endeavour group SF23 Results

Solnvestor presentation

August 2023



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Acknowledgement of country





For bersonal use of Steve Donohue, CEO

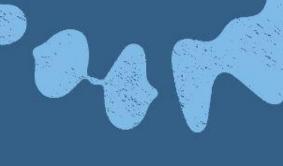




We're pioneering, entrepreneurial and always innovating.



We **connect people** through our products and venues, enabling **great experiences** and positive, **memorable moments**.



Creating a more sociable future, together



We do the right thing – build our businesses **sustainably**, act **responsibly** and embrace **technology**.



We work as **one team** to contribute to the **communities** we serve and collaborate with our **partners** to help build a better industry.



Our Strategy: bringing our Purpose to life to deliver value



One team living our purpose and values

- Highly engaged team
- Purpose driven culture



Positive and sustainable imprint

- Continued progress in sustainability journey
- Focused on responsibility and compliance



Leading customer offer and brands

- Unbeatable value and convenience
- Unrivalled customer engagement
- Meaningful omnichannel experience
- Producing award winning products



An efficient end-to-end business

- Group wide optimisation program mitigating rising cost pressure
- Sustainable margin expansion supported by Advanced Analytics



Accelerating growth

- Accelerating growth through prioritised capital investments
- Leveraging Group capabilities to unlock value of our network



F23 Results

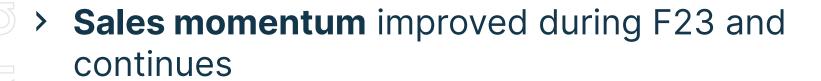
- Strong financial performance demonstrates the resilience and stability of our businesses
- Accelerating growth through prioritised capital investments
- > Group wide optimisation program mitigating inflation
- Continued progress in sustainability, focused on responsibility
- > Positive trading momentum



Sales	\$11.9b	+2.5%
EBIT	\$1,023m	+10.7%
Profit after tax	\$529m	+6.9%
Earnings per share	29.5¢	+6.9%
Dividend per share	21.8¢	+7.9%
ROFE	11.8%	+35bps



Retail



- Customers continuing to preference new and premium products
- Leading customer metrics, supported by unique and unbeatable value propositions
- Our brands span the spectrum of customer occasions



Sales	\$9.9b	-1.8%
EBIT	\$658m	-1.2%
EBIT margin	6.6%	+4bps
4 Year Sales CAGR ¹	4.0%	

F24 First 6 weeks Sales +2.5%

Dan Murphy's

Destination of choice for value, range and service F23 Highlights



Loved brand with a highly engaged customer base

Market leading customer metrics

+54 NPS

+19 ahead of nearest external competitor

Highly engaged customers

5.2m

Active My Dan's members



Nobody beats Dan Murphy's Lowest Liquor Price Guarantee

Delivering more value

~2m In-store price beats

Resonating with customers

79% My Dan's scan rate (F22: 70%)



Growing and innovative store network

Growing network

+8 to 266 Stores

Innovative formats

Australia's largest range

THE Dan Murphys-CELLAR

+2,025 New product lines



Large and profitable **eCommerce** business

Personalised ~95m omnichannel experience

Customer

interactions with personalised content

Leveraging store network

60%

of online sales via Pick-up in-store



Delivering value and convenience F23 Highlights



The most convenient store network

Largest network of liquor stores

1,435 Stores

Continuing expansion

+18
Net new
stores in F23



Doing drinks your way

Increased Brand 'Refreshingly BWS'

presence Brand Relaunch

Resonating with Gen Z

Growing brand

preference



Fresh and innovative store formats

Always improving in-store experience

95 renewals

Innovative and convenient formats

73 Drive-thrus642 Supermarket

t 202 Hotels518 Local



Digitally enhanced customer shopping experience

Store network facilitating multiple express delivery options

400,000 active users of BWS app during summertime 'cooler' campaign



Innovating for our customers

F23 Highlights



Trend leadership, quality and innovation

730+ Innovative, owned and exclusive master brands

\$1.7b Retail Sales of Pinnacle products

781 Pinnacle productawards, including12 wine trophies



Creating choice for our Retail and Hotels customers

7/10 Retail customers purchased a Pinnacle product in F23

347 Pinnacle products available in our Hotels



Investing in brands and production



SHINGLEBACK

Brand acquisitions round out Paragon portfolio

New Pinnacle products launched

in F23

DORIEN Dorrien winery upgrade



Expanding industry partnerships

300+ Supplier partnerships

20+ Export partnerships into key target markets

Hotels



- > Robust post-pandemic recovery boosted by renewals and acquisitions
- > Full service offering restored including return of entertainment
- > Strong momentum in initial weeks of F24, led by Food and Bars



Sales	\$2.0b	+31.0%
EBIT	\$428m	+35.9%
EBIT margin	21.6%	+78bps
4 Year Sales CAGR ¹	4.8%	
		FOA First Care

F24 First 6 weeks Sales +4.6%





Creating pub experiences locals love F23 Highlights



Creating memorable moments for our guests

At the centre of socialising

86,000Meals on
Mother's Day

Reinvigorated entertainment offer

~172,000
Tickets to events in F23



Expanding and improving our network

Expanding our network

11 new hotels (+15 Retail stores)

Improving our network to unlock value

46Renewals



Enhancing and leveraging Group capabilities

Activity based rostering

F24Optimisation program

Building digital customer experience

WIPpub+ our
bespoke Hotel
customer app



Leading in Responsibility

Launch of



Continuously training our teams

3,000Team members completed Responsible Gambling training

Our Hotels investment strategy delivers growth and diversification of earnings

Renewals



- > Restoring post period of underinvestment
- Increasingly focused on Food & Bars and Accommodation
- > Beginning to leverage Group renewal capabilities

46 Renewals completed in F23

Acquisitions



- \$89m investment to acquire 11 hotels with 15 associated Retail stores
- > **Diverse** revenue streams
- ~\$50m in annualised Hotel sales and ~\$50m of Retail sales

On track to deliver ROI >15%1

Redevelopments



- > The Brook Hotel reopened in May
- Currently top 10 F&B Hotel in portfolio
- New Dan Murphy's generating >5x uplift in Retail sales²
- > Accommodation opening in Q1F24

Average weekly EBIT up >500%



^{1.} Return on investment is calculated as Year 2 EBIT as a percentage of invested capital. Invested capital is total capital expenditure, net of depreciation

2. Average weekly sales uplift

Group optimisation program delivering material cost savings

endeavour

F22

\$30m savings delivered

Created the **Retail GO framework** and **delivered initial Retail benefits**



Sophisticated **rostering and labour planning** program



Simplified **in-store processes** and routines



eCommerce delivery
Optimisation

F23

\$60m savings delivered

Evolved into endeavourGO, a Center of Excellence, to cover Hotels and Group Services



Ongoing sophisticated workforce planning



Continuation of **in-store processes** simplification



Optimisation of hotels **operations** and processes

F24-F26

\$200m+ savings target

Technology enabled **Group wide**program, targeting efficiencies across the
end to end value chain



Retail GO: Building robust and cross-functional retail capabilities



Hotel GO: Leveraging learnings from Retail to unlock savings in Hotels



Group Services GO: Building our long-term Group Services strategy



Progress in sustainability, focusing on responsibility



Creating our positive imprint

Sustainability Report 2023

- Second annual Sustainability
 Report released
- Continuing progress against 2030 strategy, including core area of Responsibility and Community
- Second Modern SlaveryStatement released



Player Protect is our commitment to leading the way in responsible gaming

- Evolution of the Group's holistic approach to responsible gaming in ALH
- Whole-of-business framework
- Covering policies, support for players in and outside the pub, information, education and pastoral care programs
- Includes new technology and trials in consultation with governments and regulators



Financial Results Kate Beattie, CFO



F23 Financial result highlights

Financial results

\$11.9b

+2.5% YoY

Sales

\$1,023m +10.7% YoY

EBIT

\$529m

+6.9% YoY

Net Profit After tax

Cash and capital foundations

\$767m

F22: \$949m

Operating cash inflow

\$820m

Debt headroom

\$510m

Capital expenditure¹

11.8%

+35bps YoY

ROFE

Delivering for shareholders

29.5c

+6.9% YoY

Earnings per share

21.8c +7.9% YoY

Dividend per share

73.9%

Full-year dividend payout ratio



Group financial performance

- Contribution to EBIT from Hotels and Retail returning to normal post pandemic
- > Optimisation program mitigating inflation
- Continued execution and investment in line with strategy
- Higher finance costs reflects increased interest rates and higher average net debt
- Income tax represents an effective tax rate of 31.6%



Comparatives to Pre-Pandemic financial results¹

Retail	F23	F19	CHANGE	4 Year CAGR
Sales (\$M)	9,905	8,453	17.2%	4.0%
EBIT	658	538	22.3%	5.2%
EBIT to Sales (%)	6.6%	6.4%	+28 bps	

Hotels	F23	F19	CHANGE	4 Year CAGR
Sales (\$M)	1,979	1,640	20.7%	4.8%
EBIT	428	351	21.9%	5.1%
EBIT to Sales (%)	21.6%	21.4%	+22 bps	



- > First uninterrupted financial year of trading since F19
- > Strong **growth** in both segments
- Margin expansion in Retail driven by investment in capabilities
- > Further opportunity in Hotels



Retail financial performance

- Pandemic cycling impacting year on year comparatives
- > Gross profit margin strength continued
- > Effective cost management, with optimisation program mitigating inflationary pressures
- > Continuing to invest in customer experience and network expansion
- > EBIT margin maintained

	F23	F22	CHANGE
Sales (\$m)	9,905	10,086	(1.8%)
EBITDA (\$m)	954	944	1.1%
Depreciation and amortisation (\$m)	(296)	(278)	6.5%
EBIT (\$m)	658	666	(1.2%)
Gross profit margin (%)	23.8%	23.2%	+53bps
Cost of doing business (%)	17.1%	16.6%	+49bps
EBIT to sales (%)	6.6%	6.6%	+4bps
Return on average funds employed (%)	15.9%	16.8%	-94bps



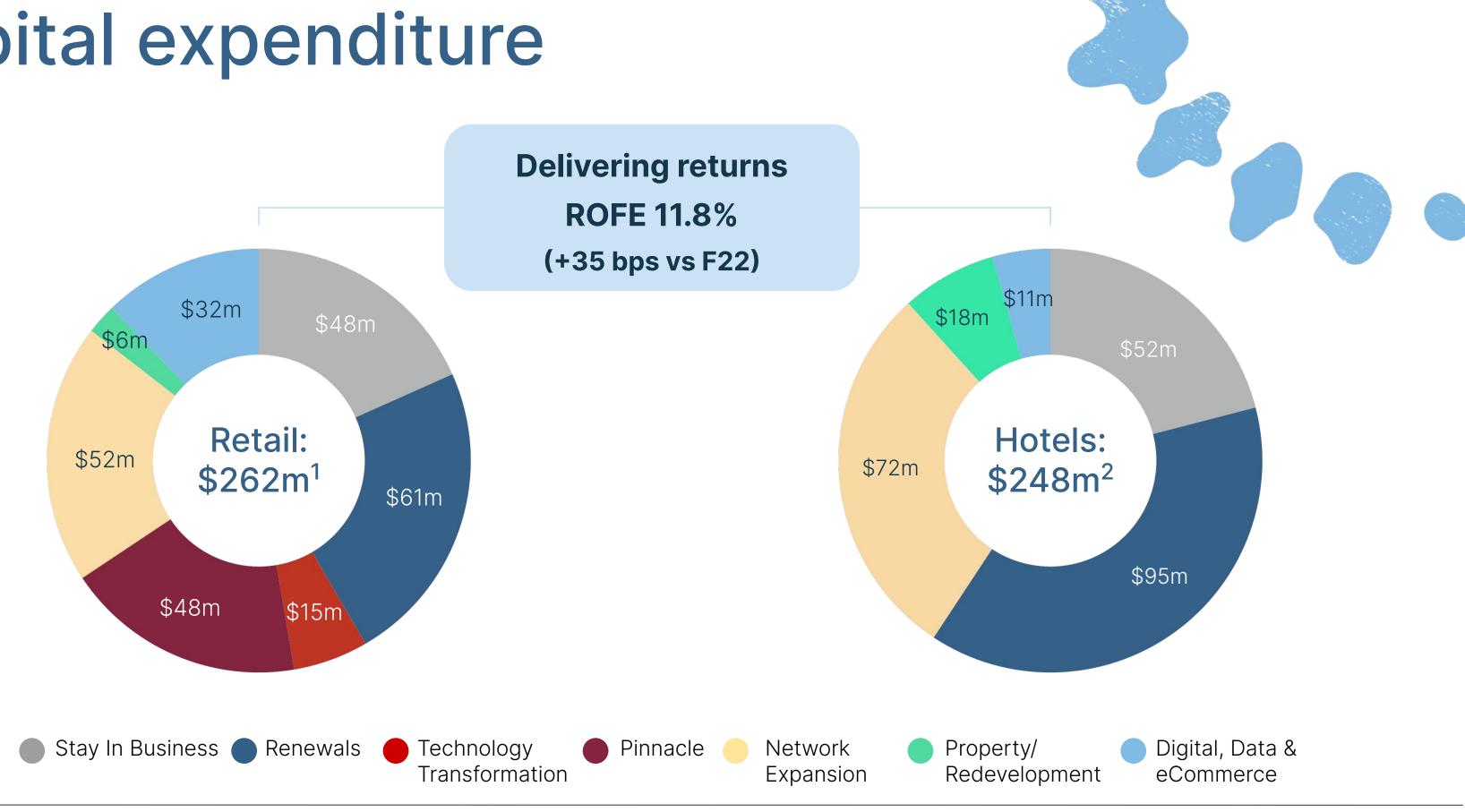
Hotels financial performance

- > Swift recovery following pandemic restrictions
- Sales composition rebalanced with Food, Bars and Accommodation rebounding
- Cost profile reflects return to full operations and impacts of inflation
- Depreciation & Amortisation includes uplift due to Victorian Gaming entitlements
- Sales leverage primary contributor to reduced CODB rate and EBIT margin growth

	F23	F22	CHANGE
Sales (\$m)	1,979	1,511	31.0%
EBITDA (\$m)	705	561	25.7%
Depreciation and amortisation (\$m)	(277)	(246)	12.6%
EBIT (\$m)	428	315	35.9%
Gross profit margin (%)	84.1%	85.1%	-94bps
Cost of doing business (%)	62.5%	64.2%	-173bps
EBIT to sales (%)	21.6%	20.8%	+78bps
Return on average funds employed (%)	10.2%	8.0%	+213bps



Capital expenditure





Excludes \$6m goodwill arising from the recognition of deferred tax liabilities on acquisitions

Excludes \$310m for Victorian gaming entitlements and \$26m goodwill arising from the recognition of deferred tax liabilities on acquisitions

Our 'One Endeavour' transition to standalone technology capabilities continues

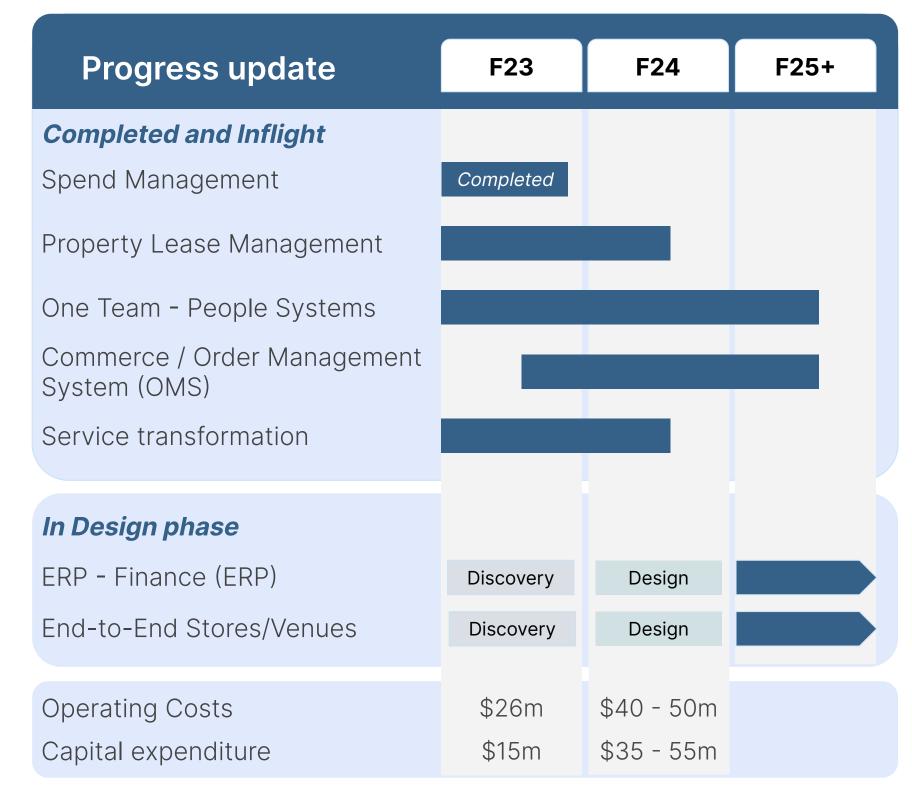
Strategic Rationale

Transition and simplify technology landscape as a foundation for growth and innovation

- > Modern, fit-for-purpose, lower cost technology solutions
- One common set of systems across businesses enabling agility, efficiency and automation
- Best in class data platform enabling insight and future growth, including Al
- Contemporary eCommerce platform delivering faster cheaper development and better customer experience
- We will continue to update the market as we progress the program

Key enabler of **Group Optimisation benefits**

Current capital capacity sufficient to support program funding





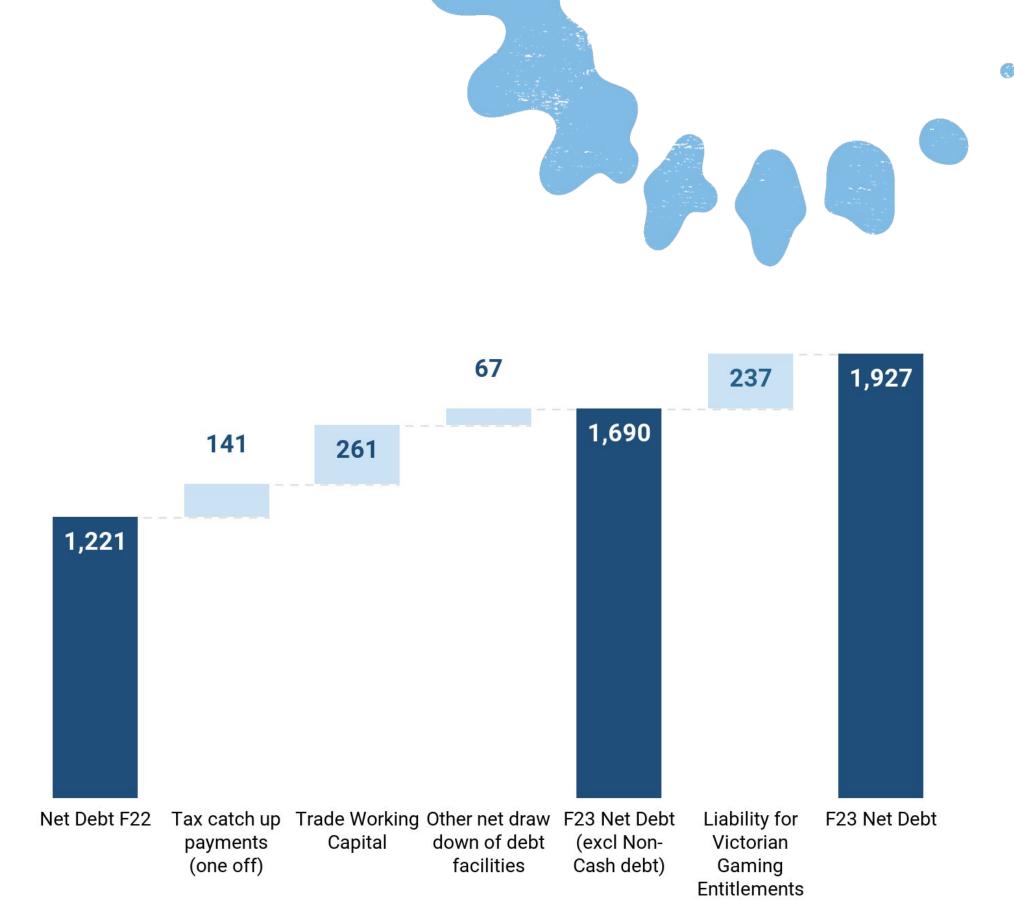
Cash and Net Debt

Net debt of \$1.9b increased by \$706m, of which \$237m was non-cash

- > Bank debt rose \$465m with the normalisation of tax payments and investment in working capital
- Non-cash debt increased by \$237m with the renewal of Victorian Gaming entitlements

Operating cash inflows of \$767m and a cash realisation ratio of 70%

> Below prior year due to the normalisation of income tax paid and working capital

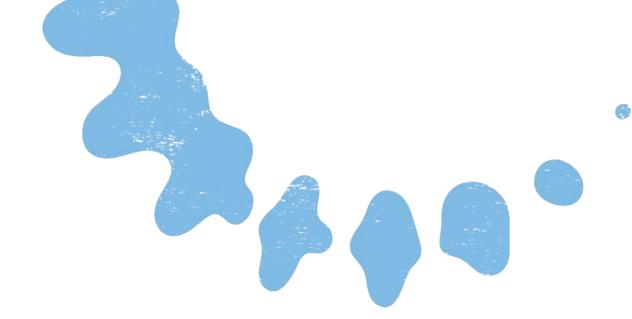




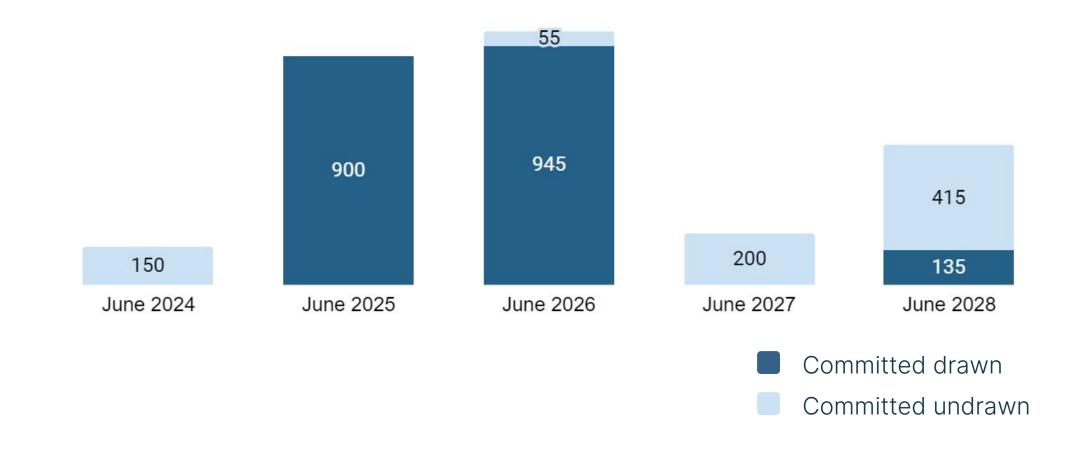
Funding to deliver strategy

Long-term debt facilities in place

- Healthy balance sheet consistent with investment grade credit metrics. Leverage ratio² of 3.6x
- Committed undrawn debt facilities of \$820m plus material cash balances
- Debt facilities increased by \$300m and maturity profile extended
- > \$725m of drawn bank facilities hedged at balance date (representing ~40%)

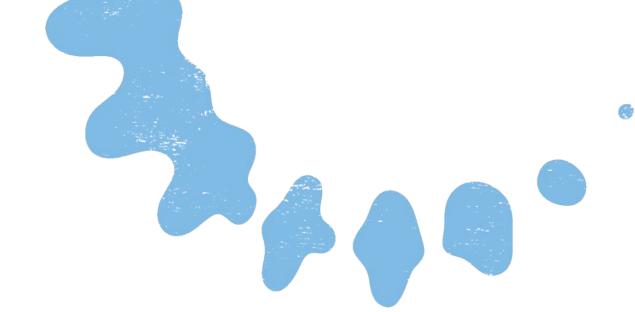


Debt maturity profile (\$ million)¹



^{1.} Excludes borrowings for Victorian gaming entitlements.

Strong returns to shareholders



Operating cash flow (high cash realisation)



Targeting investment grade credit metrics



Dividends

70-75%

Target full-year payout ratio

Sustaining CAPEX

- > Sustain the core
- > Stay-in-business
- > Technology transition
- > Renewals/EGMs

Cash and balance sheet management



Growth CAPEX

Organic and inorganic growth investments

Remaining cash

Intention to return any excess cash to shareholders

Deliver strong shareholder value creation



Sales ahead of market

Targeting

- > EBIT growth ahead of sales
- Sustainable shareholder value creation

Since Demerger we have delivered:

- > Sales growth of \$289m (+2.5%)
- > EBIT growth of \$124m (+13.8%)
- > ROFE of 11.8% (+66bps)
- > EPS growth of 19.0%
- > Fully franked Dividends returned to shareholders of \$752m¹
- > Dividend yield² of 3.5%



F24 update, priorities and outlook





Priorities for F24

Leading customer offer and brands

Continue to deliver and create meaningful omnichannel experiences, driving growth in our core businesses

Efficient end-to-end business

Pursue disciplined cost management and optimisation that balances our short and long term ambitions

Accelerate our technology transformation to unlock future optimisation and simplification opportunities

Accelerate Growth

Accelerate growth through prioritised deployment of capital to deliver a balance of short and long-term returns

Positive and sustainable imprint

Progress our sustainability ambition, focusing on responsibility and compliance

One team living

Continue to focus on our people to ensure we have the talent and capability to deliver Endeavour's strategic goals







Summary

A strong F23 performance reflecting the resilience and stability of the Group with:

- > All businesses now trading in a stable post-pandemic operating environment
 - > Retail delivering solid results including maintaining leading EBIT margin performance
 - > Hotels back to full operations, with customers enjoying a full suite of hospitality offerings
- > Customers maintaining their expenditure levels and appetite for discovery
- Disciplined cost management through group wide optimisation program
- Benefits of continuous investment in network renewal and expansion and enabling technology underpinning results



F24 outlook

Customer trends showing resilience and stability thus far

- > Retail first 6 weeks sales +2.5% YoY
- > Hotels first 6 weeks sales +4.6% YoY





Steve Donohue
Chief Executive Officer

Kate Beattie
Chief Financial Officer

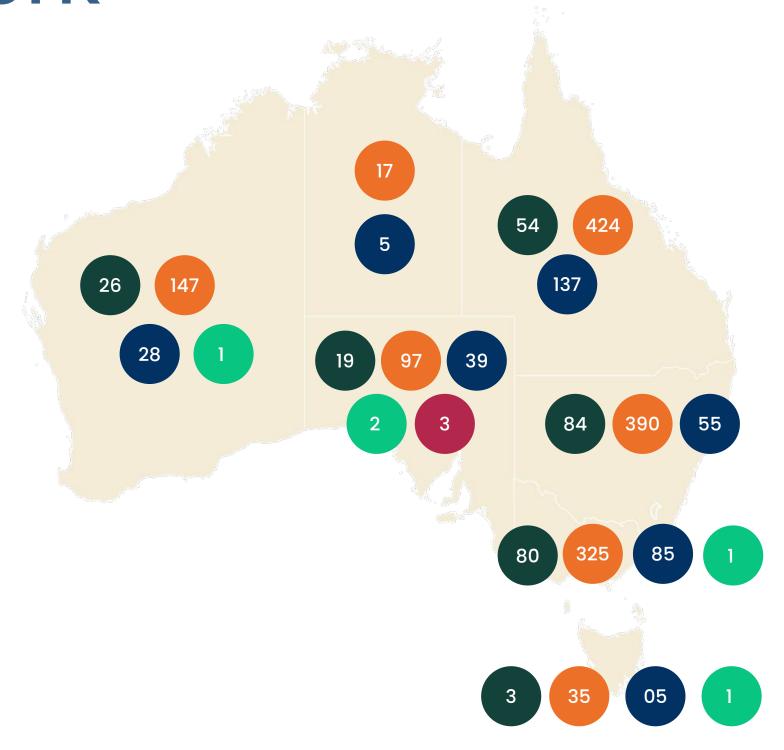


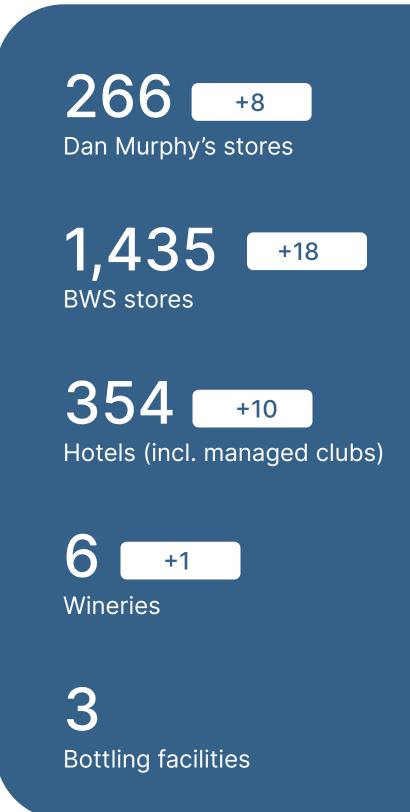






Our network ¹





Dan Murphy's

Hotels (incl clubs)

Bottling facilities

Wineries

BWS

Key:

Our capital allocation aligns to our strategic priorities

		F23 Capex ¹	Targeted ROI
Stay in Business	 Consistent with previous year; efficiencies targeted through procurement and lifecycle management 	\$100m	n/a
'One Endeavour' (Technology transition)	 Initiation phase for multi-year transition Group-wide spend system implemented, enabling better spend management and analytics Progressing in flight projects (Property lease management, One team - people system consolidation, Commerce / OMS and Service transformation) 	\$15m	n/a
Renewals	 Renewed 46 hotels Renewed 122 retail stores; Average age maintained <7 years EGM average age 6.6 years 	\$156m	>15%
Network Expansion	Added 39 (gross) new Retail stores11 Hotel acquisitions	\$124m	>15%
Pinnacle Expansion	 Acquired Shingleback of McLaren Vale and Cape Mentelle of Margaret River Dorrien Winery investment 	\$48m	>15%
Property redevelopments	 Redevelopment of the Brook Hotel Continuing planning and feasibility for further sites, ramping up in 2024-26 	\$24m	>20%
Digital, data and eCommerce	 Enhanced eCommerce and operational capabilities, focused on delivering improvements in on omni-channel experience in both Retail and Hotels Growing advanced analytics capability supporting margin outcomes 	\$43m	>20%
		\$510m	

Investment strategy to deliver strong EPS growth while targeting investment grade credit metrics



Group financial performance

F23	F22	
(52 WEEKS)	(52 WEEKS)	CHANGE
9,905	10,086	(1.8%)
1,979	1,511	31.0%
11,884	11,597	2.5%
658	666	(1.2%)
428	315	35.9%
(63)	(57)	10.5%
1,023	924	10.7%
(250)	(205)	22.0%
773	719	7.5%
(244)	(224)	8.9%
529	495	6.9%
6.6%	6.6%	+4bps
21.6%	20.8%	+78bps
8.6%	8.0%	+64bps
	9,905 1,979 11,884 658 428 (63) 1,023 (250) 773 (244) 529	(52 WEEKS) (52 WEEKS) 9,905 10,086 1,979 1,511 11,884 11,597 658 666 428 315 (63) (57) 1,023 924 (250) (205) 773 719 (244) (224) 529 495 6.6% 21.6% 20.8%

Balance sheet

\$ million	F23 25 JUNE 2023	F22 26 JUNE 2022	Change
Trade working capital	778	546	232
Lease assets	3,208	3,173	35
Property, plant and equipment	2,095	1,935	160
Intangible assets	4,260	3,830	430
Other liabilities (net)	(731)	(677)	(54)
Funds employed	9,610	8,807	803
Tax liabilities (net)	151	268	(117)
Other (assets)/liabilities (net)	(60)	(54)	(6)
Lease liabilities	3,883	3,816	67
Net debt	1,927	1,221	706
Equity	3,709	3,556	153
Total funding and tax	9,610	8,807	803
Return on Funds Employed %	11.8%	11.4%	+35 bps



Cash flow

	F23	F22	
\$ million	(52 WEEKS)	(52 WEEKS)	CHANGE
EBIT	1,023	924	99
Depreciation and amortisation expenses	573	525	48
Changes in trade working capital	(261)	(63)	(198)
Changes in assets and liabilities and other non-cash items	67	26	41
Finance costs on borrowings paid	(61)	(45)	(16)
Payment for the interest component of lease liabilities	(180)	(173)	(7)
Income tax paid	(394)	(245)	(149)
Operating cash flows	767	949	(182)
Payments for property, plant and equipment and intangible assets	(408)	(285)	(123)
Payments to acquire businesses, net of cash acquired	(110)	(64)	(46)
Proceeds from the sale of equity securities	2	74	(72)
Repayment of lease liabilities	(280)	(263)	(17)
Dividend paid	(394)	(349)	(45)
Other	(4)	(6)	2
Free cash flow	(427)	56	(483)
Cash realisation ratio (%)	70	93	-23pp

Historical financial performance

	Pre COVID-19		COVID-19				COVID-19 unwind			
Retail	H1 F19	H2 F19	H1 F20	H2 F20	H1 F21	H2 F21	H1 F22	H2 F22	H1 F23	H2 F23
Sales (\$M)	4,564	3,889	4,777	4,509	5,690	4,488	5,657	4,429	5,446	4,459
EBIT	316	222	338	231	419	250	461	204	418	240
EBIT Margin (%)	6.9%	5.7%	7.1%	5.1%	7.4%	5.6%	8.1%	4.6%	7.7%	5.4%
Contribution to Full year EBIT	58.7%	41.3%	59.4%	40.6%	62.6%	37.4%	69.3%	30.7%	63.5%	36.5%
Hotels	H1 F19	H2 F19	H1 F20	H2 F20	H1 F21	H2 F21	H1 F22	H2 F22	H1 F23	H2 F23
Sales (\$M)	865	775	919	401	667	750	680	831	1,056	923
EBIT	207	144	227	-52	122	138	121	194	256	172
EBIT Margin (%)	23.9%	18.6%	24.7%	-13.0%	18.3%	18.4%	17.8%	23.3%	24.2%	18.6%
Contribution to Full year EBIT	59.0%	41.0%	129.7%	-29.7%	46.9%	53.1%	38.4%	61.6%	59.8%	40.2%

Victorian gaming entitlement reconciliation

\$310m in Victorian gaming entitlements were renewed during the year, resulting in the initial recognition of a \$279 million liability owing to the Victorian Government. This represents the initial value of gaming entitlements less \$31 million, which was prepaid in prior years. While available for immediate use, the entitlements will be paid off over five years.

\$m	F18 - 19	F23	F24	F25 - F27	F28 - F32	F33	Total
P&L Impact							
Depreciation and amortisation	-	(27)	(31)	(93)	(155)	(4)	(310)
Estimated Interest expense	-	(0.6)	~(9)	~(18)	~(0.2)	-	~(28)
Cash Flow Impact							
Deposit paid	(31)	-		-	-	-	(31)
Repayments of principal	-	(42)	(56)	(167)	(14)	-	(279)
Estimated Repayment of interest	-	(0.6)	~(9)	~(18)	~(0.2)	-	~(28)
Balance Sheet Impact							
Borrowings	-	(237)	56	167	14	_	-
Prepayments	31	(31)		-	-	-	-
Intangibles (licences)	-	310		-	-	-	310
Accumulated amortisation		(27)	(31)	(93)	(155)	(4)	(310)

Notes:

- \$31m p.a Depreciation and amortisation started from Aug 2022 (\$310m over 10 years). This replaces a previous entitlement. The incremental impact to Depreciation and amortisation is ~\$14m p.a.
- Estimated interest expense based on current interest rate (10 Year Commonwealth Bond Rate)
- \$31m prepayment made in F18-19
- First payment of the 5-year instalments started from June 2023 (\$42m). ~\$56m p.a. from F24 onwards
- Estimated interest expense based on current interest rate (10 Year Commonwealth Bond Rate)
- First payment of the 5-year instalments started from June 2023 (\$42m). ~\$56m p.a. from F24 onwards

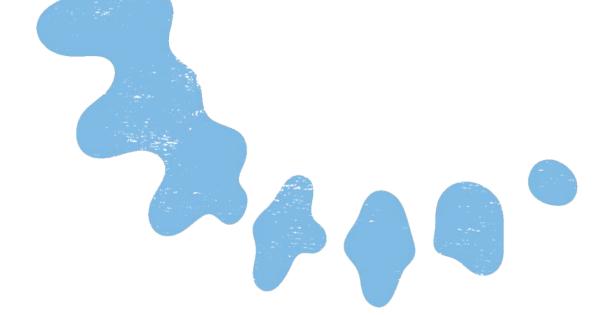


Summary of forward looking statements

Area	escription				
Group optimisation	We are targeting \$200m of cost out initiatives across F24 - F26 to mitigate inflationary pressures and enable continued investment in line with strategy.				
One Endeavour	The One Endeavour transformation and transition program continues in F24, with anticipated operating expenditure of \$40m - \$50m, and Capital expenditure of \$35 - \$55m, providing benefits in future years. This is allocated 70% to our Retail segment and 30% to our Hotels segment. We will continue to update the market as we progress the program.				
Victorian Gaming entitlements	The renewal of Victorian Gaming entitlements in F23 results in:				
	• \$31m p.a depreciation and amortisation started from Aug 2022 (\$310m over 10 years). This replaces a previous entitlement. The incremental impact to depreciation and amortisation is ~\$14m p.a.				
	 In F24, the interest expense relating to the entitlements is estimated to be \$9m (this is based on current interest rates) 				
53 Week	F24 is a 53 week reporting period, and our H2 F24 results will include an extra week of trading.				



Comparative figures



Normalised 52-week Equivalent F19 Information and Equivalent F20 Information

Woolworths' Drinks and Hotels businesses were transferred to, and merged with, Endeavour Group Limited on 2 February 2020 (Restructure) and 4 February 2020 (Merger), respectively.

Prior to this only the results of Endeavour Group Limited, previously known as Pinnacle Liquor Group Pty Limited, were included.

To enhance comparability against pre COVID-19 periods, a Normalised 52-week Equivalent F19 period and an Equivalent F20 period are referenced.

Normalised 52-week Equivalent F19 Information relates to the results of what was previously known as Woolworths' Drinks and Hotels businesses for the 52-week period ended 23 June 2019.

This information has been sourced from the data used in the F19 Woolworths Group Limited Annual Report, adjusted to include transactions to other Woolworths Group controlled entities that were previously classified as intercompany (pre Demerger) and remove the impact of the 53rd week in F19 from 24 to 30 June 2019.

Equivalent F20 Financial Information relates to the results of what was previously known as Woolworths' Drinks and Hotels businesses for the full 52-week period ended 28 June 2020, rather than only after the Restructure and Merger. This information has been sourced from the data used in the F20 Woolworths Group Limited Annual Report, adjusted to exclude consolidation adjustments not applicable to Endeavour Group on a standalone basis.



Glossary

	Term	Description			
	CAGR	Compound annual growth rate			
	Cash realisation ratio	Operating cash flow as a percentage of Group net profit after tax before depreciation and amortisation			
	Cost of doing business (CODB)	Expenses which relate to the operation of the business			
	eCommerce	Online channels including but not limited to store websites, apps and other digital platforms			
5	EGM	Electronic Gaming Machine			
	Free cash flow	Cash flow generated by the Group after equity related financing activities including dividends and repayment of lease liabilities			
	Funds employed	Net assets excluding net debt, lease liabilities, other financing-related assets and liabilities and net tax balances			
	Gaming	Refers to the operation of Electronic Gaming Machines			
	My Dan's active member	My Dan's active members are the number of unique members who have transacted in the last twelve months			
	n.m.	Not meaningful			
	Net debt	Borrowings less cash and cash equivalents and excluding the impact of unamortised borrowing costs			
	Net Promoter Score (NPS)	A loyalty measure based on a single question where a customer rates a business on a scale of zero to ten. The score is the net res of the percentage of customers providing a score of nine or 10 (promoters) less the percentage of customers providing a score of zero to six (detractors).			
	Online penetration	Online penetration is calculated as total online sales as a percentage of total Retail sales for the same time period			
	Return on Funds Employed (ROFE)	ROFE is calculated as EBIT for the previous 12 months as a percentage of 13 month average adjusted funds employed			
	Return on investment (ROI)	Return on investment is calculated as Year 2 EBIT as a percentage of invested capital. Invested capital is total capital expenditure, net of depreciation			



