

FY22 Group summary

Strong progress made on our strategic priorities

Adairs Linen Lovers

▶ More than 1 million paid-up members (+32% in last 3 years)

Adairs store growth continues

- ▶ Store floorspace (GLA) +7% on FY21 (+22% in last 3 years)
- ▶ 4 new stores, 11 stores upsized

Omni-channel strategy delivered record online sales

▶ Approaching \$200 million (35% of total Group sales)

Acquisition of Focus on Furniture builds portfolio

- Acquired Focus on Furniture, a highly profitable vertically integrated omni-channel furniture retailer operating in Australia
- ► Increases the Group's exposure to the bulky furniture category (an \$8.3bn+ market)
- ▶ Performance since acquisition is ahead of plan

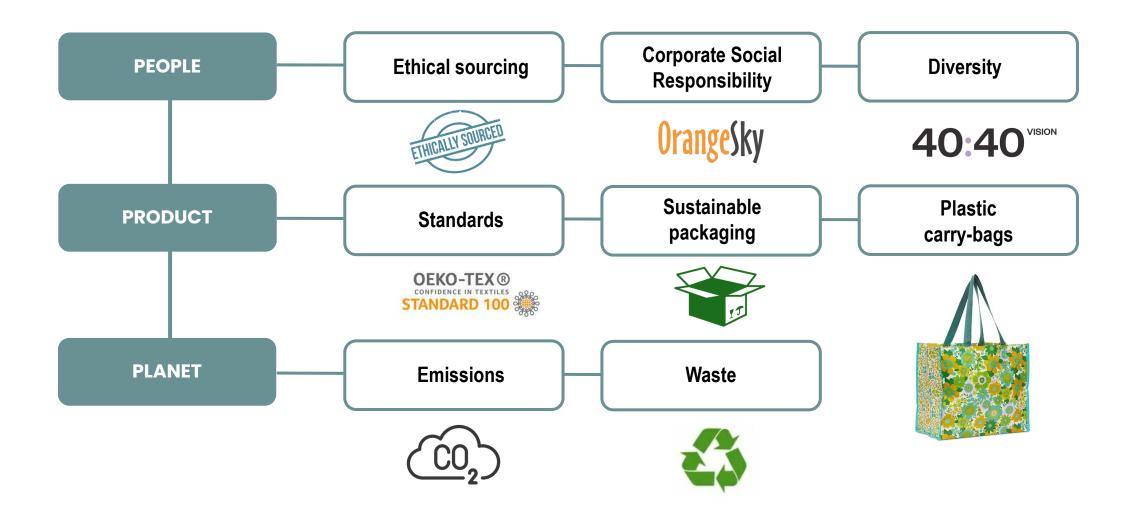
Adairs - National Distribution Centre transition

- ▶ National Distribution Centre operational from September 2021
- ▶ Ramp-up to full operating efficiencies continues



Sustainability

Adairs released its inaugural Sustainability Report with its FY22 Annual Report. The Group coordinates its sustainability initiatives through its People, Product and Planet (PPP) strategy, with representation from all business units.

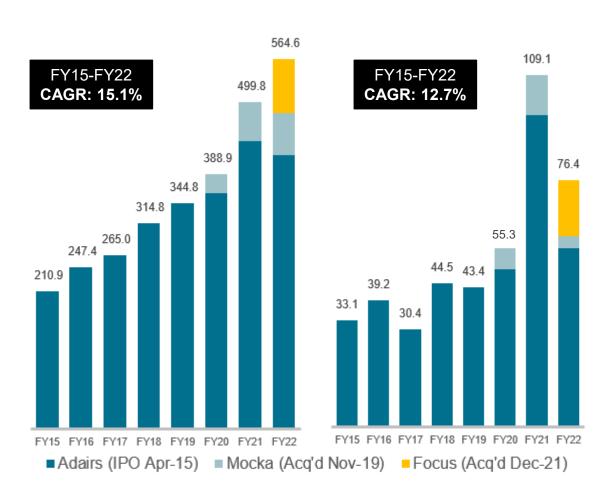


FY22 builds on our history of steady and consistent growth

Historic growth (since IPO)

Group Sales (\$m, FY15-FY22)

Group EBIT (\$m, FY15-FY22)



Future growth drivers and 5-year target

The Adairs Group comprises three vertically integrated brands, all with attractive economics, clear growth pathways and large addressable markets.

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- New and upsized stores: 5% GLA growth p.a.
- Linen Lover members: 5-10% growth p.a.
- Increase share of customer spend through:
- o Omni channel conversion
- o Product range expansion
- o Personalisation via Customer data

mocka

Attract and retain new customers via:

- Increased brand awareness in Australia
- Product range expansion
- Adding a physical presence



Build a national brand via:

- Store rollout: 30+ new stores nationally
- Enhanced customer experience in-store and online
- Increased brand awareness
- Product range expansion to drive share

5-year sales target \$1,000m+

FY22 Group results

Record sales offset by higher costs associated with one-off COVID disruptions. Results well above FY20 (pre-COVID).

Group sales up despite COVID store closures

- Group sales of \$564.5 million, +12.9% on FY21 (+45.1% on FY20)
- ▶ Group LFL¹ sales -2.0% (excluding Focus) cycling record FY21 (FY21 LFL sales +16.5%)
- Adairs brand lost 16% of FY22 store trading days to mandated store closures

Gross profit +\$5.6m with gross margin % softer in line with expectations

- ▶ Higher contribution from Mocka and Focus at lower gross margins
- ▶ Underlying² Group gross margin rate -520bps to 59.6%

Elevated CODB due to domestic supply chain disruptions and team retention

- ▶ Adairs transition to new National DC slowed to manage COVID c.\$6m additional costs incurred in FY22
- ▶ Mocka delivery partner failure in Q2 adversely impacted its sales in Q2/Q3
- ▶ Higher salary and wages costs to support store teams during periods of store closures

Underlying² Group EBIT of \$76.4m (-30.0% v FY21 / +38.2% v FY20)

▶ Underlying Group EBIT margin of 13.5% (21.8% in FY21; 14.2% in FY20)

Balance sheet and dividend / DRP

- ▶ Net debt of \$93.2m after completing Mocka earn-out and acquisition of Focus on Furniture
- ▶ Net debt / Proforma EBITDA³ of <1.0x (Leverage ratio)
- ▶ 10.0 cps fully franked final dividend (unchanged on FY21) taking FY22 total to 18.0 cps
- ▶ Dividend payout ratio of statutory NPAT increased to 68.6% (up from 61.0% in FY21).

(\$ million)

Store sales
Online sales
Total sales
Online % of total sales
Gross margin
Customer delivery costs
Gross profit
Costs of doing business
EBITDA
Depreciation
EBIT
Interest
Tax
NPAT
Earnings per share (cents)
Dividends per share (cents)
·

Group				
Underlying	Underlying	Underlying	Change	Change
FY22	FY21	FY20	v FY21 (%)	v FY20 (%)
369.1	312.7	264.7	+18.0%	+39.4%
195.4	187.0	124.2	+4.5%	+57.3%
564.5	499.8	388.9	+12.9%	+45.1%
34.6%	37.4%	31.9%		
336.2	323.9	236.2	+3.8%	+42.4%
(27.3)	(20.6)	(14.1)	+32.9%	+94.3%
308.9	303.3	222.1	+1.8%	+39.1%
(224.3)	(183.7)	(158.9)	+22.1%	+41.1%
84.6	119.6	63.2	-(29.3%)	+33.8%
(8.2)	(10.6)	(7.9)	-(22.2%)	+3.7%
76.4	109.1	55.3	-(30.0%)	+38.2%
(3.0)	(1.3)	(1.4)	+137.3%	+118.1%
(21.7)	(32.4)	(16.5)	-(32.9%)	+31.9%
51.6	75.4	37.4	-(31.5%)	+38.0%
26.4	37.7	21.0	-(30.0%)	+25.3%
18.0	23.0	11.0	-(21.7%)	+63.6%

Ratios

Gross margin %
Gross profit %
Costs of doing business %
EBITDA %
EBIT %
NPAT%
Dividend payout ratio of NPAT %

59.6%	64.8%	60.7%	-(520 bps)	-(120 bps)
54.7%	60.7%	57.1%	-(600 bps)	-(240 bps)
39.7%	36.7%	40.9%	+300 bps	-(110 bps)
15.0%	23.9%	16.3%	-(890 bps)	-(130 bps)
13.5%	21.8%	14.2%	-(830 bps)	-(70 bps)
9.1%	15.1%	9.6%	-(590 bps)	-(50 bps)
68.6%	61.0%	52.7%	+760 bps	+1590 bps

Notes

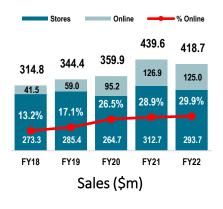
(1) Like-for-like sales excludes Focus and has been adjusted for store closures - calculated on a store-by-store daily basis; (2) Refer to Appendix 6 for reconciliation to statutory results; (3) Proforma for full year (FY22) of Focus on Furniture EBITDA.

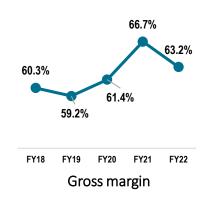
Solid performance given mandated store closures and cycling a record FY21

Financial performance

- Total sales -4.8% driven by COVID-related store closures with 16% of total trading days being lost and cycling record FY21 year.
 - Total sales remain well above FY20 pre-COVID levels (+16.3%)
 - Adairs store sales -6.1% and -3.3% on a like-for-like basis (+10.9% v FY20)
 - Adairs online sales \$125.0m, representing 30% of total sales (+31.2% v FY20)
- Gross margin of 63.2% was well down on FY21 as expected due to elevated global supply chain costs, particularly sea freight, in addition to measured increases in promotional activity.
- ► Costs of doing business were +8.3% reflecting:
 - One-off COVID-related warehouse inefficiencies retained an additional warehouse and slower than planned ramp up of NDC operations accounted for >50% of the CODB increase
 - Lower levels of COVID rent rebates in FY22 leading to higher occupancy costs
 - Higher salary and wages costs to support store teams during periods of store closures
 - Investments in team, marketing and digital initiatives to drive future growth
- ► Adairs Underlying EBIT of \$55.5m

Historical performance







(\$ million)

Store sales
Online sales
Total sales
Online % of total sales
Gross margin
Customer delivery costs
Gross profit
Costs of doing business
EBITDA
Depreciation
EBIT

Adairs			
Underlying	Underlying	Change	Change
FY22	FY21	v FY21 (%)	v FY20 (%)
293.7	312.7	-(6.1%)	+10.9%
125.0	126.9	-(1.5%)	+31.2%
418.7	439.6	-(4.8%)	+16.3%
29.9%	28.9%		
264.5	293.1	-(9.8%)	+19.6%
(14.5)	(13.6)	+6.3%	+35.7%
250.0	279.5	-(10.5%)	+18.8%
(187.0)	(172.6)	+8.3%	+21.5%
63.0	106.9	-(41.0%)	+11.3%
(7.5)	(10.2)	-(26.7%)	-(4.7%)
55.5	96.7	-(42.5%)	+13.9%

% sales ratios

Gross margin %
Gross profit %
Costs of doing business %
EBITDA %
EBIT %

63.2%	66.7%	-(350 bps)	+170 bps
59.7%	63.6%	-(390 bps)	+120 bps
44.7%	39.3%	+540 bps	+190 bps
15.1%	24.3%	-(930 bps)	-(70 bps)
13.3%	22.0%	-(870 bps)	-(30 bps)

Note: JobKeeper wage subsidy benefit received in FY21 was repaid to the Government in FY21.

Disappointing FY22 with focus now on resetting the business for a successful FY23 and beyond

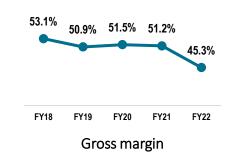
- Total sales of \$64.1m (+6.5% on FY21) were well below plan following a weaker 2H-FY22 sales result
- Weaker 2H sales were due to significant supply chain interruptions and isolated product issues which led to adverse customer feedback and returns
 - both issues have now been addressed operationally with recent trading and customer feedback confirming customer confidence is recovering
- Gross profit % was adversely impacted by supply chain cost increases across import freight costs and warehousing and a higher level of clearance markdowns
 - one-off provisions of \$1.2m recognised to clear non-core inventory holdings. This followed a detailed review of inventory quality and ranging required for a post-COVID trading environment
- ▶ Costs were higher due to continued investment in team to enable the business's long term growth

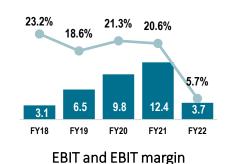
Resetting the business for future growth

- New management team to build capability to fulfill the growth aspirations for the Mocka brand.
- Focus for FY23 is on increasing customer confidence, restoring GM% and establishing a stable supply chain.
- ▶ Board and management continue to believe that the opportunity to grow the business in Australia is substantial.

Historical performance







(\$ million)

Store sales
Online sales
Total sales
Online % of total sales
Gross margin
Customer delivery costs
Gross profit
Costs of doing business
EBITDA
Depreciation
EBIT

	Mocka	
Underlying	Underlying	Change
FY22	FY21	v FY21 (%)
-	-	-
64.1	60.2	+6.5%
64.1	60.2	+6.5%
100.0%	100.0%	
29.0	30.8	-(5.7%)
(9.3)	(7.0)	+34.4%
19.7	23.8	-(17.3%)
(15.7)	(11.1)	+42.2%
4.0	12.8	-(69.0%)
(0.3)	(0.4)	-(20.0%)
3.7	12.4	-(70.4%)

% sales ratios

Gross margin %
Gross profit %
Costs of doing business %
EBITDA %
EBIT %

45.3%	51.2%	-(580 bps)
30.7%	39.6%	-(890 bps)
24.5%	18.4%	+620 bps
6.2%	21.2%	-(1500 bps)
5.7%	20.6%	-(1490 bps)

FY22 performance gives us confidence in Focus' value proposition and capacity for growth

Acquisition and strategic rationale

- ▶ Focus on Furniture ('Focus') was acquired in December 2021.
 - highly profitable vertically integrated omni-channel furniture retailer operating in Australia through a network of 23 stores and a small but growing online channel.
 - increases the Group's exposure to the bulky furniture category (an \$8.3 billion+ market).
 - has clear growth opportunities for the brand through store roll-out (c.30+ new stores), online growth and category/range expansion which can deliver sales in excess of \$250 million within five years.
 - quality addition to our portfolio of retail brands all targeting the Australian home furnishings and furniture middle market.
- While all Focus stores are profitable, there is scope to enhance and differentiate the in-store experience through a modest capital investment in areas such as layout, lighting and styling. Store redesign plans have been completed and FY23 is expected to see the refreshing of 3-5 existing stores and opening of 2-3 new stores.

Financial performance

- In the seven months under Group ownership (from December 2021), Focus' contribution to the Group included:
 - Total sales of \$81.7m, of which 7.8% was delivered via the online channel
 - Underlying EBIT of \$17.2 million, representing an Underlying EBIT margin of 21.0%
- ▶ Continued Gross Margin gains in FY22 through competitive stock availability and pricing discipline
- Open orderbook of \$18.5 million at June 2022
- Focus continues to perform ahead of our business case, and is expected to be a material contributor to our growth over the next five years

Historic performance (full 12 months performance)







EBIT (\$m) and EBIT margin

(\$ m	İ	I	I	İ	0	n))
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Store sales
Online sales
Total sales
Online % of total sales
Gross margin
Customer delivery costs
Gross profit
Costs of doing business
EBITDA
Depreciation
EBIT
•

Focus
Underlying
FY22
75.4
6.4
81.7
7.8%
42.7
(3.5)
39.2
(21.6)
17.6
(0.5)
17.2

% sales ratios

Gross margin %
Gross profit %
Costs of doing business %
EBITDA %
EBIT %

52.2%
47.9%
26.4%
21.6%
21.0%

Note 1:

The above table is for the 7 months of Group ownership.

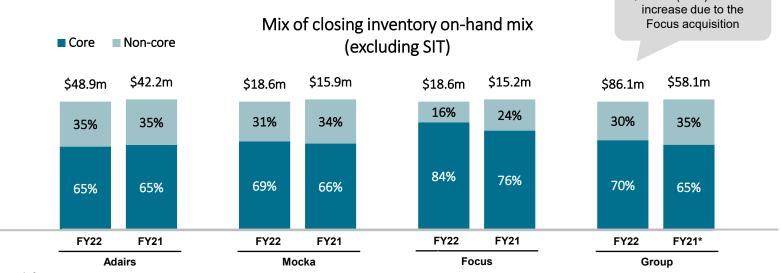
Inventory

Higher in-stock inventory provides a competitive advantage during current period of significant global supply chain disruptions

- Whilst improving at the margin, global supply chains remain significantly disrupted. The Group has been agile to adapt strategies and implement learnings from recent COVID periods.
- Adairs brand continues to deliberately carry higher inventory levels to provide better availability for customers and certainty in ranging with minimal fashion/trend risk. Adairs growth in non-core primarily related to furniture category expansion strategy.
- Focus has a high proportion of core inventory and drives stronger sales from being in-stock with relatively short delivery times to customers
- ► Higher inventory values also reflect higher inventory costs

Closing inventories at June 2022 reflect a larger mix of core lines across each brand, demonstrating high turnover rates across both core and non-core lines.

\$18.6m (66%) of FY22





^{*} Focus not included in FY21 closing Group inventories balance

Capital management and dividend

Balance sheet

- Net debt of \$93.2m, post-Focus acquisition and final Mocka earn-out payment with term debt facilities of \$135m
- ▶ Net debt / Proforma EBITDA¹ is <1.0x
- Significant funding and covenant headroom to accommodate potential adverse changes in the general macro environment or business performance, and to provide flexibility to support Group growth

Capex

- ▶ \$12.2m capex for FY22
 - Adairs brand: 4 new stores and 11 upsized/merged stores
 - Investment in IT and digital initiatives to support future growth across the Group

Dividend and DRP

- ▶ 10.0 cps fully franked final dividend declared (unchanged from FY21), taking total FY22 dividend to 18.0 cps, fully franked (23.0 cps in FY21)
 - Final Dividend Record date: 6 September 2022
 - Final Dividend Payment date: 22 September 2022
- DRP remains active for the FY22 final dividend
 - DRP Election Forms are due 7 September 2022
 - Participants for the final FY22 dividend will receive shares at a 1.5% discount to a 5-day volume weighted average share price (VWAP)



FY23 Outlook & Guidance

The Group is well placed to grow both sales and profits in FY23, even with a tougher trading environment

Group positioning

The Group is well placed to navigate emerging macro trading environment headwinds with the strength of the business model becoming more apparent as consumers become more value-orientated:

- well positioned middle market brands with strong value propositions;
- ► relatively low average selling prices across the brands (Adairs \$42, Mocka \$119, Focus \$1,342 – all ex GST, FY22);
- strong presence in both physical and online channels;
- ▶ large total addressable market across the Group;
- vertical integration providing exclusive products and direct control over supply and pricing delivering higher initial margins; and
- a large and loyal customer base.

Guidance

With a full year contribution from Focus, ongoing improvement at Mocka, and Adairs continuing to execute well we expect to continue to grow sales and EBIT.

- c.75% of expected USD purchases in FY23 hedged at \$0.73
- Capex includes new and refurbished stores across Adairs and Focus on Furniture, as well as ongoing investments in digital and customer-centric programs

	FY23 Guidance
Group Sales (\$m)	625 – 665
Group EBIT ¹ (\$m)	75 – 85
Capital investment (\$m)	12 – 15
New stores (Adairs)	4 – 6
New stores (Focus)	2 – 3

Note 1: Pre AASB-16 and any one-off costs

Trading update



Trading results for the first seven weeks of FY23 are in line with plan and consistent with guidance

Unaudited sales

(first 7 weeks of 1H FY23)	v FY22
Group total	+44.8%
Group (ex. Focus) total	+3.9%

Based on real-time written sales

- A direct comparison of the first seven weeks of FY23 versus FY22, particularly between channels, is made difficult by the extensive mandated store closures in 1Q FY22 which impacted 38% of available store trading days for the Adairs brand.
- Sales at Adairs stores are in line with plan while sales at Focus stores are ahead of plan.
- ▶ With a fully operating retail store environment, online channel performance across all brands are in line with plan (down on FY22).
- ► Focus open orderbook of \$17.5m at end of week 7.





APPENDICES

- 1. Who are we
- 2. The strength of our business model
- 3. Store footprint Adairs
- 4. Store footprint Focus on Furniture
- 5. Like for like sales growth history by brand
- 6. Profit and loss reconciliation
- 7. Cashflow reconciliation
- 8. Glossary

Appendix 1 – Who we are

Adairs Limited (ASX: ADH) is Australasia's largest omni channel retailer of homewares and home furnishing products

- Own three growing and highly profitable businesses
- Vertical retail model
 - in-house design
 - exclusive and differentiated products
 - innovation
 - supply chain control
 - value for money and superior margins
- Omni-channel
 - larger TAM than pure-play
 - integrated channels, cross-channel synergies
 - efficient customer acquisition costs
 - better customer retention
 - data and loyalty focused
 - fast approaching A\$200m p.a. in online sales
- ► High service, customer focused
 - Our customers expect and enjoy service to help them discover, coordinate, execute and manage their purchases

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- ▶ Leading specialty retailer of home furnishings with a large and growing online channel and a national footprint of 172 stores
- ➤ Sells on-trend fashion products, quality staples, strong value and superior customer service. Experts in home textiles and decorative furnishing.

mocka

- ▶ Pure-play online home and living products designer and retailer
- ➤ Sells well designed, functional and stylish products in the Home Furniture & Décor, Kids and Baby categories. All products designed in-house.



- ► Focus on Furniture ('Focus') is a vertically integrated omnichannel furniture and bedding retailer operating in Australia
- ▶ Sells well designed, functional and on-trend products at great value for money through a 23 store network and online
- ▶ Narrower range with high stock availability facilitating faster delivery to customers







Our business model

Vertically integrated

Exclusive products and channels that we own

Omni channel

Loyalty Program

Engaged Team with product knowledge

Outstanding service

Independent brands

Shared IP / Co-operation

Our brands

adairs
mocka
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furniture & bedding

Our brands target large subsets of demographics with high spending capacity.

Our TAM

Size of Australian furniture and furnishings market

\$13.3b



Our business outcomes

Superior customer experience

High customer loyalty

Lower customer acquisition costs

Strong in both channels

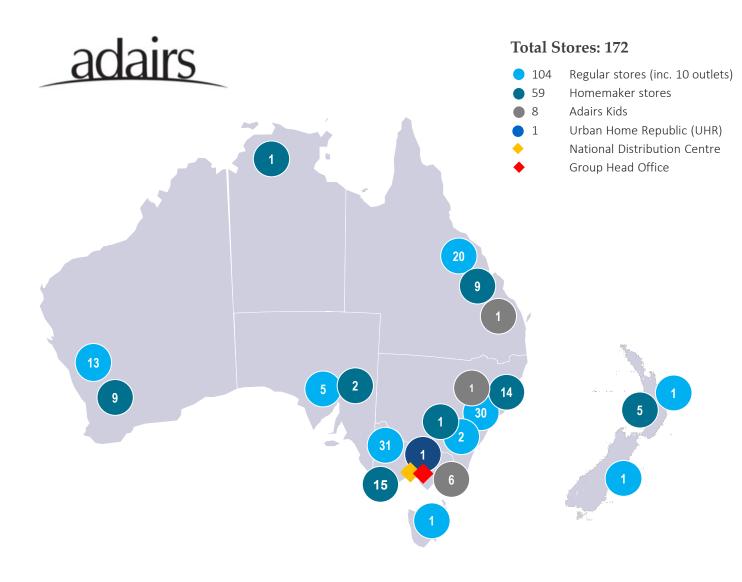
High EBIT margins

High ROIC

Control over entire product lifecycle

Highly motivated Team

Appendix 3 – Adairs store footprint



Store Activity (FY22)

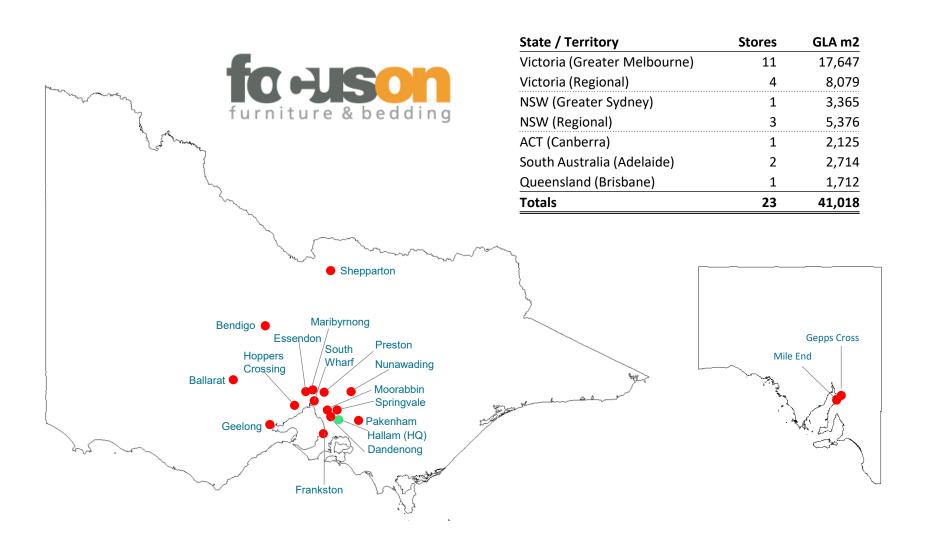
New stores (4)	GLA (m2)
Homemaker – Karrinyup (WA)	568
Homemaker – Burleigh (QLD)	683
Homemaker – Millers Junction (VIC)	853
Regular - Rouse Hill (NSW)	230
Total GLA increase	2,334

Merged stores (1)	GLA (m2)	
	Previous	Current
Kids – Robina Kids with Homemaker (QLD)	314	439
Total GLA increase	314	439

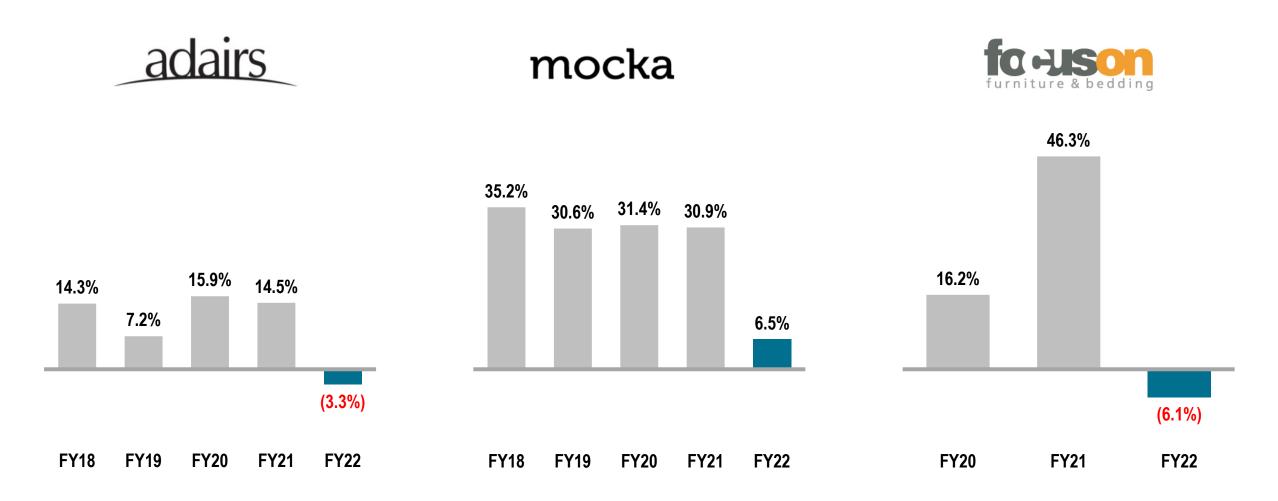
Upsized stores (10)		GLA (m2)
	Previous	Current
Homemaker – Hobart (TAS)	163	595
Homemaker – Warrnambool (VIC)	230	800
Homemaker – Hamilton (NZ)	570	844
Regular – Macarthur (NSW)	215	400
Regular – Mackay (QLD)	201	374
Regular - Moonee Ponds (VIC)	160	240
Regular - Townsville Stockland (QLD)	154	297
Regular – Innaloo (WA)	142	240
Regular – Joondalup (WA)	151	280
Regular - Rosebud (VIC)	107	190
Total GLA increase	2,093	4,260
Total GLA (27 Jun 2021)		66,896
Total GLA (26 Jun 2022)		71,522
Net increase in GLA (m2)		4,626
Net increase in GLA (%)		+6.9%

Appendix 4 – Focus store network

Network of 23 stores, predominantly in Victoria. Typical store size is 1,500-2,000 square metres.







Notes:

- 1. Like-for-like sales growth ("LFL") has been adjusted for any store closures and is calculated on a store-by-store daily basis (where only stores open on the same day in each corresponding period are included).
- 2. Includes comparative periods prior to Adairs ownership for information only. Mocka was acquired in December 2019 and Focus on Furniture in December 2021

37.7

Appendix 6 – Profit and loss reconciliation

(\$ million)	
Sales	
Gross profit	
Gross profit %	
CODB	
CODB %	
EBITDA	
EBITDA %	
Depreciation	
EBIT	
EBIT %	
Interest	
Tax	
NPAT	

FY22 reconciliation					
		Mocka	Focus	NDC	
Underlying	AASB 16	transaction	transaction	transition	Statutory
FY22	impact	costs	costs	costs	FY22
564.5	-	-	-	-	564.5
308.9	-	-	-	-	308.9
54.7%	-	-	-	-	54.7%
(224.3)	44.7	(0.9)	(1.2)	(3.1)	(184.7)
39.7%					32.7%
84.6	44.7	(0.9)	(1.2)	(3.1)	124.2
15.0%					22.0%
(8.2)	(43.1)	-	-	-	(51.3)
76.4	1.7	(0.9)	(1.2)	(3.1)	72.9
13.5%					12.9%
(3.0)	(5.3)	-	-	-	(8.3)
(21.7)	1.1	=	-	0.9	(19.7)
51.6	(2.6)	(0.9)	(1.2)	(2.2)	44.9

FY21 reconciliation				
		Mocka	NDC	
Underlying	AASB 16	transaction	transition	Statutory
FY21	impact	costs	costs	FY21
499.8	-	-	-	499.8
303.3	-	-	•	303.3
60.7%	-	-	-	60.7%
(183.7)	38.0	(7.6)	(2.7)	(156.0)
36.7%		-	-	31.2%
119.6	38.0	(7.6)	(2.7)	147.3
23.9%		-	-	29.5%
(10.6)	(34.0)	-	-	(44.6)
109.1	4.0	(7.6)	(2.7)	102.7
21.8%				20.6%
(1.3)	(3.9)	(2.3)		(7.5)
(32.4)	0.0	-	0.8	(31.5)
75.4	0.1	(9.9)	(1.9)	63.7

Notes

EPS (cents)

1. AASB 16 impact: Upon adoption of AASB 16 from FY20, lease expenses are removed from occupancy expenses (CODB) and replaced with depreciation of lease assets and interest on lease liabilities over the relevant lease term.

26.4

44.6

- 2. Focus transaction costs: Acquisition related due diligence and other costs
- 3. Mocka transaction costs: FY22 Earn-out payment related FX adjustments; FY21 Earn-out payment related adjustments, including remuneration element and discount.
- 4. NDC transition costs: Costs associated with the transition to the new National Distribution Centre, including onerous lease provisions.

30.3

Appendix 7 – Cash flow reconciliation

(\$ million)	Underlying FY22	Underlying FY21
Underlying EBITDA	84.6	119.6
Significant items (cash impact)	(4.3)	(2.7)
Share-based payments	2.1	1.7
Changes in working capital		
- Inventories	(13.1)	(24.6)
- Trade and other receivables	(3.2)	0.7
- Trade and other payables	2.8	14.0
- Other	(1.9)	0.3
Net changes in working capital	(15.4)	(9.5)
Income tax paid	(36.9)	(27.9)
Interest paid	(2.2)	(0.9)
Net operating cash inflows	28.0	80.3
Capital expenditure	(9.0)	(11.3)
Mocka earn-out payment	(45.7)	-
Focus on Furniture acquisition payment (net of cash acquired)	(62.8)	-
Net investing cash outflows	(117.5)	(11.3)
Net drawing / (repayment) of borrowings	120.0	(26.0)
Dividends paid	(29.4)	(40.6)
Other transactions	(0.6)	(0.3)
Net financing cash inflows / (outflows)	90.0	(66.9)
Net cash flows for the period	0.5	2.1
·		
Foreign exchange differences	(0.4)	(0.0)
Cash and cash equivalents at beginning of the period	26.0	23.9
Cash and cash equivalents at end of the period	26.1	26.0

Underlying to statutory reconciliation

(\$ n	illion)
Оре	ning cash
Оре	rating cash flow
	sting cash flow
Fina	ncing cash flow
Net	cash flow
For	eign exchange differences
Clo	sing cash

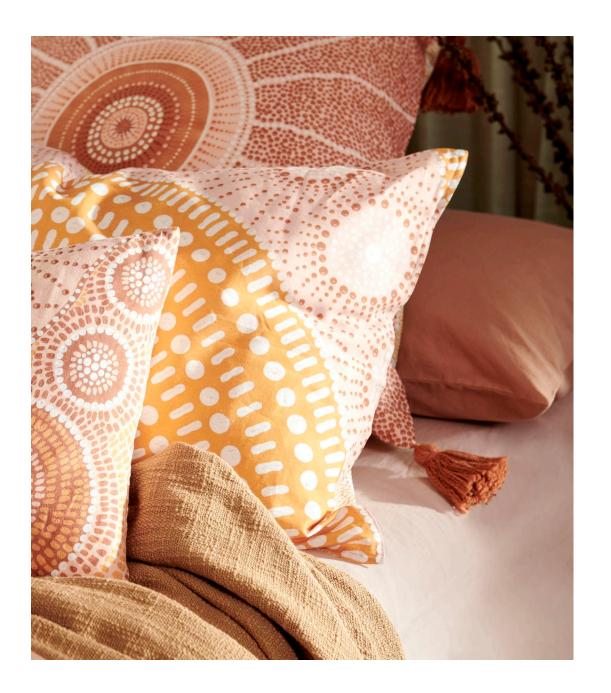
FY22 reconciliation			
Underlying FY22	AASB 16 impact	Mocka earn-out	Statutory FY22
26.0	-	-	26.0
28.0	42.5	(9.3)	61.2
(117.5)	-	9.3	(108.2)
90.0	(42.5)	-	47.5
0.5	-	-	0.5
(0.4)	-	-	(0.4)
26.1	-	-	26.1

Underlying FY21
23.9
80.3
(11.3)
(66.9)
2.1
(0.0)
26.0

Appendix 8 – Glossary

Term	Meaning
ASP	Average selling price
ATV	Average transaction value
CAC	Customer acquisition cost
CODB	Costs of doing business
CPS	Cents per share
DC	Distribution centre
DPS	Dividend per share
EBIT	Earnings before interest and tax
EPS	Earnings per share
GLA	Gross lettable area (floor space in square metres) - excludes any offsite storage a store may have
Gross margin	Sales less cost of sales (excluding customer delivery costs)
Gross profit	Sales less cost of sales (including customer delivery costs)
IPS	Items per sale
LFL	Like for like
LTM	Last twelve months

Term	Meaning
NPAT	Net profit after tax
NDC	National Distribution Centre
Online contribution	Online gross profit (including all online distribution costs) <u>less</u> customer support wages/rent and marketing (other than in-store marketing)
PCP	Previous corresponding period
PPP	People, Product and Planet
ROIC	Return on invested capital
SIT	Stock in transit
Stores contribution	Stores gross profit <u>less</u> store labour costs, store rents and in-store marketing
TAM	Total addressable market
Unallocated overheads	Executive team and other head office labour costs, product design & development and warehousing



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