



PRESIDENT'S REPORT

ANNUAL STOCKHOLDERS' MEETING

May 14, 2021



MACROECONOMIC CONDITIONS

GDP

(9.5%)

Growth

Unemployment

10.3%

Rate

OFW

(0.8%)

Remittances

OPERATING ENVIRONMENT DURING THE PANDEMIC

2020												2021				
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	
Normal		ECQ		MECC	GCQ		MECC	GCQ							ECQ	MECC
Curfew Hours: (For most Metro Manila Cities)			8pm–5am	8pm–5am	10pm-5am		8pm–5am	10pm–5am (Sep)	12am-4am (Oct-Nov)		12am-3am (Dec-Feb)		10pm–5am (Mar15-28)			6pm–5am
Business Operations:			8pm–5am													
Supermarkets			✓	✓		✓	✓				✓			✓	✓	
Department stores			✗	✓		✓	✓				✓			✗	✓	
DIY stores			✗	✓		✓	✓				✓			✓	✓	
Convenience stores			✓	✓		✓	✓				✓			✓	✓	
Drugstores			✓	✓		✓	✓				✓			✓	✓	
Specialty stores			✗	✓		✓	✓				✓			✗	✓	

FINANCIAL RESULTS

FY 2020

Net Sales

₱151.1 billion

(7.3%) vs 2019

Blended SSSG

(8.9%)

+3.4% in 2019

Net Income att. to the parent company

₱3,217 million

(17.9%) vs 2019

1Q2021

Net Sales

₱35.6 billion

(11.1%) vs 1Q2020

Blended SSSG

(16.1%)

+6.9% in 1Q2020

Net Income att. to the parent company

₱945 million

+2.4% vs 1Q2020

STORE NETWORK: 1Q2021

2,146 Stores
plus **2,051** TGP
branches

SUPERMARKET

268
Stores

Mainstream:



Minimart:



Premium:



Specialty Grocery:

No Brand
브랜드가 아니다. 소비자다

DEPARTMENT STORE

49
Stores



DIY

225
Stores



CONVENIENCE STORE

463
Stores



DRUGSTORE

838
Stores
2,051
TGP

Owned:



Franchised:



SPECIALTY

303
Stores

Appliances:



Toys:



Mass
Merchandise:



Beauty:



Pets:



Fashion*:



*As of May 2021, all of our fashion stores are now closed

ECONOMIC VALUE GENERATED AND DISTRIBUTED

Direct economic value
generated (revenue)

₱151,070 million

Direct economic value distributed:

₱20,366 million

a. Operating costs

₱9,165 million

b. Employee wages
and benefits

₱121,303 million

c. Payments to suppliers,
other operating costs

₱2,067* million

d. Dividends given
to stockholders and
interest payments to
loan providers

₱1,767 million

e. Taxes given
to government

₱17.2 million

f. Investments to
community (e.g.
donations, CSR)

**Dividends + interest payments*



SUSTAINABLE DEVELOPMENT GOALS

Highlights

Inclusive Workforce



- Over **18,000** Direct Hire Employees

Women Empowerment



- Workforce Composition of **70%** female employees

Health & Economic Empowerment



- **1,057** SKUs of Generic Medicines



- Empowering **539** franchisees of TGP and Ministop

Robinsons Supermarket's Programs



- **100** mothers under the Wellness Moms Program



- **121** World Vision Beneficiaries



- **599** Farmers in the Farm to Table Program
- **9,158 SKUs** sourced from SMEs



- **1,177** products with biodegradable packaging
- **19.2%** reduction in energy consumption with Water Loop Airconditioning System in Robinsons Supermarket Capitol Hills

Investment in Growsari



- Over **20,000** Sari-Sari Store owners



SALUTE TO FRONTLINERS



*Scan this QR
code to read or
download the
report.*





WE ENSURED THE HEALTH AND SAFETY OF OUR EMPLOYEES THROUGH STRINGENT SANITATION AND DISINFECTION OF SITES.

PROTECTING OUR PEOPLE

COVID CARE and COVID PROTECT



COVID CARE at the GOKONGWEI GROUP

You can now consult COVID-19 health concerns wherever you are

COVID CARE SERVICES AT YOUR FINGERTIPS



Medical Consult
and Wellness Tips



E-Prescriptions



Home
E-Monitoring

A dedicated team of medical professionals will get in touch with you to take you through a telephone-based medical consultation and guide you on what actions to do next.

COVID PROTECT

GOKONGWEI GROUP VACCINATION PROGRAM

RRHI
recognized
by Forbes as
one of the
**World's Best
Employers**

2020

THE WORLD'S BEST EMPLOYERS

Forbes



234	Valero Energy	Construction, Oil & Gas Operations, Mining and Chemicals	United States
235	Banque Saudi Fransi	Banking and Financial Services	Saudi Arabia
236	Robinsons Retail Holdings	Retail and Wholesale	Philippines
237	Nielsen	Professional Services	United States



Women at Work: **Mylene Kasiban is ING-FINEX 2020 CFO of the Year**

Robinsons Retail's Chief Financial Officer (CFO) Mylene Kasiban was selected as the 14th ING-FINEX CFO of Year for 2020. This award is the Philippines' longest-running and only search that honors outstanding chief financial officers.



- Engages close to **600 small-hold farmers**
- Encourages farmers to adapt **sustainable farming practices**

Creating opportunities for shared growth with SMEs

Supporting Small and Medium Enterprises

215

SME suppliers for Robinsons Department Store

106

SME suppliers for Robinsons Supermarket's Farm to Table Project

SME sales contribution to Robinsons Department Store

₱1,102.9 million
(7.07%) in 2019

₱425.6 million
(5.13%) in 2020





We showed support to medical frontliners and communities through donations.

The Generics Pharmacy



9,000
face masks



4,000
face shields



45,455
surgical masks



67,500
pairs of
surgical gloves



242
gallons of
alcohol



588
Vitamin C
bottles

The Marketplace and Shopwise



14,400
face masks

OUR STRATEGIC PLAYS



E-COMMERCE SALES EXPONENTIAL GROWTH

2020

3x

Growth

vs. 2019

1Q2021

7x

Growth

vs. 1Q2020

BRIDGING GAPS THRU TECHNOLOGY

GOROBINSONS: Robinsons Retail's Group-Wide E-commerce Site



VIRTUAL MALL

Serves as the virtual mall and currently houses 7 our banners.

ASSET-LIGHT MODEL

It runs on an asset-light model, leveraging on our extensive store network.

REWARDS PROGRAM

Customer loyalty program GoRewards is integrated with GoRobinsons so customers earn and burn points when they shop.

WEBSITE AND MOBILE APP

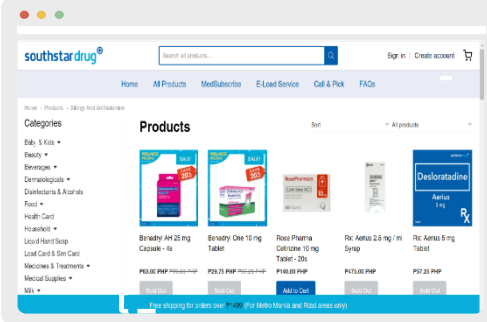
Customers can shop via web thru the url gorobinsons.ph or by downloading the app

BRIDGING GAPS THRU TECHNOLOGY

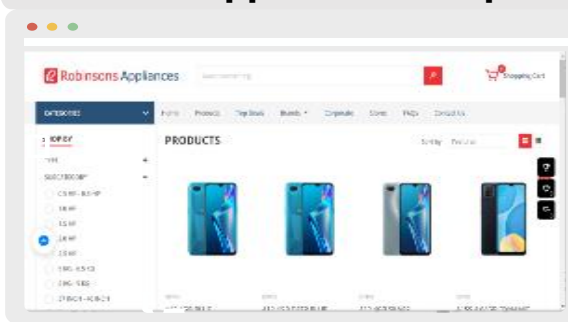
OWN WEBSITES

GoRobinsons

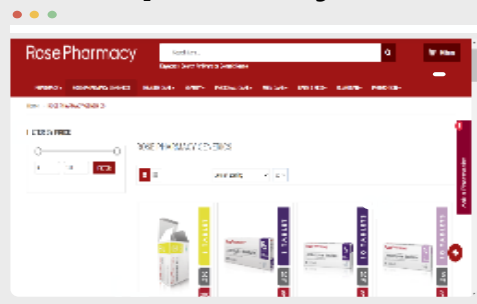
southstardrug.com.ph



robinsonsappliances.com.ph



rosepharmacy.com



saversappliances.com.ph



3RD PARTY PLATFORMS



PICK-A-ROO

CALL & COLLECT/DELIVERY SERVICES





Keep going with Go Rewards

Robinsons rewards is now Go Rewards.

Made bigger
Made easier
Made for you

Download to go for
more rewards.



Go Rewards: Building Customer Loyalty and Value

- targeted engagement for customers through customized products and services offerings

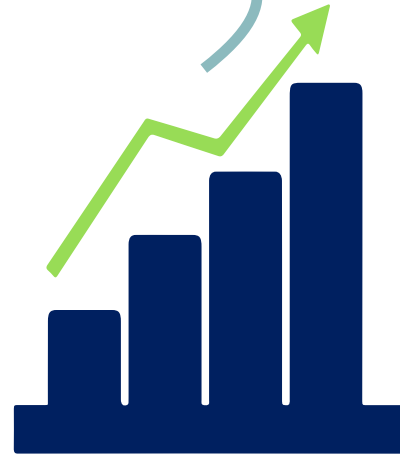
ACQUISITION OF ROSE PHARMACY



INCREASING SHAREHOLDER VALUE

01

Extension of the
Share Buyback
Program for an
Additional
₱2.0 billion



Declaration of
Cash Dividend

₱0.83 / share (regular)
₱1.00/share (special)

02

BOARD DIVERSITY

Aligned with global best practices, we have four independent directors out of nine in the Board.



Antonio L. Go
Independent Director



Roberto R. Romulo
Independent Director



Rodolfo P. Ang
Independent Director



Cirilo P. Noel
Independent Director

For more information visit our corporate website
www.robinsonsbretailholdings.com.ph
or scan the QR-Code on the right.

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The background is a solid light beige color. It features two sets of concentric circles. One set is in the top right corner, consisting of a large white circle and a slightly larger beige circle around it. Another set is in the bottom left corner, also consisting of a large white circle and a slightly larger beige circle around it. The text "THANK YOU." is centered in the lower-left area of the image.

THANK YOU.