[SLIDE 1 – CEO's Address]

Retail Food Group Limited 2024 Annual General Meeting CEO's Address 28 November 2024

[SLIDE 2 – Strong Q1 FY25 Performance]

Thank you Peter.

It has been 12 months since my first address as CEO and I am pleased to report that Retail Food Group has made significant progress over the past year.

Our domestic network sales reached \$128.2 million for the quarter, up 1.8% on the prior corresponding period and we have opened 13 new outlets.

Average transaction value has increased by 3.6%, and our average weekly sales (AWS) are up 3.8% on the prior corresponding period. Although our customer count has seen a slight decline of 1.7%, this is against the backdrop of a challenging retail environment facing declines in traffic and customers searching for value and unique experiences.

We remain committed to enhancing the customer experience with investment in our core brands to unlock incremental revenue streams and deliver profitable outcomes for our franchise partners.

[SLIDE 3 – We Continue to Execute our Strategy]

We have a clear action plan and are committed to executing on our strategy.

As referenced by Peter, we have overcome the historical challenges, established a firm platform and now the group is back in growth.

Pleasingly, domestic network sales in 1Q25 was up 1.8% on the prior corresponding period, representing a continuation of trading conditions from the second half of FY24.

We recently announced the acquisition of CIBO Espresso which is expected to complete in December 2024, bringing 22 high quality outlets in South Australia. Beefy's has also grown to 12 outlets, up from 9 on acquisition and now offers its products on all 3PA channels.

Our network health has improved.

This is evident by average weekly sales, up +3.8% in the first quarter and supported by 13 new, high-quality outlets.

We have also accelerated conversion conversations with our non-core brand outlets to strengthen their presence in market and leverage the investment and support behind our core brands.

We continue to focus on delivering our new strategy.

Our priorities are well-operated stores, product innovation, growth initiatives and customer service, which reinforce the strong value proposition that our brands are known for.

Our IT investments plan is on track with the national launch of Donut King Occasions within the Donut King network. This represents our second brand ecommerce platform launched in addition to Rack 'em Bones in QSR. With continued investment to enhance our digital capability, Beefy's will be our first brand to launch a new digital app in Q2 FY25.

Our new strategy has also been built around a strong pipeline of product innovation. Crust has introduced a new lunchtime offering with the innovative Piadina range, presenting a new offer to customers and encouraging Franchise Partners to extend trading hours into the lunch occasion.

I'll share more on this and our approach to innovation shortly.

[SLIDE 4 – Resilient Brands]

Our core brands have proven to adapt and remain relevant in changing markets. These brands have a unique customer proposition as evidenced by brand awareness scores in excess of competitor averages in their categories.

This is important as we look at the current retail setting and we see significant opportunity to leverage the strength of our brand and customer experience in store and online in future periods.

Based on market data up to the end of September 2024, traffic declined by -1.3% in the QSR channel in Q1FY25. On premise and delivery were the key spend growth drivers vs last year. All other service modes declined in spend, with carryout or takeaway having the biggest volume drop.

In simple terms, deal occasions saw significant growth in spend and traffic vs last year, whilst non deal occasions declined.

Our focus on simplicity in execution is key to increasing participation and speed to market for maximum customer and business impact.

We are dedicated to building stronger brand connections with customers, driving value through bundling and value deals, and fostering customer and insight-led innovation to lift brand perceptions and increase occasions. We will continue to concentrate our marketing and trade efforts on key seasonal occasions where there is increased customer traffic.

[SLIDE 5 – CCB Performed Strongly]

Our Café, Coffee, Bakery (CCB) segment represents over 70% of network sales and has performed strongly over the past year. Domestic network sales increased by 5.2% in the first quarter of FY25 vs prior corresponding period, at \$93.5 million.

Despite a slight decline in customer count, the average transaction value rose by 6.5%, and same-store sales were up 1.0% on PCP.

Core CCB brands, including Beefy's, Brumby's, Donut King, and Gloria Jeans, all showed brand same-store sales growth with Beefy's continuing to perform strongly with a 5.1% samestore sales growth compared to pre-acquisition results, validating our investment in the business.

Our network quality has improved significantly as underperforming outlets have closed, and newer, higher-quality outlets continue to drive network sales growth. This is demonstrated by growth in average weekly sales per outlet up by 9.5% in the first quarter across CCB.

[SLIDE 6 – CCB]

We have continued to maximise sales opportunities during peaks, such as school holidays and sporting events, and our brand consolidation project aims to convert non-core brand outlets into stronger-performing core brands.

[SLIDE 7 – QSR Remains Challenged]

As mentioned earlier, traffic declined by in the QSR channel in Q1FY25, with our QSR domestic network sales down 6.3% on PCP and customer count down 7.4%. However, the average transaction value increased by 1.3% and we continue to support Rack 'em Bones with product innovation in beef ribs and the launch of our own ecommerce platforms to expand availability in new channels.

Pleasingly, network sales for Rack 'em Bones grew 53.0% on PCP and more than fully offsets the Crust network's sales loss and is available in the majority of Crust locations.

We expect the launch of the new Piadinas and greater number of Crust outlets opening to service the lunch occasion alongside traditional pizza, improved value offers, new innovation in sides and corporate catering will drive improvements in QSR during the remainder of FY25.

[SLIDE 8 – QSR]

QSR contributed 27% of group network sales, with no vertical integration and six company store-operated outlets.

Competitors continued to use discounting in their price war to chase volume.

Crust has lost customer count by not matching the depth and frequency of discounts but has minimised the impacts on Franchise Partner profitability as we continue to work closely with our network to unlock opportunities via incremental revenue streams with Rack 'em Bones, product innovation and marketing investment to unlock new occasions and day parting.

[SLIDE 9 – Our Purpose]

In FY24, we undertook a significant strategy reset to put the customer at the core of our purpose.

Our vision is to be the most accessible, easy-to-operate, and admired retail brand network underpinned by a set of values that guide our behaviour.

We strive for a positive customer experience in everything we do by building brand relevance, delivering elevated experiences, and driving insight-led innovation. This reset ensures that our organization is evolving to be closer to our customers, focusing on elevating customer experience to drive growth and increase franchise partner profitability.

[SLIDE 10 – Multiple Growth Opportunities]

We have multiple growth opportunities to execute, including organic domestic growth drivers, inorganic domestic growth drivers, and organic international growth drivers.

Our domestic organic growth drivers provide a clear framework for success as we focus on a customer led approach to strengthen the unit economics of our brands and unlock various growth opportunities across both the physical store and digital environments.

In December 2023, we acquired Beefy's for outlet growth and vertical integration synergies across multiple brands within our portfolio. This has facilitated the introduction of a bespoke gluten free pie range for the Brumby's network, together with the trial of new pies within select Gloria Jean's outlets. Additionally, we expect to complete the acquisition of CIBO Espresso in

December, which will provide access to 22 South Australian locations and experienced Franchise Partners.

We are also exploring selected opportunities for growth into new international territories with qualified partners, and improvements to our international supply chain to unlock growth. These initiatives are aligned with our strategy to drive sustainable growth and enhance our brand portfolio.

[SLIDE 11 – Delivering Growth]

Our formula for delivering growth is built on leveraging market, customer, and Franchise Partner insights to drive success.

In building strong brands, we simplify operations to support Franchise Partners, commit to retailing excellence with optimised store experiences and enhanced technology, and innovate by introducing new products and embracing vertical integration.

Maintaining a high-quality network with strong unit economics, building the franchise partner pipeline, and fostering strong partnerships are key to our strategy.

We manage brand life cycles, transition sites between brands, and strategically acquire and divest to maximise growth. By focusing on these areas, we ensure that our organization remains agile, competitive, and well-positioned for sustainable success.

[SLIDE 12 – Good Operations Drive Better Sales]

We have developed an operational program called 'The Path to Retail Excellence' (PTRE) that has been built to drive better performance by our Franchise Partners.

PTRE assessments are embedded into regular field team visits, and we work closely with Franchise Partners to improve compliance with our systems, reflecting a picture of success in store that aims to optimise the customer experience and ensure our marketing campaigns and investment are optimised across the network.

Higher PTRE scores are highly correlated with improved average weekly sales, demonstrating the effectiveness of this program.

In addition, our Multi-Site Owner (MSO) program targets high-performing MSOs with an incentive agreement to grow their portfolios, providing up to \$100,000 of capital incentives for each new outlet in the program.

We now have five MSO's committed to five new outlets over the next three years, providing a pipeline of high quality growth.

[SLIDE 13 – Innovation: Extending Our Brands into New Digital Channels]

In August this year we launched Donut King Occasions nationally, following a soft launch in April. This initiative is part of our strategy to build out new revenue streams for our Franchise Partners via digital channels.

Since the launch, we have seen rapid growth in digital sales from a low base, and look forward to building this into a meaningful digital sales channel in the future. Our in-house developed AI "Donut Detective" monitors and controls product execution quality in-store, ensuring a consistent and high-quality customer experience. Seasonal value deals, such as those for Father's Day, have driven key occasions and boosted sales.

We are committed to continuing this momentum and exploring further opportunities to extend our brands into new digital channels.

[SLIDE 14 – Innovation: Extending Our Brands into New Occasions]

As briefly described earlier, we are excited to announce that we are unlocking a new time of day opportunity for Crust to reach new customers.

By introducing innovative menu items that deliver on fresh credentials for the brand, we are capitalizing on the growing viral gourmet sandwich trend. Lunch accounts for 25% of the QSR category traffic, yet only 6% of Crust orders occur between 11 am and 3 pm.

Our new lunch menu extensions, which include five new Italian-street food inspired Piadinas, support Franchise Partners in opening their outlets for lunchtime trading, allowing us to tap into this significant opportunity and drive growth for the brand.

[SLIDE 15 – Strong Q1 Pipeline of Innovation]

We have built a strong pipeline of insight led innovation across all our core brands, focusing on delivering new products and enhancing customer experiences.

We will continue our commitment to innovation to drive brand relevance and increase customer engagement, further building on the strength of our brands.

[SLIDE 16 – Customer Experience and Execution]

Our commitment to enhancing the customer experience is at the core of our strategy.

We focus on building brand and product relevance through innovation, value, and personalization. Our store experience is optimised with human behavioural-led design, ensuring a seamless and enjoyable interaction both offline and online.

Additionally, we prioritise a smooth transaction experience with the integration of advanced digital technology and efficient service. By continuously improving these aspects, we aim to elevate customer satisfaction and drive growth.

[SLIDE 17 – Beefy's Integration and Growth]

I am delighted to share that in just 12 months, Beefy's has been successfully integrated and grown to 12 outlets. This growth demonstrates our ability to effectively integrate acquisitions, expand our brand footprint and deploy improved tech solutions to optimise the customer experience.

The integration of Beefy's has not only enhanced our product offerings but also provided new vertical integration capabilities for pies and bakery products. This strategic move aligns with our commitment to delivering high-quality products and driving growth through innovation and expansion.

[SLIDE 18 – Acquisition of CIBO]

This month we also announced that we will be acquiring CIBO Espresso, with the intent to transition the stores to strengthen our core brand, Gloria Jean's.

This acquisition includes 22 retail locations in Adelaide and represents another milestone step in our growth strategy. The acquisition consideration was \$2.7 million and is anticipated to deliver FY26 post synergies EBITDA in the range of \$1.2m to \$1.8m. We plan to invest approximately \$1.3 million in capital for conversion incentives.

I have personally now met all the individual franchise partners and we will work directly with them in the coming months to agree a transition pathway that can successfully maintain their coffee customers whilst unlocking new growth opportunities with Gloria Jean's.

This strategic move not only expands our retail footprint but also enhances our strength in the CCB channel, providing us with new opportunities for growth and innovation.

[SLIDE 19 – Opportunities for International Expansion]

I am pleased to share that we are exploring selected opportunities for growth into new territories with strong operators within our existing Master Franchise Partner network.

To support this growth ambition, we are making improvements to our international supply chain to improve cost to serve and reduce lead times to unlock growth.

These initiatives are aligned with our commitment to delivering sustainable growth and maximizing shareholder value.

We will continue to assess and pursue international expansion opportunities in our other brands as we move forward, with a priority focus on the quality of Master Franchise Partners in the markets we choose to participate in.

[SLIDE 20 – Consistent Schedule of New Store Openings]

We have maintained a consistent schedule of new store openings across some of our key markets. This strategic approach has allowed us to continue to expand our footprint and reach new customers across multiple markets.

Notably, our Master Franchise Partners have successfully opened new stores across a number of markets, which have shown promising growth potential.

These markets are integral to our international expansion strategy, and we are excited about the opportunities they present for our brands. By continuing to open new stores in these and other key markets, we are well-positioned to drive sustainable growth and enhance our global presence.

In closing, I would like to re-emphasise our optimism about the prospects of the business and am pleased with the positive indications as we embark on various initiatives to drive future growth.

We have a strategy that is ambitious and achievable. Given the strength of our core brands, there are elements of our strategy that will drive near term cash flow and profitable growth and other elements that we believe will create longer term value creation opportunities for our shareholders.

I would like to express my gratitude to our Board, senior management, support office and field team members, franchise partners, customers, and suppliers for their contributions and support over the past year.

Finally, thank you to our shareholders for your ongoing support and confidence of the Company.

Ends

CEO's Address

Matt Marshall

Chief Executive Officer Retail Food Group Limited





Strong Q1 FY25 performance in a challenging macro retail environment





727 TRADING OUTLETS DOWN 14 FROM 30 JUNE 2024



13 NEW OUTLETS OPENED IN THE YEAR





We continue to execute on our strategy

Group Back In Growth

- Network Sales Growth of +1.8% on PCP in line with continuation of trading conditions from H2 of FY24
- Announced the acquisition of CIBO Espresso which is expected to complete in December 2024 bringing 22 high quality outlets in South Australia
- Beefy's has grown to 12 outlets, up from 9 on acquisition and now offers its products on all 3PA channels

Network Health Improved

- Average Weekly Sales up 3.8% on PCP¹
- Majority of closures were low performing outlets
- 13 new trading outlets opened in four months
- Conversion discussions underway with all non-core brand outlets

Delivering on New Strategy

- IT investments plan on track and national launch of DK Occasions is our second brand ecomm platform
- Beefy's will be our first brand to launch a new digital app in Q2 FY25
- Crust has a new lunchtime offering with the innovative Piadina range which will encourage Franchise Partners to extend trading hours into the lunch occasion

(1) AWS is inclusive of network sales generated by Rack'em Bones BBQ Ribs virtual brand within an existing physical pizza brand outlet

Our brands have remained resilient in challenging retail times

Retail Environment¹

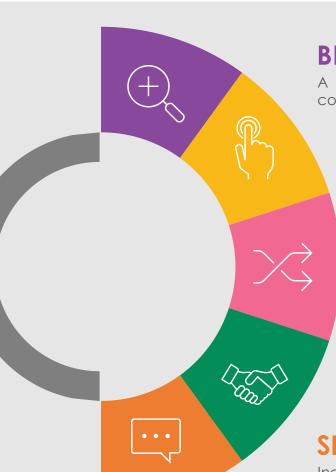
- Traffic declined by -1.3% in the QSR channel in Q1FY25.
- On premise and delivery were the key spend growth drivers vs last year. All other service modes declined in spend, with carry out having the biggest volume drop.
- Deal occasions saw significant growth in spend and traffic vs last year, whilst non deal occasions declined. Supermarkets and chainbased QSR outlets drove the traffic growth for deal occasions.

Brand Strength²

• Gloria Jean's, Donut King and Brumby's brand awareness is strong (at 72%, 71%, and 56% respectively), with each of our brands sitting above the competitor average in their categories.



1: Circana, CREST®, Australia, Quarter End Sep 2024 2: Go Tracksuit brand tracking October 2024



BRAND RELEVANCE

A focus on building stronger brand connections with customers

DRIVING 'VALUE'

Bundling and value deals that drive up ATV whilst providing greater value to customers

INNOVATION

Customer and insight led innovation to lift brand perceptions and increase occasions.

WINNING THE SEASON

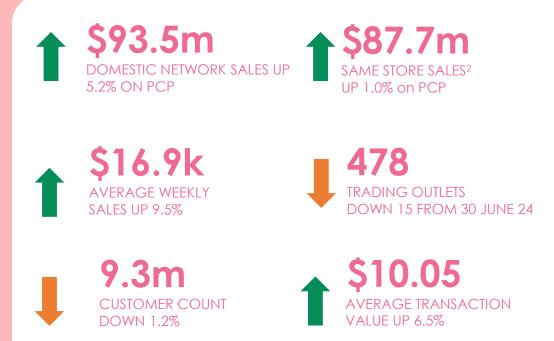
Concentrating marketing and trade efforts on the key seasonal occasions where there is increased customer traffic.

SIMPLICITITY IN EXECUTION

Increasing participation and speed to market for maximum customer and business impact.



RETAIL FOOD Café, Coffee, Bakery ('CCB') performed strongly



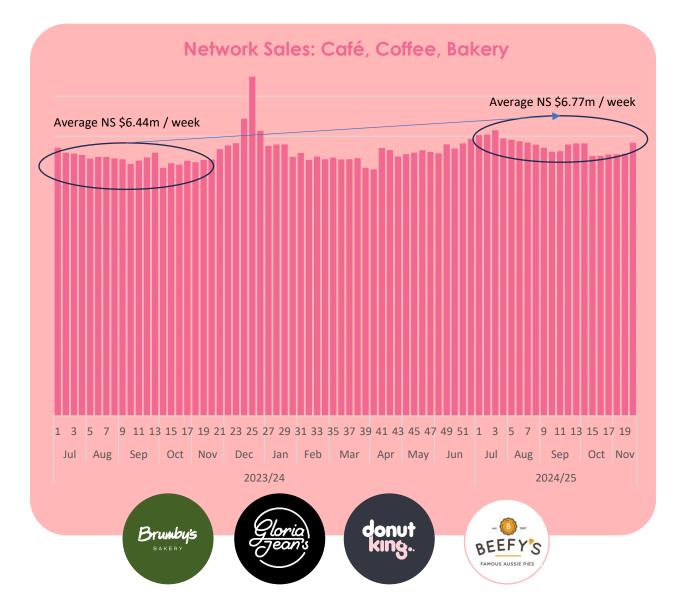
- (1) All figures are for the 13 weeks ending 27 September 2024 compared to PCP
- (2) Same Store Sales includes Beefy's acquired 11 December 2023. Beefy's SSS compared to the pre-acquisition comparable period was 5.1%

- Core CCB brands network sales up 5.2% on PCP in Q1FY25 driven by Beefy's and Donut King
- Beefy's, Brumby's, Donut King and Gloria Jeans are all in brand Same Store Sales growth.
- Beefy's continues to perform strongly with +5.1% SSS growth (vs pre-acquisition results) and in November now have 12 outlets (up from 9 on acquisition)
- Non-core brand Michel's has declined with Network Sales down 19% on PCP (\$0.9m). Discussions are underway to accelerate the conversion of the remaining 25 outlets into core brands
- Network quality as measured by Average Weekly Sales has improved significantly as underperforming outlets closed in Q1FY25





Café, Coffee, Bakery ('CCB')



- Trading continued to be resilient through a tougher macro environment with Network Sales up 5.2% on PCP.
- Customer count impacted by outlet closures and lower mall foot traffic. We have continued to maximise sales opportunity during peaks e.g. school holidays and sporting events
- Core brands outperform legacy brands. Our brand consolidation project aims to convert non-core brand outlets into stronger performing core brands
- Newer, higher quality outlets continue to drive network sales growth offsetting the closure of underperforming outlets in the period

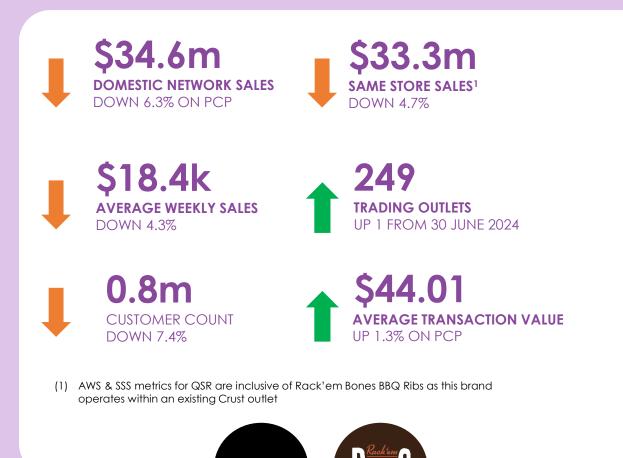
(1) Network sales based on unaudited reported sales by Franchise Partners and company outlets for weeks 1 – 20 of FY24 & FY25

RETAIL

FOOD



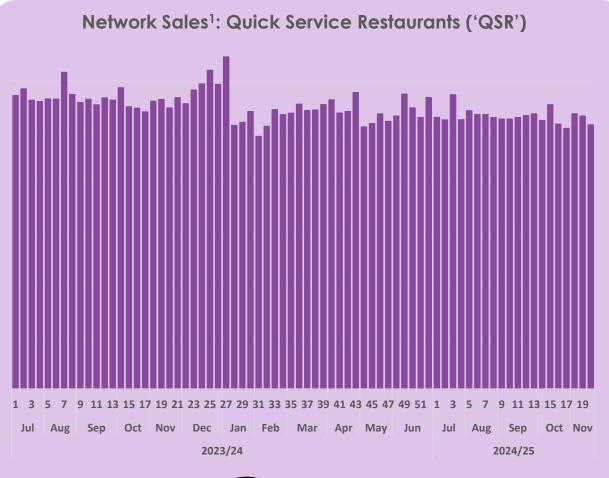
Quick Service Restaurants ('QSR') remains challenged



CRUST

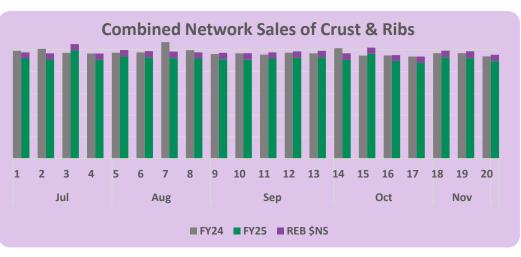
- We expect the launch of Piadina's and a greater number of Crust outlets opening to service the lunch occasion will drive improvements in QSR during the remainder of FY25
- QSR is focused on growth in Rack'em Bones and expansion of product range including Piadina's which launched in November as a lunch menu alongside the pizza range
- Rack'em Bones grew 53.0% on PCP to offset Crust network sales loss and is now available in the majority of Crust locations
- A reduction in Pizza Capers outlets (non-core), down to 13 outlets (PCP 20 Outlets) contributed to the net network sales decline with brand network sales down 29.9%

Quick Service Restaurants ('QSR')



CRUST BONES

- QSR contributed 27% of group network sales with no vertical integration and 6 Company Store operated outlets (2.4% of QSR outlets)
- Competitors continued to use discounting in their price war to chase volume. Crust has lost customer count by not matching discounts but has minimised the impacts to Franchise Partner profitability
- QSR Network sales decline in weeks 1 20 of \$3.4m over PCP includes decline of non-core brand Pizza Capers

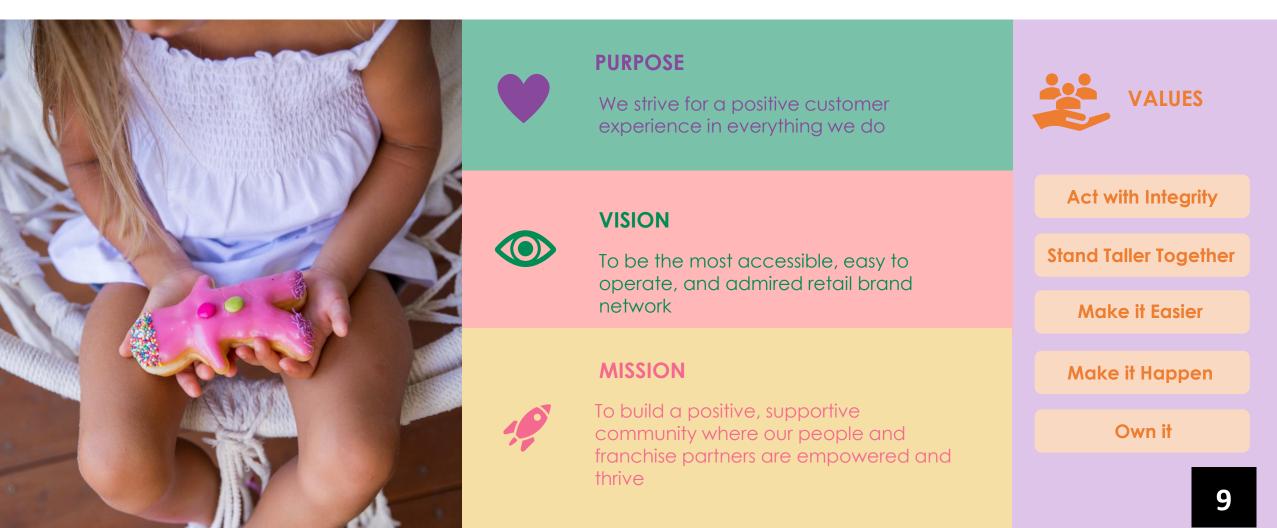


 Network sales based on unaudited reported sales by Franchise Partners and company outlets for weeks 1 – 20 of FY24 and FY25 RETAIL

FOOD

Customer at the core of our purpose

We are evolving our organization to be closer to our customers, focusing on elevating customer experience to drive growth and increase franchise partner profitability.



RETAIL

FOOD

Multiple growth opportunities to execute



Organic Domestic Growth Drivers





Acquired: 11 December 2023

Thesis: Outlet growth and vertical integration synergies across multiple portfolio brands



Acquired: Expected to complete in late November Thesis: Access to 22 South Australian locations and experienced Franchise Partners

Organic International Growth Drivers

Selected opportunities for growth into new territories with qualified partners

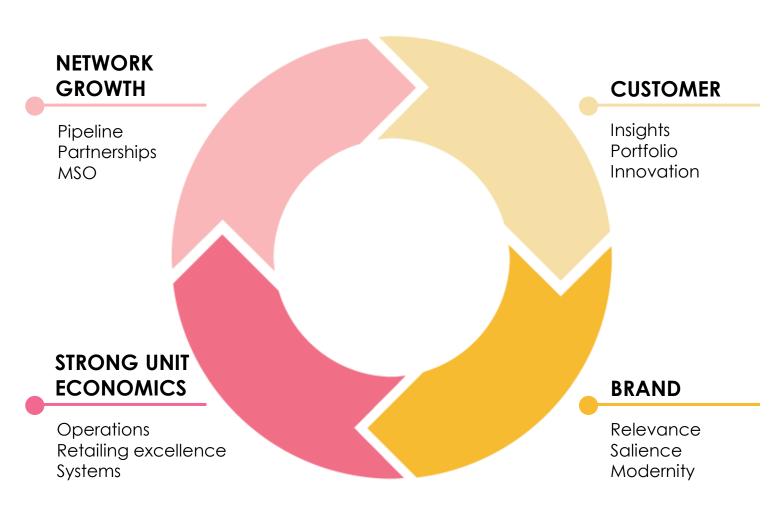


Improvements to international supply chain to unlock growth

Opportunities for international expansion in our other brands to be explored in FY26

How we are delivering growth



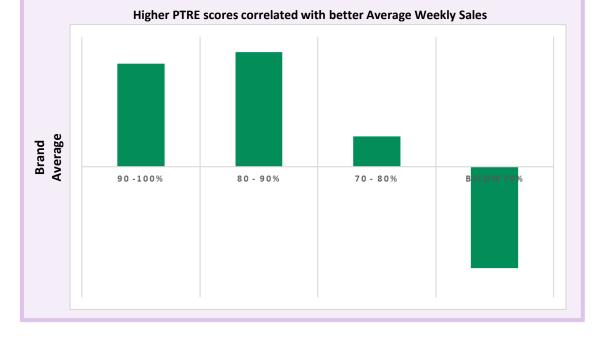




Good operations drives better sales

PATH TO RETAIL EXCELLENCE ('PTRE')

- PTRE assessments are embedded into regular field
 team visits
- We work with Franchise Partners to improve compliance to our systems because PTRE scores are highly correlated with improved Average Weekly Sales



MULTI SITE OWNERS ('MSO')

73 MULTI SITE OWNERS 2.7 AVERAGE OUTLETS / MSO



- High-quality perform better than the brand average
- Our MSO program targets high performing MSOs with an incentive agreement to grow their portfolio's
- We provide up to \$100,000 of capital incentives for each new outlet in the program
- We have five MSO's each committed to five new outlets in the next three years providing a pipeline of high-quality growth







Innovation: Extending our brands into new digital channels

Growth Building



Rapid growth in sales from a low base since launch



ATV at 14x Donut King average



64% of network now live with strong coverage in city centres



Annualised sales have reached \$0.35m since national launch in late August 2024

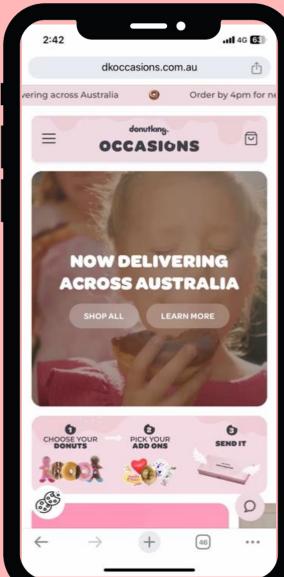
Coming Soon...



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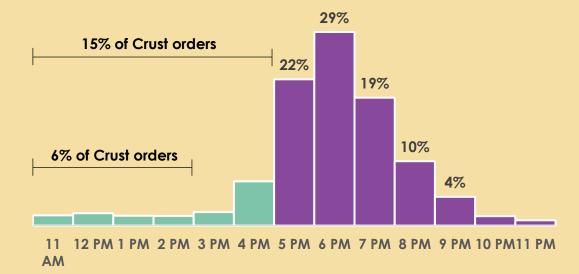
- Seasonal value deals to drive key occasions (e.g. Black Friday)
- Cinnamon donuts will launch online for delivery
 - Our AI Donut Detective will monitor and control product execution quality in store
 - New payment gateways



Innovation: Extending our brands into new occasions

Unlocking Lunch for Crust

- Lunch accounts for 25% of the QSR category traffic²
- Yet only 6% of Crust orders occur between 11am-3pm
- Pizza is shared, lunch is more a solo occasion (pizza = 7% lunch)²
- Lunch menu extensions support Franchise Partners opening their outlets for lunchtime trading







CRUST

- (1) FY24 Weeks 1 52 Network Sales distribution by hour for Crust from 11:00am to 11:59pm
- (2) Circana, CREST®, Australia, Quarter End Sep 2024

RETAIL

FOOD

Delivering a strong Q1 pipeline of innovation

RETAIL FOOD GROUP



Customer Experience and Execution

BRAND & PRODUCT EXPERIENCE

- Building relevance
- Innovation
- Value
- Personalisation

STORE EXPERIENCE

- Human behavoural-led
 store design
- Optimised for store experience (offline and online)

TRANSACTION EXPERIENCE

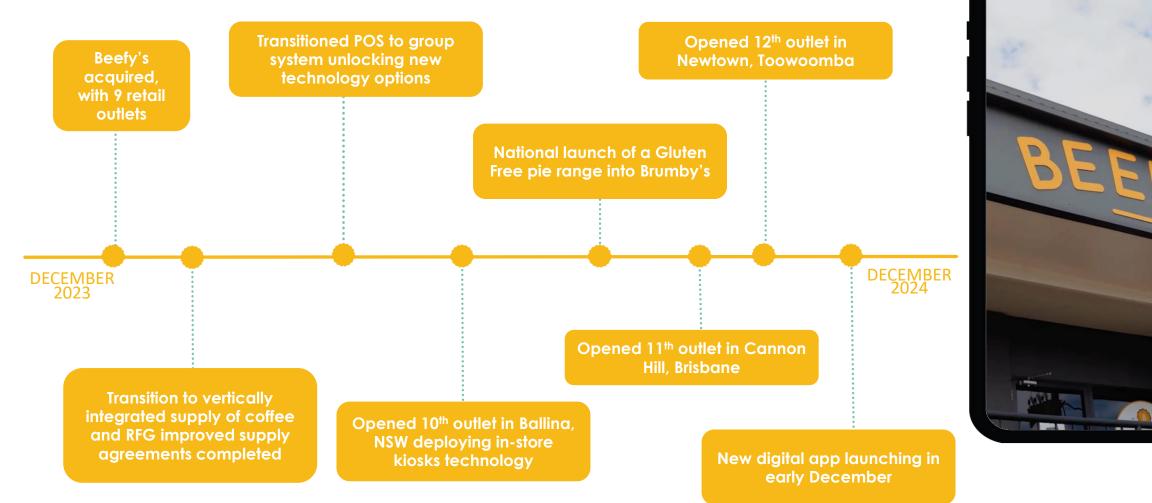
- Seamless integration
 with digital technology
- Speed of service

1

16

CRUST

In 12 months, Beefy's has been integrated and grown to 12 outlets





Acquisition of CIBO strengthens core brand Gloria Jean's

- CIBO Espresso is a boutique coffee franchise founded in Adelaide over 23 years ago
- We are acquiring CIBO Espresso from Retail Zoo to accelerate our growth in South Australia and gain immediate access to 22 retail locations including 4 company owned outlets
- We expect to invest c. \$1.3 million into the South Australian network to provide compelling incentives (including capital commitments) for CIBO Espresso Franchise Partners to accelerate their transition to Gloria Jean's including
 - our innovative cold beverages (e.g. Chillers);
 - food offerings (e.g. Acai);
 - a larger core brand with a global presence, and materially larger marketing fund; and,
 - an upfront capital commitment for rebranding and equipment









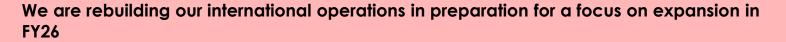
\$2.7m

C.Ş1.3m CAPITAL INVESTMENT FROM RFG FOR CONVERSION

22 RETAIL LOCATIONS IN ADELAIDE

INCENTIVES

Opportunities for International Expansion



- Gloria Jeans: Existing Master Franchise Partners have expressed a desire for growth in their territories and through regional expansion into new countries (potentially +4 countries) particularly in EMEA
- **Supply Chain:** A regional Third Party Logistics distribution hub in Eastern Europe in H2FY25 will reduce landed costs and lead times
- USA: Legacy operations have been restructured to minimize cost outflow and are expected to be break even in FY25
- Non-Core Divestments: As part of our increasing focus on core brands, we have agreed to divest the New Zealand operations of Café2U and The Coffee Guy which will not have a material impact on FY25 results

APPROXIMATE NUMBER OF OUTLETS

> **29** COUNTRIES



INTERNATIONAL NETWORK IS LARGELY GLORIA JEAN'S



RETAIL

FOOD

International



International network growing organically Existing MFPs looking to grow new territories

Gloria Jean's Turkey Our local Master Franchise Partner is growing quickly with over 200 outlets

Gloria Jean's Poland Our local Master Franchise Partner has opened their first outlet

