- Largest, most reliable & most profitable e-commerce destination on the continent
- Transforming into a hightech omnichannel retailer

## Short-term growth ambitions:

- >10% e-commerce contribution
- World class mobile conversion rates
- Leading fashion & lifestyle destination
- Leading store trading densities

### R1bn

invested in digital transformation and e-commerce over the past 5 years

### Powered by TFG's assets

### One digital platform\*

**26+** million customers

13 million social media followers

SA's **largest QR** manufacturing capability

**3 000+** stores, **8** DCs handling 150 million units

In-house credit capability

22 TFG Africa brands, >200 consumer brands, 180 000 styles,

### **R500m**

Planned
further investment
over the next
3 - 5 years to expand
our capability

# INVESTMENT IN CUSTOMER-LED TECHNOLOGY AND BACK-OFFICE SUPPORT



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Customerfacing investments

- RFID
- OneStock
- E-commerce enhancements
- OneX
- CDP



- Yoobic
- Workforce management
- Customer conversion
- TFGLearn
- TFGLabs

Future-fitting our business

### TYMEBANK PARTNERSHIP



## **Exclusive** retail fashion partnership



Integrates end-to-end financial services in-store and via our digital platforms:

- Kiosk-enabled in-store debit cards
- BNPL 'MoreTyme'
- Personal loans
- Full suite of value-added services

### Complimentary

to our existing financial products but unlocks

new markets



**Expanding** our digital eco-system

### TymeBank:

- "Simplicity, Transparency and Affordability"
- 4 million bank account customers in record time
- Growing at >140 000 per month
- Allows TymeBank and TFG to design and bring new Fintech offerings to market faster



### **INVESTMENT IN OUR THREE STRATEGIC PILLARS**

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### STRATEGIC PRIORITIES







### PROGRESS MADE IN H1

- House of Monatic, TCI, Radeen & Playtex
- Prestige Epping, Durban& Johannesburg
- Acquired the Cotton Trader's manufacturing facility

### SUPPORTING OUR STRONG PERFORMANCE DESPITE UNPRECEDENTED TRADING CONDITIONS

### GAME-CHANGING LOCAL MANUFACTURING CAPABILITY



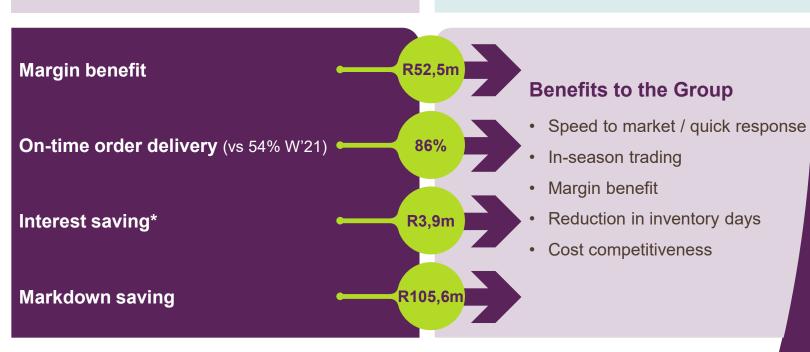
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### Why we are investing in local sourcing:

- Proven benefits of our QR (quick response) model
- Disruptions to global supply networks
- Energy crisis in the China
- Shipping costs +400% since February 2020
- Escalating DC and inventory holding costs

### Our strategic ambition by FY26:

- · Manufacturing 30 million units per year
- 100% QR manufacturing
- To sustain 7 500 manufacturing jobs
- QR manufacturing capability for non-apparel merchandise





invested since FY19
to build local
manufacturing
capability

### 內 R575m

Planned
further investment
over the next
3 - 5 years

### **INVESTMENT IN OUR THREE STRATEGIC PILLARS**

# JF

### STRATEGIC PRIORITIES







### PROGRESS MADE IN H1

- Rebuilt and reopened 145 of the 198 **looted stores**
- Opened 183 **new stores** in H1'22
- Acquired the **Granny Goose** brand & retail stores

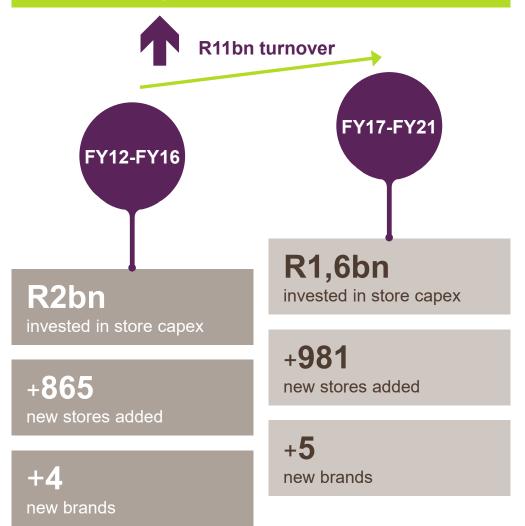
### SUPPORTING OUR STRONG PERFORMANCE DESPITE UNPRECEDENTED TRADING CONDITIONS

### **CONTINUED INVESTMENT IN BRANDS FOR GROWTH**



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### >12,500 JOBS CREATED







### CONTINUED PROGRESS IN OUR FOCUS ON OUR ESG STRATEGY



### **LOCALISATION AND JOB CREATION**

Local manufacturing

saved >850 jobs

Partnership with

St Vincent School of the Deaf

c.50 learners - currently training at

Prestige Johannesburg

TFG Africa's locally manufactured

apparel increased to 72%

Learnerships, apprenticeships

& internships 1 455



**PEOPLE AND COMMUNITIES** 



### **ENVIRONMENTAL EFFICIENCY**



On track

to achieve Target 1 of the **SA Plastic Pact** 

by December 2022

Commenced phased retrofit project to replace legacy lighting technologies to reduce our carbon emissions

Business waste recycled 88%

Production waste recycled 100%



### PRODUCT STEWARDSHIP **AND SUPPLY CHAIN**

New product stewardship champions established within TFG Africa to adopt sustainable fabric alternatives (CY focus: Cotton)

28 600 YAGA rewards issued to customers to avoid textile waste reaching landfills

> Started a sustainable fabric sample library





### 475 young people employed

through the Youth Employment Scheme (YES)

COVID-19 vaccinations sites rolled at TFG; c.4 000 vaccines administered to date

**TFG ForGood** virtual volunteering platform launched for employees

- 600 employees joined to date





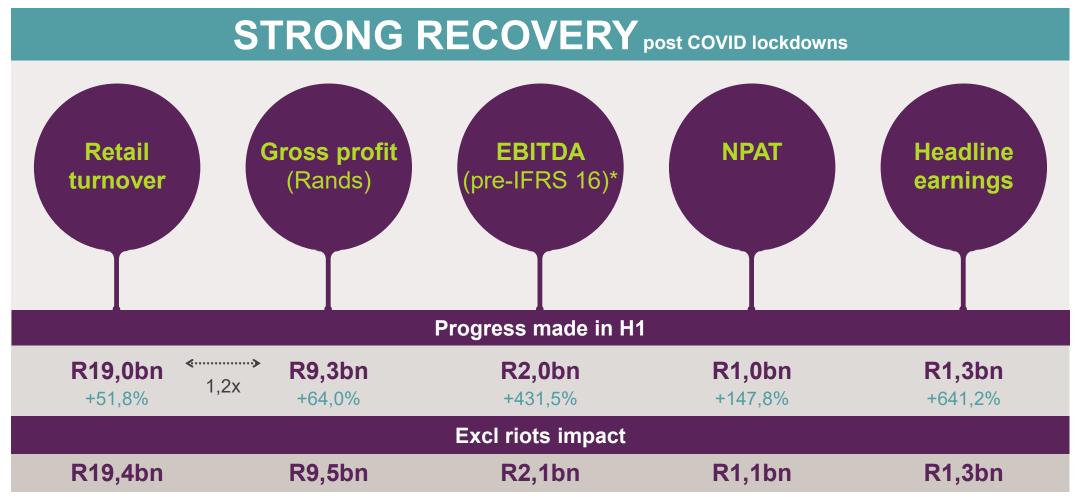


FINANCIAL PERFORMANCE

# KEY METRICS GROUP INCOME STATEMENT

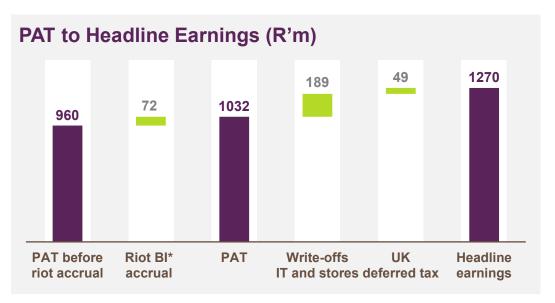


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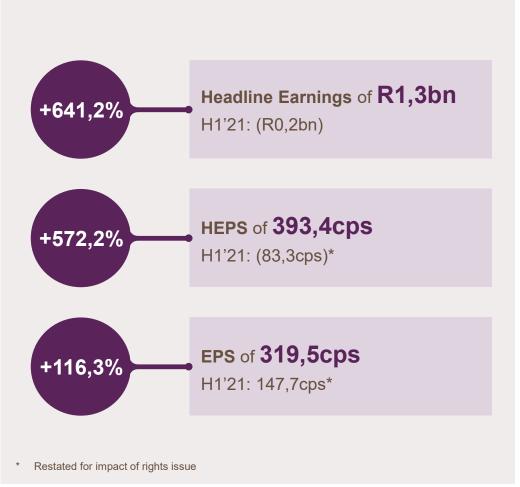


# STRONG HEADLINE EARNINGS RECOVERY UP 641,2% ON H1'21 AND UP 3,4% ON H1'20

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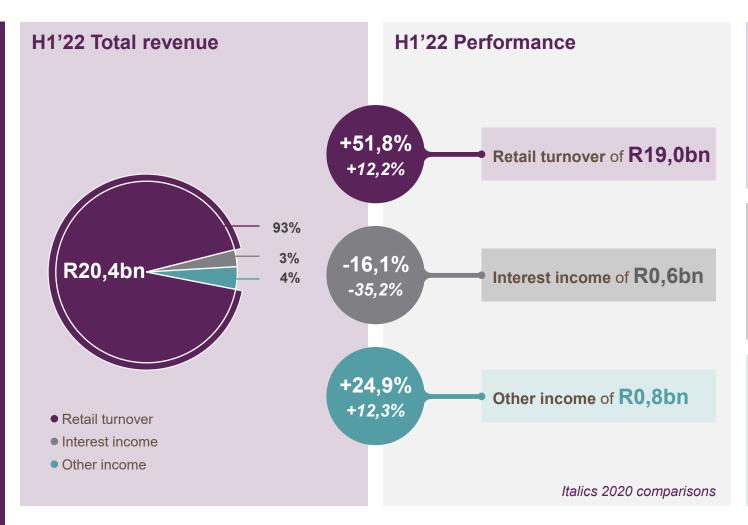


- Riot accrual represents a conservative R398m loss in turnover (R180m gross profit) to September 2021.
- HE growth of 3,4% on H1'20, achieved despite a shortfall of R283m in Credit EBIT as a result of lower interest environment and smaller debtor book



### **GROUP REVENUE BREAKDOWN**







### Interest income

### Impacted by:

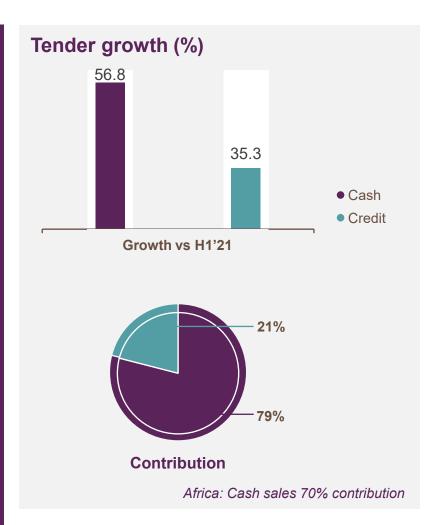
- Reduction in interest rates of 275bps from March 2020
- Deliberate reduction in book size

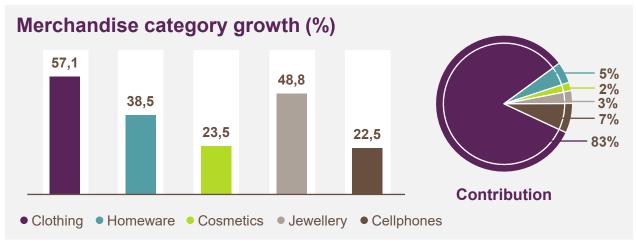
### Other income

- Value-added services R370m (up 7,1% on H1'21)
- Collection cost recovery R281m (up 9,9% on H1'21)
- R100m BI accrual pre-tax

### CASH SALES NOW REPRESENT ALMOST 80% OF GROUP SALES

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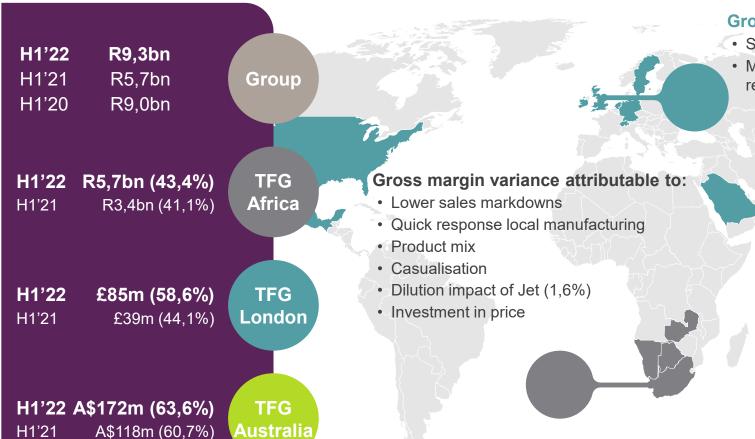






### **GROSS PROFIT** RANDS BANKED UP 64,0% ON H1'21 & 2,9% ON H1'20





### **Gross margin % growth:**

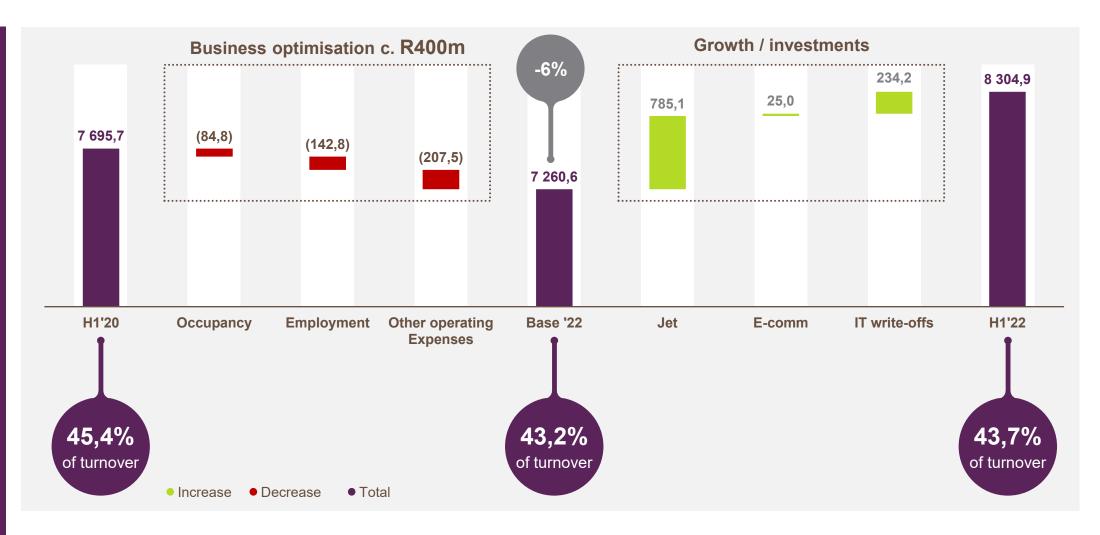
- Selling price improvements
- Margins for some brands recovered to year 2020



Higher demand for full priced products

### **COMPARATIVE DECLINE IN TRADING EXPENSES OF 6% ON H1'20**





### **SUMMARY OF GROUP OPERATING METRICS (H1'22 VS H1'21)**

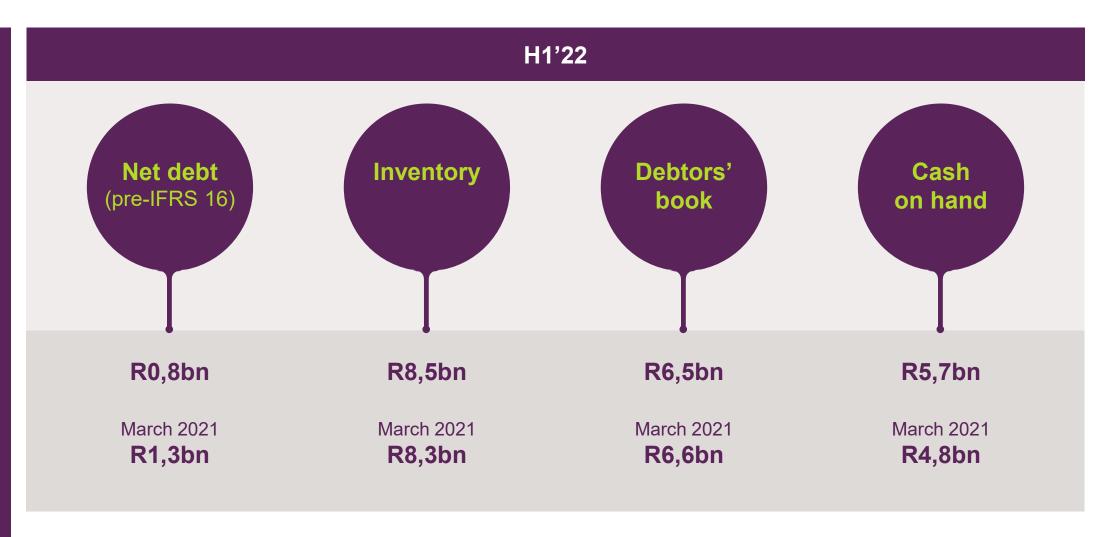
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METRIC (R'm)	H1 2022	H1 2021	% change	H1 2020	% change
Turnover	19 022	12 530	51,8	16 955	12,2
GP	9 290	5 664	64,0	9 027	2,9
EBITDA (pre-IFRS 16)* Rands	1 994	375	431,5	2 459	(18,9)
EBIT (pre-IFRS 16) Rands	1 578	(55)	2 985,7	2 048	(22,9)
EPS	319,5	147,7	116,3	467,5	(31,7)
HEPS	393,4	(83,3)	572,2	465,6	(15,5)

METRIC (%)	H1 2022	H1 2021	% movement	H1 2020	% movement
Trading expenses to turnover	43,7	47,4	(3,7)	45,4	(1,7)
NPAT margin	5,4	3,3	2,1	7,3	(1,8)
GP margin	48,8	45,2	3,6	53,2	(4,4)
EBITDA (pre-IFRS 16)* margin	10,5	3,0	7,5	14,5	(4,0)
EBIT (pre-IFRS 16) margin	8,3	(0,4)	8,7	12,1	(3,8)

### STRONG FINANCIAL POSITION

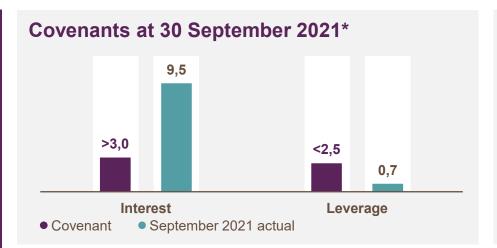


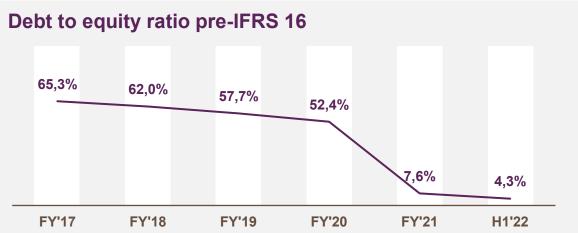


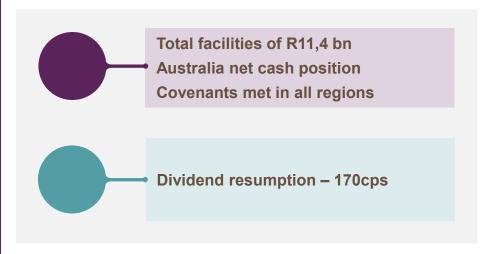
### **IMPROVED DEBT TO EQUITY RATIO**

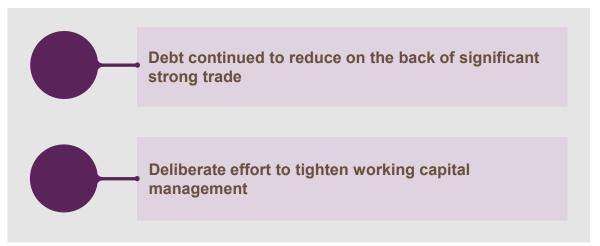


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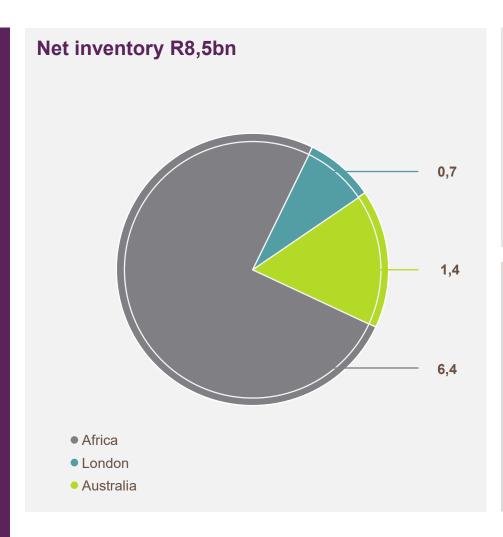




### STRONG TRADING WITH FRESH INVENTORY



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### Group stock up only 2,5% on March 2021

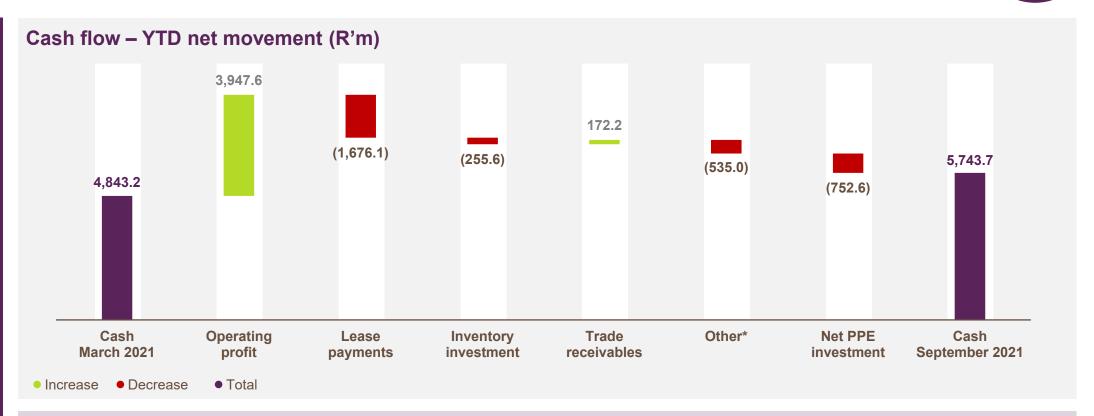
- Provisions at 11,7% of stock
- Africa stock up 10,2% as trade recovers and ahead of Black Friday, provisions remain conservative
- Australia inventory up 11,4%, additional provision raised following Q2 lockdowns
- London inventory down 40,0% supported by strong trade



# NET CASH IMPROVEMENT ALMOST R1BN SINCE START OF FINANCIAL YEAR



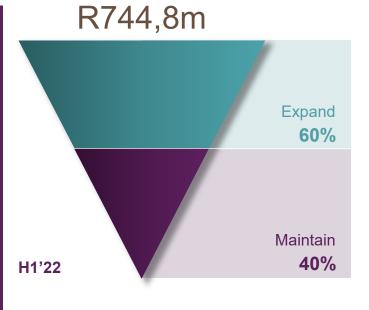
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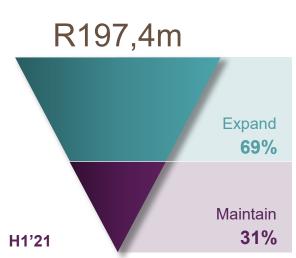


- Tight working capital management
- Strong debtor collection, improved book quality
- Other includes interest of R330 million saving of R190 million on prior year due to reduced debt

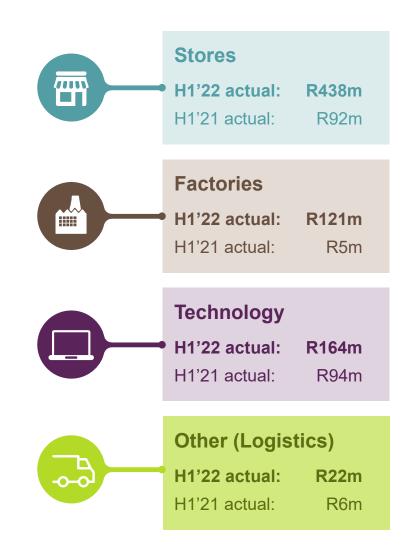
### PROFITABLE GROWTH DRIVES CAPEX SPEND

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- Space growth of 3% in Africa to 1,2 million m²
- Investments in local manufacturing QR capability
- Expansion capex driven by store growth sports and value brands expansions
- Logistics capex to support growth





SEGMENTAL PERFORMANCE: TFG AFRICA

### TFG AFRICA – KEY HIGHLIGHTS

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+59,5% -2 days 43,4% +163,7% (H1'21: 41,1%) vs H1'21 vs FY'21 vs H1'21 **Gross profit Turnover** EBITDA\* Stock R13,2bn **R5,7bn** R1,5bn R6,4bn **EBITDA** margin 11,4%

### **Performance**

### **Strong trade**

- Jet continues to outperform
- Impact of riots and looting
  - > 198 stores, 145 re-opened
  - > R398m loss in turnover to September
  - > Accrued net R72m BI
  - SASRIA receipt R200m by 30 Sept

## **Gross margin** improvements

- Lower sales markdowns
- Quick response local manufacturing
- Product mix
- Dilution impact of Jet (1,6%)
- Investment in price

### **EBITDA**

- Business optimisation savings c.R400m
- Rental savings
- New costs investments in local manufacturing QR, future-fit omnichannel

### **Stock**

- Fresh stock c.80% <26 weeks
- Conservative provisioning (8% of gross stock)



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Performance in line
with expectation, barring
TURNOVER LOST
due to the RIOTS and
GLOBAL SUPPLY
DISRUPTIONS
within cellular

Continuous focus on COST SAVINGS,

**R40**m

expected by year end

Substantial improvements in TRADING MARGINS in a relatively short period

new Jet stores (home and apparel) to be launched by year end

36 stores in total were looted during the riots and

c.R100m

TURNOVER WAS LOST



### **GOING INTO THE SECOND HALF**

- Improved cost of doing business
- Margin expansion
- Disciplined working capital management
- Low debt levels



SEGMENTAL PERFORMANCE: TFG AFRICA CREDIT

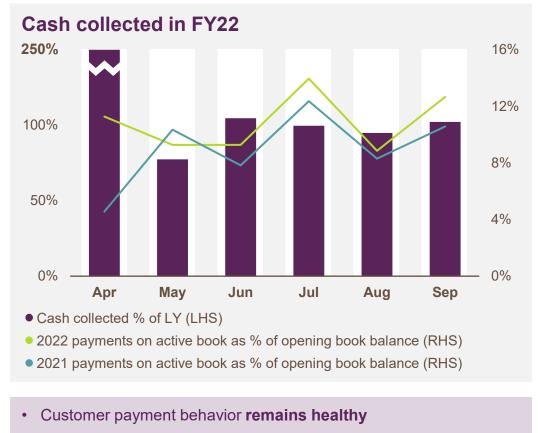
### SIGNIFICANT RECOVERY IN DEMAND FOR CREDIT



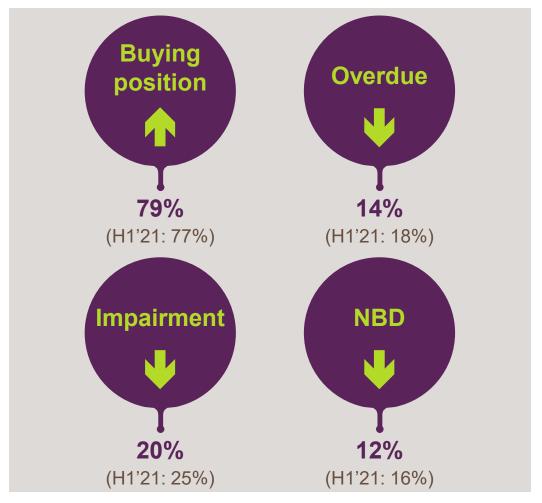


#### **CREDIT QUALITY CONTINUES TO IMPROVE**

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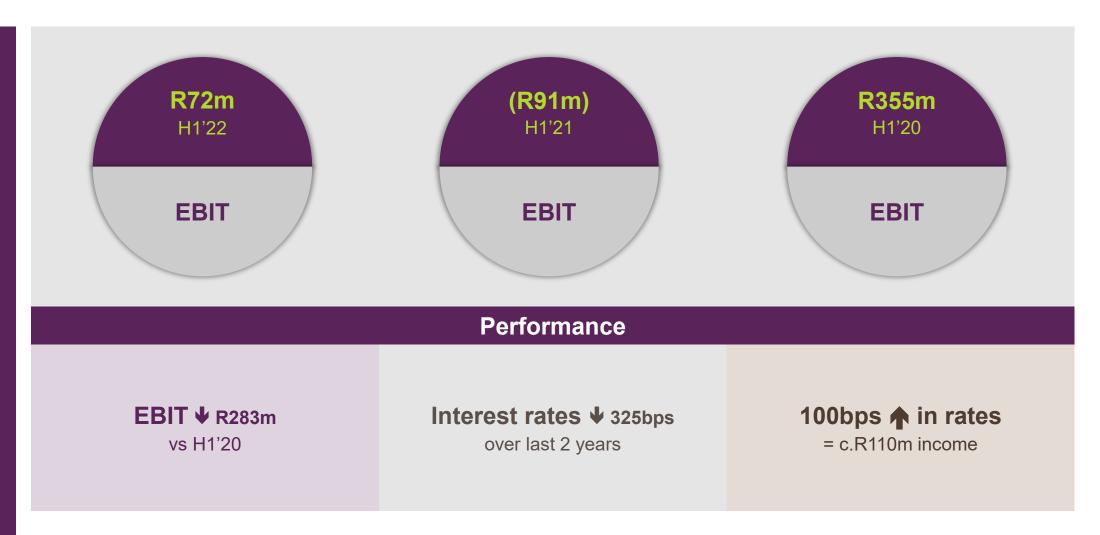


- Cash collected +8% despite -11% smaller book
- Improvement in quality of accounts and collections



#### **CREDIT EBIT SUMMARY**





# **MoreTyme**



Buy now pay later





- Co-branded debit card printed REAL TIME in store
- Personal LOANS
- Comprehensive **DIGITAL** offerings



SEGMENTAL PERFORMANCE: TFG LONDON

#### TFG LONDON – KEY HIGHLIGHTS

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#### **Market conditions**

#### **UK retail market**

- · Consumer confidence improving
- · Overall footfall on the incline
- Permanent increase in online penetration
- Recovery slightly impacted by supply chain issues

#### **TFG London**

- Retail footfall and sales are recovering across all brands
- · Recovery in key categories
- Online growth
- International lags UK recovery due to slower vaccine roll-out

#### Margin & cost improvement

- Performance continues to exceed expectations
- Margin recovery to FY20 levels due to reduced days on promotions
- Cost savings delivered over the past 2 years ensuring profit recovery
- Stores remain a key channel, despite slower footfall



Positive profit and operating cash generation

#### **UK OUTLOOK**



#### **Above expectation trade**

- UK adults almost fully vaccinated booster programme commenced
- Gradual return to offices & reopening of leisure and hospitality driving improved performance in key wear-to-work and occasion categories

#### Market share gains

· A number of competitors ceased trading or reduced their retail footprint

#### Some headwinds remain

- Industry-wide supply chain disruption
- · COVID cases increasing as we enter winter period

#### Focus on profitable routes to market

Digital First strategy
Fewer, better stores and partners
Exiting low potential markets

#### Cost base reset

 efficient platform across central teams and technologies



Well placed to deliver integration of organic/acquisitive growth



SEGMENTAL PERFORMANCE: TFG AUSTRALIA

#### TFG AUSTRALIA – KEY HIGHLIGHTS





#### Improved performance

- COVID disruptions
  - > Strong Q1 offset by a substantially COVID-disrupted Q2
  - Over 50% of stores closed in August & Sep (24,5% closed H1)
- Good overall performance
  - > Strong management of CODB
  - Strong demand for digital channels +22,4% (11% of turnover)
  - > Strong underlying comparative store growth +20%

#### Roadmap to market recovery

- Australia to "open" as vaccination rates increase (80% this week)
  - > NSW opened 11 Oct, with decreasing restrictions
  - > Victoria opened 29 Oct, with decreasing restrictions
  - > NZ North Island plan to open Nov, with restrictions
- Economy opening in time for peak season
  - > H2 started strong +10% comparative store growth
  - H1 opened 23 new doors

Pre-IFRS 16 EBITDA

Improving performance but lockdowns continue to impact

#### **H2'22: OUTLOOK, OPPORTUNITIES**

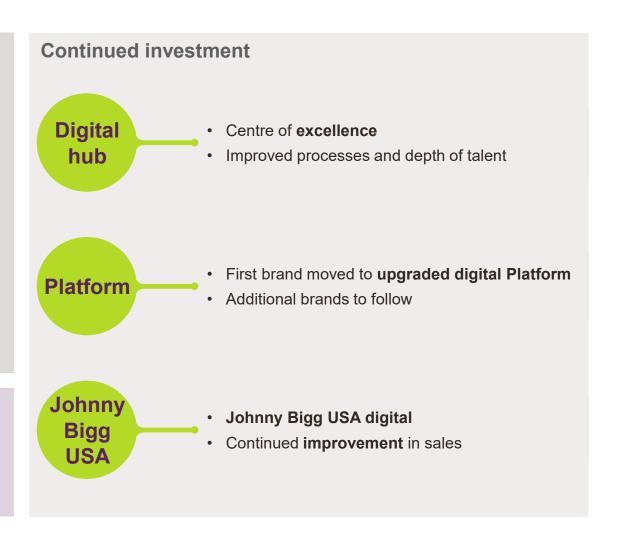


#### **Opportunities**

- NSW and Victoria have since reopened and trading above expectation
- A clear roadmap for opening the rest of the business
- Grow store network and store sizes as opportunities present themselves across Australia & New Zealand
- Well placed for growth/acquisitions

#### **Digital trend**

- Online growth +22,4%
- Closed stores initially accelerated growth
- Strong underlying demand despite comp store growth





OUTLOOK

# OUR STRATEGY HAS CONTINUED TO DELIVER EXCEPTIONAL GROWTH SINCE 2015

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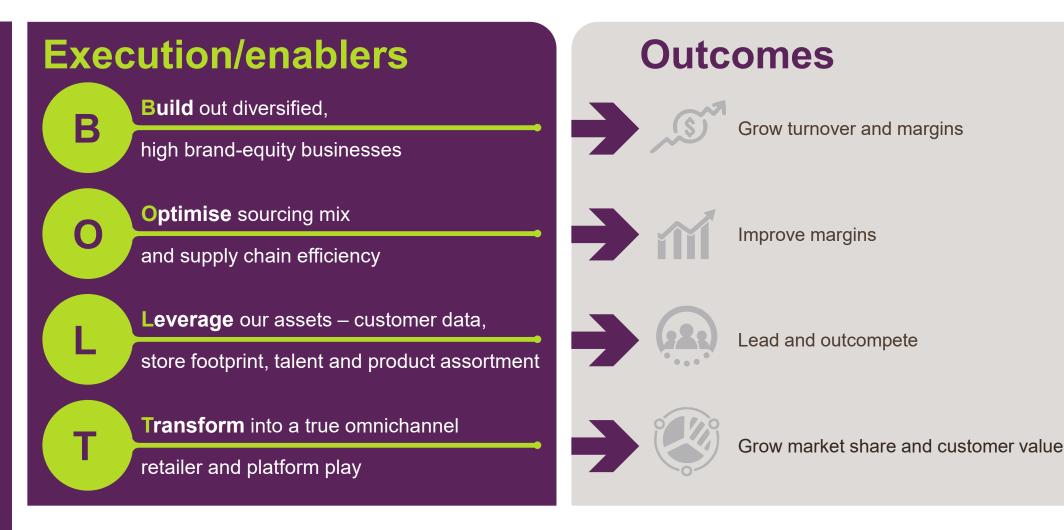






# OUR STRATEGY REMAINS RELEVANT AND OUR STRATEGIC FOCUS AREAS WILL CONTINUE TO BE ENHANCED & REFRESHED





# WITH A DRAMATICALLY DIFFERENT OPERATING CONTEXT, TFG HAS TAKEN THE OPPORTUNITY TO DEFINE A NEW PURPOSE, VISION & VALUES

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#### **PURPOSE**

"We inspire our customers to LIVE THEIR BEST LIVES"



#### **VISION**

To create the most remarkable

OMNICHANNEL EXPERIENCES

for our customers



#### **VALUES**

We put our **CUSTOMERS** first
We work **SMART** and **FAST**We do the **RIGHT THING** 



TFG's new purpose, vision & values will help us to direct our efforts

#### **OUTLOOK FOR H2**



Trading conditions and consumer confidence remain under pressure

The Group continues to demonstrate its resilience and agility

**Strategic investments** in technology, local sourcing, new stores & brands will continue to be prioritised

- TFGLabs to appoint an additional 80 engineers in the 2nd half
- Jet Home to open 10 stand-alone stores

Strong balance sheet to capitalise on organic and inorganic growth opportunities

**Encouraging retail turnover growth in October:** 

- TFG Africa 12,5%
- TFG London 33,0%
- TFG Australia 5,7%

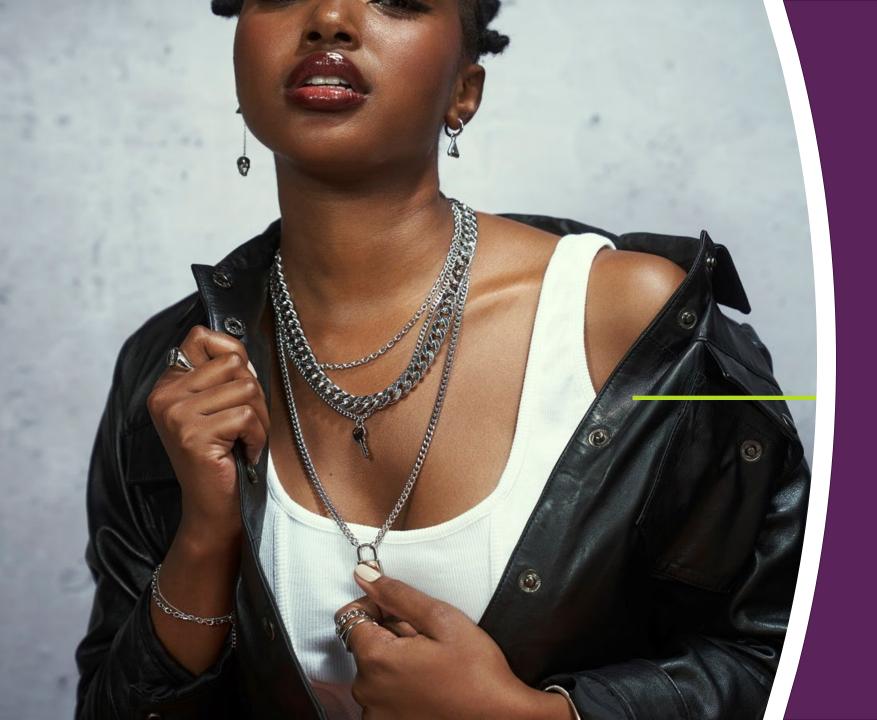
As always, the 2nd half is heavily dependent on Black Friday and Christmas trade

Post-COVID-19
recovery
expected
to continue
in all territories



#### **DISCLAIMER**

This announcement contains certain forward-looking statements with respect to the financial condition and results of operations of The Foschini Group Limited and its subsidiaries, which by their nature involve risk and uncertainty because they relate to events and depend on circumstances that may occur in the future



**APPENDICES** 

# **SUMMARY GROUP INCOME STATEMENT**



	Se	p 2021 Rm	% change	Sep 2020 Rm
Retail turnover	1	9 022,1	51,8	12 530,0
Gross profit		9 289,7	64,0	5 664,0
Interest income		603,3	(16,1)	718,9
Other income		765,4	24,9	612,9
Net bad debt		(496,2)	(36,3)	(778,4)
Trading expenses	8)	304,9)	39,9	(5 937,6)
Operational EBIT		1 857,3	563,8	279,8
Net gain on bargain purchase		-		680,0
EBIT		1 857,3	93,5	959,8
Finance costs		(382,8)	(33,0)	(571,0)
Profit before tax		1 474,5	279,3	388,8
Tax		(443,0)		27,5
Profit after tax		1 031,5	147,8	416,3
EBITDA (post IFRS16) excl net gain on bargain purchase		3 930,3	70,0	2 311,9
EBITDA (pre IFRS16) excl net gain on bargain purchase		1 993,6	431,5	375,1

# **SUMMARY TFG AFRICA INCOME STATEMENT**



	Sep 2021 Rm	% change	Sep 2020 Rm
Retail turnover	13 195,3	59,5	8 271,2
Gross profit	5 728,5	68,4	3 402,3
Interest income	603,3	(16,1)	718,9
Other income	765,4	24,9	612,9
Net bad debt	(496,2)	(36,3)	(778,4)
Trading expenses	(5 240,2)	51,8	(3 453,0)
Operational EBIT	1 360,8	170,7	502,7
Net gain on bargain purchase	-		680,0
EBIT	1 360,8	15,1	1 182,7
Finance costs	(290,0)	(37,0)	(459,9)
Profit before tax	1 070,8	48,2	722,8
Tax	(288,4)		4,5
Profit after tax	782,4	7,6	727,3
EBITDA (post IFRS16) excl net gain on bargain purchase	2 821,8	65,1	1 708,7
EBITDA (pre IFRS16) excl net gain on bargain purchase	1 502,4	163,7	569,8

# **SUMMARY TFG LONDON INCOME STATEMENT**



	Sep 2021 £m	% change	Sep 2020 £m
Retail turnover	145,7	65,6	88,0
Gross profit	85,4	120,1	38,8
Trading expenses	(75,5)	28,8	(58,6)
EBIT	9,9	150,0	(19,8)
EBITDA (post IFRS16) excl net gain on bargain purchase  EBITDA (pre IFRS16) excl net gain on bargain purchase	16,8 9,1	400,0 147,3	(5,6) (19,2)
	Sep 2021 Rm	% change	Sep 2020 Rm
Retail turnover	2 906,3	49,5	1 943,4
Gross profit	1 704,4	98,9	856,8
Trading expenses	(1 506,5)	16,3	(1 294,9)
EBIT	197 9	145,2	(438,1)
EBITDA (post IFRS16) excl net gain on bargain purchase	334,5	370,6	(123,6)

# **SUMMARY TFG AUSTRALIA INCOME STATEMENT**



	Sep 2021 \$m	% change	Sep 2020 \$m
Retail turnover	270,2	39,2	194,1
Gross profit	171,8	46,0	117,7
Trading expenses	(144,1)	44,5	(99,7)
EBIT	27,7	53,9	18,0
EBITDA (post IFRS16) excl net gain on bargain purchase  EBITDA (pre IFRS16) excl net gain on bargain purchase	71,6 28,6	17,6 48,3	60,9 19,3
	Sep 2021 Rm	% change	Sep 2020 Rm
Retail turnover	2 920,6	26,1	2 315,4
Gross profit	1 856,8	32,2	1 404,8
Trading expenses	(1 558,1)	31,0	(1 189,7)
EBIT	298,7	38,9	215,1
EBITDA (post IFRS16) excl net gain on bargain purchase  EBITDA (pre IFRS16) excl net gain on bargain purchase	774,0 309,7	6,5 34,4	726,8 230,4

# **GROUP STATEMENT OF FINANCIAL POSITION**



	UNAUDITED Sep 2021 Rm	% change	AUDITED Mar 2021 Rm
Non-current assets	18 070,7	(0,1)	18 087,9
Current assets	22 990,2	8,5	21 185,6
Inventory	8 538,3	2,5	8 331,5
Trade receivables – retail	6 464,6	(2,6)	6 636,9
Other receivables and prepayments	2 091,9	57,1	1 331,3
Concession receivables	151,7	286,2	39,3
Cash and cash equivalents	5 743,7	18,6	4 843,2
Taxation receivable	-	(100,0)	3,4
TOTAL ASSETS	41 060,9	4,6	39 273,5
Equity attributable to equity holders of The Foschini Group Limited	18 097,1	5,1	17 211,0
Non-current liabilities	10 143,2	0,7	10 067,9
Current liabilities	12 820,6	6,9	11 994,6
Interest-bearing debt	2 646,6	16,9	2 263,1
Trade and other payables	6 806,4	6,6	6 382,3
Lease liabilities	3 090,7	(1,0)	3 122,3
Taxation payable	276,9	22,0	226,9
TOTAL LIABILITIES	22 963,8	4,1	22 062,5
TOTAL EQUITY AND LIABILITIES	41 060,9	4,6	39 273,5

# **CREDIT: ADDITIONAL INFORMATION**

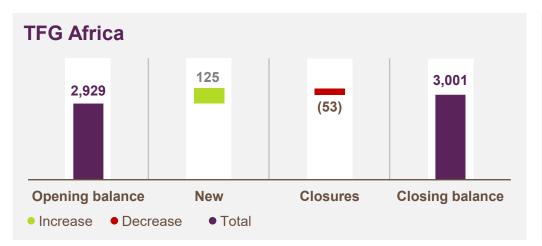
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	TFG Africa Sep 2021	TFG Africa Sep 2020	% change	TFG Africa Mar 2021
Income (Rm)	848,5	927,4	(8,5)	1 797,1
Net bad debt (Rm)	(496,2)	778,4	(36,3)	(1 222,4)
Credit costs (Rm)	(280,3)	(239,7)	16,9	(529,1)
EBIT (Rm)	72,0	(90,7)	179,4	45,6
Number of applications	1 187 082	503 613	135,7	1 271 414
Accept rates (%)	23,9%	9,1%		14,9%
Number of new accounts	283 508	45 885	517,9	170 946
Number of customers ('000)	2 485,0	2 831,0	(12,2)	2 537,4
Credit turnover (Rm)	3 971,6	2 934,4	35,3	7 034,7
Credit sales growth (%)	35,3%	(34,7%)		(23,6%)
Credit sales % of total TFG Africa sales	30,1%	35,5%		30,7%
Gross debtors' book (Rm)	8 077,5	9 063,3	(10,9)	8 368,1
Overdue values % to debtors' book	14,4%	18,2%		15,9%
Buying position (%)	79,2%	77,0%		77,3%
Gross bad debt write-off year-on-year growth/(decline)	20,6%	(25,1%)		6,2%
Recoveries year-on-year growth/(decline)	14,8%	(17,4%)		(11,6%)
Net bad debt as % of gross debtors' book (12-month rolling)	11,6%	15,9%		14,6%
Net bad debt write-off as % of credit transactions (12-month rolling)	15,2%	11,4%		16,9%
Allowance for impairment at reporting date year-on-year (decline)/growth (%)	(29,0%)	23,5%		(12,8%)

#### **TFG FOOTPRINT**

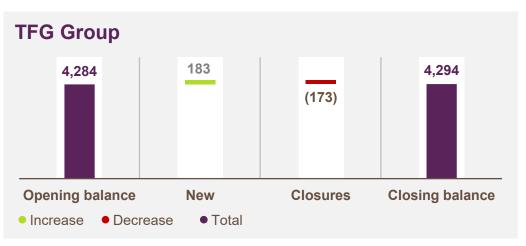
#### **CONTINUOUS EXPANSION**

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THANK YOU