## Summary of Results for FY2014

Lawson, Inc. April 10, 2015

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# Leverage Lawson's unique strengths to respond effectively to social changes

## Genichi Tamatsuka President and CEO, Representative Director Lawson, Inc.

#### Fiscal 2014 Review



## Consolidated OP increased 3.5% YoY, but fell 6.0% short of Plan.

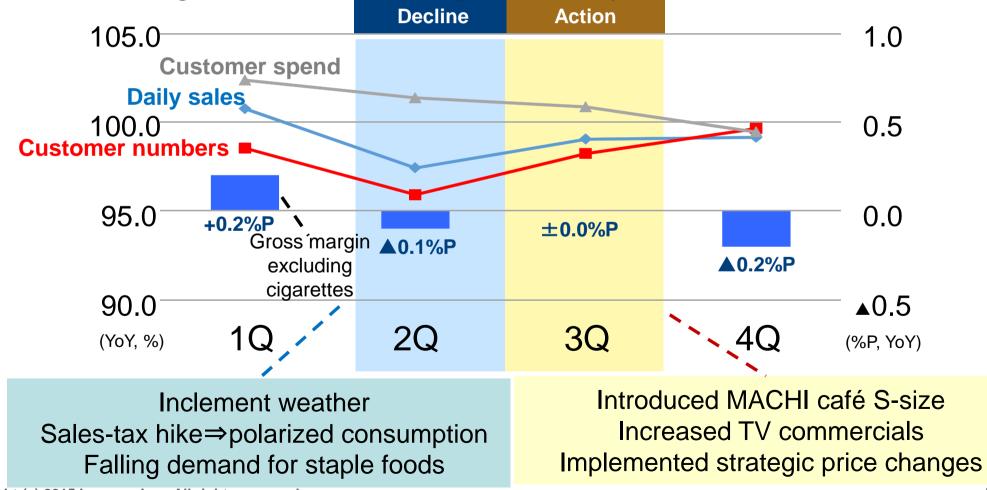
	FY2014 Actual	
Consolidated Operating profit (billion yen)	<b>70.4</b> (vs Plan: <b>▲</b> 4.5 )	
Consolidated Net profit (billion yen)	32.6 ** (vs Plan: ▲6.2 )	
Non-consolidated <sup>*</sup> Net sales at existing stores (YoY)	<b>99.0%</b>	
Non-consolidated <sup>*</sup> Gross profit margin ratio	31.3%	

\*excluding LAWSON MART/LAWSON STORE100 business

\*\*Special loss of 4.2 bn. yen related to Lawson Mart and Lawson Store100 restructuring.

## FY2014 Review: Quarterly Trends

- 1H: Tough competition, polarized consumption, inclement weather
  - Customer visits began falling in summer 2014
- 2H: Stronger sales promotions, etc.
  - ➡ Gross margin down despite slight recovery in customer numbers



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#### **Tough Competitive Environment**

## A portion of our main customer base defected to other companies and industries

Customer numbers

	Men	Women down	
Defected where*	<ol> <li>Competing convenience stores</li> <li>Eating out</li> <li>Drugstores</li> </ol>	<ol> <li>Supermarkets, GMS</li> <li>Competing convenience stores</li> <li>Drugstores</li> </ol>	
Defected why*	<ul> <li>Needed to offer more coffee</li> <li>Needed to satisfy demand to drink at home</li> </ul>	<ul> <li>Wanted more semi- made meals to prepare at home</li> </ul>	

\*Lawson survey of men and women between the ages of 30 and 59

#### Arresting the Fall in Customer Visits

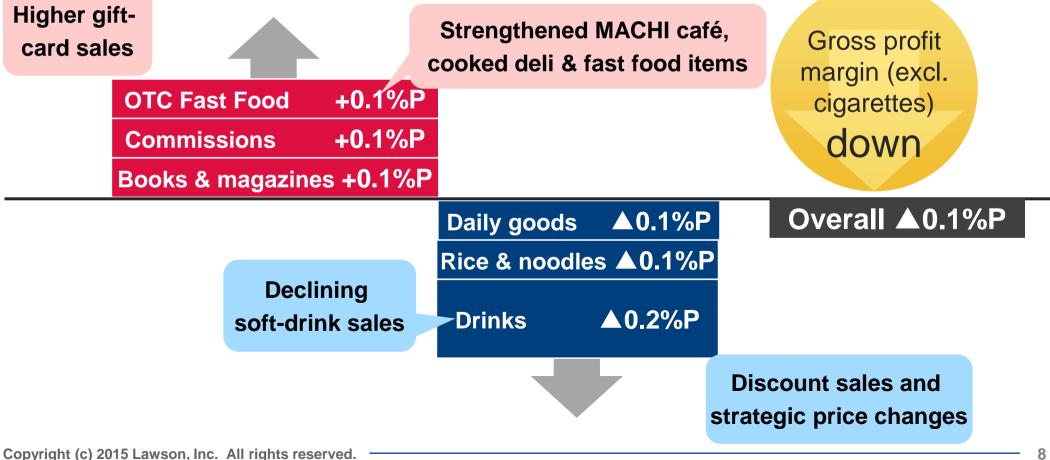
Introduced strategic prices, distributed coupons to main customer base Worked to boost customer visits by revitalizing various categories, etc.

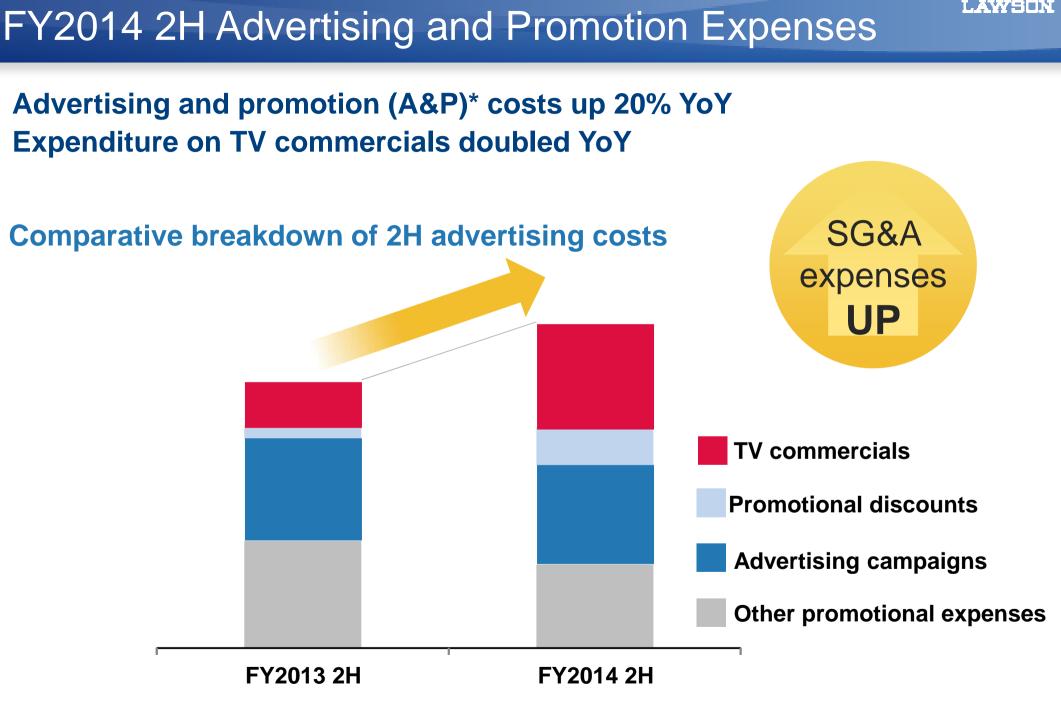
Boosting Various actions taken since summer 2014 customer visits Men Women **Expand large-scale sales** Introduce Machi S-size coffee (Sep.~) OTC Fast Food 10% off sale (Aug.~) **Spruce up chilled lunchboxes (Sep.~)** 100 yen sales of bakery items ( $Dec\sim$ ) **Expand large-scale sales Price Change of Key Value Items (Nov.~)** 30/50 yen off lunchboxes (Dec.~) **Distribute thank you coupons** 100 yen sales of bakery items (Dec.  $\sim$ ) (Expand applicable categories from Oct.) Refresh salad ranges (Feb.~) **Refresh salad ranges (Feb.~)** 

### FY2014 2H Gross Profit Margin

Gross profit margin (excl. cigarettes) fell year on year due to pricing strategies, discounting, and the continued decline in soft-drink sales

#### YoY change in 2H gross margin per category





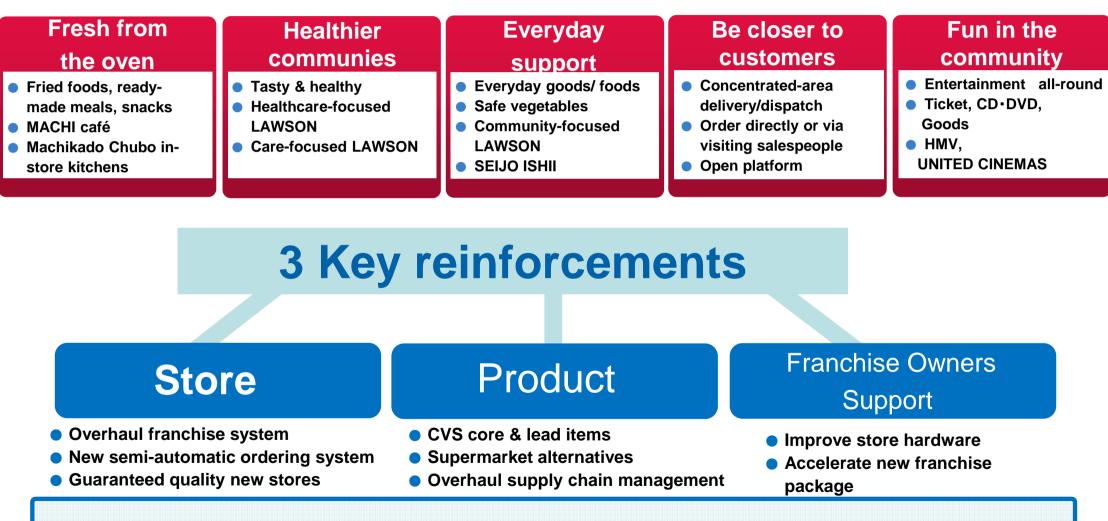
\* Includes some FC owner supporting cost which is part of 'other SG&A'

## FY2014 Review: Existing Store Daily Sales, Gross Margins

Customer numbers	<ul> <li>Customer visits fell on polarized consumption following the sales-tax hike, and inclement weather</li> <li>Slight improvement in 2H, thanks to new MACHI café S-size, more TV commercials and large-scale sales</li> </ul>	
Customer spend	<ul> <li>Declined in 2H as a result of discounting to attract customers, and lower drinks and fast-food sales</li> </ul>	
Gross profit margin	profit Fell Short of target, due to strategic price cuts and declining soft-drinks sales	
Franchise owners' profits deteriorated on the back of lower sales and higher costs		

## FY2015 : Actions Toward Mid-term Growth

#### Respond to social change + Leverage Lawson's unique strengths



#### Based on our "Three Essential Practices"

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## Creation of "competitive & better products" to respond to social change



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**Evening meal (simple,** 

**Daily essentials** 

Frozen foods, daily

ready-made):

IIIII 1212-3 acs

foodstuffs

#### **Strengthen Product Power**

#### Core CVS items

**Develop leading items in our core sales** categories, respond more fully to demands from main customer base



#### Supermarket substitutes

Strengthen our function as a substitute supermarket by overhauling Lawson Select, and strengthening the range of daily delivered food

Develop fresh cu

vegetables

as magnets

## **Strengthen Product Power**

#### **Develop unique differentiators**

#### Strengthen business at the counter

Over the counter fast food

MACHI

café

More cooked meal items and nibbles



- All rainforest alliance-certified beans
- Differentiate menu choice

Machikado Chubo in-store kitchens

Stronger basic items



### Offer tasty, healthy foods





r Sell foods with health appeal



#### **Revolutionize promotions**

Clear, simple promotion

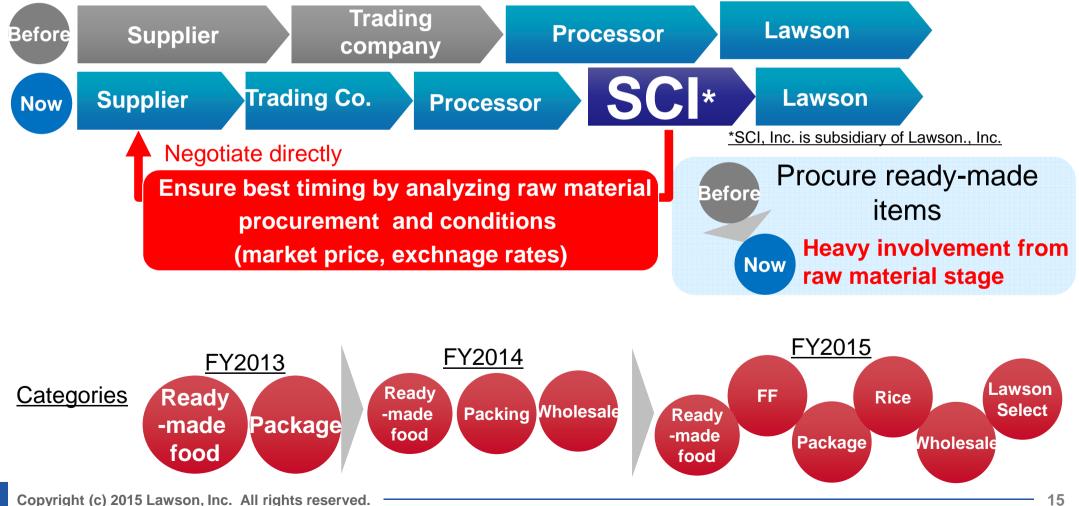


Categorize product to boost customer visits

Much focusing on Special items CVS Core items Overall category appeal Much focusing on Nuch focusing on Overall category

## **Enhance Supply Chain Management**

- Secure high-quality ingredients at stable prices for all stores, even against background of weakening yen and rising raw material prices
- Unique strategies to counter tough conditions, maintain high GPM



## Revolutionizing Practices to better serve our customers

#### Lawson and franchise stores to create more attractive stores

## Good store guidance

- Create system to provide detailed guidance
- Well developed FC store organization
- Boost supervisor skills

## Semi-automated ordering

- Optimize procurement of ready-made food, like lunch boxes, sandwiches
- Reduce operation time of store crews

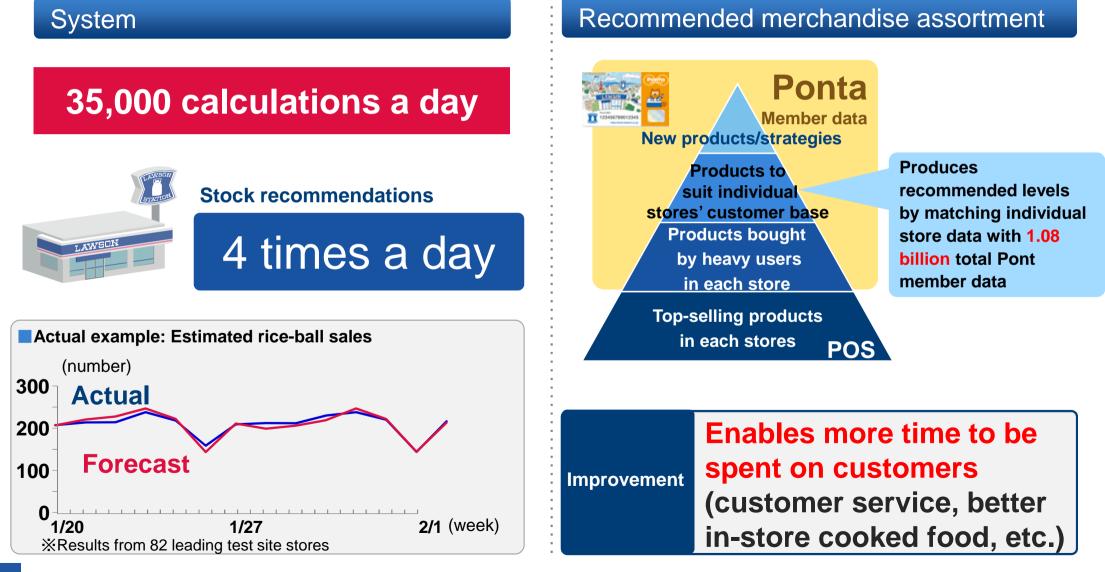
## Planned orders

 Optimize purchasing of such as beverage, snacks, and daily goods
 Simplify operations

Attractive stores = Stores that please customers •What customers want are available every day •Uncover the hidden needs of customers

## **Enhance Store Power: Semi-automated Ordering**

#### Suggests optimum inventory levels, based on Ponta member data



## Accelerate Introduction of New franchise contract package

- Lawson HQ will share the risks and support to create appealing and attractive stores
- Support franchise stores to execute aggressive purchasing

## End FY2014: Approximately 3,500 stores ⇒End FY2015: 6,000 stores

#### New franchise contract package:

- HQ to bear 50% of electricity costs
- HQ supports portion of food disposal depending on franchise store's disposal loss ratio
- Revise charge ratios, etc., Increase charge income of HQ



Taken from FY2011 business results documentation

## **Organizational Restructuring**

Operations & store development	<ul> <li>Ensure information transmitted directly between mangers and HQ to stores</li> <li>Independent reporting lines to ensure operations and store development focus on their individual missions</li> </ul>		
<ul> <li>Combine nine partially optimized category-specific product sections into there new product sections</li> </ul>			
Franchise Operation Support Div. • Establish a Franchise Operation Support Div. to improve franchise guidance and support			
Change organization to boost:			
Store power	Product power	Strong franchise links	
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## Maintain Existing-store Sales, Improve FC owners' Profits

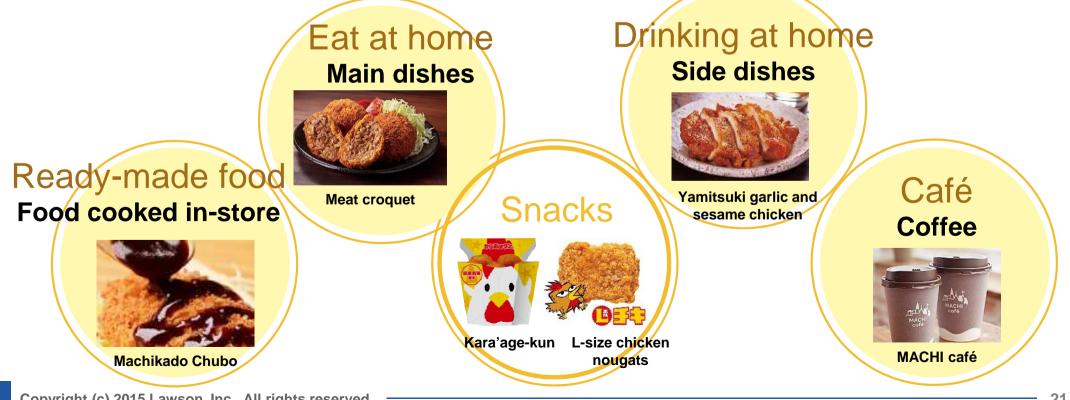


## **Fast Food Freshly Made for You**

Differentiate our stores by expanding Lawson's renowned over-the-counter fast-food range

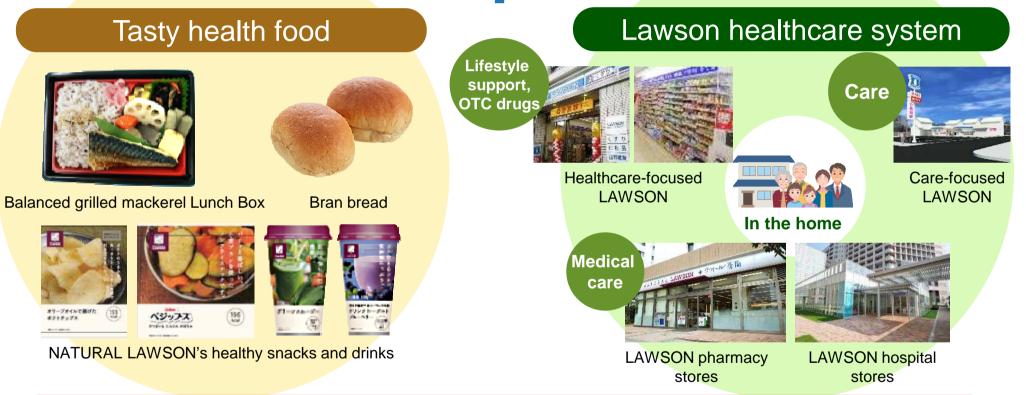
#### Value-added: Fast Food Freshly Made for You at the store

- Aggressive expansion of fast food served at the counter Boost profits by offering value-added ready-made, special counter food to differentiate Lawson from other competitors



#### **Contributing to the Health of Local Communities**

## Enhancing community health Health - Convenience



#### For an ageing, health-conscious society

Develop unique healthy foods such as bran bread
 Develop as the market pioneer LAWSON in hospital and Care-focused LAWSON

## **Enhancing Lawson's Lifestyle Support Services**

## Essential everyday foods - Essential everyday goods



#### Convenient support for busy working women and elderly people

Aim to have 2,300 community-focused LAWSON by end of FY2015
 Use Lawson Farm and the Nakashima farming method to promote safe, reliable vegetables

## Getting Closer to the Customer – Open Platform Strategy

#### SG Lawson Co., Ltd. to manage home-delivery in small commercial areas



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## Getting Closer to the Customer – Open Platform Strategy

## Outsourcing delivery services and visiting sales for small commercial areas



#### **Overseas business**

#### China (Shanghai, Chongqing, Dalian, Beijing)

- Gain majority share of subsidiaries and seek the penetration of Lawson brand in the market.
- Establish profitable business model with hands-on initiatives.

#### South East Asia (Indonesia, Thailand, Philippines)

- Open the first LAWSON Store in the Philippines.
- Expand business leveraging the cooperation with powerful local partners.

#### Others (new areas including North America)



Build on the Hawaii operation as a step to enter into the mainland U.S.

#### Growth Steps for overseas strategy

Seek differentiation of products/services and improvement in brand recognition while meeting regional needs. Establish Japanese-style convenience store operations, including distribution systems and vendor networks. Aim to become "community infrastructure" that is indispensable in the region, as a manufacturing retailer focused on small commercial areas,

## FY2015: Maintain Existing-store Sales, Improve FC Profits

Strengthen store and product power for customers to boost FC profits

## Concentrated investment to strengthen existing stores (Higher capex and cost burdens)

## Maintain existing-store sales Boost Franchise owner profits

#### FY2015: Strategic Investment in Existing Stores

Investment & spending to maintain existing store sales and boost FC profits

#### FY2015 plan

+2,000 Community-focused LAWSON +600 Machikado Chubo installed stores Non-consolidated existing store investment

Approx. 25 billion yen

Including leases

Stronger TV ads and promotions Accelerate new-style FC contracts Non-consolidated SG&A expenses

A&P+2 billion yen YoY Others+2 billion yen YoY

#### New Store Strategy

## Quality and quantity. 1,200 new stores scheduled for FY2015 EX2015 Lawson store on



#### FY2015 Lawson store opening strategy in Japan

<u></u>		
Open	1,200	
Close (exc. LS100stores)	450	
Net increase	750	

\*Net increase of 450 stores when the 300 store closures related to the Lawson Store 100 restructuring plan are included.





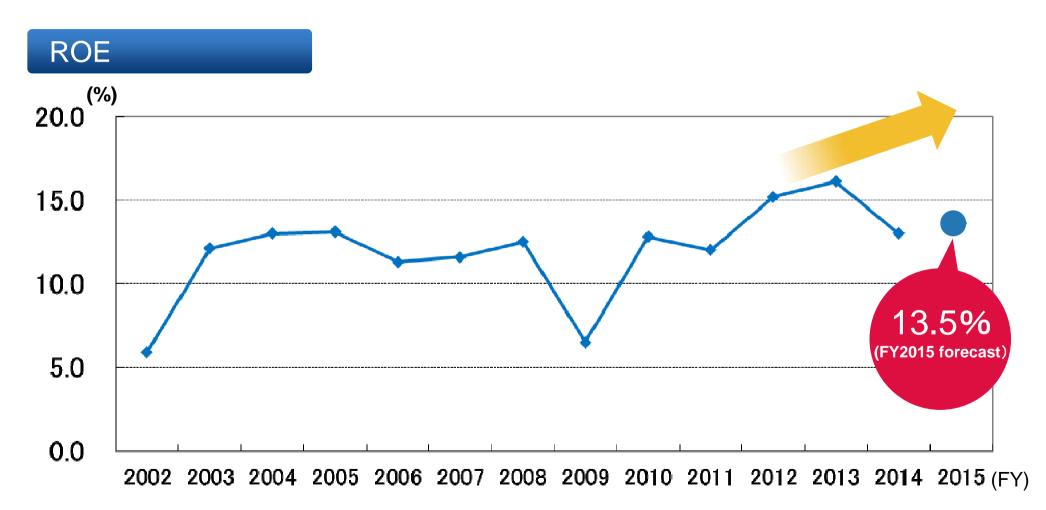
### We expect consolidated OP will rise.

		FY2015 Forecast	
		Actual YoY cange	
No	Net sales at existing stores (YoY)*	100.0%	
n-coi	Gross profit margin difference (YoY)*	+0.2%P	
nsoli	Selling, general and administrative expenses (YoY)	+5~10%	
Non-consolidated	Operating profit (billion yen)	58.5	<b>▲</b> 2.4 96.0%
Subsidiary Companies and others (billion yen)		12.5	+2.9 131.6%
Consolidated Operating profit (billion yen)		71.0	+0.5 100.7%

\*excluding LAWSON MART/LAWSON STORE100 business

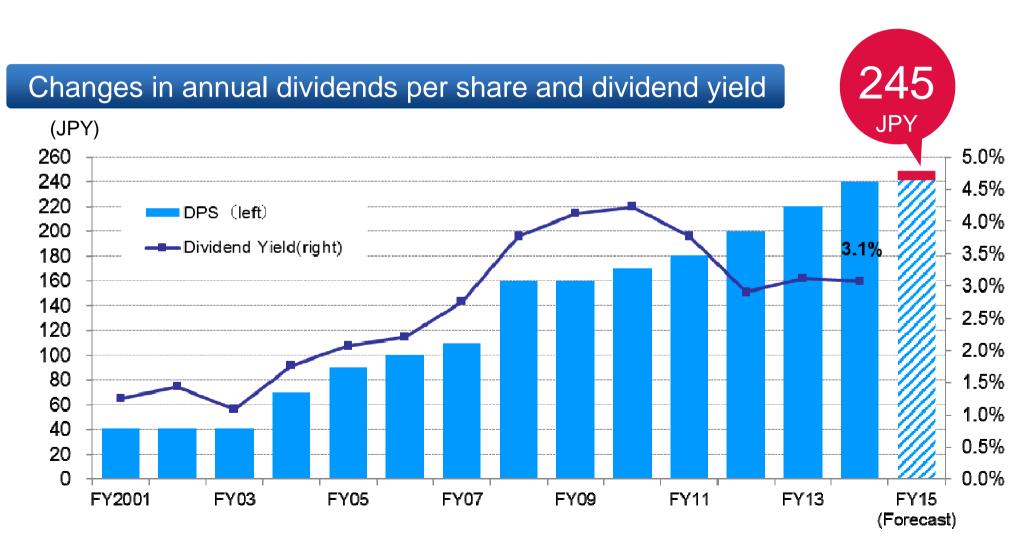


#### Temporary fall in FY2014 due to special losses ROE expected to resume upward trend from FY2015 onwards

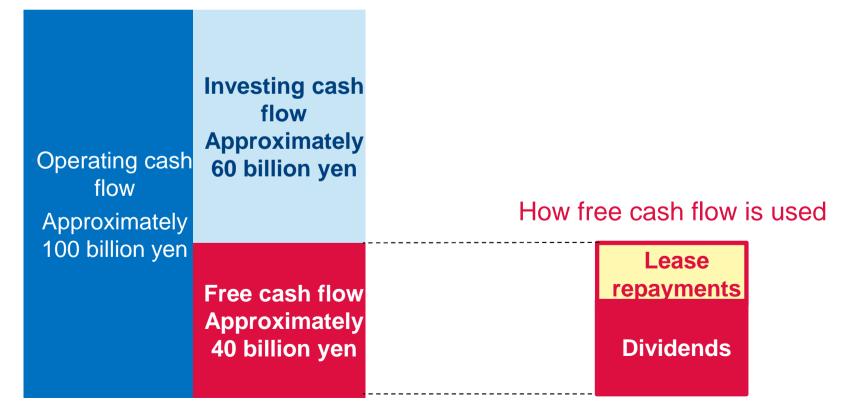


#### Dividend

No change in fundamental strategy to gradually increase shareholder returns



## Rough picture of cash flow based on convenience store business in Japan (opening 1,000 stores)



#### **Corporate Governance**

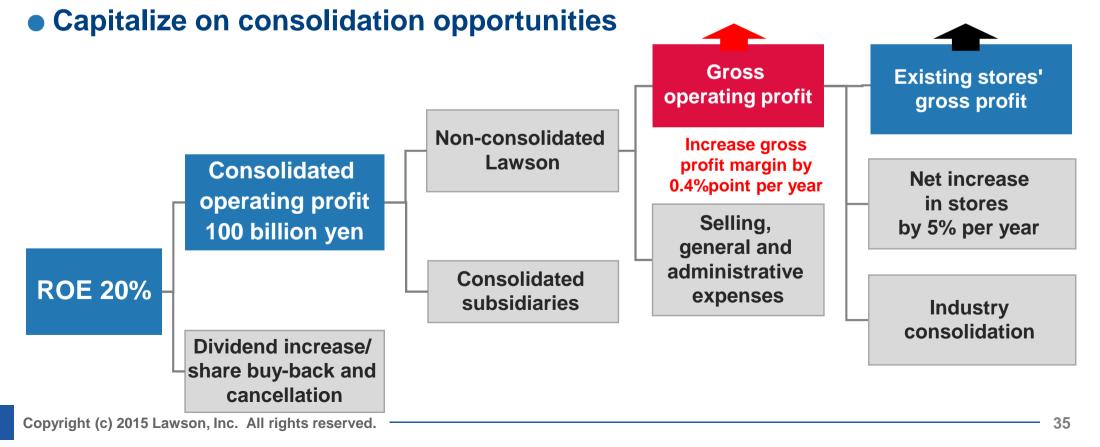
#### Independent officers with various professional backgrounds



#### 6 independent officers out of 8 directors and 4 auditors

#### **Medium-term Roadmap**

- Initiatives toward 1) 100 billion yen in operating profit and 2) ROE 20%
- Maintain capital discipline with emphasis on ROIC
- Differentiation by products with high GPM and multiple store formats
- High customer retention through CRM leveraging Ponta card data analysis
- Productivity improvement through SCM reform



## **Financial Results for FY2014**

# Earnings Summary of FY2014

	FY2012	FY2013		FY2014	
(Consolidated Billions of yen)	Actual	Actual	Actual	YoY	vs. Plan
Net sales of all stores	1,906.5	1,945.3	1,961.9	100.9%	99.0%
Operating profit	66.2	68.1	70.4	103.5%	94.0%
Operating profit ratio	3.5%	3.5%	3.6%	+0.1%P	▲0.2%P
Recurring profit	65.9	68.8	71.7	104.1%	97.0%
Net profit	33.1	37.9	32.6	86.1%	84.0%
EPS (Yen)	332.20	380.04	327.08	▲ 52.96	▲ 62.25
Dividend per share (Yen)	200	220	240	+20	-
ROE	15.2%	16.1%	13.0%	▲3.1%P	▲2.4%P
Total no. of stores in Japan	11,130	11,606	12,383	+777	+95

Note: FY2014 total chain store sales includes sales from the convenience store operation in Japan, overseas operations and sales from Seijo Ishii (consolidated items only). Regarding Seijo Ishii, only the sales of directly operated stores are included.

Note: The number of stores in FY2014 is the total number of convenience stores in Japan operated by the Lawson Group plus the number of directly operated Seijo Ishii stores.

Note: Following changes in FY2014 to the method for counting store numbers, the FY2014 number includes extra small stores (82 stores as of March 1, 2014).

Note: Change indicates comparison with plan announced along with the FY2014 2Q results. second quarter of FY2014.

#### Consolidated operating profit increased 3.5% YoY, but fell 6.0% short of plan

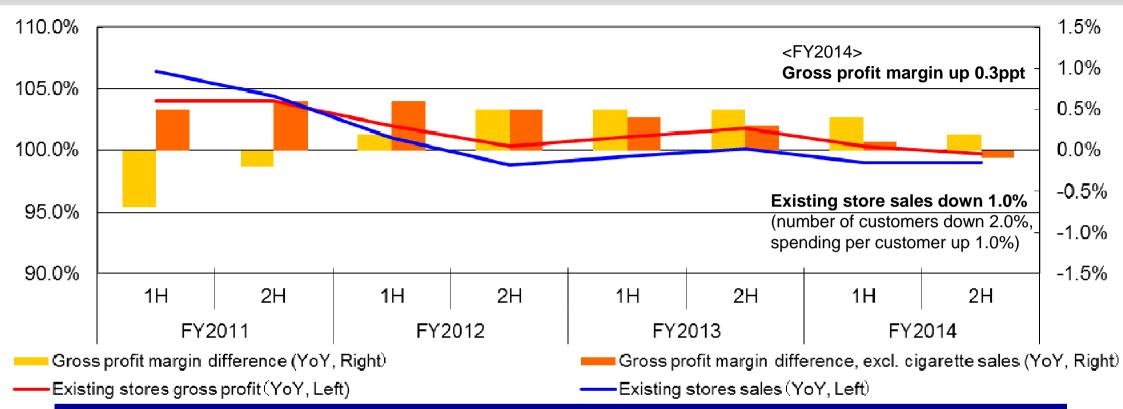
MACHI café renewal and stronger sales promotions to counteract tough competitive environment and polarized consumption trend. Measures to strengthen existing stores: Aggressive introduction of Machikado Chubo stores, injection of funds to boost product ranges.

Consolidated net profit fell sharply, contracting 13.9% YoY

Special loss rose by 49 billion yen YoY on the back of goodwill amortization at our Chinese subsidiary and losses relating to Lawson Mart and Lawson Store 100 restructuring.

# Existing Stores (Non-Consolidated\*)

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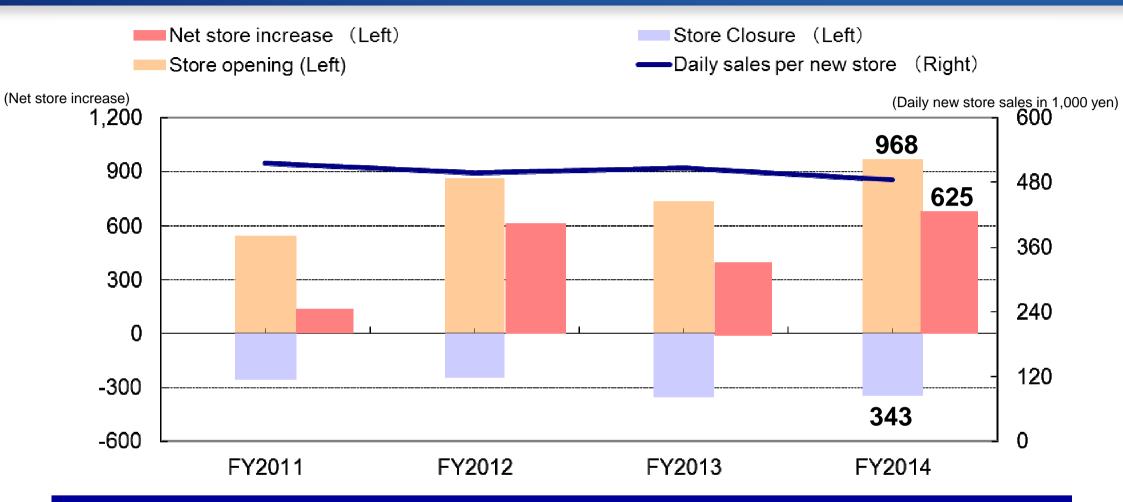


Existing-store sales fell 1.0% YoY. Poor conditions in the 1H dragged existing-store sales down, on the back of inclement weather, polarized consumption patterns following the sales-tax hike. Customer visits picked up somewhat in 2H.

Gross profit margin rose 0.3ppt YoY. Falling cigarette component of sales, stronger counter fast food, processed foods and non-food items helped boost profit margins. But the overall gross margin, excluding cigarettes, held flat YoY, following our strategic price cutting moves, etc.

As a result, gross profit at existing stores, which correlates closely to profits at franchise stores, held flat YoY

# Store Openings (Non-Consolidated\*) \*excluding LAWSON MART/LAWSON STORE 100 business



Store openings: Included 89 stores converted from Sunkus in Osaka and other areas, and 40 stores converted from Three F in Kochi. Tough competition knocked daily sales per new store down YoY to 484,000 ven.

New store openings, store closures, and the net increase in store numbers were in line with plan. FY2015 plans (excluding Lawson Mart/Lawson Store 100):1,130 stores openings, 430 closures. Net increase: 700.

# Key Components of SG&A Expenses

		FY2013	FY2014		FY2015	
(Billio	ns of yen)	Actual	Actual	Change	Forecast	
	Selling, general & administrative expenses	213.9	232.9	+18.9	Increase 5-10%	
Non-consolidated	<major expenses=""></major>			act of around 7% from t uring of Ninety-nine Plu		
con	Personnel expenses	35.8	36.6	+0.8	Increase 0-5%	
sol	IT-related expenses	14.7	12.7	▲ 2.0	Decrease 5-10%	
ida	(Hardware leasing, software amortization, maintenance, etc.)					
tec	Advertising and promotional expenses	9.0	8.2	▲ 0.8	Increase 20-30%	
	Facilities expenses	118.1	127.4	+9.4	Increase 5-10%	
Con	solidated SG&A expenses	290.4	299.3	+8.8	Increase 15-20%	

	Compared to Fiscal 2013		Compared to Plan		
Non-consolidated	<ul> <li>A&amp;P: Up approx. 900 million yen YoY including product support extended via new FC contracts.</li> <li>Equipment: Large increase relating to transfer of control of Ninety-nine Plus, higher store numbers.</li> </ul>	Non-consolidated	+2.7 billion yen v. plan Increased expenditure relating to review of charges,commission system with Lawson Mart.		
Consolidated	Increased after SG&A expenses from Seijo Ishii and United Cinemas were incorporated into consolidated accounts.	Consolidated	+4.9 billion yen v. plan Includes SG&A expenses from Seijo Ishii and United Cinemas in consolidated accounts.		

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			(Billions of yen)		
<operating major="" of="" profit="" subsidiaries=""></operating>			FY	FY2015	
	FY-end	Ownership	Actual YoY change		Forecast
Lawson Mart, Inc.	Feb.	100.0%	1.76	+1.66	0.50
SEIJO ISHII CO., LTD.	Dec.	100.0%	1.54	-	4.90
Lawson HMV Entertainment, Inc.	Feb.	100.0%	3.09	+0.27	3.20
Lawson ATM Networks, Inc.	Feb.	76.5%	5.93	▲ 0.15	5.60
Chongqing Lawson, Inc.	Dec.	100.0%	▲ 0.90	▲ 0.06	▲0.80
Shanghai Hualian Lawson, Inc.	Dec.	94.0%	▲ 0.64	▲ 0.24	▲0.90

Note: The FY2014 data for new ly consolidated Seijo Ishii includes the 3 months of data (Oct.-Dec. 2014) included in the consolidated income statement

ontributed 1.3 billion yen to
odwill and other.
events and entrance to 14 3Q.
e, rise in new ATMs review of ATM operating

### FY2013 Consolidated Balance Sheet

					(Billions of yen)
	As of Feb. 28, 2015	Change from Feb. 28, 2014		As of Feb. 28, 2015	Change from Feb. 28, 2014
Total current assets	223.6	27.8	Total current liabilities	301.0	54.3
(Cash and deposits)	76.7	▲0.0	(Accounts payable-trade)	103.4	14.2
(Accounts receivable)	58.6	4.4	(Deposits payable)	103.6	16.0
Total noncurrent assets	540.9	115.7	Total noncurrent liabilities	199.7	75.9
Property, plant and equipment	274.4	40.9	(Long-term loans payable)	58.4	58.4
Intangible assets	79.5	51.0	(Long-term guarantee deposits)	29.9	▲ 2.2
(Goodwill)	48.1	38.4	Net Assets	263.7	13.2
Investments and other assets	187.0	23.7	(Common stock)	58.5	-
(Long-terms loans receivable)	37.2	3.5	(Retained earnings)	147.1	9.0
(Guatantee deposits)	93.2	7.0	Liabilities and net assets	764.6	143.6
Total Assets	764.6	143.6			

Large YoY increase in fixed liabilities (long-term borrowings) and intangible assets (goodwill) linked to the acquisition of Seijo Ishii and United Cinemas.

Current assets (products) and current liabilities (trade payables) increased on the back of the consolidation of Seijo Ishii's directly operated store operation, and the expanded scope of SCI.

# Cash Flows and Capital Expenditures (Consolidated)

				(Billions of yen)
Consolidated Capital Expenditures	FY2012	FY2013	FY2014	FY2015
	Actual	Actual	Actual	Plan
New stores	33.1	32.2	49.0	53.5
Existing stores	8.7	7.0	5.8	10.0
IT-related	5.9	5.3	8.2	13.0
Other	3.2	2.0	2.7	1.0
Subtotal for capital expenditure	51.0	46.7	65.8	77.5
Depreciation and amortization	43.8	47.8	41.8	50.9

FY2012 FY2013 FY2014 **FY2015** Consolidated Cash flows Actual Plan Actual Actual 85.1 81.5 110.5 Approx. 100.0 Cash flows from operating activities ▲ 47.9 ▲ 100.4 **▲** 54.1 Cash flows from investing activities Approx. ▲80.0 33.5 30.9 10.1 Free cash flows Approx. 20.0 ▲ 31.9 ▲ 39.6 ▲ 3.2 Cash flows from financing activities Approx. ▲45.0 **19.2** ▲ 20.9 ▲ 22.9 ▲ 24.2 (Cash dividends paid) 72.7 68.7 76.7 Cash and cash equivalents at end of period

In FY2014, investment cash flow increased in relation to the Seijo Ishii acquisition. FY2015E: High investment cash flows on strengthening of existing stores, systems investment, etc.

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(Billions of yen)

# FY2015 Company Forecast, Consolidated

FY2013 FY2014		FY2015	Forecast
Actual	Actual	Plan	YoY
1,945.3	1,961.9	2,074.0	105.7%
68.1	70.4	71.0	100.7%
3.5%	3.6%	3.4%	▲0.2%P
68.8	71.7	68.9	96.1%
37.9	32.6	35.2	107.7%
380.04	327.08	352.00	+24.92
220	240	245	+5
16.1%	13.0%	13.5%	+0.5%P
11,606	12,383	12,846	+463
(Non-consolidated*)*excluding LAWSON MART/LAWSON STORE100 business			
101.5%	100.0%	100.7%	+0.7%P
99.8%	99.0%	100.0%	+1.0%P
31.0%	31.3%	31.5%	+0.2%P
+0.4%P	±0.0%P	±0.0%P	±0.0%P
	Actual 1,945.3 68.1 3.5% 68.8 37.9 380.04 220 16.1% 11,606 11,606 99.8% 31.0% +0.4%P	Actual       Actual         1,945.3       1,961.9         68.1       70.4         3.5%       3.6%         68.8       71.7         37.9       32.6         380.04       327.08         220       240         16.1%       13.0%         11,606       12,383         101.5%       100.0%         99.8%       99.0%         31.0%       31.3%         +0.4%P       ±0.0%P	ActualActualPlan1,945.31,961.92,074.068.170.471.03.5%3.6%3.4%68.871.768.937.932.635.2380.04327.08352.0022024024516.1%13.0%13.5%11,60612,38312,846101.5%100.0%100.7%99.8%99.0%100.0%31.0%31.3%31.5%

Note: FY2014 total chain store sales includes sales from the convenience store operation in Japan, overseas operations and sales from Seijo Ishii (consolidated items only). Regarding Seijo Ishii, only the sales of directly operated stores are included. Note: The number of stores in FY2014 is the total number of convenience stores in Japan operated by the Lawson Group plus the number of directly operated Seijo Ishii stores.

Despite concentrated investment to help boost FC profits and strategic expenditure, we expect consolidated OP will rise on strong contribution from Seijo Ishii.

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# Reference

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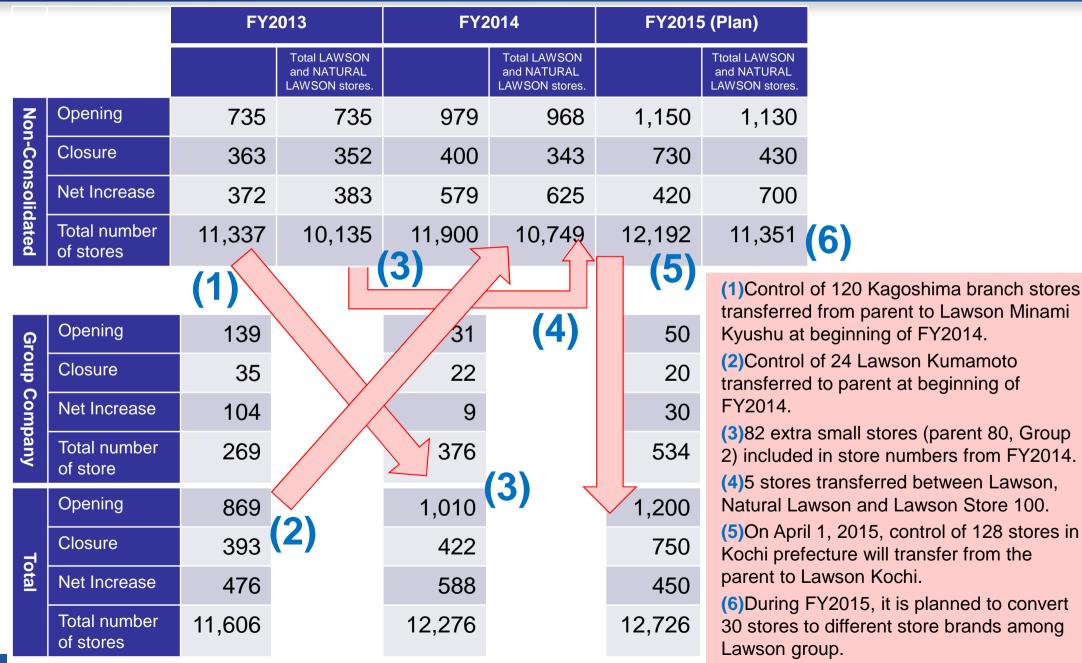
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### Half Year Breakdown of FY2015 Forecast

	FY2015 Forecast			
(Consolidated: Billions of yen)	1st Half	2nd Half	Full year	
Net sales of all stores	1,046.0	1,028.0	2,074.0	
Operating profit	37.0	34.0	71.0	
Operating profit ratio	3.5%	3.3%	3.4%	
Recurring profit	36.0	32.9	68.9	
Net profit	18.4	16.8	35.2	
(Non-consolidated*) *excluding LAWSON MART/LAWSON S	TORE100 business			
Gross profit at existing stores (YoY)	100.2%	101.2%	100.7%	
Net sales at existing stores (YoY)	99.5%	100.5%	100.0%	
Gross profit margin ratio	31.5%	31.5%	31.5%	

Note: FY2014 total chain store sales includes sales from the convenience store operation in Japan, overseas operations and sales from Seijo Ishii (consolidated items only). Regarding Seijo Ishii, only the sales of directly operated stores are included.

### Number of Convenience stores in Japan



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#### **Cautionary Statement**

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