CLICKS HOLDINGS

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HIGHLIGHTS

## retail turnover continuing operations up <br> 13.6\%

diluted headline EPS up 18.8\%

## distribution

 per share up 30.3\%return on equity increases to
38.1\%

## FINANCIAL SUMMARY



* Comparative figures have been restated on implementation of IFRIC 13: "Customer Loyalty Programmes".


## COMMENTARY

## Overview

In a period characterised by increasingly tough retail conditions, New Clicks delivered pleasing financial and trading results.
The group further entrenched its leadership in healthcare retail and supply through the growth of pharmacy in Clicks and the acquisition of a $60 \%$ stake in the courier pharmacy business Direct Medicines with effect from 1 December 2008.

New Clicks has also continued to invest for long-term growth, with a capital expenditure plan focusing on opening and refurbishing Clicks stores, extending the national pharmacy network within Clicks and expanding UPD's pharmaceutical distribution capability.
The board's confidence in the group's performance and prospects is reflected in a $30.3 \%$ increase in the interim distribution to 24.5 cents per share (2008: 18.8 cents). As previously advised to shareholders, distribution cover is being reduced to two times headline earnings for the 2009 financial year.

## Financial performance

## Continuing operations

Group turnover from continuing operations increased by 7.0\% to R6.0 billion (2008: R5.6 billion). The retail turnover growth of $13.6 \%$ was driven by the excellent trading performance of Clicks which lifted turnover by $15.4 \%$. Selling price inflation for the retail businesses was $6.3 \%$.

The repositioning of the UPD business model to focus on more profitable and loyal customers resulted in sales growth slowing in line with expectations to $1.7 \%$. Price inflation for the period was 3.8\%.
Total income (gross profit plus other income) increased $12.3 \%$ to R1.5 billion.

Operating expenses increased by $10.5 \%$. Excluding the costs relating to the investment in new stores, pharmacies and Direct Medicines, expense growth was well contained to $7.1 \%$.
Operating margin increased from $5.3 \%$ to $5.9 \%$, resulting in an $18.5 \%$ growth in operating profit to R355 million (2008: R299 million).

## Total group

Headline earnings increased $10.6 \%$ from R209 million to R232 million. Diluted headline earnings per share increased $18.8 \%$ to 80.3 cents per share, enhanced by the share buyback programme.
Return on shareholders' interest (ROE) showed a healthy improvement from 32.6\% to 38.1\%.

Cash generated from operations increased by $15.7 \%$ to R424 million. The free cash flow increased to R355 million from R137 million last year. This was positively impacted by the improved trading performance of the group and favourable funding from trade payables.

## Trading performance

Clicks continued its strong sales growth trend and lifted turnover by $15.4 \%$, with real sales growth of $8.9 \%$. Comparable store sales rose by $13.7 \%$. Growth was driven by the health and beauty merchandise categories which together account for $75.2 \%$ of total Clicks sales. Clicks has accelerated the pace of its pharmacy expansion programme, growing the pharmacy base to 180 following the opening of 23 dispensaries in the period. Further improvements in operating efficiencies lifted the operating margin from 6.0\% to $6.6 \%$ which translated into operating profit growth of 27.2\%.

Following the repositioning of UPD towards more profitable volume, its core customer groups of Clicks, Clicks Direct Medicines, hospitals and Link pharmacies now account for $76 \%$ of UPD's wholesale business, up from $64 \%$ in 2008. UPD's distribution and export business grew by 47.9\%. Good expense management and improved operating efficiencies contributed to a $12.0 \%$ increase in operating profit.

Musica increased turnover by $3.3 \%$ as the slowdown in consumer spending continued to impact discretionary purchases. Operating profit for the period was down 1.9\%.

Turnover in The Body Shop benefited from new store openings and increased $9.2 \%$, with operating profit up $9.0 \%$.

## Prospects

Retail trading conditions are expected to remain challenging in the coming months. However, the group's business is defensive and competitively advantaged.
The listing of New Clicks on the JSE will be reclassified to the Food and Drug Retailers sector on 22 June 2009, which will more accurately reflect the current and future composition of the group's earnings.

The group continues to be cash generative and R140 million has been committed to capital investment for the remainder of the year.


Trading for the first two months of the second half of the financial year has continued in line with the performance for the first half

## Full-year earnings forecast

In the absence of any marked deterioration in trading conditions and any unforeseen changes in the macroeconomy, the group expects diluted headline earnings per share to increase by between $15 \%$ and $20 \%$ for the year to 31 August 2009. This forecast has not been audited or reviewed by the company's auditors.

## Shareholder distribution

The board of directors has approved an interim distribution of 24.5 cents per share (2008: 18.8 cents per share), the source of such distribution will be made known on or before Thursday, 25 June 2009.

Shareholders are advised of the following salient dates relating to the distribution:

Last day to trade "cum"
the distribution
Friday, 3 July 2009
Shares trade "ex"
the distribution
Monday, 6 July 2009
Record date
Friday, 10 July 2009
Payment to
shareholders
Monday, 13 July 2009
Share certificates may not be dematerialised or rematerialised between Monday, 6 July 2009 and Friday, 10 July 2009, both days inclusive.

By order of the board
Annalize Booysen
Company Secretary
30 April 2009


## CONSOLIDATED BALANCE SHEET

| R'000 | As at 28 February 2009 | As at <br> 29 February 2008 (restated)* | $\begin{array}{r} \text { As at } \\ 31 \text { August } \\ 2008 \\ \text { (restated)* } \\ \hline \end{array}$ |
| :---: | :---: | :---: | :---: |
| ASSETS |  |  |  |
| Non-current assets | 1298678 | 1168726 | 1252989 |
| Property, plant and equipment | 756605 | 711322 | 734485 |
| Intangible assets | 303424 | 289174 | 302141 |
| Goodwill | 95668 | 83950 | 85811 |
| Deferred tax assets | 79750 | 26468 | 72482 |
| Loans receivable | 63231 | 57812 | 58070 |
| Current assets | 2716068 | 2322157 | 2332333 |
| Inventories | 1689032 | 1316347 | 1370889 |
| Trade and other receivables | 811111 | 774861 | 805935 |
| Income tax receivable | 1573 | 1576 | 1962 |
| Loans receivable | 11169 | 6722 | 8064 |
| Cash and cash equivalents | 171465 | 147159 | 101139 |
| Derivative financial assets | 31718 | 75492 | 44344 |
| Total assets | 4014746 | 3490883 | 3585322 |
| EQUITY AND LIABILITIES |  |  |  |
| Equity | 1126582 | 1101312 | 1141604 |
| Share capital | 3027 | 3260 | 3242 |
| Share premium | - | 194467 | 121461 |
| Share option reserve | 24237 | 26152 | 23832 |
| Treasury shares | $(267$ 324) | (427 703) | $(463622)$ |
| Non-distributable reserves | (4591) | 89 | 39 |
| Distributable reserve | 1369565 | 1305047 | 1456506 |
| Equity attributable to equity holders of the parent | 1124914 | 1101312 | 1141458 |
| Minority interest | 1668 | - | 146 |
| Non-current liabilities | 346460 | 325568 | 370635 |
| Interest-bearing borrowings | 67956 | 72901 | 61460 |
| Employee benefits | 95786 | 103460 | 130866 |
| Deferred tax liabilities | 81167 | 49325 | 80216 |
| Operating lease liability | 101551 | 99882 | 98093 |
| Current liabilities | 2541704 | 2064003 | 2073083 |
| Trade and other payables | 2232059 | 1775680 | 1827704 |
| Employee benefits | 156585 | 92516 | 104262 |
| Provisions | 20608 | 9931 | 7924 |
| Interest-bearing borrowings | 105383 | 71280 | 54180 |
| Income tax payable | 25248 | 114596 | 75956 |
| Derivative financial liabilities | 1821 | - | 3057 |
| Total equity and liabilities | 4014746 | 3490883 | 3585322 |

* Comparative figures have been restated on implementation of IFRIC 13: "Customer Loyalty Programmes".


## CONSOLIDATED INCOME STATEMENT

| R'000 |  | Six months to 28 February 2009 | Six months to 29 February 2008 (restated)* | \% change | Year to 31 August 2008 (restated)* |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Continuing operations |  |  |  |  |  |
| Revenue |  | 6278681 | 5838542 |  | 11711517 |
| Turnover |  | 5994535 | 5600805 | 7.0 | 11193577 |
| Cost of merchandise sold |  | (4757 073) | (4 479 015) | 6.2 | (8984 267) |
| Gross profit |  | 1237462 | 1121790 | 10.3 | 2209310 |
| Other income |  | 276269 | 226634 | 21.9 | 499209 |
| Expenses |  | (1 159 148) | (1049 267) | 10.5 | (2 118 071) |
| Depreciation and amortisation |  | $(55$ 314) | (46 410) | 19.2 | (95 378) |
| Occupancy costs |  | (171 847) | (152 091) | 13.0 | (306 488) |
| Employment costs |  | (551 360) | (490 060) | 12.5 | (986 128) |
| Other costs |  | (380 627) | (360 706) | 5.5 | (730 077) |
| Operating profit |  | 354583 | 299157 | 18.5 | 590448 |
| (Loss)/profit on disposal of property, plant and equipment |  | (938) | 18806 |  | 13925 |
| Profit on disposal of business |  | - | 1244 |  | 1244 |
| Profit before financing costs |  | 353645 | 319207 | 10.8 | 605617 |
| Net financing costs |  | (35011) | (16 406) | 113.4 | (51 184) |
| Financial income |  | 7877 | 11103 | (29.1) | 18731 |
| Financial expense |  | (42 888) | $(27509)$ | 55.9 | (69 915) |
| Profit before taxation |  | 318634 | 302801 | 5.2 | 554433 |
| Income tax expense |  | $(87610)$ | (82 082) | 6.7 | (146 897) |
| Profit for the period from continuing operations |  | 231024 | 220719 | 4.7 | 407536 |
| Discontinued operations |  |  |  |  |  |
| Profit for the period from discontinued operations |  | - | 33681 |  | 33538 |
| Total profit for the period |  | 231024 | 254400 |  | 441074 |
| Attributable to: |  |  |  |  |  |
| Equity holders of the parent |  | 230971 | 254400 |  | 441201 |
| Minority interest |  | 53 | - |  | (127) |
|  |  | 231024 | 254400 |  | 441074 |
| Total profit for the period attributable to equity holders of the parent Adjustment for: |  | 230971 | 254400 |  | 441201 |
|  |  | Adjustment for: |  |  |  |
| Loss/(profit) on disposal of property, plant and equipment |  | 675 | (16 237) |  | (12 412) |
| Profit on disposal of businesses |  | - | (28 742) |  | $(29162)$ |
| Headline earnings |  | 231646 | 209421 | 10.6 | 399627 |
| Headline earnings per share (cents) |  |  |  |  |  |
| - undiluted |  | 80.7 | 68.4 | 18.0 | 134.0 |
| - diluted |  | 80.3 | 67.6 | 18.8 | 131.5 |
| Earnings per share (cents) |  |  |  |  |  |
| - undiluted |  | 80.5 | 83.1 | (3.1) | 148.0 |
| - diluted |  | 80.0 | 82.2 | (2.7) | 145.2 |
| Weighted average number of shares in issue (net of treasury shares) | ('000) | 286949 | 306053 | (6.2) | 298166 |
| Weighted average diluted number of shares in issue (net of treasury shares) | ('000) | 288590 | 309581 | (6.8) | 303847 |

[^0]
## CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

| R'000 | Number of shares '000 | Share capital | Share premium | Share option reserve |
| :---: | :---: | :---: | :---: | :---: |
| Balance at 1 September 2007 | 316115 | 3360 | 435991 | 23786 |
| As restated for the adoption of IFRIC 13: "Customer Loyalty Programmes" | - | - | - | - |
| Restated balance at 1 September 2007 | 316115 | 3360 | 435991 | 23786 |
| Treasury shares cancelled |  | (100) | (141 755) | - |
| Share cancellation expenses written off |  | - | (325) | - |
| Net cost of own shares purchased | $(20624)$ | - | - | - |
| Treasury shares purchased | (23 970) | - | - | - |
| Loss on disposal of treasury shares | 3346 | - | - | - |
| Total recognised income and expenses for the period | - | - | - | 2366 |
| Foreign currency translation reserve | - | - | - | - |
| Share option reserve | - | - | - | 2366 |
| Profit for the period | - | - | - | - |
| Distributions to shareholders | - | - | (99 444) | - |
| Balance at 29 February 2008 | 295491 | 3260 | 194467 | 26152 |
| Acquisition of subsidiary | - | - | - | - |
| Treasury shares cancelled | - | (18) | (23 729) | - |
| Share cancellation expenses written off | - | - | (58) | - |
| Net cost of own shares purchased | (5 166) | - | - | - |
| Treasury shares purchased | (8 116) | - | - | - |
| Loss on disposal of treasury shares | 2950 | - | - | - |
| Total recognised income and expenses for the period | - | - | - | (2 320) |
| Foreign currency translation reserve | - | - | - | - |
| Share option reserve | - | - | - | (2 320) |
| Profit for the period | - | - | - | - |
| Distributions to shareholders | - | - | (49 219) | - |
| Balance at 31 August 2008 | 290325 | 3242 | 121461 | 23832 |
| Acquisition of option in subsidiary | - | - | - | - |
| Treasury shares cancelled | - | (215) | - | - |
| Net cost of own shares purchased | ( 5853 ) | - | - | - |
| Treasury shares purchased | (9 281) | - | - | - |
| Loss on disposal of treasury shares | 3428 | - | - | - |
| Total recognised income and expenses for the period | - | - | - | 405 |
| Foreign currency translation reserve | - | - | - | - |
| Share option reserve | - | - | - | 405 |
| Profit for the period | - | - | - | - |
| Distributions to shareholders | - | - | (121 461) | - |
| Balance at 28 February 2009 | 284472 | 3027 | - | 24237 |


| Treasury shares | Non Distributable reserve | Distributable reserve | Equity attributable to equity holders of the parent | Minority interest | Total equity |
| :---: | :---: | :---: | :---: | :---: | :---: |
| (258 548) | (11) | 1091610 | 1296188 | - | 1296188 |
| - | - | (1 641) | (1 641) | - | (1 641) |
| (258 548) | (11) | 1089969 | 1294547 | - | 1294547 |
| 141855 | - | - | - | - | - |
| - | - | - | (325) | - | (325) |
| (316 414) | - | (21 824) | (338 238) | - | (338 238) |
| (366 215) | - |  | (366 215) | - | (366 215) |
| 49801 | - | (21 824) | 27977 | - | 27977 |
| - | 100 | 254400 | 256866 | - | 256866 |
| - | 100 | - | 100 | - | 100 |
| - | - | - | 2366 | - | 2366 |
| - | - | 254400 | 254400 | - | 254400 |
| 5404 | - | (17 498) | (111 538) | - | (111 538) |
| (427 703) | 89 | 1305047 | 1101312 | - | 1101312 |
| - | - | - | - | 273 | 273 |
| 23747 | - | - | - | - | - |
|  | - | - | (58) | - | (58) |
| (73 402) | - | (25 570) | (98 972) | - | (98972) |
| (114 967) | - | - | (114 967) | - | (114 967) |
| 41565 | - | (25 570) | 15995 | - | 15995 |
| - | (50) | 186801 | 184431 | (127) | 184304 |
| - | (50) | - | (50) | - | (50) |
| - | - | - | (2 320) | - | (2 320) |
| - | - | 186801 | 186801 | (127) | 186674 |
| 13736 | - | (9772) | (45 255) | - | (45 255) |
| $(463$ 622) | 39 | 1456506 | 1141458 | 146 | 1141604 |
| - | (4987) | - | (4987) | 1469 | $(3518)$ |
| 302217 | - | (302 002) | - | - | - |
| (116 395) | - | (1 354) | $(117$ 749) | - | $(117$ 749) |
| (142 037) | - | - | (142 037) | - | (142 037) |
| 25642 | - | (1 354) | 24288 | - | 24288 |
| - | 357 | 230971 | 231733 | 53 | 231786 |
| - | 357 | - | 357 | - | 357 |
| - | - | - | 405 | - | 405 |
| - | - | 230971 | 230971 | 53 | 231024 |
| 10476 | - | $(14556)$ | $(125$ 541) | - | $(125$ 541) |
| (267 324) | (4591) | 1369565 | 1124914 | 1668 | 1126582 |

## CONSOLIDATED STATEMENT OF CASH FLOWS

| R'000 | Six months to 28 February 2009 | Six months to 29 February 2008 (restated) | Year to 31 August 2008 (restated) |
| :---: | :---: | :---: | :---: |
| Cash effects of operating activities |  |  |  |
| Operating profit before working capital changes (refer note 1) | 423749 | 366262 | 722059 |
| Working capital changes (refer note 2) | 101378 | (241 278) | (222 516) |
| Cash generated by operations | 525127 | 124984 | 499543 |
| Interest received | 7750 | 9134 | 18773 |
| Interest paid | (34 421) | (22 912) | (61 385) |
| Taxation paid | (143 274) | (74 236) | (192 609) |
| Cash inflow from operating activities before distributions | 355182 | 36970 | 264322 |
| Distributions paid to shareholders | (125 541) | (111 538) | (156 793) |
| Net cash effects of operating activities | 229641 | (74 568) | 107529 |
| Cash effects of investing activities |  |  |  |
| Investment in property, plant and equipment to maintain and expand operations | (75 490) | (64 791) | (156 757) |
| Investment in intangible assets | (6 983) | (905) | (17 543) |
| Proceeds from disposal of business | - | 316356 | 316356 |
| Acquisition of business | (8785) | - | (1725) |
| Proceeds from disposal of property, plant and equipment | 38 | 20582 | 35286 |
| (Increase)/decrease in loan receivables | (3 059) | 11242 | 7522 |
| Net cash effects of investing activities | (94 279) | 282484 | 183139 |
| Cash effects of financing activities |  |  |  |
| Share cancellation expenses | - | (325) | (383) |
| Purchase of treasury shares | (142 037) | (492 074) | (607 041) |
| Proceeds from disposal of treasury shares | 24288 | 27977 | 43972 |
| Interest-bearing borrowings raised/(repaid) | 52713 | (9 610) | (39 352) |
| Net cash effects of financing activities | (65036) | (474 032) | (602 804) |
| Net increase/(decrease) in cash and cash equivalents | 70326 | (266 116) | (312 136) |
| Cash and cash equivalents at the beginning of the period | 101139 | 413275 | 413275 |
| Cash and cash equivalents at the end of the period | 171465 | 147159 | 101139 |

## NOTES TO THE CASH FLOW STATEMENT

| R'000 | Six months to 28 February 2009 | Six months to 29 February 2008 (restated) | Year to 31 August 2008 (restated) |
| :---: | :---: | :---: | :---: |
| Cash flow information |  |  |  |
| 1 Profit before working capital changes |  |  |  |
| Profit before financing costs | 353645 | 350960 | 636539 |
| Adjustment for: |  |  |  |
| Depreciation and amortisation | 59363 | 49687 | 102648 |
| Reversal of previous unrealised foreign exchange differences | (3 057) | 1349 | 1349 |
| Unrealised foreign exchange (gain)/loss | $(1822)$ | (7228) | 3057 |
| Operating lease accrual | 3458 | (3 785) | (5 574) |
| (Loss)/profit on disposal of property, plant and equipment | 938 | $(18802)$ | (13921) |
| Profit on disposal of businesses | - | (24 893) | (24 893) |
| Fair value adjustment - derivatives | 10819 | 16608 | 22808 |
| Equity-settled share option costs | 405 | 2366 | 46 |
|  | 423749 | 366262 | 722059 |
| 2 Working capital changes |  |  |  |
| Increase in inventories | (311 019) | (63 932) | (116 656) |
| Decrease/(increase) in trade and other receivables | 5047 | 18118 | (3 434) |
| Acquisition of derivative financial instruments | - | (26 415) | (26 327) |
| Disposal of derivative financial instruments | - | - | 16830 |
| Increase/(decrease) in trade and other payables | 380344 | (166 974) | (123 145) |
| Increase/(decrease) in employee benefits | 14322 | (2 458) | 31839 |
| Increase/(decrease) in provisions | 12684 | 383 | (1 623) |
|  | 101378 | (241 278) | (222 516) |

## OPERATIONAL SEGMENTAL BALANCE SHEET

| R'000 | Retail |  | UPD* |  |
| :---: | :---: | :---: | :---: | :---: |
|  | As at 28 February 2009 | As at <br> 29 February 2008 (restated) | As at 28 February 2009 | As at <br> 29 February 2008 (restated) |
| SEGMENT ASSETS |  |  |  |  |
| Segment non-current assets | 1069614 | 1007983 | 267281 | 204516 |
| Property, plant and equipment | 629130 | 592411 | 127475 | 118911 |
| Intangible assets | 302419 | 287519 | 1005 | 1655 |
| Goodwill | - | - | 95668 | 83950 |
| Deferred tax assets | 78344 | 26468 | 1406 | - |
| Intragroup loans | - | 43773 | 38217 | - |
| Loans receivable | 59721 | 57812 | 3510 | - |
| Segment current assets | 1536528 | 1403098 | 1305861 | 1006860 |
| Inventories | 1173772 | 1043843 | 523243 | 273939 |
| Trade and other receivables | 182429 | 157074 | 747020 | 704153 |
| Income tax receivable | 1389 | 1576 | 184 | - |
| Loans receivable | 9846 | 6722 | 1323 | - |
| Cash and cash equivalents | 137374 | 118391 | 34091 | 28768 |
| Derivative financial assets | 31718 | 75492 | - | - |
| Total segment assets | 2606142 | 2411081 | 1573142 | 1211376 |
| SEGMENT EQUITY AND LIABILITIES |  |  |  |  |
| Segment equity | 806602 | 922883 | 327963 | 179864 |
| Share capital | 3027 | 3260 | - | - |
| Share premium | - | 194467 | - | - |
| Share option reserve | 24237 | 26152 | - | - |
| Treasury shares | $(267$ 324) | (427 703) | - | - |
| Non-distributable reserve | 29 | 89 | (4 620) | - |
| Distributable reserve | 1046858 | 1126618 | 330690 | 179864 |
| Equity attributable to equity holders of the parent | 806827 | 922883 | 326070 | 179864 |
| Minority interest | (225) | - | 1893 | - |
| Segment non-current liabilities | 355598 | 313692 | 29079 | 55649 |
| Interest-bearing borrowings | 61781 | 72076 | 6175 | 825 |
| Intragroup loans | 38217 | - | - | 43773 |
| Employee benefits | 75963 | 95783 | 19823 | 7677 |
| Deferred tax liabilities | 78086 | 45951 | 3081 | 3374 |
| Operating lease liability | 101551 | 99882 | - | - |
| Segment current liabilities | 1443942 | 1174506 | 1216100 | 975863 |
| Trade and other payables | 1145949 | 924412 | 1204448 | 937634 |
| Employee benefits | 149361 | 86418 | 7224 | 6098 |
| Provisions | 20608 | 9931 | - | - |
| Interest-bearing borrowings | 103524 | 69732 | 1859 | 1548 |
| Income tax payable | 22679 | 84013 | 2569 | 30583 |
| Derivative financial liabilities | 1821 | - | - | - |
| Total segment equity and liabilities | 2606142 | 2411081 | 1573142 | 1211376 |

[^1]

## OPERATIONAL SEGMENTAL INCOME STATEMENT

|  |  | Retail * |  |  | UPD** |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| R'000 | Six months to 28 February 2009 | Six months to 29 February 2008 (restated) | change | Six months to 28 February 2009 | Six months to 29 February 2008 | change |
| Segment revenue | 4283700 | 3770293 |  | 2507686 | 2445336 |  |
| Turnover | 4153067 | 3657072 | 13.6 | 2362050 | 2323219 | 1.7 |
| Cost of merchandise sold | (2962 780) | (2607530) | 13.6 | (2 312 493) | (2 260 097) | 2.3 |
| Gross profit | 1190287 | 1049542 | 13.4 | 49557 | 63122 | (21.5) |
| Other income | 130633 | 113221 | 15.4 | 145636 | 122117 | 19.3 |
| Segment expenses | (1037 905) | (930 035) | 11.6 | (121 243) | (119 232) | 1.7 |
| Depreciation and amortisation | $(49619)$ | (41 262) | 20.3 | ( 5695 ) | (5 148) | 10.6 |
| Occupancy costs | (164 012) | $(143474)$ | 14.3 | (7835) | (8 617) | (9.1) |
| Employment costs | (486 481) | (429 730) | 13.2 | $(64879)$ | (60 330) | 7.5 |
| Other costs | (337 793) | (315 569) | 7.0 | $(42834)$ | $(45137)$ | (5.1) |
| Operating profit | 283015 | 232728 | 21.6 | 73950 | 66007 | 12.0 |
| (Loss)/profit on disposal of property, plant and equipment | (717) | 18822 |  | (221) | (16) |  |
| Profit on disposal of business | - | 1244 |  | - | - |  |
| Segment result | 282298 | 252794 | 11.7 | 73729 | 65991 | 11.7 |

* Excluding the results of the Discom business unit
** Includes Direct Medicines with effect from 1 December 2008

| Six months to 28 February 2009 | Six months to 29 February 2008 | Six months to 28 February 2009 | Six months to 29 February 2008 (restated) | $\begin{array}{r} \text { \% } \\ \text { change } \end{array}$ |
| :---: | :---: | :---: | :---: | :---: |
| (520 582) | (388 190) | 6270804 | 5827439 |  |
| (520 582) | (379 486) | 5994535 | 5600805 | 7.0 |
| 518200 | 388612 | (4757073) | (4 479 015) | 6.2 |
| $(2382)$ | 9126 | 1237462 | 1121790 | 10.3 |
| - | (8704) | 276269 | 226634 | 21.9 |
| - | - | (1 159 148) | (1 049 267) | 10.5 |
| - | - | $(55$ 314) | (46 410) | 19.2 |
| - | - | $(171847)$ | (152 091) | 13.0 |
| - | - | (551 360) | (490 060) | 12.5 |
| - | - | (380 627) | (360 706) | 5.5 |
| (2 382) | 422 | 354583 | 299157 | 18.5 |
| - | - | (938) | 18806 |  |
| - | - | - | 1244 |  |
| (2 382) | 422 | 353645 | 319207 | 10.8 |

## BUSINESS UNIT SEGMENTAL ANALYSIS

for the six months ended 28 February 2009


* Includes Direct Medicines with effect from 1 December 2008
** Disclosed as discontinued operations in the consolidated income statement
*** Business was disposed of with effect from September 2007

| 2009 | 2008 | 2009 | 2008 | 2009 | 2008 | 2009 | 2008 | 2009 | 2008 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 12089 | 12241 | - | - | - | - | 208772 | 237624 | - | - |
| - | - | - | - | - | - | 30419 | 15519 | - | - |
| 8192 | 4192 | - | - | - | - | - | - | (7983) | (1 435) |
| - | - | - | - | - | - | 460376 | 451516 | (156 555) | (130 139) |
| 20281 | 16433 | - | - | - | - | 699567 | 704659 | (164 538) | (131 574) |
| 57633 | 52786 | - | 50140 | - | - | - | - | (520 582) | (379 486) |
| 34208 | 31083 | - | 15731 | - | 394 | - |  | (2 382) | 422 |
| $(23655)$ | (21 400) | - | (7623) | - | (37) | - |  | - | - |
| 10553 | 9683 | - | 8108 | - | 357 | - | - | (2 382) | 422 |
| 9.2 | 19.8 | - | (91.8) | - | - | - | - | 37.2 | (4.1) |
| 10.1 | 3.5 | - | - | - | - | - | - |  |  |
| 1.8 | 8.6 | - | - | - | - |  |  | - | - |
| 59.4 | 58.9 | - | 31.4 | - | - | - | - | - | - |
| 10.5 | 16.9 | - | (95.3) | - | (97.8) | - | - | - | - |
| 9.0 | 30.4 | - | (59.4) | - | (28.3) | - |  | - | - |
| 18.3 | 18.3 | - | 16.2 | - | - | - | - | - | - |
| 67 | 37 | - | - | - | - | - | - | - | - |
| 37 | 35 | - | - | - | - | - | - | - | - |
| 35 | 33 | - | 162 | - | 3 | - | - | - | - |
| 2 | 2 | - | - | - | - | - | - | - | - |
| - | - | - | - | - | - | - | - | - | - |
| - | - | - | (162) | - | (3) | - | - | - | - |
| 2597 | 2454 | - | 68238 | - | 302 | - | - | - | - |
| 1971 | 1816 | - | - | - | - | - | - | - | - |
| 54589 | 54259 | - | - | - | - | - | - | - | - |
| 116 | 98 | - | - | - | - | 325 | 337 | - | - |

## DEFINITIONS

Comparable stores turnover growth - Sales growth expressed as a percentage of growth for stores that have been operating for the full period during the current and previous financial periods.

Continuing operations - The operations of the group excluding the discontinued operations.

Diluted headline earnings per share - Headline earnings divided by the weighted average diluted number of shares in issue for the period.

Discontinued operations - A component of the group that either has been disposed of or is classified as held for sale and represents a separate major line of business. This comprised the Discom business unit, which was disposed of during the 2008 financial year

Distribution cover - Undiluted headline earnings per share for the period divided by the distribution per share for the period.

Distribution per share - Distribution per share is the actual interim cash dividend and capital distribution paid and the final cash dividend and capital distribution declared, expressed as cents per share.

Free float - The number of shares that are freely tradable on the JSE Limited, excluding treasury shares and shares held by directors and employee share schemes.

Gross profit margin - Gross profit expressed as a percentage of turnover.

Headline earnings - Profit for the period adjusted for the after tax effect of goodwill impairment and certain other capital items

Headline earnings per share - Headline earnings divided by the weighted average number of shares in issue for the period.

Interest-bearing debt, including cash, to shareholders' interest at period-end - Interest-bearing debt (including bank overdraft), net of cash balances, at the end of the period divided by ordinary shareholders' interest at the end of the period

Inventory days - Closing inventory at period-end divided by the cost of merchandise sold during the period, multiplied by the number of days in the period.

Market capitalisation - The market price per share at period-end multiplied by the number of shares in issue at period-end.

Net asset value per share - Net assets at period-end divided by the number of shares in issue at period-end (net of treasury shares).

Net tangible asset value per share - Net assets at periodend, less intangible assets such as goodwill and trademarks, divided by the number of shares in issue at period-end (net of treasury shares).

Operating profit - Operating profit before financing costs, as reported in the consolidated income statement, adjusted to exclude goodwill impairment, impairment of property, plant and equipment, profit on disposal of businesses and profit/ loss on disposal of property, plant and equipment.

Operating profit margin - Operating profit expressed as a percentage of turnover.

Ordinary shareholders' interest - Ordinary share capital and share premium (reduced by the cost of treasury shares), and other reserves comprising equity.

Price earnings ratio - The market price per share at period-end divided by diluted headline earnings per share for the period.

Return on shareholders' interest (ROE) - Headline earnings expressed as a percentage of the average ordinary shareholders' interest for the period.

Return on total assets (ROA) - Headline earnings expressed as a percentage of the average total assets for the period.

Selling price inflation - The change in the weighted average selling price of a sample of products for the period relative to the previous period expressed as a percentage of the weighted average selling price of the same sample of products for the previous period. Only products sold in both the current and previous period are included in the sample.

Total income - Gross profit plus other income.
Total income margin - Total income expressed as a percentage of turnover.

Treasury shares - Ordinary shares in New Clicks Holdings Limited held by a group company in terms of an approved share repurchase programme or by the New Clicks Holdings Share Trust.

Weighted average number of shares - The number of shares in issue, increased by shares issued during the period and reduced by treasury shares purchased or shares cancelled during the period, weighted on a time basis for the period during which they have participated in the income of the group.

Weighted average diluted number of shares - The weighted average number of shares adjusted for the effects of all dilutive potential ordinary shares.

## PRESENTATION



INTERIM RESULTS FOR THE SIX MONTHS ENDED 28 FEBRUARY 2009

## PRESENTATION OUTLINE

- Review of the period
- Financial results

Trading performance

- Outlook
- Questions

David Kneale
Keith Warburton
Michael Harvey \& David Kneale
David Kneale


## REVIEW OF THE PERIOD

- Continued tough trading environment
- Clicks performed exceptionally well
- UPD business model being repositioned

II Entrenching leadership in healthcare

- Investing for growth


## REVIEW OF THE PERIOD continued

- Turnover up 7.0\%*
- Retail turnover up 13.6\%*
- Distribution turnover up 1.7\%
- Operating margin up from $5.3 \%$ to $5.9 \%$ *
- Diluted headline EPS up $\mathbf{1 8 . 8} \%$ to 80.3 cps
- ROE increases from 32.6\% to 38.1\%
= Interim distribution of 24.5 cps , up $\mathbf{3 0 . 3} \%$
- Cover reduced to 2 times
* Continuing operations

Keith Warburton

## TURNOVER

| R'm | Feb <br> 2e09 | Feb <br> 2008 | $\%$ <br> change | \% same <br> store <br> growth | inflation <br> ( |
| :--- | ---: | ---: | ---: | ---: | ---: |
| Clicks | $\mathbf{3 5 5 7}$ | 3083 | 15.4 | 13.7 | 6.5 |
| Musica | 538 | 521 | 3.3 | 1.3 | 4.5 |
| The Body Shop | 58 | 53 | 9.2 | 1.8 | 10.1 |
| Continuing retail ops | $\mathbf{4 1 5 3}$ | $\mathbf{3 6 5 7}$ | $\mathbf{1 3 . 6}$ | 11.8 | $\mathbf{6 . 3}$ |
| UPD* | $\mathbf{2 3 6 2}$ | 2323 | 1.7 |  | 3.8 |
| Intragroup turnover | $\mathbf{( 5 2 0 )}$ | $\mathbf{( 3 7 9 )}$ | 37.2 |  |  |
| Total continuing ops | $\mathbf{5 9 9 5}$ | $\mathbf{5 6 0 1}$ | $\mathbf{7 . 0}$ |  | $\mathbf{5 . 5}$ |
| Discom \& Style Studio | - | 50 |  |  |  |
| Total group | $\mathbf{5 9 9 5}$ | $\mathbf{5 6 5 1}$ | $\mathbf{6 . 1}$ |  |  |

## TOTAL INCOME

|  | $\begin{array}{r} \text { Feb } 2009 \\ \text { R'm } \end{array}$ | $\begin{array}{r} \text { Feb } 2008 \\ \text { R'm } \end{array}$ | $\begin{array}{r} \% \\ \text { change } \end{array}$ | Feb 2009 \% margin | Feb 2008 \% margin |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Clicks | 1097 | 950 | 15.5 | 30.8 | 30.8 |
| Musica | 190 | 182 | 4.5 | 35.3 | 34.9 |
| The Body Shop | 34 | 31 | 10.1 | 59.4 | 58.9 |
| Continuing retail ops | 1321 | 1163 | 13.6 | 31.8 | 31.8 |
| UPD* | 195 | 185 | 5.4 | 8.3 | 8.0 |
| Intragroup | (2) | - |  |  |  |
| Total continuing ops | 1514 | 1348 | 12.3 | 25.3 | 24.1 |
| Discom \& Style Studio | - | 16 |  |  |  |
| Total group | 1514 | 1364 | 11.0 | 25.3 | 24.1 |

OPERATING EXPENDITURE

|  | Feb 2009 | Feb 2008 | \% change |
| :--- | ---: | ---: | ---: |
| Clicks | $\mathbf{8 6 0}$ | 764 | 12.7 |
| Musica | $\mathbf{1 5 4}$ | 145 | 6.2 |
| The Body Shop | 24 | 21 | 10.5 |
| UPD* | 121 | 119 | 1.7 |
| Total continuing ops | $\mathbf{1 1 5 9}$ | $\mathbf{1 0 4 9}$ | $\mathbf{1 0 . 5}$ |
| Discom \& Style Studio | - | 8 |  |
| Total group | $\mathbf{1 1 5 9}$ | $\mathbf{1 0 5 7}$ | $\mathbf{9 . 7}$ |

* Includes Direct Medicines from 1 Dec 2008


## OPERATING EXPENDITURE continued

| R'm | Feb 2009 | Feb 2008 | \% change |
| :--- | ---: | ---: | ---: |
| Depreciation \& amortisation | $\mathbf{5 5}$ | 46 | 19.2 |
| Occupancy costs | 172 | 152 | 13.0 |
| Employment costs | $\mathbf{5 5 1}$ | 490 | 12.5 |
| Other operating costs | $\mathbf{3 8 1}$ | 361 | 5.5 |
| Total continuing ops costs | $\mathbf{1 1 5 9}$ | $\mathbf{1 0 4 9}$ | $\mathbf{1 0 . 5}$ |
| Comprising: |  |  |  |
| Investment in new stores, <br> pharmacies \& Direct Medicines | $\mathbf{5 7}$ | 9 |  |
| Share incentive hedge | $\mathbf{1 1}$ | 21 |  |
| Underlying costs | $\mathbf{1 0 9 1}$ | 1019 | 7.1 |

## OPERATING PROFIT

|  | $\begin{array}{r} \text { Feb } 2009 \\ \text { R'm }^{\prime} \end{array}$ | $\begin{array}{r} \text { Feb } 2008 \\ \text { R'm } \end{array}$ | change | Feb 2009 \% margin | Feb 2008 \% margin |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Clicks | 236 | 186 | 27.2 | 6.6 | 6.0 |
| Musica | 36 | 37 | (1.9) | 6.7 | 7.1 |
| The Body Shop | 11 | 10 | 9.0 | 18.3 | 18.3 |
| Continuing retail ops | 283 | 233 | 21.8 | 6.8 | 6.4 |
| UPD* | 74 | 66 | 12.0 | 3.1 | 2.8 |
| Intragroup | (2) | - |  |  |  |
| Total continuing ops | 355 | 299 | 18.7 | 5.9 | 5.3 |
| Discom \& Style Studio | - | 8 |  |  |  |
| Total group | 355 | 307 | 15.4 | 5.9 | 5.4 |

## INVENTORY

|  | Days in stock* |  | Inventory ( $\mathrm{R}^{\prime} \mathrm{m}$ ) |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | $\begin{array}{r} \text { Feb } \\ 2009 \end{array}$ | $\begin{array}{r} \text { Feb } \\ 2008 \end{array}$ | $\begin{array}{r} \text { Feb } \\ 2009 \end{array}$ | $\begin{array}{r} \text { Feb } \\ 2008 \end{array}$ | \% change |
| Clicks | 74 | 77 | 971 | 873 | 11.2 |
| Musica | 104 | 92 | 195 | 166 | 17.1 |
| The Body Shop | 67 | 37 | 8 | 4 | 95.4 |
| Total retail | 77 | 78 | 1174 | 1043 | 12.4 |
| UPD** | 41 | 22 | 523 | 274 | 91.0 |
| Intragroup inventory |  |  | (8) | (1) |  |
| Total group | 67 | 55 | 1689 | 1316 | 28.3 |

- At cost price
** Includes Direct Medicines


## INVENTORY continued

- Clicks inventory well managed
- Musica stock increased due to certain forward buys
- The Body Shop stock back to normalised levels following difficulties with supply last year
- UPD stock normalised from lower than usual levels in the prior period, impacted by additional stock for Direct Medicines \& buying up ahead of SEP increases


## INTEREST

| R'm | H1 2009 | H2 2008 | \% change | H1 2008 |
| :---: | :---: | :---: | :---: | :---: |
| Interest received | 8 | 8 | 3.3 | 11 |
| Interest paid | (43) | (43) | 1.1 | (27) |
| - Non-cash interest | (9) | (6) | 36.9 | (2) |
| - Structured loans | (2) | (9) | (76.2) | (9) |
| - Overnight borrowings \& other | (32) | (28) | 16.9 | (16) |
| Net interest paid | (35) | (35) | 0.7 | (16) |



## CASH GENERATION continued

- Capex of R140m planned for H2
- Distribution cover reduced to 2 times for FY2009
- Majority of buyback programme completed for FY2009


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## - MCLICKS ${ }^{-1}$



## PRESENTATION

## OVERVIEW

## आCLICKS 3

- Sustained investment in business delivering results
- Accelerated pace of pharmacy expansion
- Strong volume growth, driven by:
- Pharmacy offering
- Value proposition
- ClubCard loyalty -2.56 m active customers
- Operating efficiencies driving profitability

| R'm | $\%$ <br> change | $\%$ <br> contribution |
| :--- | ---: | ---: | ---: |
| Health | 25.9 | 37.2 |
| Beauty | 13.3 | 38.0 |
| General merchandise | 5.2 | 24.8 |
| Total turnover | 15.4 | 100.0 |

Health \& Beauty now 75.2\% (2008: 72.8\%) of sales

## HEALTH

## आCLICKS 3

- 180 pharmacies at end February
- 23 dispensaries opened since August
- Robust growth in key health sub-categories
- Prescription
$+31.5 \%$
. OTC $+29.3 \%$
- Front shop health $\quad+23.1 \%$
- Baby $+36.3 \%$

- Retail pharmacy market share up from $10.7 \%$ to $13.0 \%{ }^{*}$
- Front shop health market share up from $33.4 \%$ to $33.9 \%^{* *}$
- Size of retail pharmaceutical market supplied by IMS
- Best performing categories:
- Facial skincare
$+18.5 \%$
- Fine fragrance
- Colour cosmetics
- Ethnic hair care *Market share up from $12.1 \%$ to $13.3 \%$
- Market share down from $25.4 \%$ to $24.8 \%^{*}$

- Lalu private label cosmetics launched

■ Fine fragrance offering extended to top 100 stores

[^2]
## GENERAL MERCHANDISE

## आCLICKS 3

- Core to customer offer
- Higher margin merchandise
- Positions Clicks as destination for gifting
- Slowdown in more discretionary categories
- Electrical \& hi-tech
- Homewares
- Growth in convenience categories
+1.5\% (21\% market share)
-0.3\%

| - Cleaning aids | $+22.6 \%$ |
| :--- | :--- |
| - Confectionery | $+10.9 \%$ |
| - Stationery | $+8.8 \%$ |

$\begin{array}{ll}\text { - Cleaning aids } & +22.6 \% \\ \text { - Confectionery } & +10.9 \% \\ \text { - Stationery } & +8.8 \%\end{array}$

-

## GROWTH DRIVERS

- 12-15 new stores \& 20-25 pharmacies planned for H2
- Achieving goal of nationwide presence
- Expanding pharmacy footprint to drive volume growth
- Healthcare sales stronger during winter
- Leverage capability of Clicks Direct Medicines
- Building volumes through combined offer
- Private label \& exclusive brands grown to $18.8 \%$ of sales
- Front shop health $8.1 \%$; Beauty 22.2\%; GM 34.4\%
- Target of 20-25\%
- Improved operational efficiencies
- Centralisation of supply chain complete by end FY2009
- Stock handling in stores \& distribution centres
- Staff scheduling
- On track to meet targets




## TURNOVER continued



Breakdown of turnover (excluding distribution)

2008


Front shop lines reduced from 12500 to 7700


- Generic medicines
- Original branded medicines
- Front shop products


## - Better operating efficiencies

- 60\% increase in average value per order
- 2.7 m fewer kilometres travelled
- $17.5 \%$ headcount reduction
- 8.7\% cost reduction

- Improve loyalty from Link buying group
- Enhanced returns for Link members
- Rebates based on efficient ordering \& front shop purchases
- Enhanced branding
- Link private label products
- Better promotional pricing



## - New revenue opportunities

- Distribution - facilities upgraded \& now in position to bid for contracts
- Clicks Direct Medicines
- Exports - further growth opportunities through

Kalahari Distributors (Botswana)


## PERFORMANCE

|  | Turnover growth | Market share |
| :--- | ---: | ---: |
| CDs | $-1 \%$ | $39 \%$ |
| DVDs | $+7 \%$ | $21 \%$ |
| Gaming | $+15 \%$ | $8 \%$ |

- 48\% of sales now non-music (2008: 45\%)
- Manage the business to minimise risk \& maximise contribution
- Right-sizing the property portfolio
- Tight control of margin, expenses \& investment
- Consolidate market leadership position

THE BODY SHOP.


## PRESENTATION

## PERFORMANCE

## THE BODY SHOP.

- Core categories performing well
- Gifting $+10 \%$
- Bath \& body $+12 \%$
- Innovation working
- Mens range $+23 \%$
- 'Love Your Body' programme slowed
- 24\% of sales
- 2 new stores opened; 2 more planned for H 2


David Kneale

## EXTERNAL ENVIRONMENT

- Retail trading conditions expected to remain challenging
- Inflation still to peak
- To remain in single digits
- Shortage of skills, particularly in pharmacy
- Regulatory environment not finalised
- No adverse trading impact


## PROSPECTS

Business defensive \& competitively advantaged

- Moving to Food \& Drug Retailers sector on JSE from 22 June 2009
- Organic growth opportunities in health \& beauty
- Business will continue to be cash generative
- H 2 trading to date in line with H 1 performance

Diluted headline earnings per share expected to increase by $15 \%-20 \%$ for the full year


## DISCLAIMER

New Clicks Holdings has acted in good faith and has made every reasonable effort to ensure the accuracy and completeness of the information contained in this presentation, Including all information that may be defined as 'forward-looking statements' within the meaning of United States securities legislation.
Forward-looking statements may be identified by words such as 'believe', 'anticipate', 'expect', 'plan', 'estimate', 'intend', 'project', 'target', 'predict' and 'hope'.
Forward-looking statements are not statements of fact, but statements by the management of New Clicks Holdings based on its current estimates, projections, expectations, beliefs and assumptions regarding the group's future performance.
No assurance can be given that forward-looking statements will prove to be correct and undue reliance should not be placed on such statements.
The risks and uncertainties inherent in the forward-looking statements contained in this presentation include, but are not limited to: changes to IFRS and the interpretations, applications and practices subject thereto as they apply to past, present and future periods; domestic business and market conditions; changes in the domestic regulatory and legislative environments; changes to domestic operational, social, economic and political risks; and the effects of both current and future litigation.
New Clicks Holdings does not undertake to update any forward-looking statements contained in this presentation and does not assume responsibility for any loss or damage whatsoever and howsoever arising as a result of the reliance by any party thereon, including, but not limited to, loss of earnings, profits, or consequential loss or damage.

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[^0]:    * Comparative figures have been restated on implementation of IFRIC 13: "Customer Loyalty Programmes".

    The effect of the implementation resulted in a decrease in net profit of R0. 6 million in February 2008 (August 2008: R1.2 million).

[^1]:    *Includes Direct Medicines as at February 2009

[^2]:    * Per AC Nielsen

