Tesco Preliminary Results 2021/22

Ken Murphy, Chief Executive Officer Imran Nawaz, Chief Financial Officer

13 April 2022



Kim Annual State

TESCO

Agenda

01.	Introduction
02.	Full year results
03.	Strategic priorities
04.	Market environment & outlook
05.	Q&A



Introduction.

An extraordinary year

Resolutely focused on customers

Unwavering commitment to value

Continued strong growth

A brilliant team effort



Ukraine - Supporting those affected by the crisis.

OTRAVINOVÁ SBÍR A POMOC LIKRA II





An extraordinary year.



Supporting customers & colleagues through the pandemic



Navigating significant industry disruption



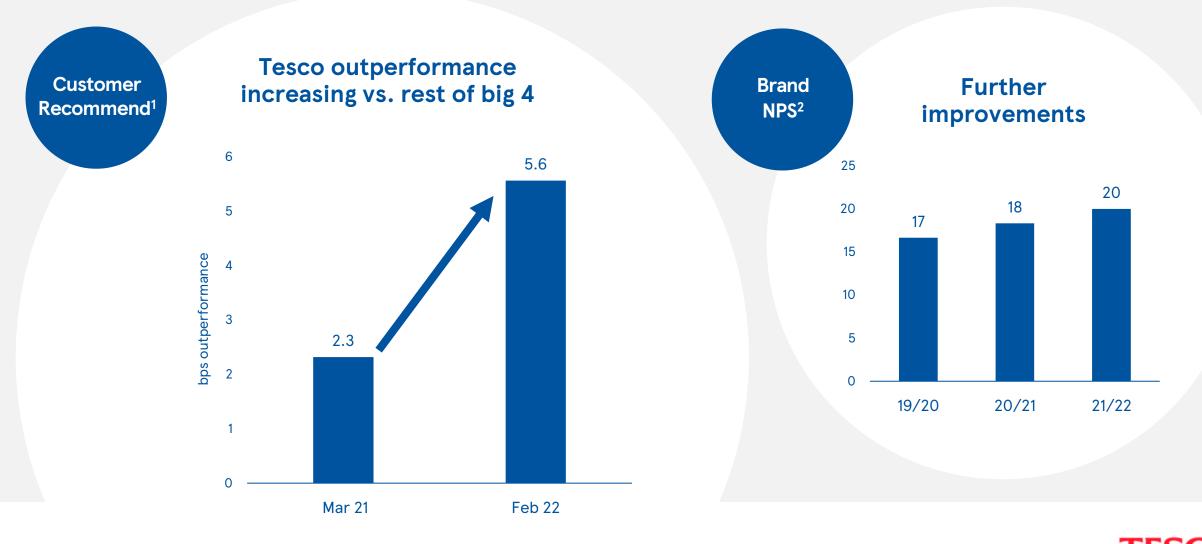
Improved competitive position despite inflationary pressures

Prioritised safety and well-being throughout	Leveraged supplier partnerships & supply chain capability	Consistent, compelling value proposition; perception strengthening vs rest of big 4
Supported absent & isolating colleagues	960 HGV drivers added via recruitment, conversion courses and apprenticeships	Quality perception +11bps vs market (32)bps ¹
Online capacity maintained at 1.2m orders per week; app users +71%	Significantly increased rail freight, including new UK refrigerated service	Accelerating Brand NPS outperformance
Donated 53m meals via food redistribution; 3m through 'Buy One to Help a Child'	Maintained industry-leading availability	Value and volume market share growth

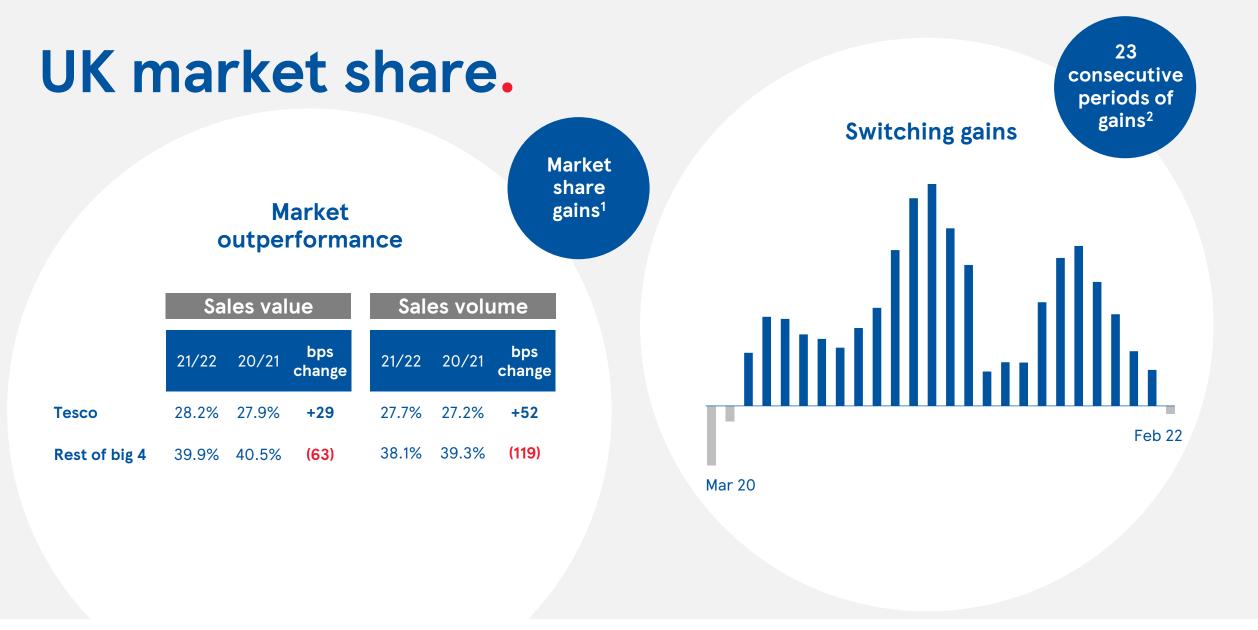


1. YouGov Quality perception on a 12 week rolling basis to 27 February 2022. 'Market' consists of Sainsbury's, Morrisons, Asda, Aldi, Lidl, Waitrose, M&S, Co-op & Iceland.

Customer satisfaction.



- 1. UK Multichannel Tracker. 3 period rolling data. Chart represents responses to the question, "Based on your most recent experience, how likely is it that you would recommend this store to a friend or colleague?" 'Rest of big 4' consists of Sainsbury's, Morrisons and Asda.
- 2. BASIS Global Brand Tracker. 3 period rolling data. Chart represents responses to the question: "How likely is it that you would recommend the following company to a friend or colleague?"



1. Kantar value and volume market share gains of Total Grocers Grocery sales on a 12 week rolling basis to 20 February 2022. 'Rest of big 4' consists of Sainsbury's, Morrisons and Asda. This differs to the market share of 27.7% with +30bps as referenced in the preliminary results statement which is based on Tesco share of Total Grocers Till Roll sales on a 12 week rolling basis to 20 February 2022 which does not include a volume dimension.



2. Kantar net switching gains from competitors refer to 12 w/e to 20 February 2022.

Making progress across the Group.

Republic of Ireland

Market share +11bps¹ 21.82% 21.94% LY TY Quality perception² +3%

Booker

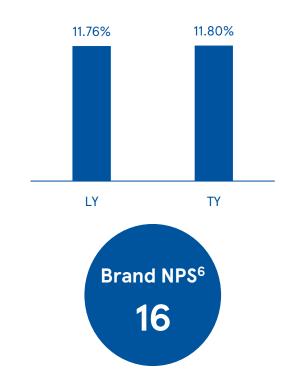


- Largest UK Wholesaler in 2021³
- 37,000 new catering customers
- 283 retail partner net openings



Central Europe

Market share +4bps⁵



- 1. GFK market share data on a 12 week rolling basis to 31 January 2022.
- 2. BASIS Customer Tracker 12 w/e to 8 February 2022 vs. February 2021. Chart represents response to question, "To what extent do you agree you can trust the quality of the fresh food at each of the following retailers?"
- 3. The Grocer, 30 Biggest wholesalers in 2021.
- 4. Q4 2021/22 survey of 40,000 customers across catering and retail, data represents response to question, "How likely is it that you would recommend to a friend or colleague?"
- 5. Kantar market share data on a 12 week rolling basis to 20 February 2022.
- 6. BASIS Global Brand Tracker. 3 month rolling data. Metric is weighted according to market revenue each FY.



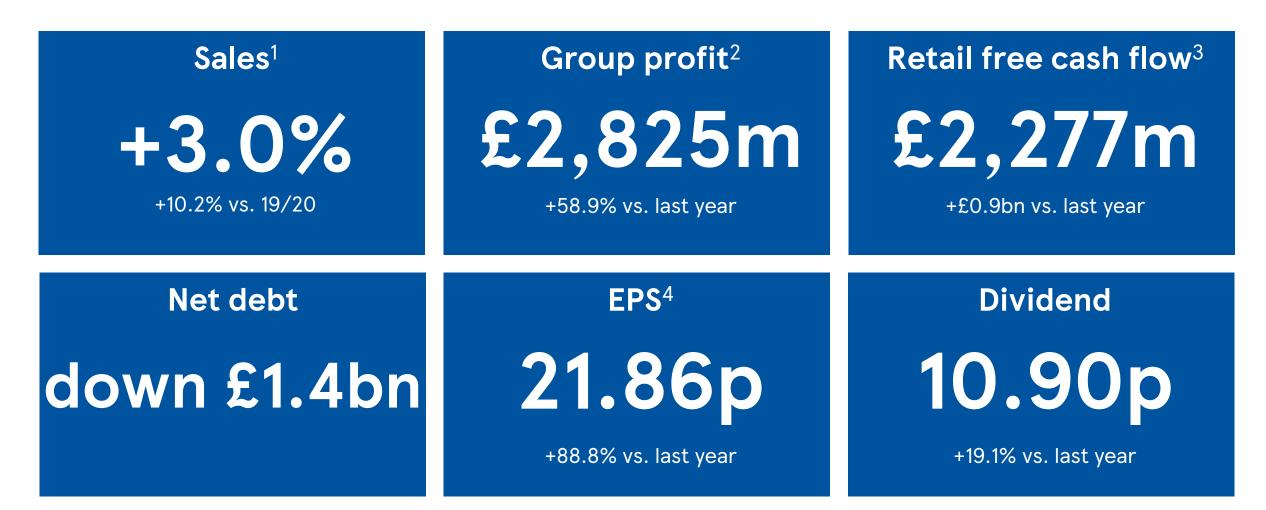
Full year results.

Imran Nawaz





Group performance.



- 1. Sales exclude VAT and fuel. Sales change shown at constant rates.
- 2. Operating profit before adjusting items. Change shown at constant rates.
- 3. Our Retail free cash flow APM is consistent with the amendment made in the Interim results, to provide a more consistent and predictable view of free cash flow generated by the core retail operation.
- 4. The share base used in Adjusted diluted EPS in the prior year is adjusted to capture the full impact of the share consolidation which followed the sale of our businesses in Thailand and Malaysia, as if it took place at the start of the 2020/21 financial year. As such, Adjusted diluted EPS (adjusted for share consolidation) is presented on a basis other than in accordance with IAS 33.



Segmental performance.

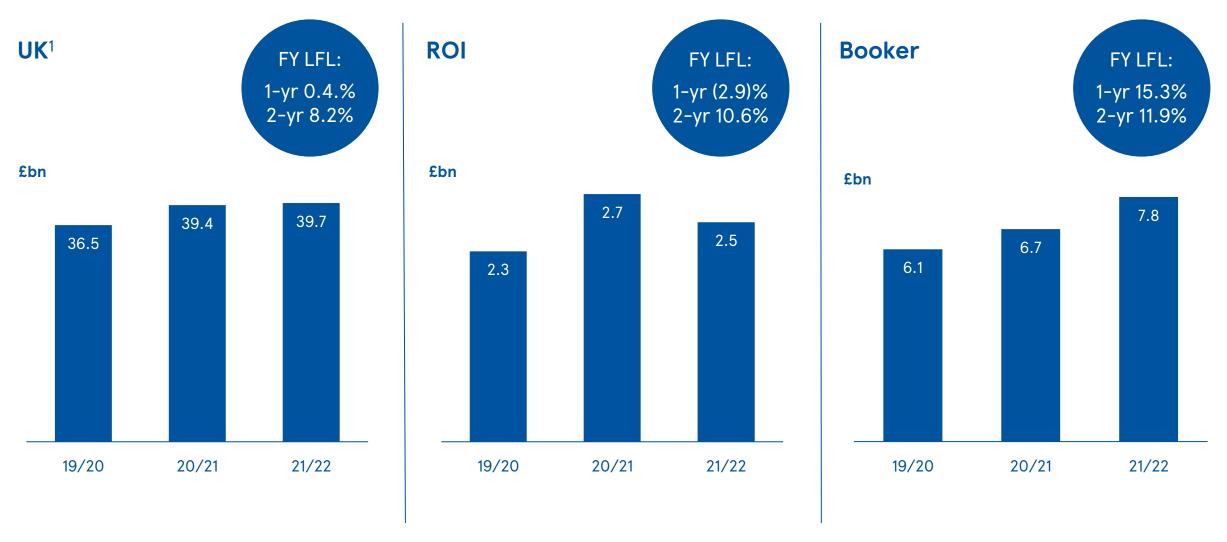
	Sales	Change at constant rates	1-year LFL	2-year LFL ¹	Adjusted operating profit ²	Change at	Margin
UK & ROI	£49,984m	2.6%	2.2%	8.8%	£2,481m	35.4%	4.4%
Central Europe	£3,862m	3.7%	2.9%	2.5%	£168m	41.1%	4.2%
Total Retail	£53,846m	2.7%	2.3%	8.3%	£2,649m	35.8%	4.4%
Bank	£922m	25.4%	-	-	£176m	n/m	19.1%
Group	£54,768m	3.0%	2.3%	8.3%	£2,825m	58.9%	4.6%

1. 2-year LFL sales growth is calculated by comparing current year sales to sales in 2019/20 and includes sales from those stores which were trading in both years.

2. Operating profit before adjusting items.



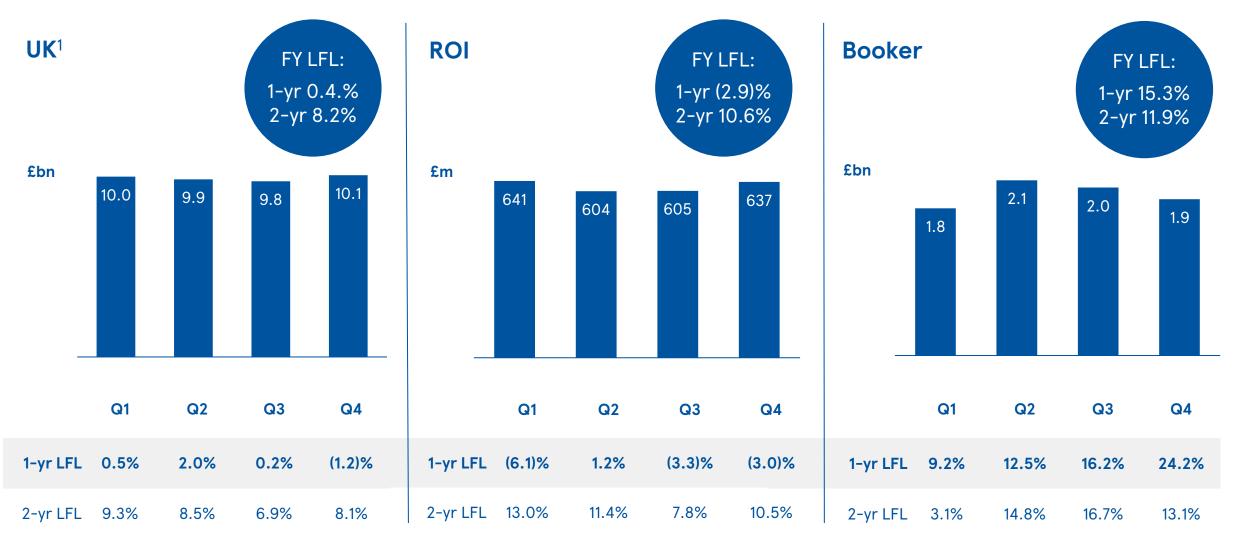
UK & ROI sales.





1. UK includes Tesco UK retail business, One Stop and dunnhumby.

UK & ROI sales.

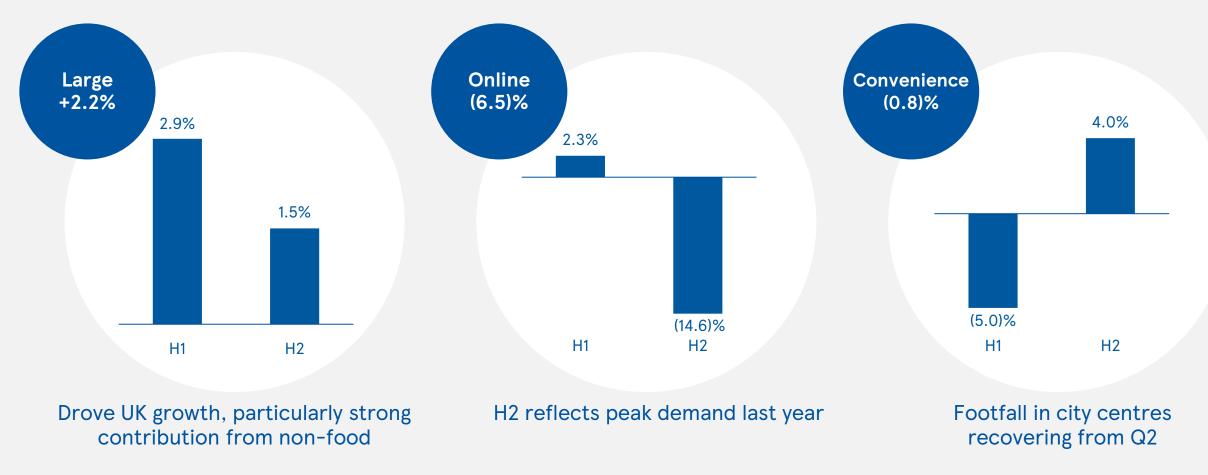




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UK sales.

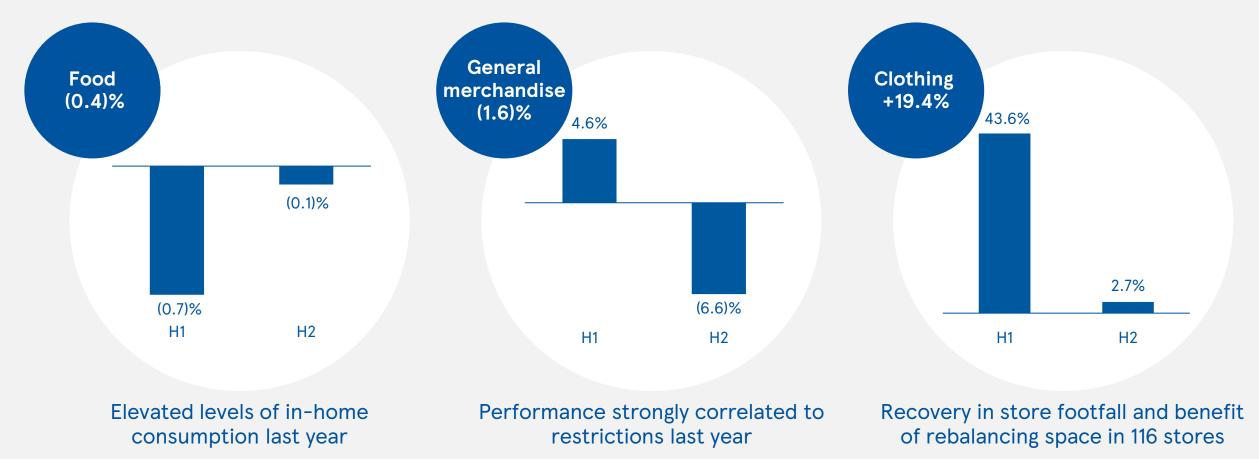
One-year like-for-like sales by channel





UK sales.

One-year like-for-like sales by category





Strong growth across all channels and categories versus pre-pandemic

Trading over exceptional COVID-19 demand on a one-year basis

Strong growth in Online offer – now represents 8% of sales

Announced intention to acquire ten Joyce's stores¹

		1-year LFL	2-year LFL	
	Total	(2.9)%	10.6%	
Cnannel	Stores	(3.5)%	7.7%	
Cha	Online	3.1%	64.5%	
	Food	(4.1)%	10.3%	
Category	GM	(6.6)%	11.7%	
3	Clothing	28.5%	25.0%	

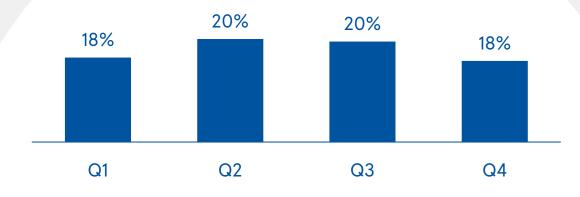


Note: Total Booker sales also include small business sales of £238m.

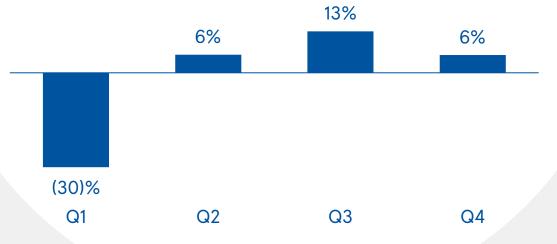
	Sales	1–yr LFL	2–yr LFL
Total	£7,755m	15.3%	11.9%
Retail	£4,651m	0.7%	19.3%
Catering	£2,866m	56.1%	(1.6)%
Booker Catering	£1,687m	52.0%	(1.6)%
Best Food Logistics	£1,179m	62.5%	n/a

Booker.





Catering 2-year LFL





Central Europe.

Growth in all channels and categories on a one-year and two-year basis

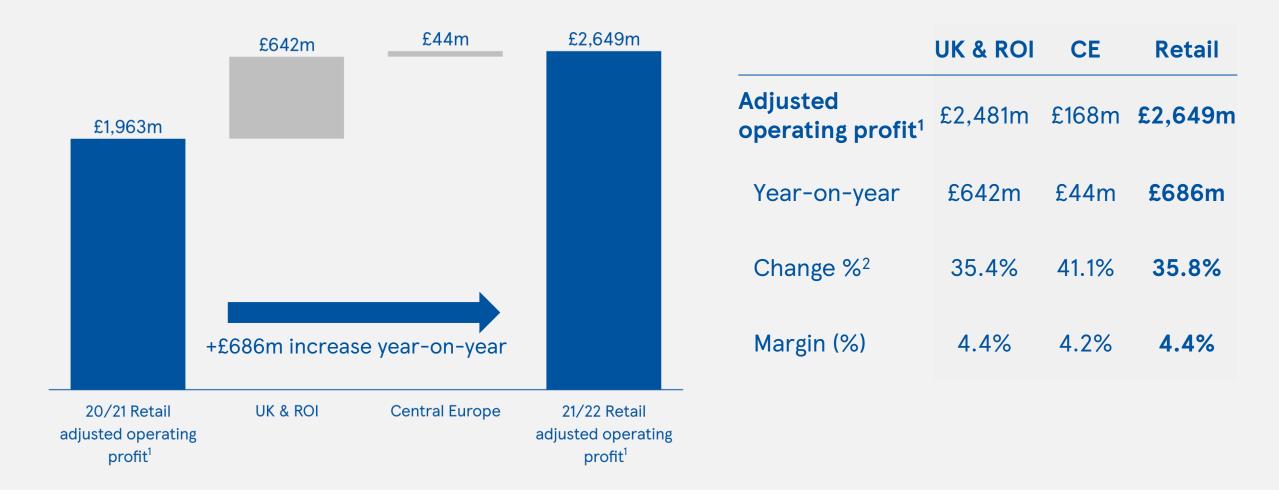
Non-food trading restrictions and reduced store opening hours last year

Strong contribution from non-food as customers returned to Large stores

		1-year LFL	2-year LFL	
	Total	2.9%	2.5%	
nnel	Stores	2.9%	1.1%	-
Channel	Online	5.4%	100.2%	
7	Food	1.0%	1.4%	
Category	GM	9.8%	12.1%	
ő	Clothing	19.5%	10.6%	



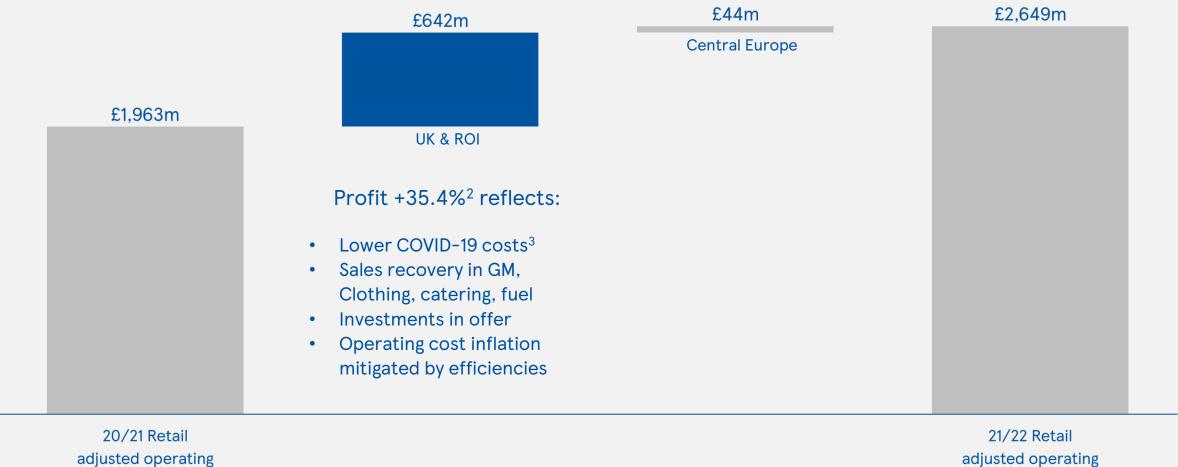
Retail operating profit.



1. Operating profit before adjusting items.

2. Percentage change shown at constant rates.

Retail operating profit – UK & ROI.



profit¹

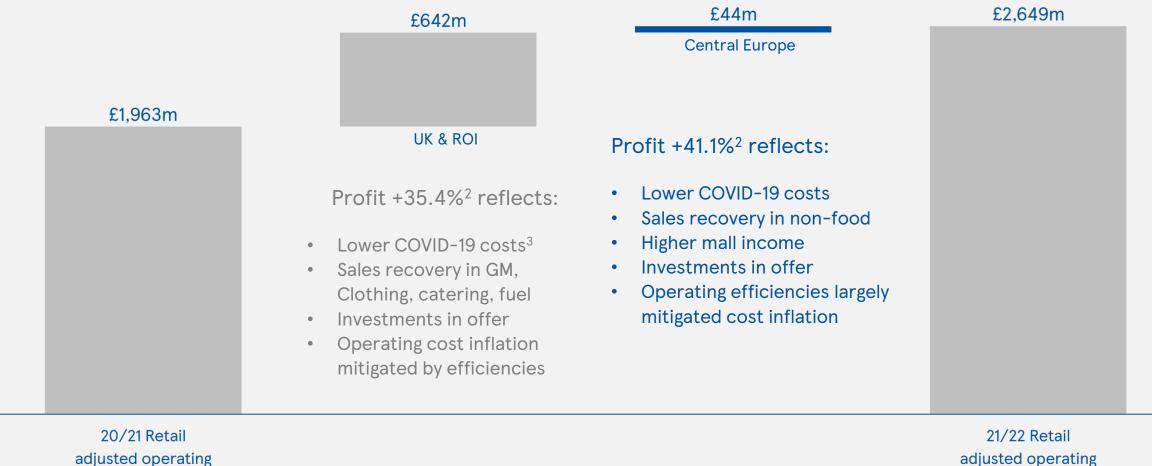
profit¹

Operating profit before adjusting items.

Percentage change shown at constant rates.

Includes COVID-19 related costs incurred in Core UK business, Booker and One Stop. This year £(220)m, last year £(892)m. 3.

Retail operating profit – Central Europe.



profit¹

adjusted operating profit¹



Operating profit before adjusting items.

Percentage change shown at constant rates.

Includes COVID-19 related costs incurred in Core UK business, Booker and One Stop. This year £(220)m, last year £(892)m.

Tesco Bank.

Some recovery in volumes, although		FY 21/22	FY 20/21
lending balances still below 19/20 levels	Operating profit ¹	£176m	£(175)m
Return to profitability			
 Predominantly driven by YoY effect of bad debt Incl. S12m contribution from Topool 	Net interest margin	5.0%	4.7%
 Incl. £13m contribution from Tesco Underwriting, fully consolidated since May 	Cost:income ratio	77.0%	70.0%
Balance sheet remains strong	Tier 1 capital ratio	24.4%	25.3%
£87m dividend to Tesco Group	Bad debt coverage ratio	7.0%	8.9%
(incl. £37m catch-up in respect of 20/21)			



Statutory profit after tax.

	FY 21/22	FY 20/21	Change %
Adjusted operating profit	£2,825m	£1,788m	58.9%
Adjusting items	£(265)m	£(241)m	This year's number includes £(193)m of historical shareholder litigation claims
Net finance costs	£(542)m	£(937)m	
Net finance costs before FV remeasurements	£(665)m	£(723)m	Lower net pension finance costs and lower interest charge on lease liabilities
FV remeasurements	£123m	£(214)m	Fair value remeasurement gains related to the mark- to-market movement on inflation linked swaps
Joint ventures and associates	£15m	£26m	YoY change driven by acquisition of partner's stake in Tesco Underwriting in May 2021
Group tax	£(510)m	£(104)m	Reflects higher levels of retail operating profit as well as a return to profit at Tesco Bank
Statutory profit after tax	£1,523m	£532m	186.3%



Retail free cash flow.

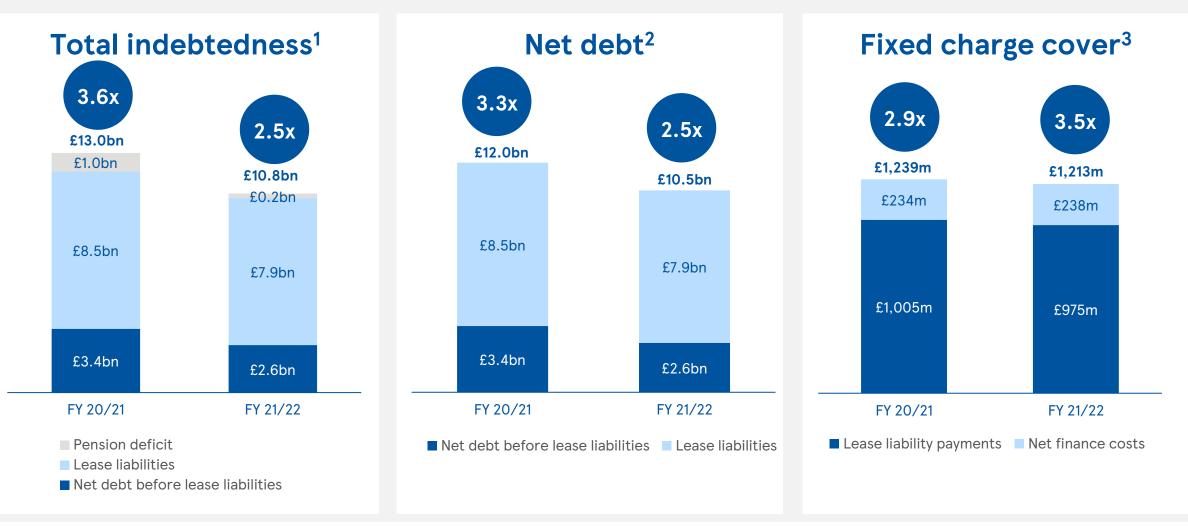
	FY 21/22	FY 20/21	ΥοΥ	
Retail cash generated from operations exc. working capital	£4,268m	£3,227m	£1,041m	Increase driven by higher sales, lower COVID-19 costs & benefit from one-off pension contribution in prior year
Decrease in working capital	£501m	£450m	£51m	Sharp recovery in fuel volumes & Booker's catering business in 1H
Retail operating cash flow	£4,769m	£3,677m	£1,092m	
Cash capex (exc. buybacks)	£(1,050)m	£(902)m	£(148)m	Increase due to more store openings and online expansion
Net interest	£(641)m	£(670)m	£29m	
Tax paid	£(195)m	£(161)m	£(34)m	Ongoing benefit from one-off pension contribution LY, super- deduction on capital investments & utilisation of prior year losses
Dividends	£109m	£23m	£86m	
Own shares purchased for share schemes	£(144)m	£(66)m	£(78)m	
Repayments of obligations under leases	£(571)m	£(561)m	£(10)m	
Retail free cash flow	£2,277m	£1,340m	£937m	

Other cash items.

	FY 21/22	FY 20/21	
Retail free cash flow (FCF)	£2,277m	£1,340m	
Acquisitions & disposals	£122m	£(2)m	Proceeds from sale of Polish business to Salling Group A/S
Property proceeds & purchases	£228m	£(110)m	Includes disposal of Fenny Lock distribution centre in UK and retained Poland properties
Cash impact of adjusting items	£(316)m	£(41)m	Includes historical shareholder litigation settlements
Retail FCF after acquisitions, property & adjusting items	£2,311m	£1,187m	



Balance sheet metrics.



- 1. Total indebtedness post-IFRS 16 comprises net debt (inc. lease liabilities) plus the IAS 19 deficit in the pension schemes (net of tax) for both continuing and discontinued operations.
- 2. Net debt is inclusive of IFRS 16 lease obligations.

3. Fixed charge comprises net finance costs excluding net pension finance cost, adjusting items, capitalised interest, fair value remeasurements of financial instruments and finance charges payable on lease liabilities plus retail total lease liability payments.





Delivering for shareholders.

Strong performance across all metrics

Confidence in multi-year performance framework

Full year dividend 10.90p, +19.1% year-on-year

Leverage currently 2.5x, within target range, with confidence in future cash flows

Share buyback: £300m purchased to date; commitment to buy back £750m over the next 12 months



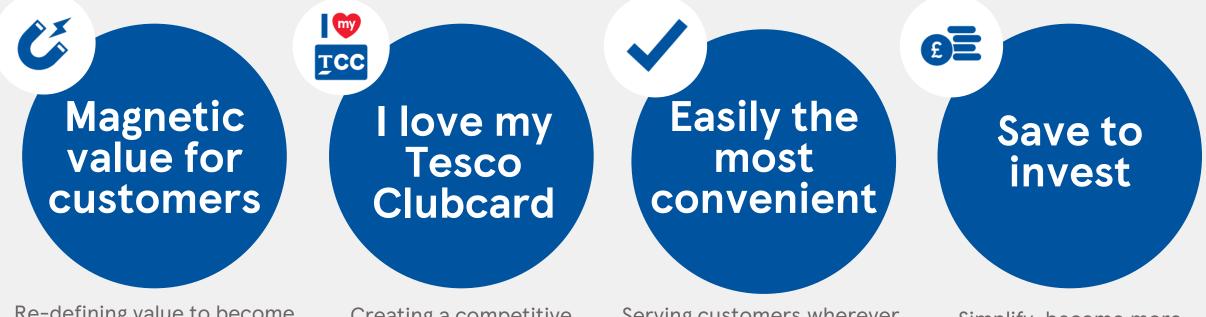
Strategic priorities.

Ken Murphy





Our strategic priorities.



Re-defining value to become the customer's favourite

Creating a competitive advantage through powerful digital capability

Serving customers wherever, whenever and however they want to be served

Simplify, become more productive & reduce costs



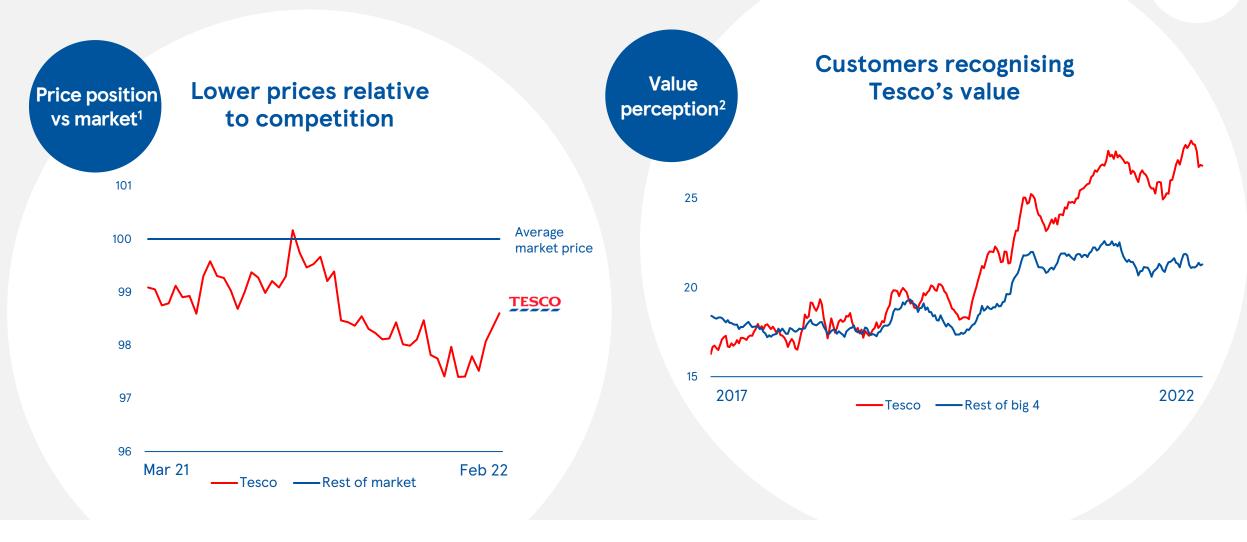






Great prices.

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1. Calculated using the single retail selling price of each item, including price cut promotions; the index is weighted by sales and market share to reflect customer importance and competitor size. Competitor set consists of Sainsbury's, Morrisons, Asda, Aldi and Lidl.

2. YouGov Value perception on a 12 week rolling basis to 27 February 2022. 'Rest of big 4' consists of Sainsbury's, Morrisons and Asda.



Great prices.





- c.650 lines
- In 99% of baskets¹





- c.1,600 lines
- In 72% of baskets¹



- 100% of promotions
- £3 meal deal



1. YouGov quality perception on a 12 week rolling basis to 27 February 2022. YoY is comparing the 12 weeks to 27 February 2022 to the 12 weeks to 28 February 2021. Rest of market consists of Sainsbury's, Morrisons, Asda, Aldi, Lidl, Waitrose, M&S, Co-op and Iceland.





New and improved products

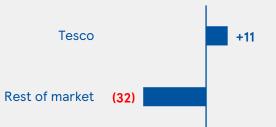




Finest*

Quality perception¹

1-year improvement



2-year improvement





Leading on health.





7.7bn more calories removed



Launched Wicked Kitchen in Booker & Plant Chef in CE



58%¹ sales are of healthy products



Trialling changes ahead of upcoming HFSS legislation



1. Sales of products with a 'healthy' health score, as a proportion of total sales, for all retail food and drink categories, excluding household, pet care, health and wellness, baby, beauty, beers, wines and spirits. The Tesco health score is calculated based on the Government's Nutrient Profiling Model.

Leading on sustainability.

DAF





First electric HGVs in UK; pilot in Hungary and Czech Republic

C---

New net zero ambitions for own operations (2035) and entire value chain (2050) 1.6bn pieces of plastic removed; soft plastic recycling in c.900 stores Apeel

Innovation in packaging & food waste



3m meals donated through 'Buy One to Help a Child' campaign





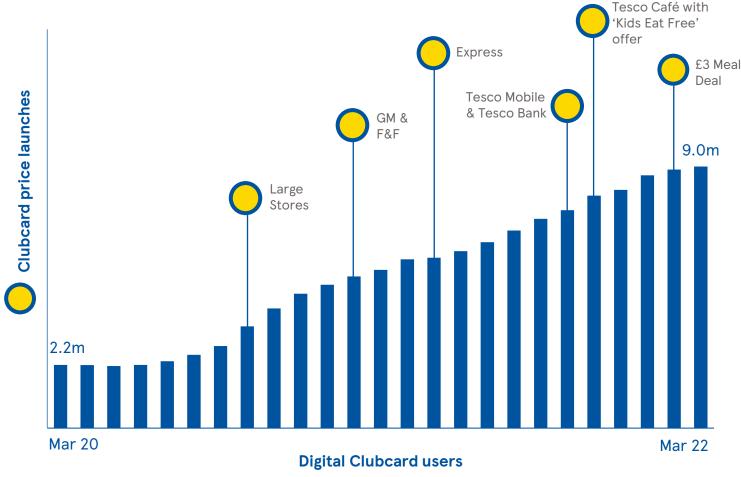
I love my Tesco Clubcard.







Migrating Clubcard to a digital platform.





More engaging, relevant & personal.



Clubcard penetration¹

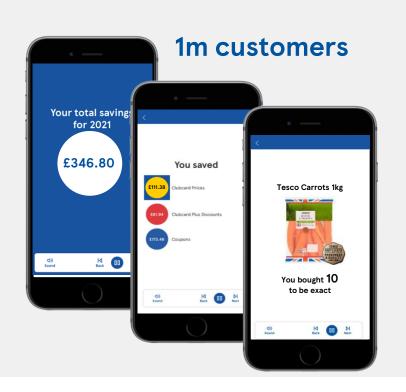
 Large:
 79% → 86%

 Express:
 25% → 46%

 All stores:
 70% → 74%



In-app personalised summary



Increasingly relevant rewards





Easily the most convenient.



nosh

From store to door within 60 minutes

Online performance.

Orders averaging c.1.2m per week – vs 0.7m pre COVID-19

One million new customers gained during pandemic - c.67% continue to shop with us

Online market share +142bps YoY¹

-	And A

	21/22	1-year	2-year
LFL sales	£5.9bn	(6.5)%	+66.1%
Orders/week	1.22m	+0.9%	+63.3%
Basket size	£94	(6.8)%	+2.2%
% of UK sales	14.0%	(1.1)% pts	+4.8% pts
Delivery saver subscribers	683k	+11%	+38%



1. Kantar Total Tesco year-on-year market share gains of Total Till Roll online channel on a 12 week rolling basis to 20 February 2022.

Online – evolution of the offer.



UFC's

Opening fifth UFC next month

Pick rates four times higher than store-based picking

Learning & refining the model



C&C

19.7% of online sales

102 sites added

Refining customer experience



Wheen.





Enhancing our physical network.



Convenience growth

- 40 new Express stores¹
- 59 new One Stop stores

Booker

- Over 37k new catering customers
- 283 retail partner net openings

ROI acquisition

 Intention to acquire ten Joyce's stores in Galway²









2. Pending approval of the Competition and Consumer Protection Commission (CCPC).



Save to invest.





Save to invest.







Save to invest.





Counters removed in 317 stores



Increased checkout efficiency



Moved replenishment nights to days



Simplification



Market environment & outlook.





Market environment.

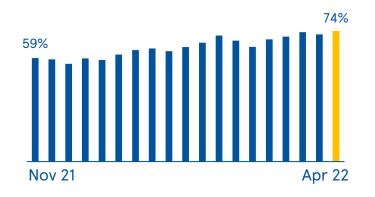
Biggest cost of living increases in 30 years

Significant increase in household energy costs

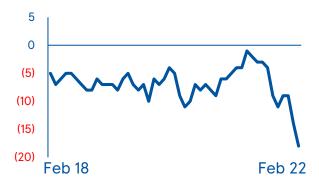
Post COVID-19 normalisation uncertainty

Impact of war in Ukraine adding to sourcing pressures for suppliers

Concerns about inflation¹



IGD Shopper Confidence Index²



TESCO

1. Kokoro: The Score Survey and Qualitative Interviews from 26 Nov 2021 to 1 April 2022, 2,025 respondents.

2. IGD Shopper Vista data to 1 February 2022.

Market environment.

Biggest cost of living increases in 30 years

Significant increase in household energy costs

Post COVID-19 normalisation uncertainty

Impact of war in Ukraine adding to sourcing pressures for suppliers

Consumers are planning to do more of the following to help manage costs¹





1. Kokoro, The Score, 18 March 2022, 1,769 UK respondents.

Market environment.

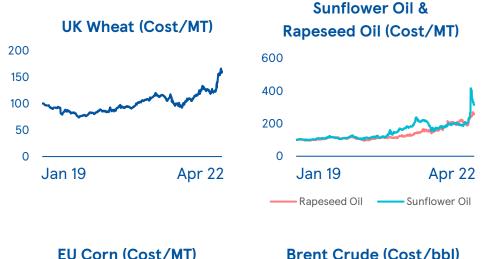
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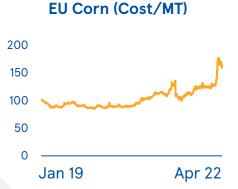
Significant increase in household energy costs

Post COVID-19 normalisation uncertainty

Impact of war in Ukraine adding to sourcing pressures for suppliers

Commodity Costs¹







Jan 19 Apr 22



Championing great value for customers.



Continue to ensure price does not become a reason to shop elsewhere

2 A brilliant offer for customers choosing to trade down from Eating out to Eating in



Be there for customers as their needs change – e.g. staycations



Because right now, every little helps.



FY 22/23 Outlook.

Retail adjusted operating profit: c.£2.4bn to £2.6bn

Bank adjusted operating profit of c.£120m to £160m

Strong retail free cash performance within our £1.4bn to £1.8bn range

Commitment to buy back £750m by no later than April 2023



Summary.



Strong performance in an extraordinary year

Most competitive positioning for many years

Unwavering commitment to value

Creating long-term value for all of our stakeholders

Firmly committed to returning capital







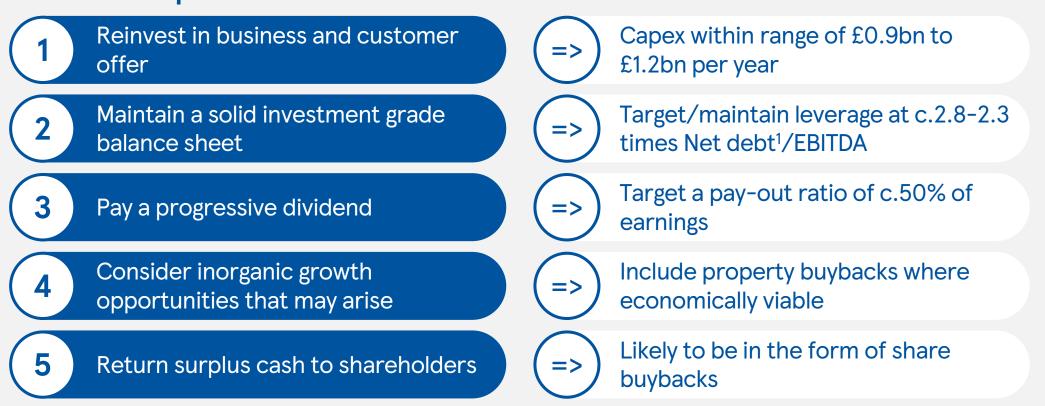
Appendix.





Capital allocation.

Principles



Parameters



FY 22/23 Guidance.

Retail profit ¹	c.£2.4bn to £2.6bn	
Bank profit ¹	c.£120m to £160m	
Retail free cash flow	Within our £1.4bn to £1.8bn range	
Сарех	At top end of guidance range of c.£0.9bn-£1.2bn per annum	
Net finance costs	c.3.5% of long-term debt p.a.	
Leverage ratio	Targeting c.2.8 – 2.3 times Net debt ² /EBITDA	
Тах	Effective tax rate 21% - 22% for FY 22/23; around 26% from FY 23/24	
Dividend	Progressive (broadly targeting c.50% of earnings) Interim dividend 35% of prior year full year dividend	
Share buyback	Ongoing programme: £750m to be repurchased by April 2023 Cumulative £1.05bn repurchased since the start of the programme	

1. Retail adjusted operating profit and Bank adjusted operating profit.

2. Net debt is inclusive of IFRS 16 lease obligations.

Multi-year performance framework.

Drive top-line growth, underpinned by:

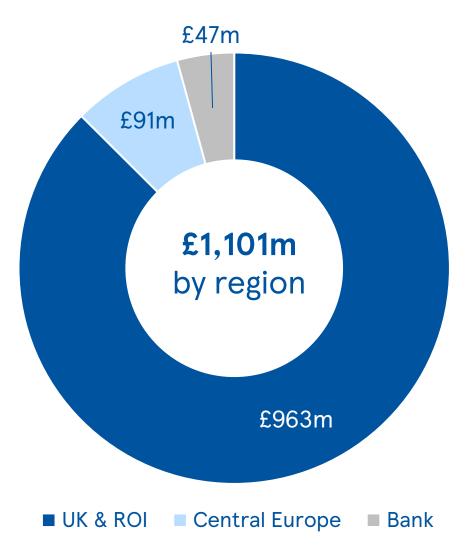
- Increasing customer satisfaction relative to the market
- Growing or at least maintaining our core UK market share

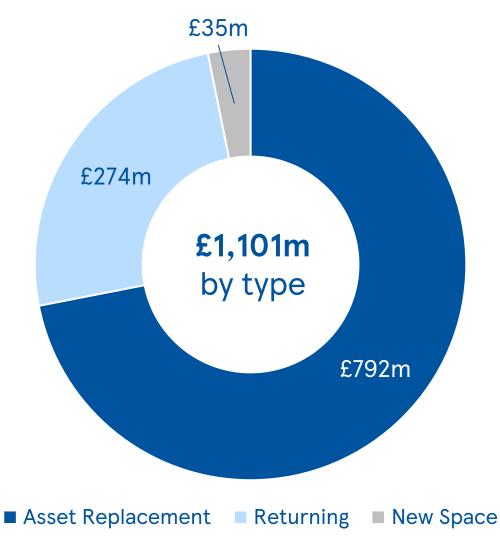
Grow absolute profits whilst maintaining sector-leading margins through:

- Leveraging our assets efficiently across all channels
- Accessing new revenue streams across our digital platform
- Targeting productivity initiatives to at least offset inflation

In doing so, generate between £1.4bn and £1.8bn retail free cash flow per year

Capital expenditure – FY 21/22.







Debt and liquidity.

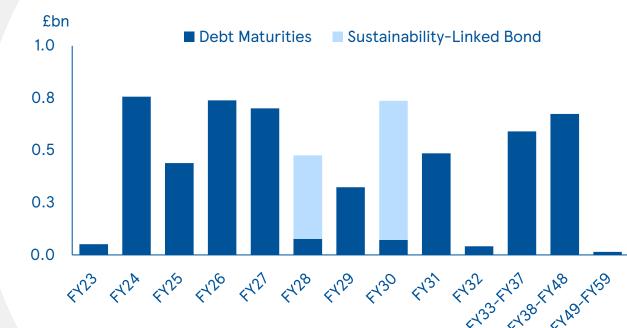
Smooth debt maturity profile

- Less than £1bn maturing in any year
- Weighted average maturity of c.7 years

Weighted average interest cost of 3.3%

Strong liquidity position

- £3.0bn cash¹
- £2.5bn of undrawn committed facilities



1. Cash and cash equivalents plus short term investments less reported overdraft (figure excludes Tesco Bank and discontinued operations).



Debt maturity profile

Adjusting items – FY 21/22.

On a continuing operations basis	FY 21/22	FY 20/21
Litigation costs	£(193)m	£(93)m
Property transactions	£128m	£26m
Net impairment reversal of non-current assets	£(115)m	£128m
Amortisation of acquired intangible assets	£(76)m	£(76)m
Restructuring provisions	£(44)m	-
Asia licence fee income	£26m	-
Disposal of China associate	£15m	-
Fair value less cost of disposal movements on assets held for sale	£(6)m	-
Impairment charge on Tesco Bank goodwill	-	£(295)m
UK - ATM business rates	-	£105m
Booker integration costs	-	£(25)m
GMP Equalisation	-	£(7)m
Employee share scheme	-	£(4)m
Total adjusting items in statutory operating profit	£(265)m	£(241)m

Disclaimer.

Certain statements made in this document are forward-looking statements. For example, statements regarding future financial performance, market trends and our product pipeline are forward-looking statements. Phrases such as "aim", "plan", "intend", "should", "anticipate", "well-placed", "believe", "estimate", "expect", "target", "consider" and similar expressions are generally intended to identify forward-looking statements. Forward looking statements are based on current expectations and assumptions and are subject to a number of known and unknown risks, uncertainties and other important factors that could cause actual results or events to differ materially from what is expressed or implied by those statements. Many factors may cause actual results, performance or achievements of Tesco to be materially different from any future results, performance or achievements expressed or implied by the forward looking statements. Important factors that could cause actual results, performance or achievements of Tesco to differ materially from the expectations of Tesco include, among other things, general business and economic conditions globally, industry trends, competition, changes in government and other regulation and policy, including in relation to the environment, health and safety and taxation, labour relations and work stoppages, interest rates and currency fluctuations, changes in its business strategy, political and economic uncertainty, including as a result of global pandemics. As such, undue reliance should not be placed on forward-looking statements. Any forward-looking statement is based on information available to Tesco as of the date of the statement. All written or oral forward-looking statements attributable to Tesco are qualified by this caution. Other than in accordance with legal and regulatory obligations, Tesco undertakes no obligation to publicly update or revise any forward-looking statement, whether as a result of new information, future events or otherwise.

