

# Full Year 2020 Results

26 February 2021



## Disclaimer

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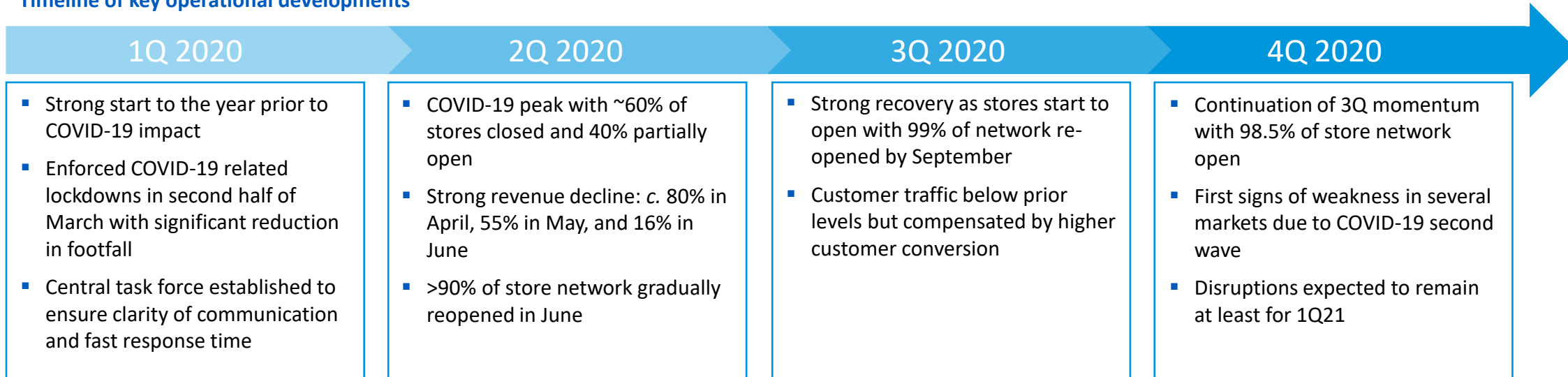
1.

# Key Highlights and Financial Summary

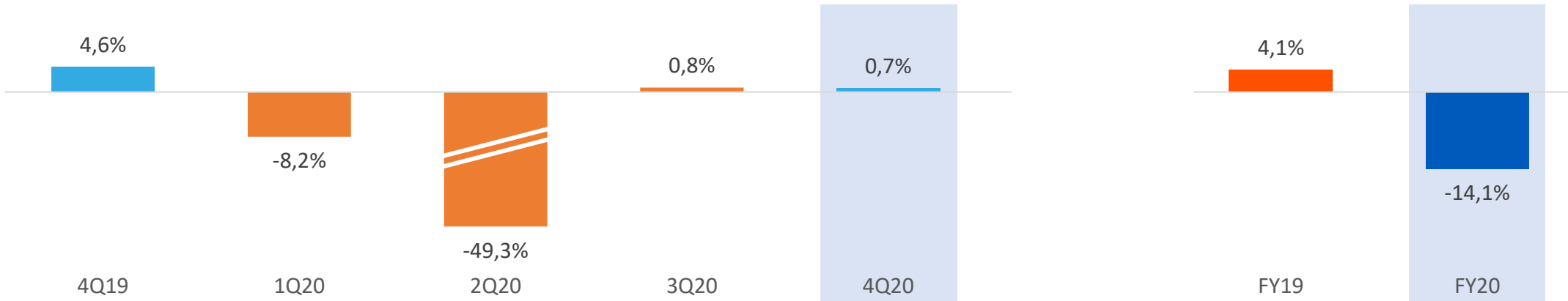
Stephan Borchert  
CEO

# A uniquely challenging year with heightened COVID impact in 1H and strong bounce back in 2H

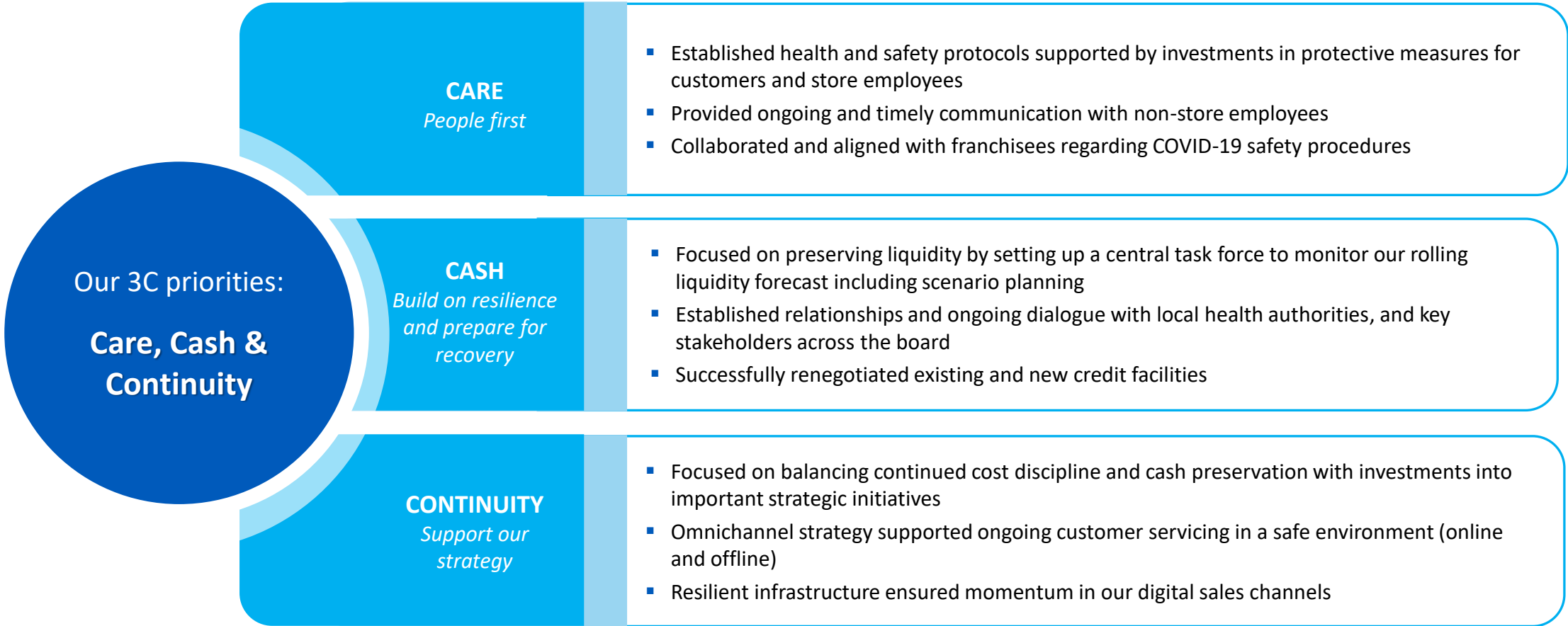
## Timeline of key operational developments



## Comparable Growth Evolution (%)



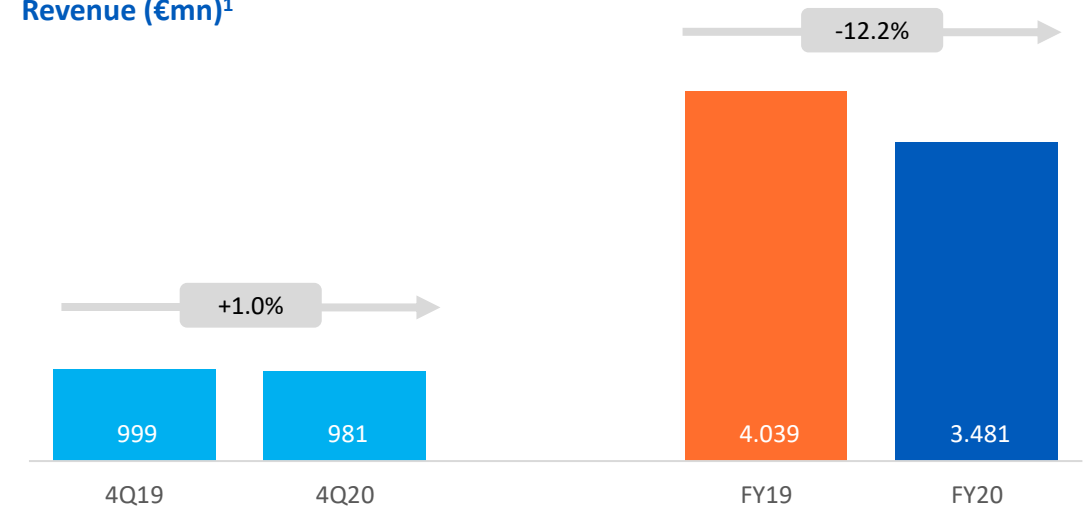
# Response plan developed and implemented to actively manage situation and ensure business continuity and a safe environment for customers and employees



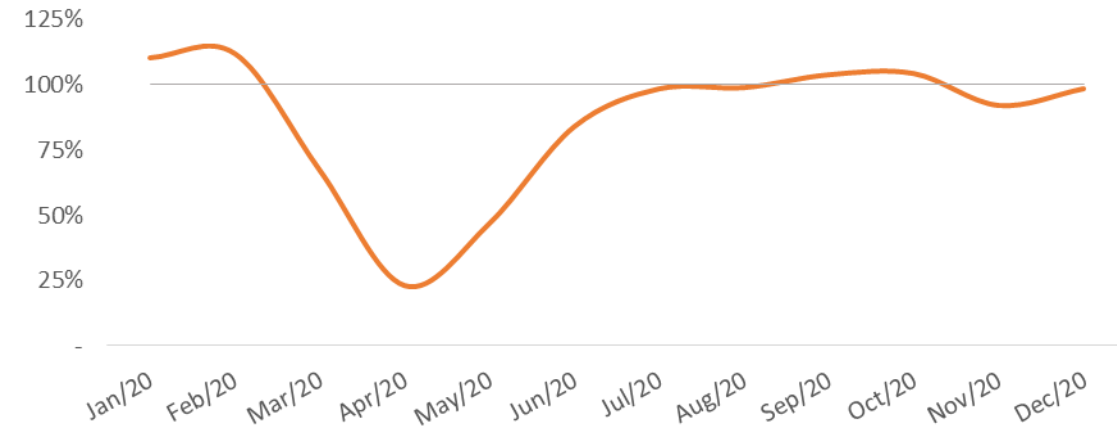
# FY 2020 results reflect resilience and agility in a highly challenged operating environment

- FY20 revenue: €3,481mn, -13.8% (-12.2% at constant exchange rates)
- Top-line drivers:
  - COVID-19 temporary store closures in 1H20 and lower footfall
  - Strong e-commerce sales, +85% vs prior year
    - Banner website more than doubled vs prior year
  - Upside from subscription models in optical and contact lenses categories
  - Resilient G4 while Americas and Asia saw greatest relative impact from pandemic
  - Mix shift to higher value optical product sales
  - 1.4 pp from 2019 acquisitions
  - FX: negative impact €64mn (depreciation of Turkish lira and Latin American currencies)
- Store network: 7,260 at year end

Revenue (€mn)<sup>1</sup>



Revenue development (y-o-y<sup>2</sup>)

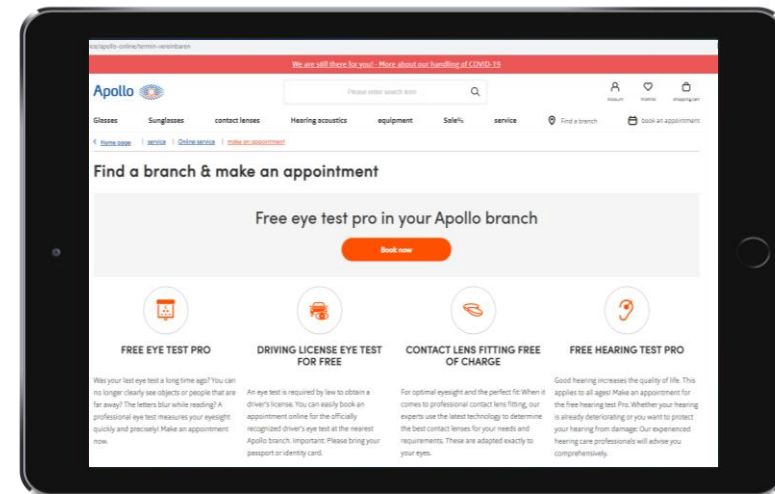
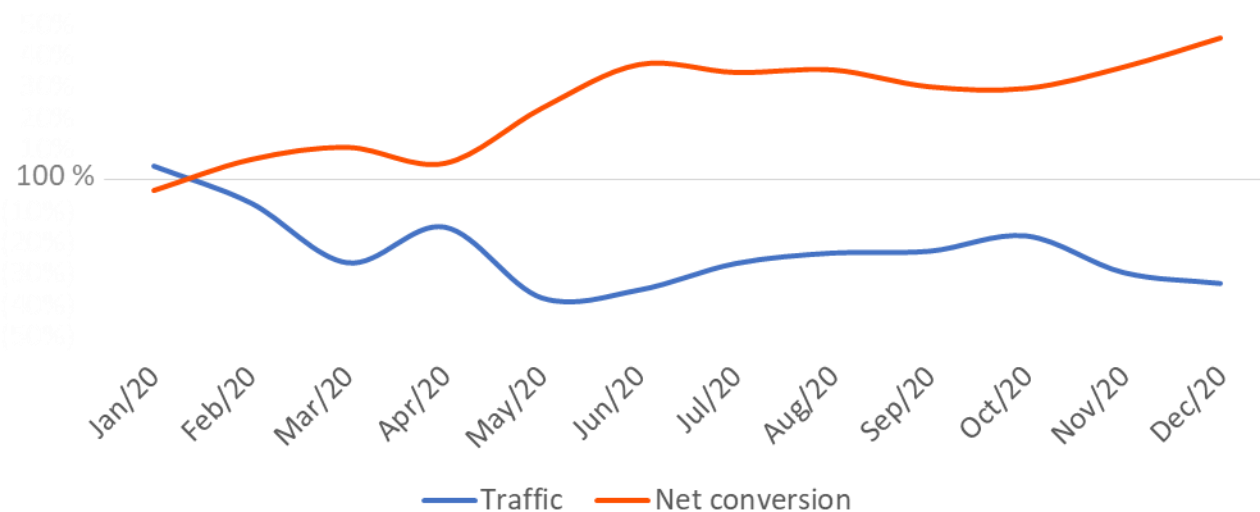


<sup>1</sup> Growth at constant exchange rates

<sup>2</sup> Indexed to 100% vs previous year

# Top-line supported by strong customer loyalty and professional customer service management

Traffic and Net conversion (%)<sup>1</sup>



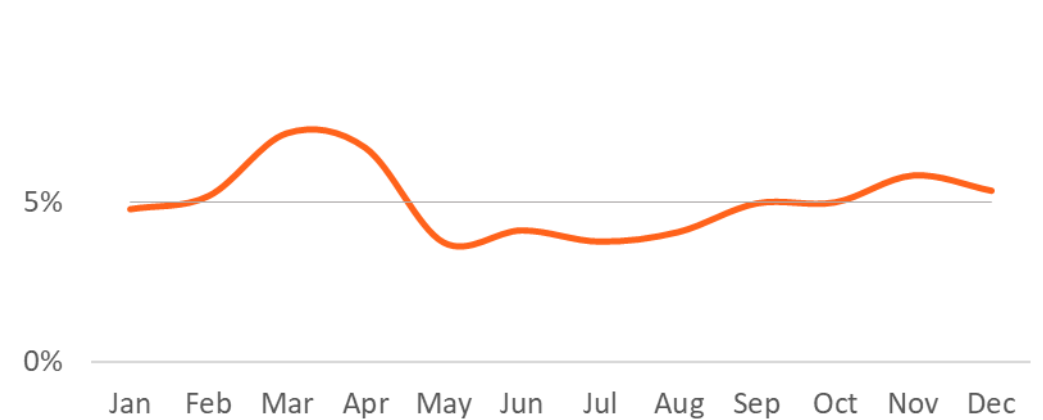
Footfall	Conversion	Online appointment bookings
<ul style="list-style-type: none"> <li>Footfall remained subdued through the year</li> <li>COVID-19 second wave impacting November and December</li> </ul>	<ul style="list-style-type: none"> <li>Higher customer conversion compensating for footfall reduction</li> <li>Need-driven customers, with high purchase intent, aided by online appointment booking tool, in-store safety protocols and trust in our banner brands</li> </ul>	<ul style="list-style-type: none"> <li>Leading to optimized planning and distribution of traffic</li> <li>Driving in-store efficiency and increased digital influenced store sales</li> </ul>

1. Traffic and net conversion vs. previous year

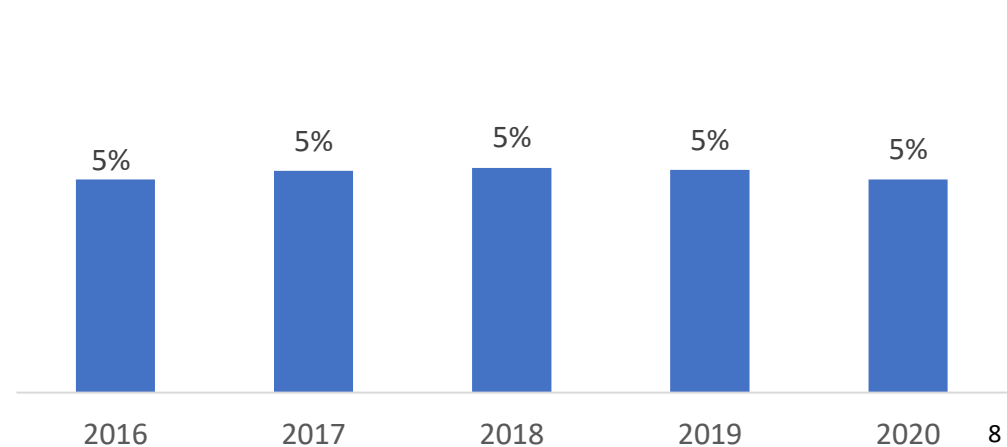
# Maintained marketing spend with customer-centric communication during the COVID-19 pandemic

- Optimized marketing activities to fulfill customer needs:
  - Scaled up Customer Care Service
    - Dedicated line to guide customers related to open orders, subscriptions, eye test, open stores
  - Continued online communication to support omnichannel
    - SEO optimization, social media, e-mails, direct messages

Marketing Spent as percentage of revenue



Marketing Spent as percentage of revenue



**SAMEN OMKIJKEN NAAR ELKAAR**

Pearle Opticiens en Eye Wish Opticiens vinden goed zicht van groot belang. Altijd. Dus ook nu in deze moeilijke tijd. Daarom slaan we onze handen ineen om goede zorg bereikbaar te houden. Voor jou. Voor iedereen. Met oog voor de veiligheid en gezondheid van al onze klanten en medewerkers.

Daarom is tijdens reguliere openingstijden een groot deel van onze winkels gesloten maar kun je wel op afspraak bij ons terecht. Voor specifieke vragen, je bestelde bril, het afhalen van lenzen of je lenswonder. We kunnen je dan met rust helpen zodat we de afwachtingen niet kunnen volgen. We houden 1,5 meter afstand van elkaar en van onze klanten die bezoekers die we tijdelijk geen openingen kunnen doen, brillen kunnen afhalen, lenzen kunnen samenvan of lens correctie kunnen uitvoeren. Behoor een afspraak.

EWI WISH KLANTEN BELLEN VOOR EEN AFSPRAAK **0800 - 274 5001**

PEARLE KLANTEN BELLEN VOOR EEN AFSPRAAK **0800 - 274 5002**

Blijf gezond, veilig én naar elkaar omkijken.  
Namens alle medewerkers van Eye Wish Opticiens en Pearle Opticiens.

**Safe remote eye test**

All our stores are open so you use more than welcome for an eye test. Our employees are ready to help you. Of course we help you in a safe way and ensure that we can respect 1.5 meters distance to guide you through our store and not out of our store.

Your and our health are paramount. That's why we have designed our stores according to the strict guidelines and protocols of our trade association (PNO). All our employees wear a mouth mask and after use we disinfect our equipment. In this way we ensure a safe shop for you and our employees. From December 1st it is mandatory for everyone to wear a mouth mask, both in the shop and in the eye measuring room.

Book an extensive eye test

**Safety in our stores**

- Our stores are quiet and comply with all safety guidelines.
- Each store has a maximum number of visitors allowed to enter.
- Our employees always wear 1.5 meters safety.
- All our employees wear a mouth mask.
- The equipment and materials are disinfected after use.
- For eye measurements within 1.5 meters we use screens between you and an employee.
- Mouth masks and gloves are regularly replaced.

What can you do yourself?

- Do you not have corona symptoms? Then you are of course very welcome if you do have symptoms of the corona virus, cough, sore throat, sneezing or other symptoms, we would like to see you. [Subscribing our](#)

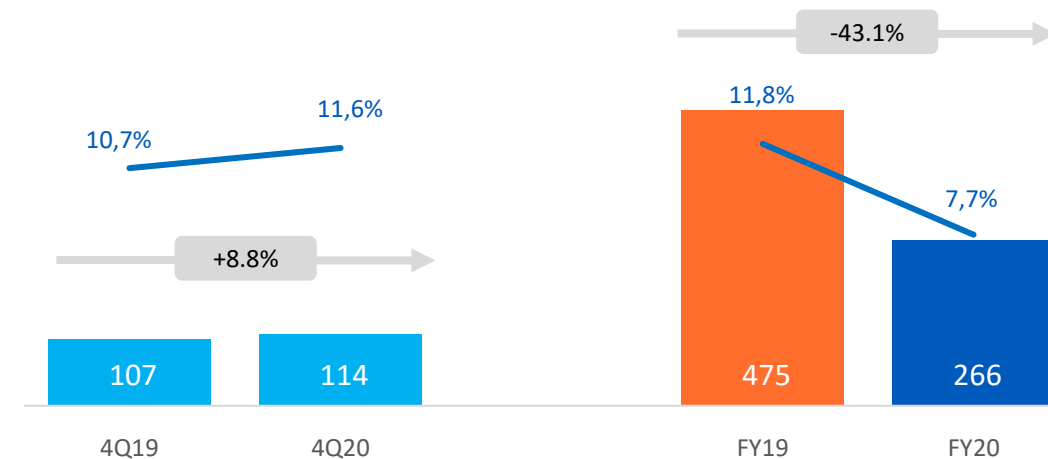
Hi, I can help you choose?



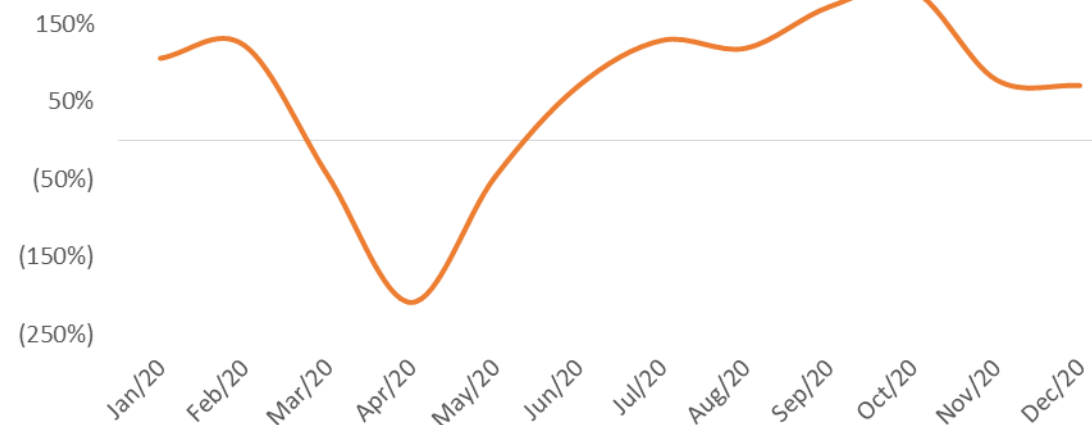
# Adjusted EBITA margin contraction driven by challenged operating leverage

- FY20 Adj. EBITA<sup>1</sup>: -43.9% to €266mn (-43.1% at constant exchange rates)
- Drivers:
  - Lower sales in April and May resulting in limited operating leverage in 1H
  - Efficiency gains in historically underperforming markets
  - Strong commercial execution and short-term key stakeholders support in some countries
  - Cost discipline
- Highest adjusted EBITA in 3Q20, driven by revenue growth, efficiency gains and one-time benefits
- EBITA momentum continued in 4Q20 although increased COVID-19 second wave restrictions saw deceleration in growth
- EBITA<sup>1</sup> margin
  - -411bps to 7.7% versus prior year
  - +91bps to 11.6% in 4Q20

Adjusted EBITA<sup>1</sup> (€mn) and margin



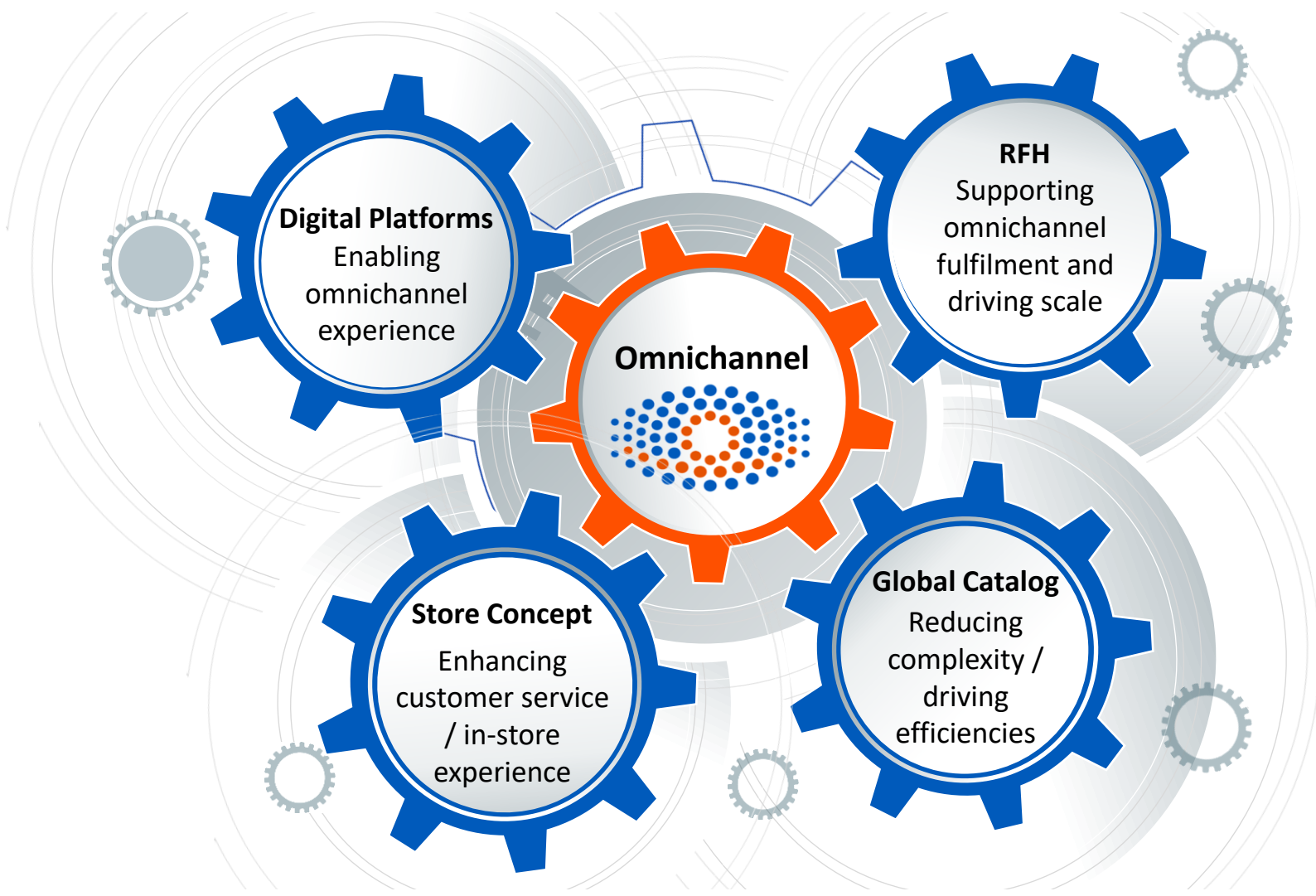
EBITA development (y-o-y<sup>2</sup>)



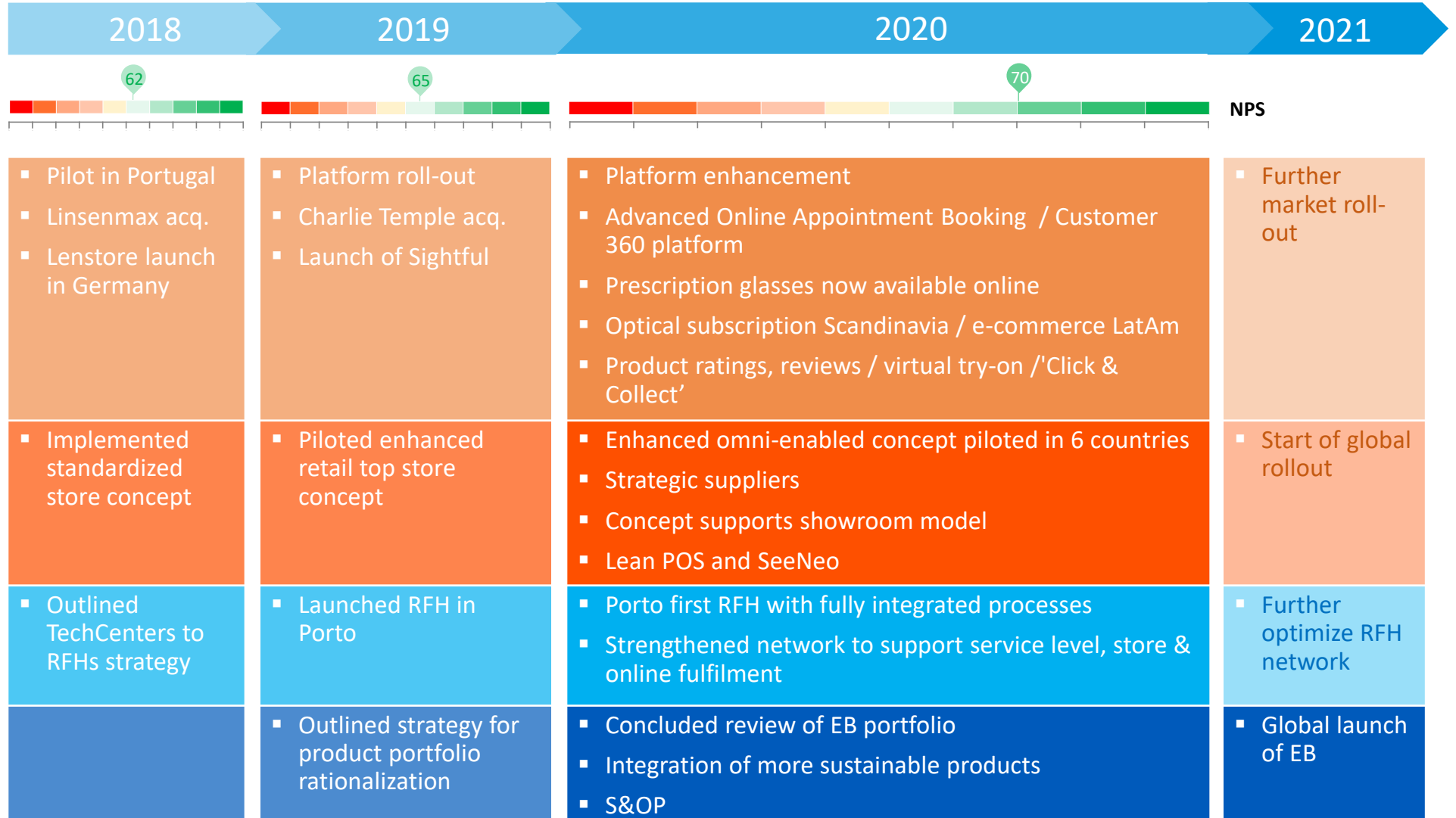
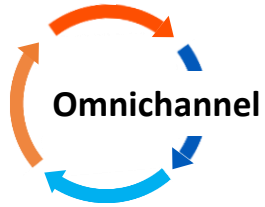
<sup>1</sup>All EBITA figures on an adjusted basis, i.e. excluding non-recurring items. Growth at constant exchange rates

<sup>2</sup> Indexed to 100% vs previous year

# Retained focus on long-term strategic transformation of omnichannel capabilities to improve end-to-end customer journey



# Good progress on implementation of our strategic agenda since 2018; Omnichannel platform the foundational element of our transformation strategy



# More than 40 awards worldwide, showing recognition from customers, employees and business partners

## Customer

- NPS at 70 (65 in 2019)
- Awarded best optical retailer in various countries

## Employees

- High employee engagement during COVID-19 with strong appreciation of GrandVision's response to employee and customer safety
- Continued recruitment of optical professionals

## Business partners

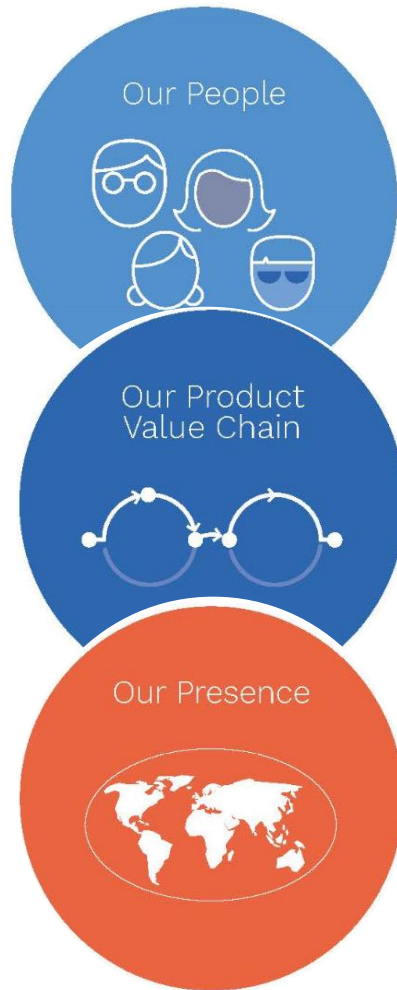
- Strong support from business partners
- Collaboration and alignment with franchisees regarding COVID-19 safety procedures





# Embedding sustainability into our strategic framework and corporate culture

‘GrandVision Cares’ as part of our strategy seeks to integrate strong ESG priorities into each of our strategic accelerators through three pillars:



## 1. Our People

- Commitment to establish a culture of inclusion and diversity, and nurture top talent in eye care

## 2. Our Product Value Chain

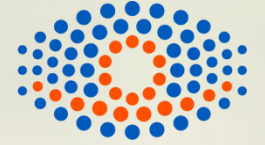
- Improved Environmental Management in Supply Chain and good Social Supplier Standards
- Increased sustainable materials in our Exclusive Brand collections and introduction of more sustainable third-party brands to the markets

## 3. Our Presence

- Introduction of more second life and product recycling programs
- Established effective Corporate Governance and improved transparency and communication about our tax strategy and principles

## Our ESG scores

<b>Tax transparency benchmark VBDO</b> <ul style="list-style-type: none"> <li>▪ In top 10% based on tax transparency performance</li> <li>▪ Significantly improved position between 2016-2020, with score more than doubling</li> </ul>	25/35
<b>Sustainalytics</b> <ul style="list-style-type: none"> <li>▪ ESG score up by 5 points to 80 in total</li> <li>▪ Margin discount from Revolving Credit Facility achieved</li> </ul>	80/100
<b>CDP</b> <ul style="list-style-type: none"> <li>▪ B score above Discretionary Retail Sector Average</li> </ul>	B



2.

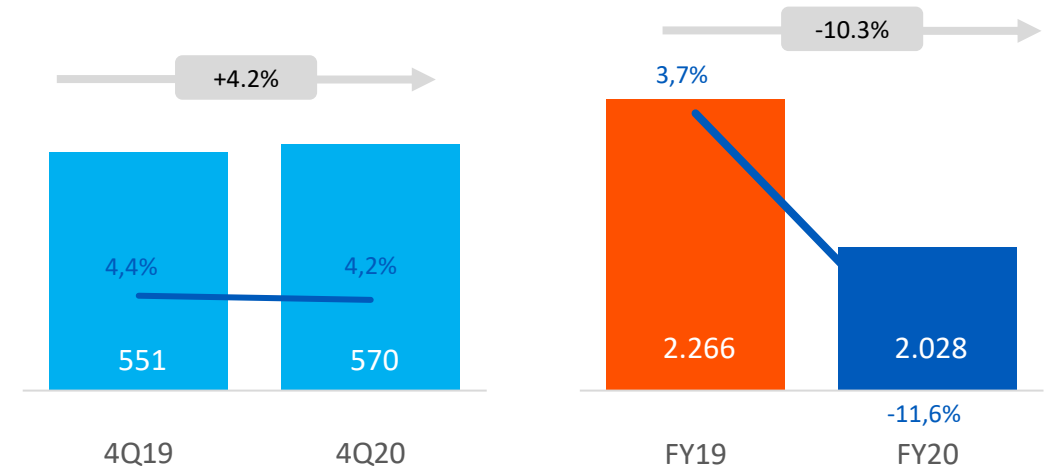
Financial Review

Willem Eelman  
CFO

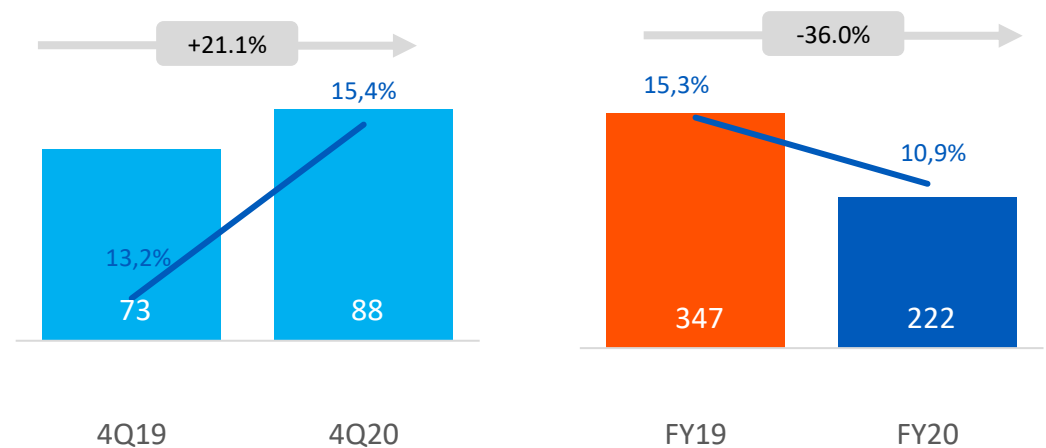
# G4: Resilient markets buoyed by strong post-lockdown recovery and commercial execution

- FY20 revenue: €2,028mn, -10.5% vs prior year (-10.3% at constant exchange rates)
- Comparable revenue growth +4.2% in 4Q20 and -11.6% in FY20:
  - France and UK most affected by COVID-19 in 1H
  - Negative impact partially mitigated by strong increase in total digital influenced store sales (DISS)
  - Positive contribution from category mix: increase in multifocal category share, largely in France, and acquisitions
- FY20 EBITA<sup>1</sup> -36.0% at constant FX to €222mn due to COVID-related store closures, particularly in April and May
  - Improvements in commercial execution in Germany and Netherlands
  - UK benefitting from turnaround strategy
- FY20 EBITA<sup>1</sup> margin -436bps to 10.9%
- Store network: 3,433 (up 5 from 3,428 in 2019)

Revenue (€mn) and comparable growth<sup>1</sup> (y-o-y)



EBITA<sup>1</sup> (€mn) and margin

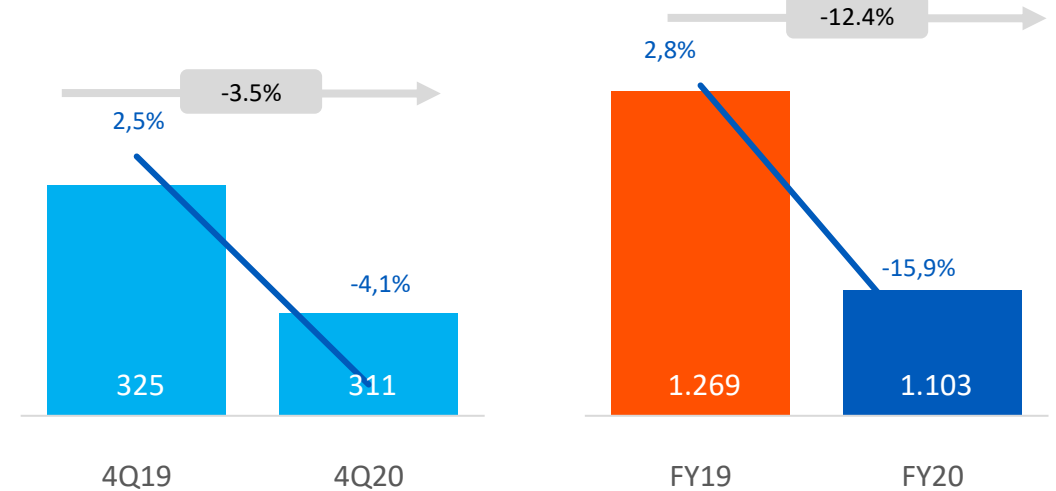


<sup>1</sup> All EBITA figures on an adjusted basis, i.e., excluding non-recurring items. Growth at constant exchange rates

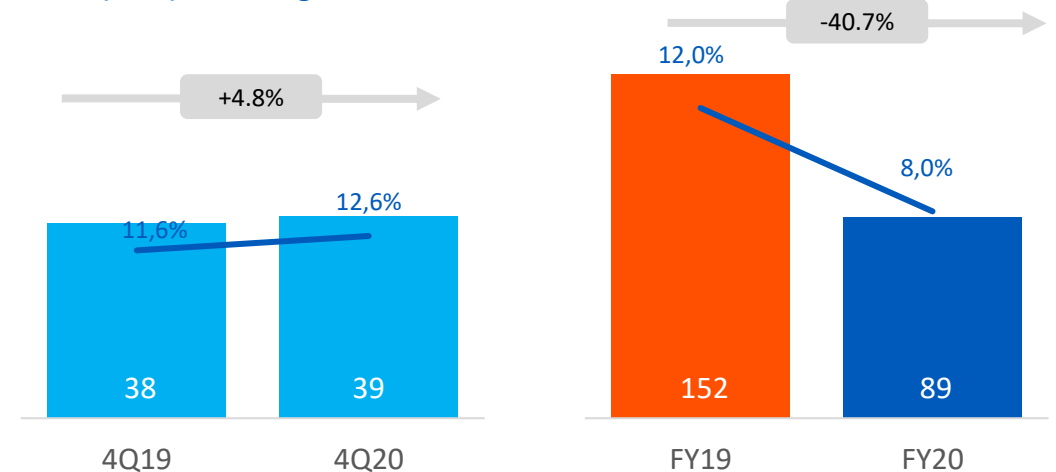
# Other Europe: Benefiting from digital roll-out, recovery of business in Italy, contribution from acquisitions and improved sales mix

- FY20 revenue: €1,103mn, -13.0% vs prior year (-12.4% at constant exchange rates)
- Comparable revenue -4.1% in 4Q20 and -15.9% in FY20
  - Italy hardest hit market in both FY and 4Q20
  - Northern Europe successful implementation of subscription models in optical and contact lenses categories
  - Strong online sales growth across the segment
  - Óptica2000 in Spain and McOptic in Switzerland successfully integrated and contributed 3.1%
- FY20 EBITA<sup>1</sup>: €89mn, -41.6% vs prior year (-40.7% at constant exchange rates)
  - Switzerland and Denmark saw strong performance in the year
  - Positive mix impact from growth of multifocal glasses and continued rollout of optical subscription programs
- EBITA<sup>1</sup> margin decreased by 393bps to 8.0% in FY20
- Store network: 2,114 (down from 2,134 in 2019)

Revenue (€mn) and comparable growth<sup>1</sup> (y-o-y)



EBITA<sup>1</sup> (€mn) and margin



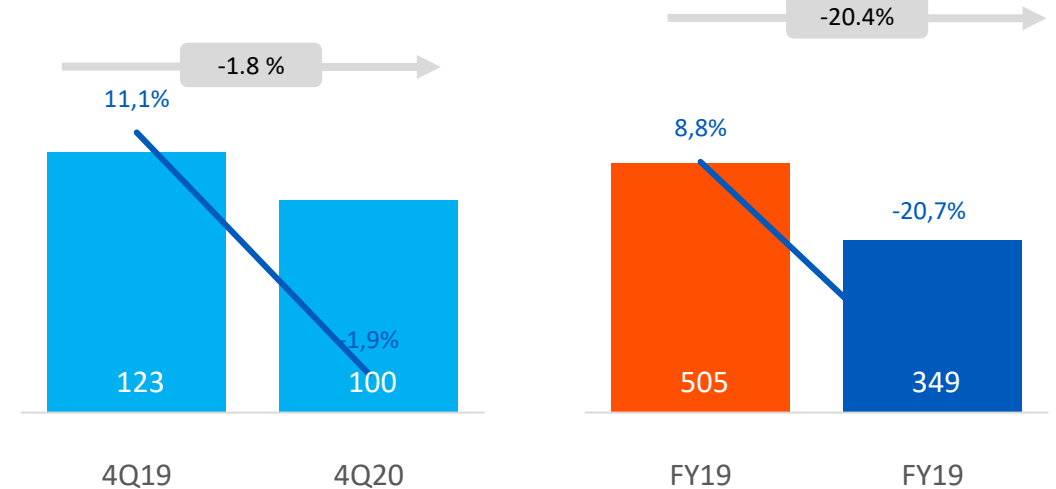
<sup>1</sup> All EBITA figures on an adjusted basis, i.e., excluding non-recurring items. Growth at constant exchange rates



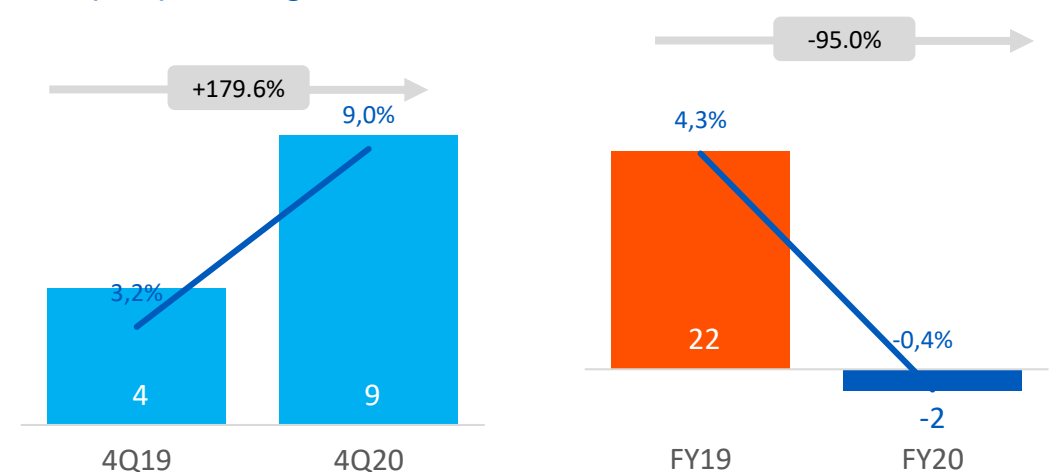
# Americas & Asia: LatAm and US amongst most impacted globally by the pandemic; first signs of recovery underway

- FY20 revenue: €349mn, -30.8% vs prior year (-20.4% at constant exchange rates). FX impact -10.4% largely due to Turkish lira
- Comparable revenue -1.9% in 4Q20 and -20.7% in FY20
  - Latin America and US amongst most impacted globally
  - Turkey with good results, partly supported by a doubling of e-commerce sales versus prior year
  - Significant growth in Latin America online business - mix benefit with 20% of total online sales in optical category
- FY20 EBITA<sup>1</sup>: -€2mn, -107.2% vs prior year (-95.0% at constant exchange rates)
  - Positive contribution from operational improvements in the US - turnaround and closure of underperforming stores
- EBITA<sup>1</sup> margin: -475bps to -0.4% in FY20
- Store network: 1,713 (down from 1,844 in 2019) mainly due to planned stores' closures from the divested Chinese operations and turnaround plans in the region

Revenue (€mn) and comparable growth<sup>1</sup> (y-o-y)



EBITA (€mn) and margin

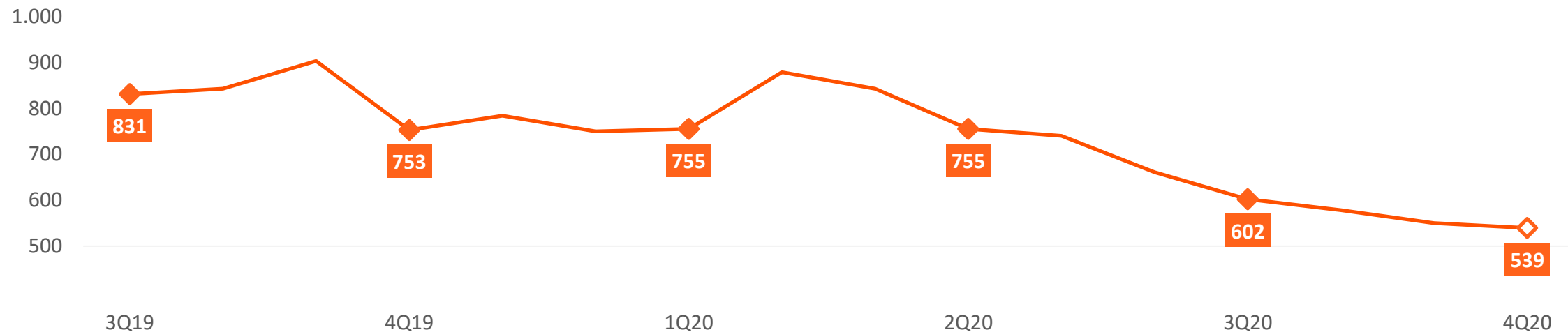


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# Net debt reduction at year-end reflects strong operational performance and financial discipline

- Consolidated net debt decrease of €214mn to €539mn as resilience of business paired with continued cash discipline resulted in a strong financial position at year end
  - FY20 net debt includes positive effect related to dividend over the fiscal year 2019 not having been paid out in 2020
- Net Debt reduction in 4Q20 driven by:
  - + Good operating performance and continued cash discipline with sequential deceleration from the third quarter
  - + Working capital at year end, with continued benefits from the positive inventory-reduction trend
  - Acceleration of investments towards the back end of the year

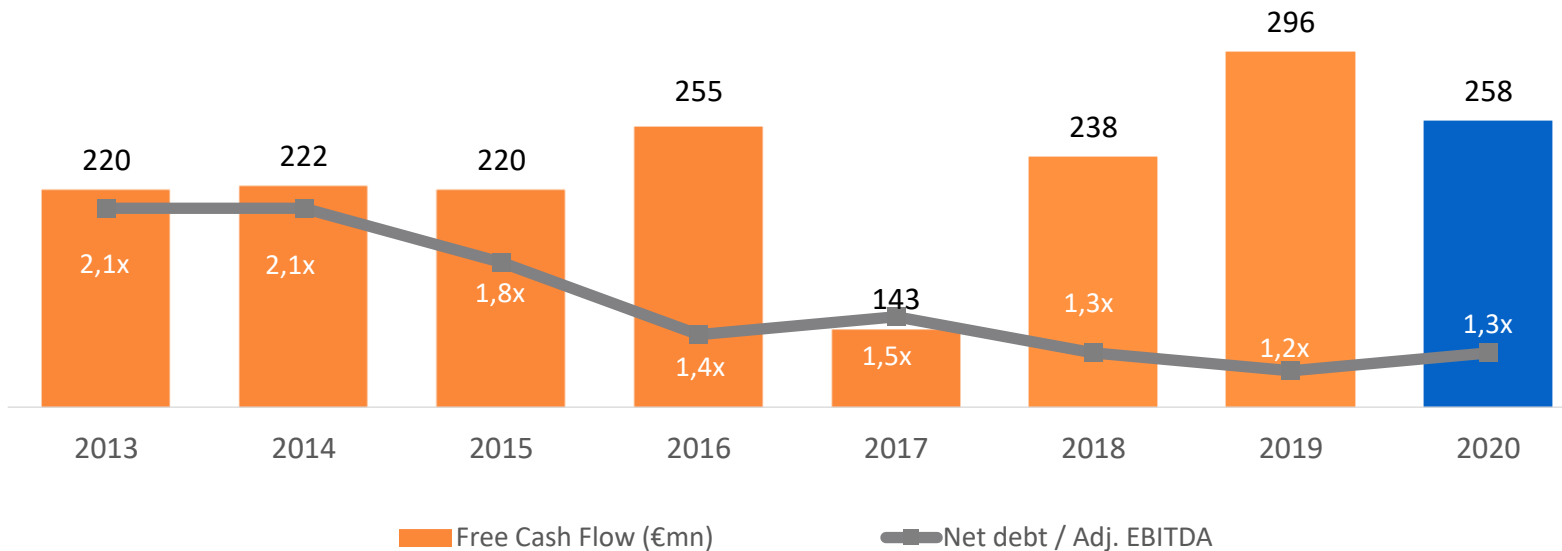
Net debt development (€ mn)



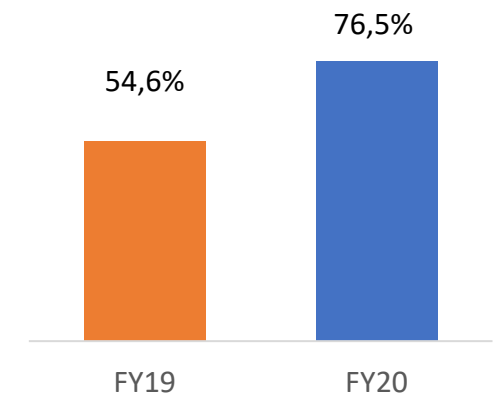
# Free cash flow generation and strong cash conversion leading to lower leverage

- Free Cash Flow<sup>1</sup> at €258mn in FY20 (-12.8% vs FY19) driven by strong cash conversion<sup>2</sup>
- Cash Conversion for FY20 at 76.5% (FY19: 54.6%)
- Leverage ratio below max of 2.0x
  - Net Debt / EBITDA of 1.3x vs 1.2x in 2019

Free Cash Flow<sup>1</sup> and Net debt/EBITDA



Cash Conversion<sup>2</sup>

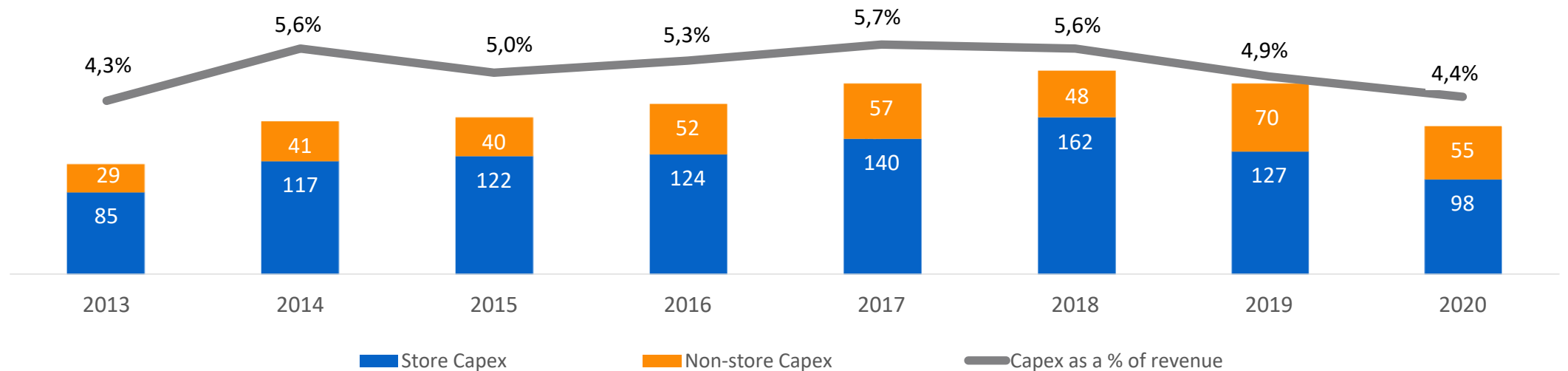


<sup>1</sup> Free cash flow defined as cash flow from operating activities minus capital expenditures minus net repayment of lease liabilities and receivables

<sup>2</sup> Free Cash Flow divided by EBITDA

# Capital expenditures in-line with guided range of 4-6% of revenue

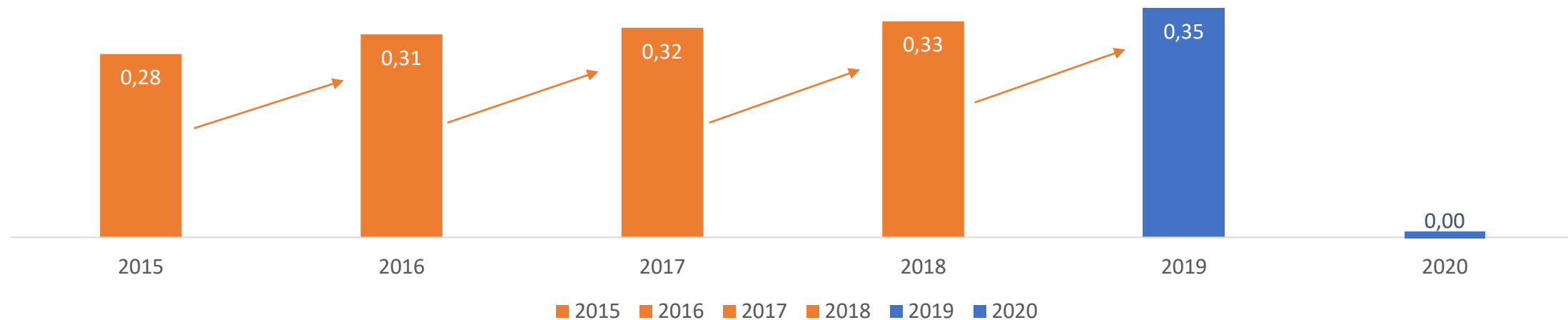
- Store capital expenditure decreased to €98mn in FY20 (€127mn in FY19) including:
  - Phasing of non-critical refurbishments during the pandemic
  - Investments in automated eye measurement equipment, security and protective material to enable stores to quickly resume operations in compliance with COVID-19 health and safety protocols
  - Lower store capital expenditure reflecting the fewer GrandVision store openings in 2020
- Non-store capital expenditure was €55mn in FY20 (FY19: €70mn) including:
  - Strategic investments focused on the continued rollout of our omnichannel platform, as well as our end-to-end Product Value Chain transformation

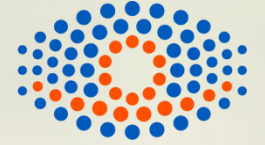




# GrandVision proposes dividend of €0.35 per share for fiscal year 2019

- Contingent upon the Company's financial position not being materially worsened due to the impact of the second wave of COVID-19 in 1Q 2021, GrandVision confirms its intention to propose a dividend for the fiscal year 2019 of €0.35 per share
- If so proposed, dividend is subject to approval at the Annual General Meeting on 23 April 2020
- GrandVision will not propose at this time a dividend for the fiscal year 2020





3.

## Summary

Stephan Borchert

CEO

# GrandVision continues to support the transaction with EssilorLuxottica

- We continue to support the transaction between EssilorLuxottica and HAL regarding the proposed acquisition by Essilor Luxottica of HAL's 76.7% stake in our company, which was announced on 31 July, 2019
- To date, the transaction has been unconditionally cleared in the US, Colombia, Brazil, Mexico, and Russia and it is currently under review in the EU, Chile, and Turkey
- We believe the rationale for the transaction remains valid and remain committed to supporting EssilorLuxottica to obtain regulatory approvals in the regions where the merger clearance process is ongoing



## Summary

- Material impact during 1H20 and strong recovery in 2H20 demonstrates underlying resilience of our industry and the strength of GrandVision's business
- Well-prepared to mitigate impact of a second wave but remain cautious
- Positioned to capture business opportunities through international presence and platform
- Remained committed to pursue our transformation strategic agenda

4.

Q&A

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Stephan Borchert  
CEO