

Financial Results Presentation Q1 FY2020

July 4, 2019

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Seven & i Holdings Co., Ltd.

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Q1 FY2019 Consolidated Financial Results Highlights ቻ

Achieved record-high operating income and net income attributable to owners of parent

(Billions of yen)

	FY2019	FY2020	YOY(%)	Variance	vs. plan (%)	Variance
Group's total sales	2,851.0	2,894.8	101.5	+43.8	98.7	(37.8)
Revenues from operations	1,599.0	1,596.4	99.8	(2.5)	98.5	(23.9)
Operating income	86.3	90.3	104.6	+3.9	106.0	+5.1
Net income attributable to owners of parent	42.8	52.0	121.5	+9.2	116.0	+7.1
EBITDA (Operating income + Depreciation and amortization + Amortization of goodwill)	145.4	151.8	104.4	+6.3	-	-

*Group's total sales include the sales of Seven-Eleven Japan and 7-Eleven, Inc. franchisees.

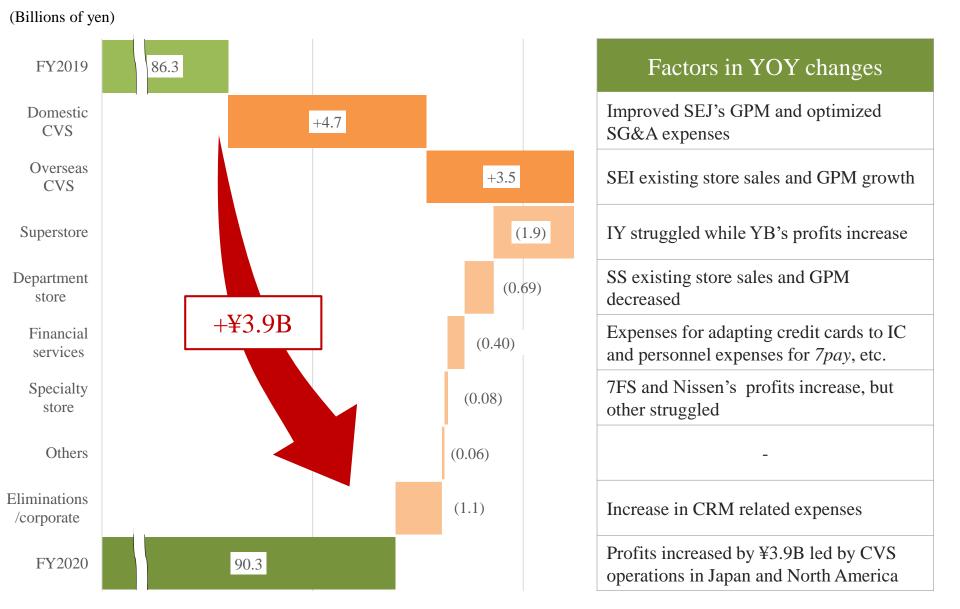
FX rate: 1USD = 110.22JPY,1CNY = 16.33JPY

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Operating Income Changes for Q1



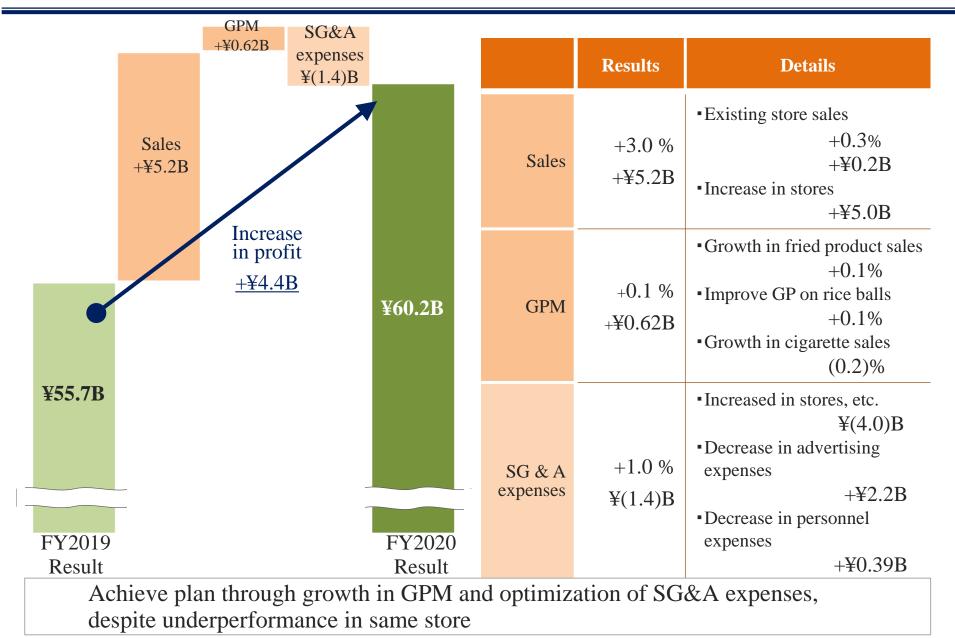


(Note) SEJ: Seven-Eleven Japan, SEI: 7-Eleven, Inc., IY: Ito-Yokado, YB: York Benimaru, SS: Sogo & Seibu, 7FS: Seven & i Food Systems Copyright (C) 2019 Seven & i Holdings Co., Ltd. All Rights Reserved.

Seven-Eleven Japan SEJ

Factors in YOY Change of Operating Income for Q1





OPM and SG&A Expenses Margin for Q1



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6.0	_		12.0		Cha (billions		Main factors
6.0 (%)	-D- OP margin -	SG&A expenses margin	13.0 (%)		FY2019	FY2020	Main factors
		1% reduction in royalties		Advertising expenses	(0.19)	(2.2)	Optimized sales promotions (Shift to 7-Eleven app- based sales promotions)
5.0	0		12.0	Personnel cost	+1.4	(0.39)	Reduced directly operated stores (76 fewer stores compared to previous year)
4.0	0	11.5	11.0	Rent	+3.5	+2.7	Curbed on store openings (108 fewer stores compared to previous year)
				Depreciation and amortization	+1.8	+0.69	Completion of POS register changeover
3.0	FY2016 FY2017 F	Y2018 FY2019 FY2020	10.0	Total SG&A expenses	+8.2	+1.4	Curbed increase to 1% YoY

Promote further revision of Head Office cost structure

 \Rightarrow Continuous improvement in profitability

YOY Change in GPM



Q1 GPM results

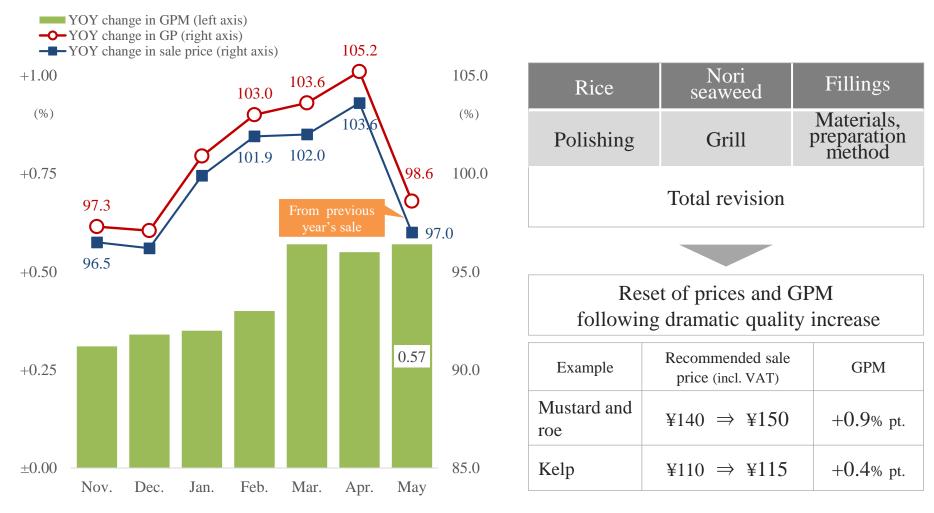
+0.4	-O-Excl. cigarettes	Product category	Change
(%)	··•• Incl. cigarettes	MDSE total (incl. cigarettes)	+0.1
+0.2		MDSE total (excl. cigarettes)	+0.3
		Fast food, daily food	+0.3
		Fried products	+0.1
± 0.0		Rice products	+0.1
		Others	+0.1
(0.2)		Nonfood	+0.0
(0.2)	Cigarette price rise	Alcoholic beverage	+0.0
	Renewal of	Snacks, processed food	▲0.0
(0.4)	rice balls	Ice cream, soft drinks	▲0.1
	Mar. Apr. May Jun. Jul. Aug. Sep. Oct. Nov. Dec. Jan. Feb. Mar. Apr. May 2018 2019		

GPM on an improving trend due to continuous renewals that increase quality

GP Improvement Example: Rice Balls

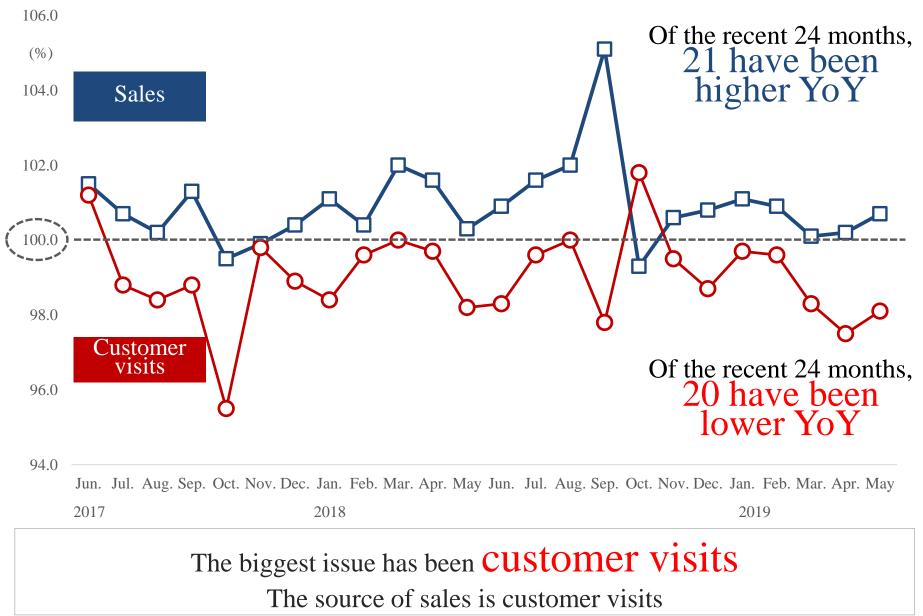


"Hand-rolled rice balls" complete renewal of five items (from February)



Improved sales and GP after renewal \Rightarrow Improved performance for the entire category

existing store Sales and Customer Numbers YOY 爹



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Efforts to Improve Customer Numbers



ϕ *7pay* introduction



pay

From July 1 Added a payment function to the Seven-Eleven app

> Number of app downloads: Over 1.2 million = strong starting position

Over 1.5 MM people registered on the first three days alone

Increase customer convenience

At the same time, five companies in and outside Japan started using barcode payment

•PayPay	• ALIPAY
• MerPay	•WeChat Pay
•LINE Pay	
Strengthen sales promotion	Resolved reverse- discrimination issue

Starting fr 7p @ Simple p	
NEWS RELEASE 2019年7月1日 (予定) より全属の	セブン&アイ HIDCS MARH セブン・イレブン・ジャパン 5019年5月 21 8 セブンー・イレブン・グサパン
『7pay (セプンペイ)』バー:	VCC HEADERAL SALES
相応意せてジン・イレブン・ジャパン(年代:東京都 はマジンボブイ 住地がイーニード決壊サービスをあら に ジージンボブ く 住地がく ーニード決壊サービスをあら に いたいの、 して、 して、 して、 して、 して、 して、 して、 して	<text><text><section-header><section-header><section-header><text><text><text></text></text></text></section-header></section-header></section-header></text></text>
	3.社会現年センベーン第1.第1.5 (共大20)1.第2.5 (大インベーン) 第第:7月11日(10.0 0時 ~ 7月11日(10.0 1時 10.0 1年 10.0 1月 第第:7月11日(10.0 0時 ~ 7月11日(10.0 1時 10.0 1年 10.0 1年 実長うえ、それぞれ支援金属の 20~2月を発展。 ※最もためにつきましたの予約時を上見えまして変現。 第8 10 17 + 17 + 11.5 小のでの第二人であべう。 20 からわらかの ポーナスキャイ・ 20 からわらかの ポーナスキャイ・ 20 からわらかの ポーナスキャイ・ 20 かられらかの ボーナスキャイン (大変) いの場合、支援金属の 20~ 50 かられらかの ボーナスキャン・ 20 かられらかの ボーナスキャン 20 かられらかの パーレーン (大会) (大会) (大会) (大会) (大会) (大会) 20 かられらかの (大会) (大会) (大会) (大会) (大会) (大会) (大会) (大会)

Overview of Action Plan



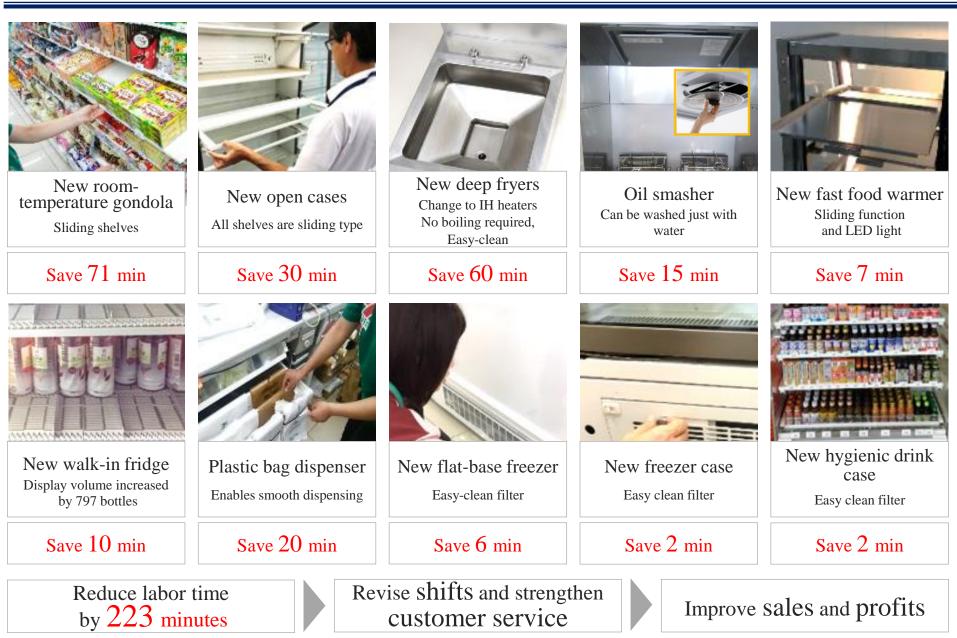
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Announced Action Plan to 24-hour operations issue on April 25

1. Strengthen support for franchise stores	2. Strengthen communication with owners
 Respond to staff shortages Enhance systems (Owner help and employee dispatch) Employee recruiting center Personnel reduction Self-service registers (Scheduled for introduction at all stores during FY2020) Plan to start introduction in Q2 Promote cashless payment (Smartphone payment from July) Introduce new inspection system in 2H Introduce new fittings and fixtures (Start with new stores and refurbished stores in FY2020) 	 Store visits from directors and general managers Every month starting from May Area study sessions Hold regularly Owner surveys Check regularly on franchise store concerns and management issues
3. Consider shortening operating hours	4. Expand sales and profits
 Test at directly operated stores (From May 21 / 10 stores) Three lengths of store closure time (4 hours, 6 hours, 8 hours) Franchise store participation in trial Set single term length of three months, with longest trial of two terms. ⇒Franchise stores to make the final decision on whether to shorten operating hours 	 Accelerate introduction of new layouts Q1 result: 1,200 stores, FY2020 plan: Changed from 6,000 stores to 7,000 stores Reduce food loss Introduce ethical program in Autumn 2019 Digital and financial strategies From July: Introduce other companies' barcode payment systems at the same time as <i>7pay</i> Copyright (C) 2019 Seven & i Holdings Co., Ltd. All Rights Reserved.

Improve Operation Efficiency





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Progress in Introduction of New Layout

◆Introduction effect (May results) * Figures for 411 stores that introduced changes by December 2018

Figures for 411 stores that introduced changes by December 2018								
	Nationwide	Stores with new layout (411 stores)					May	Variance
	(Same store)			Tota	1	+17.4		
					Cigarettes	+4.5		
APSD	+¥4.6K	+¥17.4K			Frozen food	+2.9		
Customer					Noodles	+1.7		
Customer numbers	(21.0)	+16.4			Soft drinks	+1.4		
(per day)	(21.0)	+10.4					Rice products	+1.1
Gross profit on sales	N45 011	MICE ON			Sandwiches	+1.1		
(May)	+¥45.3K	+¥165.2K	+¥45.3K $+$ ¥165.2K			Delicatessen	+1.0	
					Ice cream	+1.0		

At 411 stores subject to inspection and measurement, and elevation effect on sales and profits continues

Introduction results

Introduction results for 1Q	Cumulative number of stores	Upward revision from original plan for introduction at 6,000 stores to $7,000$ stores
1,200	4,600	Accelerate strengthening of same stores

Reduce Food Loss and Improve Profitability (Ethical Program)



Overview	7	◆Flow
Approach	Reduce food loss Sales promotion by granting <i>nanaco</i> points (No burden on franchise stores)	(1)Select target products (three hours before sell-by deadline)
Scheme	Awarded 5% <i>nanaco</i> points from three-hours before the sell-by deadline (Subject to changes)	Automatically reflect through systemization
Benefits for franchise stores	Improved profitability (1) Sales growth (2) Disposal loss reduction	(2) Notification to customers
Benefits for Head Office	 Maintain price reliability Increase charge revenue Reduce Head Office expenses (disposal burden) Realize flexible sales promotion strategy Recirculate points to the Group Promote use of <i>7pay</i> and <i>nanaco</i> 	(3) Award points at the register

Ethical Program-Test Result from Directly Operated Stores 🌮

Overview

Period: February 2019 Stores: 10 directly operated stores Details: Award *nanaco* points (ethical points) for purchase of original daily products* sold 3 hours before sell-by deadline [Award rate: 3%]

Review

*Rice products, sandwiches, noodles, delicatessen, sweats and pastries

	Exis	sting store ave	orage	Test store average			
YOY change (thousand of yen)	Past 12 months average	February	Variance	Past 12 months Average	February	Variance	Variance
	(1)	(2)	(2) - (1) = (3)	(4)	(5)	(5) - (4) = (6)	(6) - (3)
APSD	+8	+3	(5)	+12	+26	+14	+19
Disposal [monthly amount]	(9)	+8	+17	+17	(69)	(86)	(103)

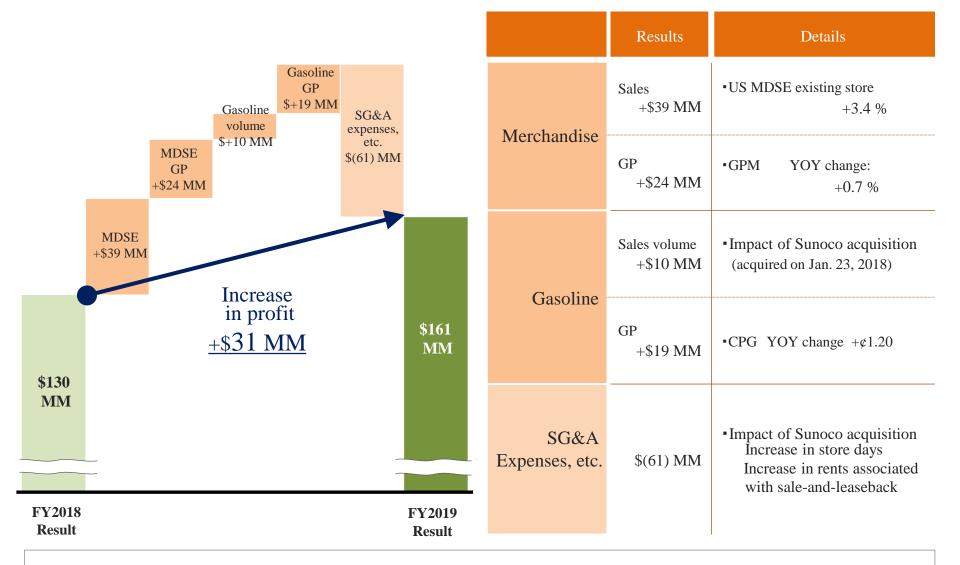
Plan to expand to all stores in autumn 2019

Reduce food loss while increasing franchise store earnings

7-Eleven, Inc. SEI

Factors in YOY Change of Operating Income for Q1

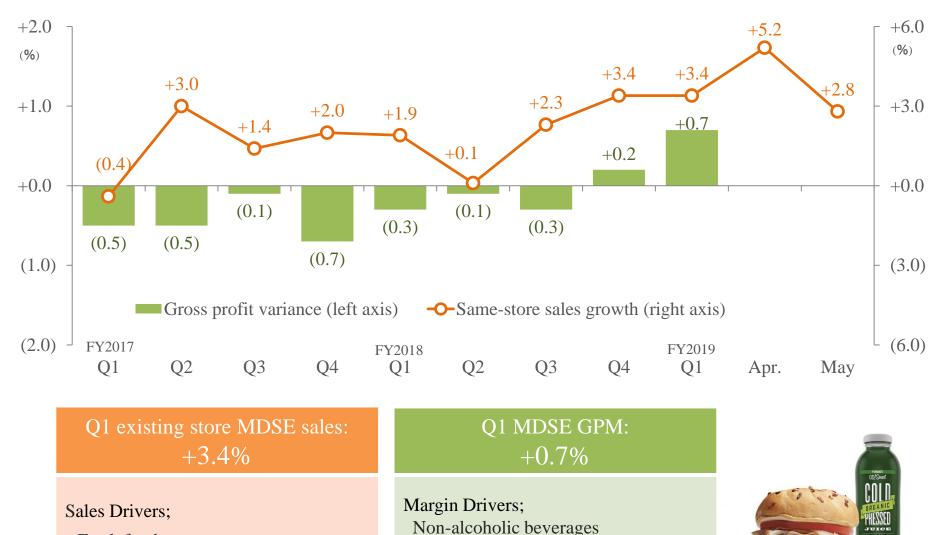




Existing store sales, GPM growth and higher gasoline revenue lifted profits \$31 million

Existing Store Sales and Gross Profit Margin





PB products "7-Select"

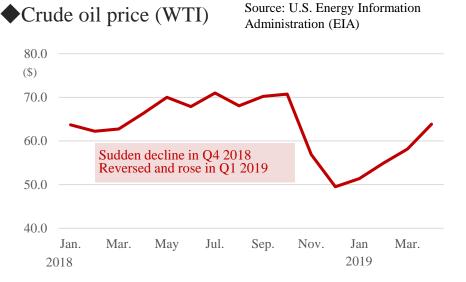
Impact of 7Rewards: +0.2%

Fresh food PB products "7-Select" Non-alcoholic / Alcoholic beverages E-Cigarettes

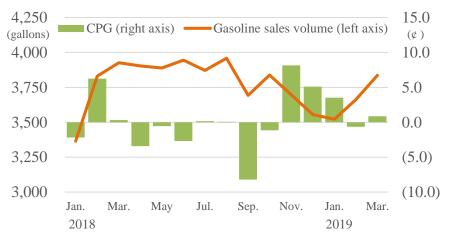
Impact of Sunoco acquisition: +0.1% Copyright (C) 2019 Seven & i Holdings Co., Ltd. All Rights Reserved.

Gasoline Gross Profit





Gasoline sales volume (/day/store) and YOY change in CPG



◆Gasoline gross profit



Sales volume per store declined due to weather, etc.

Despite increase in crude oil prices, CPG rose YoY

109.7%: Gasoline GP improvement and increase in store days (Sunoco) offset the decline in gasoline sales volume.

•Operating figures (Average daily sales per store)

	Sun	000	SEI (excl. Sunoco)		SEI Total	
		Change		Change		Change
Merchandise (\$)	4,647	(13)	4,676	+166	4,673	+151
Gasoline (gallons)	4,717	(283)	3,360	(70)	3,674	(50)

◆Financial figures

(Exchange rate: 1USD = 110.22JPY)

	Sun	1000	SEI (excl. Sunoco)		SEI Total	
		YOY		YOY		YOY
Operating income (Millions of dollars)	1.9	12.8%	159	138.7%	161	124.3%
Operating income (Billions of yen)	0.2	13.0%	17.6	141.2%	17.8	126.6%
Amortization of goodwill (Billions of yen)	1.9*	101.8%	2.9	105.5%	4.9	104.0%
Contribution to consolidated operating income	(1.7)	-	14.6	151.8%	12.9	137.7%
(Billions of yen)						

SEI remained in line with Plan despite sharp increase in rent associated with the sale-and-leaseback



New Test Store



New test store in Dallas opened on March 22, 2019

[Purpose]

- •Test new platforms and products
- •Run a PDCA cycle to understand customer needs
- Consider using in future store designs

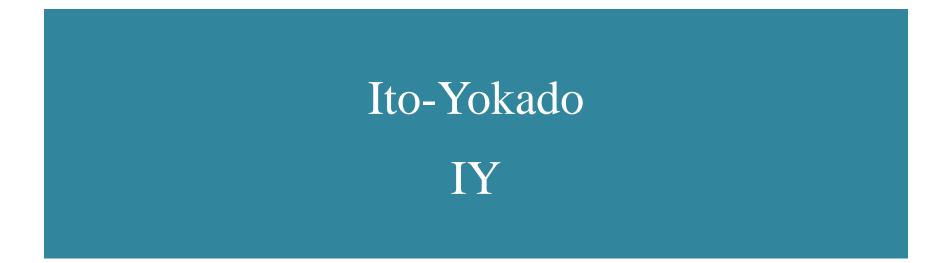






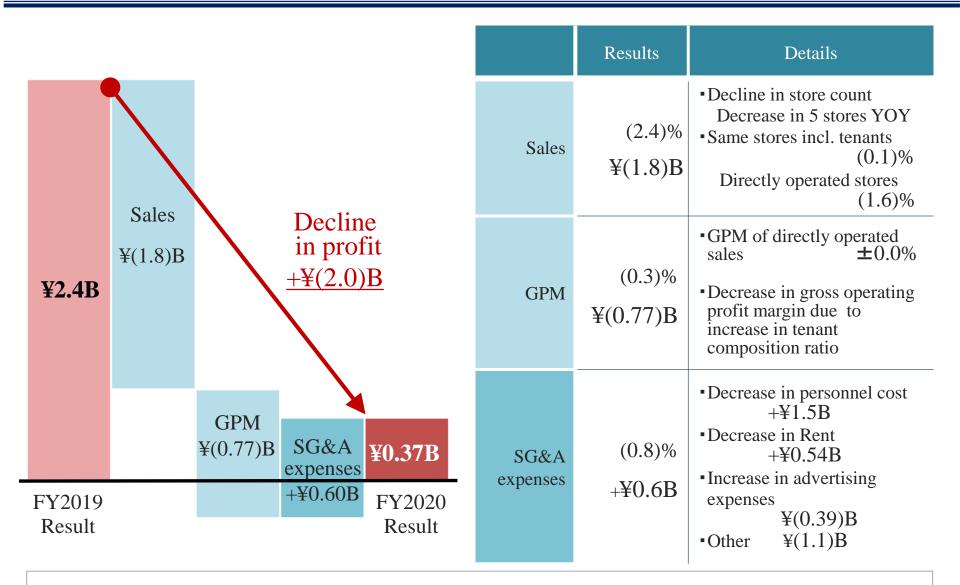
Discard stereotypes, focus on customers, and test new ideas

Repeat testing and then deploy successful initiatives to existing stores



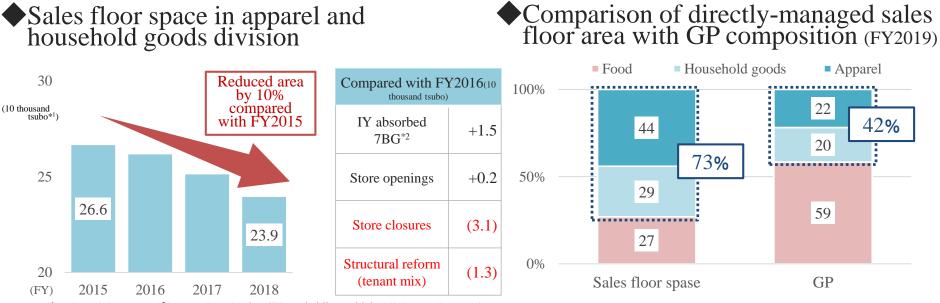
Factors in YOY Change of Operating Income for Q1





Significantly under plan despite SG&A curbs as sales and GPM struggled

Store Structural Reform



*1 tsubo = 3.3 sqm *2Seven Bi no Garden (IY's subsidiary which sell drug and cosmetics)

Revise organization and management structure, and future outlook

Tenants	Tenants	Invite tenants with strong customer attraction	E.g. Bic Camera at the Tama Plaza store (Autumn 2019)
Apparel	Lifestyle	Further reduction in directly operated sales floor space and merchandising reorganization	Narrow down the range of MDSE categories in line with individual store characteristics
Household goods	Specialty stores	Develop new products to enhance the attractiveness	Restaurant business / services (Shift to franchising)
Food	Food	Strengthen delicatessen offerings	Ready-to-serve and easy meals, health consciousness (Delicatessen, frozen foods and meal kits, etc.)

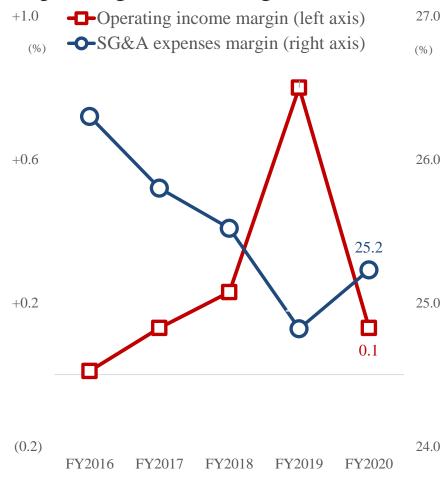
Develop and introduce new content, and recreate stores as commercial facilities aligned to local characteristics.



Initiatives to Reduce SG&A Expenses for Q1



Operating income margin and SG&A margin



	Growth	Main factors
Advertising expenses	+8.7%	Sales promotions for Golden Week, etc.
Personnel cost	(5.0)%	Store closures and review salary structure
Rent	(3.8)%	Store closures
Depreciation and amortization	+7.8%	Store openings and remodels
Other	+4.2%	Increase in expenses associated with store remodeling, etc.
Total SG&A expenses	(0.8)%	

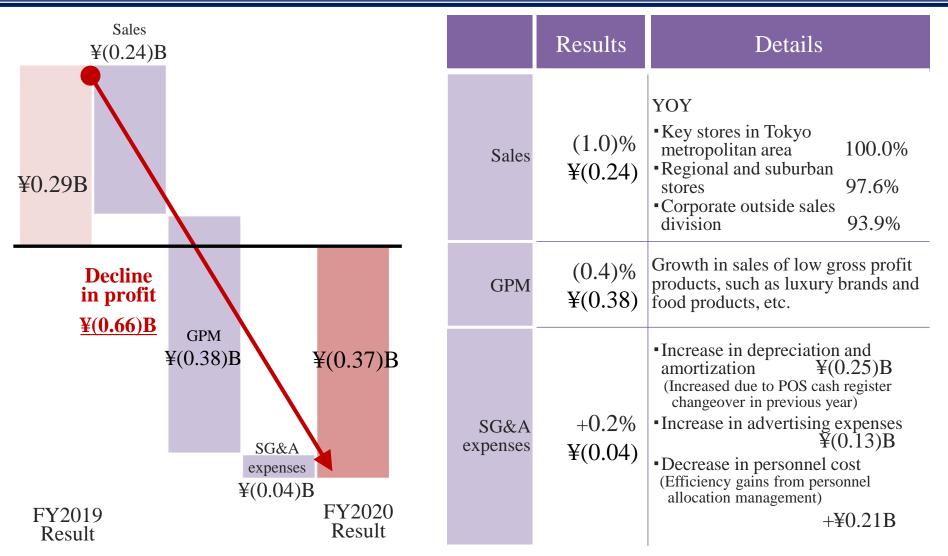
SG&A expense margin is trending lower, but still at a high level over 25%

Specific countermeasures to be announced in October ⇒Store policy, investment discipline, personnel allocation, etc.

Sogo & Seibu SS

Factors in YOY Change of Operating Income for Q1



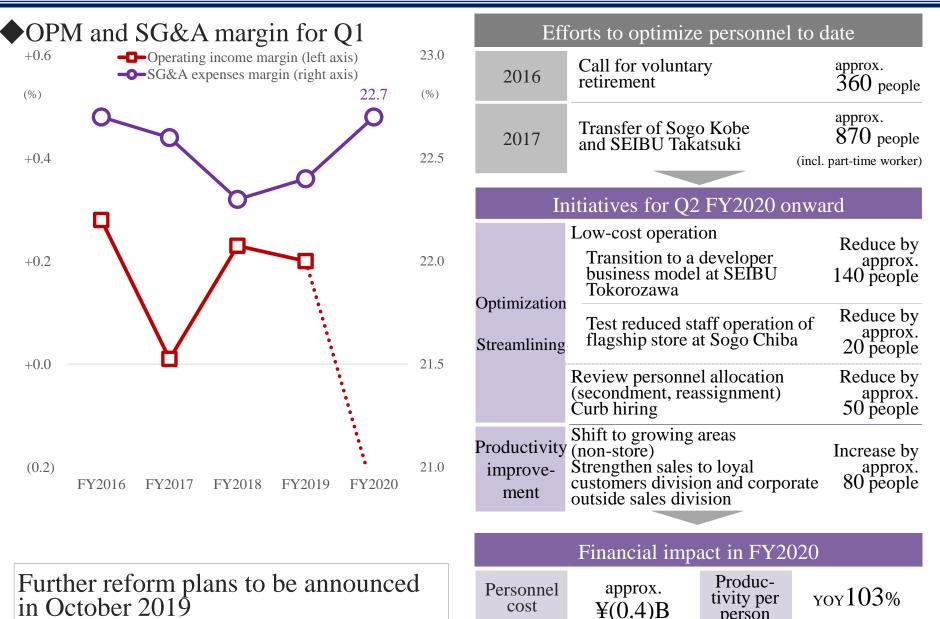


Significantly under plan due to struggling existing store sales and GPM

*Key stores in Tokyo metropolitan area: SEIBU Ikebukuro, Sogo Yokohama, Sogo Chiba, SEIBU Shibuya and Sogo Omiya

Initiatives to Reduce SG&A Expenses for Q1





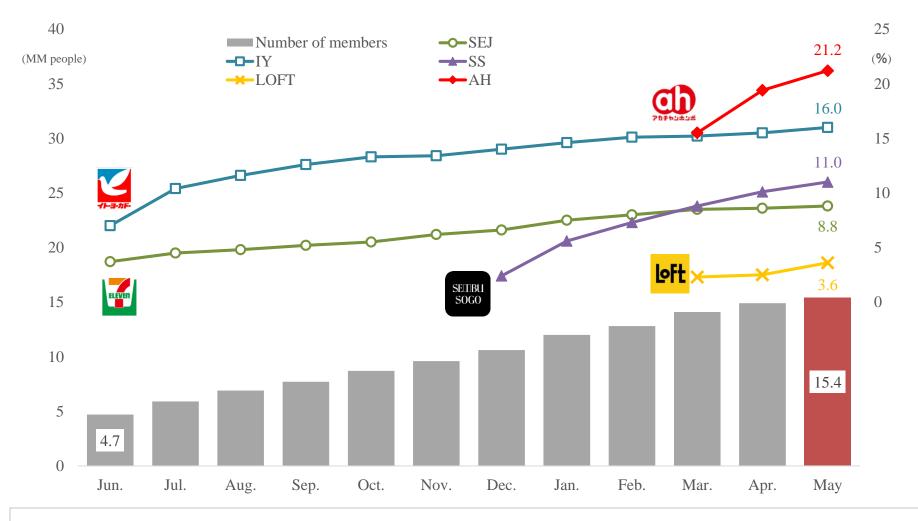
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Digital Strategy

Number of 7iD Members and Each Company's App Utilization Rate



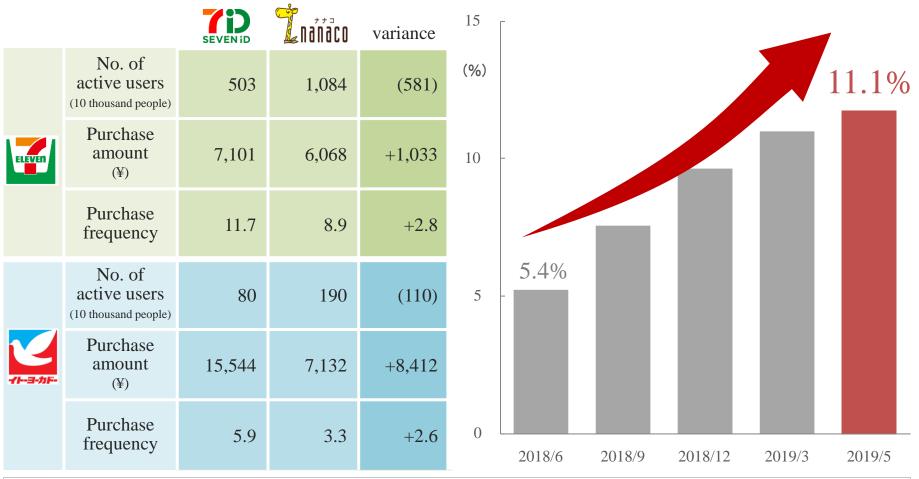


Over 15 MM people joined the SEVEN MILE PROGRAM in the 12 months since its launch App utilization rates are also growing steadily

Comparison of 7iD and *nanaco* Memberships^{*}

Comparison of monthly purchases for May 2019

Ratio of 7iD member purchase amount to total sales of the companies which introduced 7iD



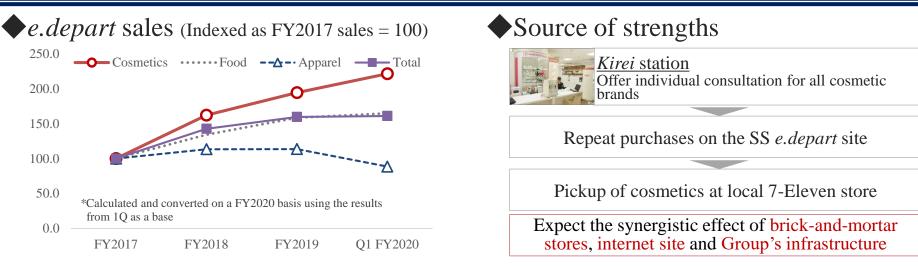
7iD members have higher purchase amounts and purchase frequency than *nanaco* members, but the active rate is an issue.

*nanaco members who do not have a 7iD

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Mutual Customer Referrals Campaigns between SS *e.depart* (online shopping site) and SEJ





Mutual
customer
referrals
campaignStrengthen promotions to female app members in their 20s - 50s
Order cosmetics via *e.depart* and pick it up at 7-Eleven store
 \Rightarrow Presented with "*nanaco* gift *omni7*(e-money)" or a ticket entitling
them to a free SEVEN CAFÉ and café latte(From June 24 to July 21)

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Review(1) Sales orders amount YOY
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(%)	May	Week of June 24	Variance
e.depart total	104.9	107.1	+2.2
Cosmetics	106.7	127.8	+21.1
In-store pickup	108.1	191.3	+83.2

*Limited to once per person for customers who spend more than ¥6,000 (incl. VAT) in purchases

Review(2) In-store pick-up ratio

(%)	May	Week of June 24	Variance			
<i>e.depart</i> total	27.0	35.8	+8.8			
Cosmetics	37.7	54.6	+16.9			

53.8% of new customers who picked up cosmetics made a purchase at 7-Eleven store

Mutual Customer Referrals Campaigns between Akachan Honpo (AH) and IY



Assumptions

AH customers = Parents who are currently pregnant or have infants

Large number of customers who have difficulty doing their own daily shopping

Recommend using IY *Net supermarket* to pave the way to solve customer inconvenience

Increase in members who are combining usage of the two company apps

Before measure	After measure	Variance
34,100	41,300	+7,200
	measure	measure measure

Compare with prior to execution:

rose by approx. 20%

Measure for promoting recognition (From April 30 to May 22)

Coupon distribution for users who downloaded the IY and AH apps





Status of IY <i>Net supermarket</i> coupon use (From June 1 to June 15)			
Users	Sales		
670 people	¥5.3 MM		

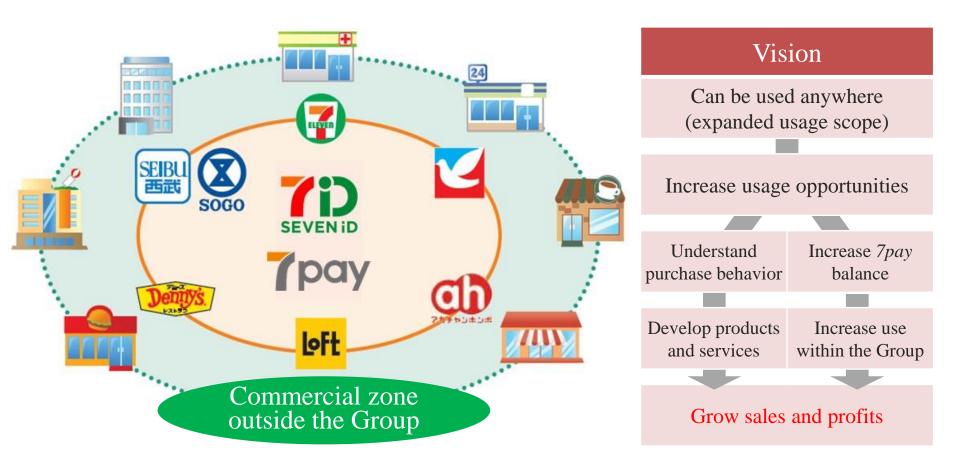
Mutual customer referrals among operating companies

= Aim to create group synergies

Future Developments



October 2019: Distribution of original 7pay app \Rightarrow Start of usage at external



Pursue synergies between digital strategy and real business

Appendix

Consolidated Revenue from Operations by Business Segments for Q1



(Billions of yen)

	FY2019	FY2020			
	1.12019	1,12020	YOY (%)	Variance	
Consolidated revenues from operations	1,599.0	1,596.4	99.8	(2.5)	
Domestic CVS operations	233.8	236.4	101.1	+2.5	
Overseas CVS operations	609.2	621.5	102.0	+12.2	
Superstore operations	476.0	467.6	98.2	(8.4)	
Department store operations	141.6	140.5	99.2	(1.1)	
Financial services	53.6	53.9	100.7	+0.38	
Specialty store operations	98.0	89.2	91.1	(8.7)	
Others	5.6	5.5	98.8	(0.06)	
Eliminations / corporate	(19.0)	(18.4)	-	+0.66	

FX rate: 1USD = 110.22JPY,1CNY = 16.33JPY

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Operating Income by Business Segments for Q1



(Billions of yen)

	FY2019	FY2020			
	1.12019	1,12020	YOY (%)	Variance	
Consolidated revenues from operations	86.3	90.3	104.6	+3.9	
Domestic CVS operations	55.3	60.1	108.5	+4.7	
Overseas CVS operations	9.3	12.9	137.7	+3.5	
Superstore operations	6.2	4.3	69.4	(1.9)	
Department store operations	0.36	(0.32)	-	(0.69)	
Financial services	13.8	13.4	97.1	(0.40)	
Specialty store operations	2.9	2.8	97.3	(0.08)	
Others	0.6	0.54	89.4	(0.06)	
Eliminations / corporate	(2.4)	(3.6)	-	(1.1)	

FX rate: 1USD = 110.22JPY,1CNY = 16.33JPY

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Operating Income of Major Operating Companies for Q1

(Billions of yen)

	FY2019	FY2020			
	112017	1 1 2020	YOY (%)	Variance	
Seven-Eleven Japan	55.7	60.2	108.0	+4.4	
7-Eleven, Inc.	14.0	17.8	126.6	+3.7	
[Millions of dollar]	[130]	[161]	[124.3]	[+31]	
Ito-Yokado	2.4	0.37	15.7	(2.0)	
York-Benimaru <incl. foods<sup="" life="">*></incl.>	3.7	4.3	116.3	+0.6	
Sogo & Seibu	0.29	(0.37)	-	(0.66)	

* Life Foods is a wholly owned subsidiary which produces and sells delicatessen in York-Benimaru stores.

The combined operating income for York-Benimaru and Life Foods represents internal management reporting figures.

FX rate: 1USD = 110.22JPY,1CNY = 16.33JPY

Consolidated B/S Summary (As of May 31, 2019)



(Billions of yen)

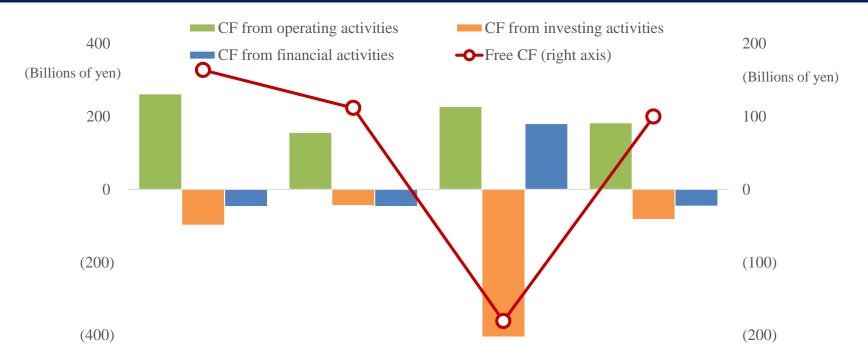
	Assets (Main items only)	Feb. 28 2019	May 31 2019	Variance	Liabilities and net assets (Main items only)	Feb. 28 2019	May 31 2019	Variance
Current assets		2,326.4	2,461.6	+135.1	Total liabilities	3,122.5	3,304.4	+181.8
	Cash and bank deposits	1,314.5	1,368.8	+54.3	Current liabilities	1,992.7	2,155.6	+162.9
	Cash and due from banks at Seven Bank	775.4	776.5	+1.0	Notes and accounts payable, trade	411.6	460.6	+49.0
	Notes and accounts receivable-trade	336.0	380.7	+44.7	Short-term loans	143.1	140.3	(2.8)
N	Ion-current assets	3,468.5	3,483.6	+15.1	Current portion of bonds Current portion of long- term loans	156.6	170.0	+13.3
	Property and equipment	2,118.6	2,131.3	+12.7	Deposits received	174.0	276.0	+102.0
	Buildings and structures, net	954.0	968.4	+14.3	Deposit received in banking business	588.3	591.9	+3.5
	Land	751.6	752.3	+0.74	Non-current liabilities	1,129.8	1,148.7	+18.9
	Intangible assets	608.4	608.7	+0.23	Bonds	361.9	341.9	(19.9)
	Investments and other assets	741.3	743.5	+2.1	Long-term loans	443.4	447.5	+4.1
Ι	Deferred assets	0.10	0.11	+0.01	Total net assets	2,672.4	2,640.9	(31.5)
]	Fotal assets	5,795.0	5,945.3	+150.3	Total liabilities and net assets	5,795.0	5,945.3	+150.3

Note) ASBJ Statement No. 28 has been adopted and reflected retroactively in the figures for the fiscal year ended February 28, 2019

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Consolidated Statements of Cash Flows for Q1



(Billions of yen)	FY2015	FY2016	FY2017	FY2018	vs. FY2019
CF from operating activities	261.7	155.8	226.9	182.2	(44.6)
CF from investing activities	(98.3)	(44.4)	(407.6)	(82.5)	+325.1
Free cash flow	163.3	111.4	(180.7)	99.6	+280.4
CF from financing activities	(47.1)	(47.1)	180.1	(46.4)	(226.6)
Cash and cash equivalents at end of period	1,260.9	1,271.1	1,290.6	1,364.2	+73.6

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FY2020 Plan of Revenues from Operations and Operating Income by Business Segments



(Billions of yen, %)

	Revenues from operations			Op	erating incom	me
		YOY	Variance		YOY	Variance
Consolidated	6,741.0	99.3	(50.2)	420.0	102.0	+8.4
Domestic CVS operations	983.0	102.9	+27.5	251.4	101.9	+4.6
Overseas CVS operations	2,740.0	97.1	(81.0)	102.7	111.3	+10.4
Superstore operations	1,903.0	100.0	+0.49	26.1	123.3	+4.9
Department store operations	595.0	100.5	+2.8	4.7	125.8	+0.96
Financial services	221.0	102.8	+5.9	46.3	87.6	(6.5)
Specialty store operations	353.0	99.3	(2.4)	8.1	121.3	+1.4
Others	27.0	113.8	+3.2	2.5	94.0	(0.15)
Eliminations / corporate	(81.0)	-	(6.9)	(21.8)	-	(7.2)

FX rate: 1USD = 110.22JPY,1CNY = 16.33JPY

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FY2020 Plan for Major Operating Companies



(Billions of yen, %)

	Operating income			Existing store	GPM
		YOY	Variance	sales growth	variance
Seven-Eleven Japan	250.0	102.0	+4.9	+1.5	+0.2
7-Eleven, Inc. [Millions of dollar]	122.6 [1,114]	110.4 [110.8]	+11.5 [+108]	+2.3	+0.5
Ito-Yokado	6.5	138.1	+1.7	(1.6)	+0.3
York-Benimaru ⟨incl. Life Foods [*] ⟩	18.3	109.4	+1.5	+0.5	+0.6
Sogo & Seibu	4.2	128.6	+0.93	+0.7	±0.0

* Life Foods is a wholly owned subsidiary which produces and sells delicatessen in York-Benimaru stores.

The combined operating income for York-Benimaru and Life Foods represents internal management reporting figures.

This document contains certain statements based on the Company's current plans, estimates, strategies, and beliefs; all statements that are not historical fact are forward-looking statements. These statements represent the judgments and hypotheses of the Company's management based on currently available information. It is possible that the Company's future performance will differ from the contents of these forward-looking statements. Accordingly, there is no assurance that the forward-looking statements in this document will prove to be accurate.