2Q and 1H Earning Results Exceeded Plan
with Growth in Both Sales and Profits in 2Q
LOHACO Business: Shift in growth curve with focus on expanding product lineups and increasing the number of customers B-to-B Business: Continued stable growth with steady increase in sales

December 14, 2016 ASKUL Corporation

## Notes:

This material contains ASKUL Group's current plans and performance outlook. These plans, forecasts, and other forwardlooking statements represent ASKUL's plans and forecasts based on information currently available. Actual performance may differ from these plans and forecasts due to a variety of conditions and factors that could occur in the future. This material does not represent promises or guarantees regarding the achievement of these plans.
This material has not been audited by certified public accountants or auditing firms.
For the purposes of this material, LOHACO refers to the online mail-order business for general consumers, launched in October 2012 in alliance with Yahoo Japan Corporation.
B-to-B refers to business-to-business transactions.
MRO refers to Maintenance, Repair and Operation, and in this material primarily refers to indirect materials consumed at work sites by companies.

Since the presentation of the overview of consolidated financial statements for the fiscal year ended May 31, 2016, ASKUL has reported its operating performances by dividing into the segments of E-commerce business, Logistics business, and Other. The E-commerce business deals with sales of OA and PC supplies, stationery, office living supplies, office furniture, foods, alcoholic beverages, pharmaceuticals, cosmetics, etc. The logistics business refers to logistics and package transport services targeted at corporations.

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I Financial Results for 2Q FY5/2017
II Status of Logistics \& Distribution
III Status of B-to-B Business
IV Status of LOHACO Business

Key Points of Financial Results for 2Q FY5/2017

1. Net sales fell below Plan by $¥ 0.9$ billion
$\Rightarrow$ LOHACO lagged slightly behind Plan.
2. Operating income exceeded Plan by $¥ 0.4$ billion
$\rightarrow$ Proactive spending for business growth, while pursuing cost effectiveness
3. Both sales and income grew during 2 Q
$\Rightarrow$ YoY Change:
Net sales: Up 9.6\%, Operating income: Up 57.8\%
With focus on top product lines, move forward and achieve growth in sales and profits in full-year results

## 2Q FY5/2017 Summary of Consolidated Performance

|  | 2QF55/2016 |  | Oumulative resulis for 2Q P5/2017 |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Actual ¥million | \% of net sales \% | Plan <br> ¥million | $\begin{gathered} \text { \% of net } \\ \text { sales } \\ \% \end{gathered}$ | Actual <br> *million | $\begin{aligned} & \begin{array}{c} \text { \% of net } \\ \text { sales } \\ \% \end{array} \end{aligned}$ | Compared to Plan \% | $\begin{gathered} \text { Yoy } \\ \text { change } \\ \% \end{gathered}$ |
| Net Sales | 149,944 | 100.0 | 166,000 | 100.0 | 165,090 |  | 99.5 | +10.1 |
| Goss Profit | 34,049 | 227 | 37,610 | 22 | 37,181 | 22 | 98.9 | +9.2 |
| Selling, General and Administrative Expenses | 29,595 | 19.7 | 34,410 |  | 33,539 | $20$ | 97.5 | +13.3 |
| Operating Income | 4,453 | 3.0 | 3,200 | 1.9 | 3,641 | 22 | 113.8 | -18.2 |
| Ordinary Income | 4,432 | 3.0 | 3,200 | 19 | 3,585 | 22 | 112.0 | -19.1 |
| $\begin{gathered} \text { Net Income } \\ \text { Attributable to } \\ \text { Owners of the Parent } \end{gathered}$ | 2,775 | 19 | 1,800 | 11 |  | 1.3 | 117.0 | -24.1 |

> Net sales
Posted double-digit growth and record highs
Achieved largely as planned
$>$ Gross profit margin Marked slightly below Plan Down 0.1 p.p. from Plan
$>$ Ratio of SGA expenses to sales
Pursued cost effectiveness
Down 0.4 p.p. from Plan
$>$ Profits outperformed Plan Operating income:

Up $¥ 400$ million from Plan Net income:

Up $¥ 300$ million from Plan

## 2Q FY5/2017 Summary of Consolidated Performance



## FY5/2017 Consolidated Operating Income

( $¥$ hundred million)



Profits in 2Q outperformed Plan with growth in both sales and income.

Trends of Distribution Center Fixed Costs \& Number of Shipped Lines


2Q FY5/2017 Consolidated Performance [By Business]

|  |  | Firsthali of FY5/2016 | First-Half of FY5/2017 Actual |  | Net sales |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | (\#billion) | ( $\ddagger$ billion) | YoY change |  |
|  | B-to-B business | 133.8 | 141.9 | , | B-to-B business: Up 6.0\% YoY |
|  | LOHACO | 15.1 | -20.7 | +37.2 | LOHACO: $¥ 20.7$ billion, Up 37.2\% YoY |
|  | e-Commerce business | 149.0 | 162.6 | +9.2 | Operating income |
|  | Logistics business/Others | 0.9 | 2.4 | +155.4 | B-to-B business: $¥ 7.1$ billion, Up 7.0\% YoY |
|  | Consolidated total | 149.9 | 165.0 | +10.1 | LOHACO: Net sales grew with loss/income kept |
|  | B-to-B business | 6.6 | 7.1 | +7.0 | at the same level. |
|  | LOHACO (excluding the items below) | (1.5) | (1.5) | - | promotion activities: |
|  | Further active sales promotion | (0.6) | (0.7) | - | TVCM, T point addtional promotion etc.: |
|  | Delivery service evolution | - | (0.2) | ) | -¥0.7 billion |
|  | LOHACO | (2.2) | (2.5) | - | LOHACO new delivery notice service: |
|  | e-Commerce business | 4.4 | 4.6 | +3.5 | Upfront disbursement of - $¥ 0.2$ billion |
|  | Logistics business/Others | - | (0.2) | - | Increase in fixed cost of distribution centers: |
|  | Intermediate Total | 4.4 | 4.3 | - | -¥0.7 billion, as planned |
|  | Increase in fixed cost of distribution centers | - | (0.7) | ) |  |
|  | Consolidated total | 4.4 | 3.6 | -18.2 |  |

# Factors Affecting 2Q FY5/2017 Consolidated Operating Income 

2Q FY5/2016 (actual)
Net sales growth YoY
Gross profit margin
SG\&A expense ratio to sales $19.7 \%$
$+2.1$
(¥billion)
$4 . \Delta$ Business

13.6\%
22.7\%
-0.3

|  | -1.0 | -0.3 | +0 |
| :---: | :---: | :---: | :---: |
|  |  |  |  |

[^0] (actual) $¥ 4.4$ billion

2Q FY5/2017 (actual)
Net sales growth YoY 10.1\%
Gross profit margin $22.5 \%$
SG\&A expense ratio to sales $20.3 \%$

## Logistics investment, active sales

 and marketing activitiesForecasts for FY5/2017 Consolidated Financial Results

|  | F55/2016 |  | P5/20017 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Actual <br> ( $¥$ billion) | $\begin{gathered} \text { \%of net } \\ \text { sales } \\ \% \\ \% \end{gathered}$ | $\begin{gathered} \text { Plan } \\ \text { (zabillon) } \end{gathered}$ | $\begin{aligned} & \text { \%or net } \\ & \text { sales } \\ & \text { ses } \end{aligned}$ | Yor change <br> $\%$ |
| Net Sales | 315.0 | 100.0 | 348.0 | 1000 | +10.5 |
| Gross Profit | 70.3 | 223 | 78.9 | 227 | +12.3 |
| Selling, General and Administrative Expenses | 61.8 | 19.6 | 69.4 | 209 | +12.4 |
| Operating Inoome | 8.5 | 27 | 9.5 | 27 | +11.5 |
| Orinary Income | 8.5 | 27 | 9.5 | 27 | +10.8 |
| Profit Attributable to Owners of the Parent | 5.2 | 17 | 5.5 | 16 | +4.6 |

## FY5/2017 Corporate Goals

Develop services and have efficient logistics by leveraging innovation (New Delivery Service and introduction of a robot)

In B-to-B business, establish unrivaled No. 1 position in all operation sites with the use of EC technology and the expansion of lineups of commercial products.

In LOHACO business, get No. 1 position in Second Generation Ecommerce through joint development with makers and improvement in visibility

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## 2Q FY5/2017 Logistics Expenses

## Fixed costs at distribution centers: As planned

## YoY change:

Up $¥ 0.7$ billion (Land rent: Up $¥ 0.2$ billion, Depreciation etc.: Up $¥ 0.4$ billion)
Improved operational efficiency at new centers:
Outperformed Plan
(Trends in unit labor cost per order line)
ASKUL Logi PARK Yokohama: Outperformed Plan.
Up 12\% (compared to the level in the former distribution center)
ASKUL Logi PARK Fukuoka: Outperformed Plan.
Up 16\% (compared to the level in the former distribution center)
Happy On Time: Reduction in upfront investment compared to plan:
Posted costs of $¥ 0.2$ billion in first two quarters; steady service expansion with cost well controlled

# Both Fukuoka and Yokohama centers with the highest efficiency have been operating steadily. 

## ASKUL Logi PARK Fukuoka

Operations launched in December 2015


## ASKUL Logi PARK Yokohama

Operations launched in May 2016


## Operational efficiency at new distribution centers has improved better than Plan

## Trends in Unit Labor Cost per Order Line



ASKUL Logi PARK Yokohama


1Q 2Q 3Q 4Q
FY5/2017

Operational efficiency has improved due to stabilized retention of excellent personnel in charge of distribution

$>$ Free lunch provided at ASKUL Logi PARK Fukuoka and Yokohama
$>$ Change employment conditions from part-time contract to regular permanent position eligible for monthly pay (about 1,000 employees)

Providing a workplace where employment is secured

Implementation of revolutionary service of appointed delivery time in a short-interval time zone through its own delivery

## Happy On Time

## Happy On Time

Launch on
August 31, 2016


Assuring three engagements on delivery time without charge on hourly-based appointment for purchases of $¥ 3,000$ or more


Tokyo: Chiyoda-ku, Chuo-ku, Minato-ku, Koto-ku, Setagaya-ku<br>Osaka: Kita-ku, Fukushima-ku, Konohana-ku<br>\section*{Service launched on August 31}

Setagaya Depot launched operation on October 16.

## Meeting customer needs while being conscious of the environment



Delivery using a simple and ecofriendly bag instead of a cardboard box


Adoption of an electric vehicle (EV)

# Objectives of LOHACO New Pick-Up Delivery HappyOnTime Service 

(i) Boost customer satisfaction with advanced delivery service and increase LOHACO sales
(ii) Optimize delivery service by leveraging big data and artificial intelligence (AI)
(Securing drivers by improving production efficiency and stabilizing earnings)

+ Generate cost effectiveness by using consolidated transport with B-to-B business


## Boost sales by gaining high customer satisfaction

[Examples of customers' opinions]
$\checkmark$ The service of hourly-based appointment and delivery notices enables customers to accommodate their schedules for housework and childcare.
$\checkmark$
Providing services until late is helpful for those who work during the day.

The delivery drivers' attitude to customers is very polite.
$\checkmark$ Simple eco-friendly bags are convenient and don't require time to clean up.

Happy On Time -- Tokyo Area Trends of delivery cost per delivery item

Budget for first half

(i) Increase in delivery items
(ii) Accomplishment of optimal delivery service by using artificial intelligence (AI)
(iii) Consolidated transport with B-toB business

## Steady reduction in delivery costs

## Reducing the frequency of re-delivery contributed to a decline in re-delivery expenses

## Absence ratio at delivery service, Happy On Time*1

About 2.7\%

## Absence ratio at general delivery service*2

## About 20\%

*1 Based on results from operating services (Taking the case of delivery with hourly-based appointment. Coverage period from October 21, 2016 to November 20, 2016)
*2 Sources: Based on the following two pieces of data extracted from the material,
"Preliminary calculation of social losses caused by re-delivery of home delivery service" published by the Ministry of Land, Infrastructure, Transport and Tourism dated Aug. 25, 2015

- Absence ratio of $23.5 \%$ (No. of items subject to re-delivery due to absence $\div$ No. of items delivered per day) surveyed by the "2014 Intensive support model business for creating lowcarbon society" issued by the Ministry of Environment.
- Absence ratio of $19.1 \%$ (No. of absence at delivery $\div$ No. of delivery times) surveyed by the Ministry of Land, Infrastructure, Transport and Tourism dated December 2014.

Highly automated distribution systems enhanced with the adoption of leading-edge technologies


## Automated storage-type GTP

(GTP: Goods To Person)
Delivery of goods to those in charge of picking work



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## For Offices Operating B-to-B Business

Powered

by ASKUL

## Net sales in B-to-B business to keep growing solidly



B-to-B Business: Trends in YoY Change in Net Sales by Category


| FY5/2013 | FY5/2014 | FY5/2015 | FY5/2016 | FY5/2017 |
| :---: | :---: | :---: | :---: | :---: |
| Full Year | Full Year | Full Year | Full Year | First Half |

## Further evolution of one-stop shopping for office supplies and medical supplies



## ASKUL MEDeTOMO

(Site exclusively for medical supplies)


In conjunction with the Site integration, the merchandise catalog has been revised to suit medical sectors.
Delivery service labels were also unified as "ASKUL Service."

No. of customers for medical items (authorized commercial items)


Consolidation effects helped us to acquire more customers for pharmaceutical products and medical devices
(authorized commercial products)


Increasing the Number of E-commerce Items Handled at One Stretch in the latter half

## FY5/2017

## To 3 million items



0

## B-to-B Business

## Trends in Gross Profit Margin

## Continued focus on recovery

FY5/2014Full FY5/2015Full FY5/2016Full FY5/2017 Frst Year

Year
Year Half

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## First Generation

Long tail of EC by purchasing luxury items piece by piece


## Second Generation

## EC for daily necessities

Whenever, wherever



11 Quarterly Net Sales Trend

$$
\begin{aligned}
& \text { YoY change } \\
& \text { Up 37.8\% }
\end{aligned}
$$

5

3

1

LOHACO
Quarterly Net Sales

FY5/2013
FY5/2014

## Strengthen tie-ups with makers

## Enhance lineups of products <br> Acquire more customers

## Change Growth Curve

# Further speed-up marketing activities by leveraging artificial intelligence (AI) and big data through cooperation with friendship partners 

## List of companies participating in LOHACO E-Commerce Marketing Lab

102 companies
*As of October 20, 2016

## Friendship Partners

## Google Japan Inc.

 Facebook Japan Inc. Hitachi, Ltd.Yahoo Japan Corporation
"ASKUL Corporation to Use Artificial Intelligence (AI) to Provide 100 Makers with E-Commerce Sales Support"
posted in the morning edition of the Nihon Keizai Shinbun on October 21, 2016


LOHACO Web Märketing Consortium held on October 21 and 481 pegple from 204 makers participated

> Fitting our lifestyles LOHACO Exhibit

TOKYO MIDTOWN DESIGN TOUCH 2016
Friday, October 28, 2016 - Sunday, November 6, 2016

## Participating makers 36 companies

Ajinomoto Co., Inc., AJINOMOTO GENERAL FOODS, INC. ITO EN, LTD., UCC Ueshima Coffee Co., Ltd., S.T. Corporation, Ezaki Glico Co., Ltd., Oji Nepia Co., Ltd., Otsuka Pharmaceutical Co., Ltd., ORBIS Inc., Kao Corporation, KAGOME CO., LTD., KAMEDA SEIKA CO., LTD., CALBEE, Inc., KEY COFFEE INC., Kirin Brewery Co., Ltd., Kirin Beverage Co., Ltd., Coca-Cola Customer Marketing Company, Limited, Sapporo Breweries Ltd., Suntory Liquors Limited, Shiseido Company, Limited, Daio Paper Corporation, Nissin Food Products Co., Ltd., Nippon Paper Crecia Co., Ltd., Nestle Japan Limited, HABA Laboratories, Inc., Hikari Miso Co., Ltd., PLUS Corporation, Marukome Co., Ltd., Maruha Nichiro Corporation, Mizkan Co., Ltd., Melodian Co., Ltd., Unicharm Corporation, Unilever Japan Customer Marketing K.K., Ltd., Rengo Co., Ltd., LOTTE Co., Ltd., ROHTO Pharmaceutical Co., Ltd.

Broadening the range of differentiated products through tie-ups with makers
(As of December 13, 2016)


## Increased awareness of LOHACO through visibility in the media and diffusion by SNS




# Expansion of lineups of Regular Delivery Items 

## by bolstering tie－ups with makers

＊Above are products displayed as of December 13， 2016.

## Launch of sales of popular brand items strongly demanded by customers

L'OCCITANE Gift Shop Opened on
Nov. 9


Hair Care BOTANIST Launched on
Nov. 17


* Displayed prices, etc. are as of December 13, 2016.


## Many shops started opening stores in the online marketplace

| WORLD ONLINE STORE |  |
| :---: | :---: |
|  |  |
|  |  |
|  |  |



## As of December

## Topped 430,000 items



MILLEPORTE


Will continue to grow further



## LOHACO for SoftBank .,

## Special benefits available in a long-term contract with SoftBank *2

## Launched on December 1


*1 LOHACO for SoftBank is an e-commerce site provided by ASKUL Corporation.
*2 Special benefits for a long-term contract are services that SoftBank provides to its customers.

## Tmall Global Site: Sales growth has been accelerated through tie-up with makers



# LOHACO Business has focused on expanding lineups of products and 

 expanding the customer base, bringing about a change in its growth curve.Appendix

## Buyback of Treasury Shares

> Class of shares subject to buyback: Common stock of ASKUL
> Aggregate number of shares for buyback: 1 million shares (at maximum)
> Aggregate amount of shares for buyback: $¥ 5.0$ billion (at maximum)
> Buyback period: October 6, 2016-March 31, 2017
> Buyback method: Discretionary investment through open-market purchase
> Current status of the buyback as of November 30, 2016: 657,000 shares ( $¥ 2.83$ billion)

## 2Q FY5/2017 Net Sales by Product Category

|  | 2Q FY5/2016 |  | 2Q FY/2017 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | \%billion | YoY change | \%oillion | YoY change |  |
| OA \& PC | 45.2 | +5.6 | 46.1 | +2.0 | non-consolidated |
| Stationery | 19.8 | +7.4 | 20.5 | +3.5 | net sales |
| Living Supplies | 42.7 | +28.6 | 50.0 | +17.0 | double-digit grow |
| Funiture | 10.1 | +6.5 | 10.1 | +0.2 | in mainstay products |
| MFO | 12.1 | +17.0 | 13.8 | +13.5 |  |
| $\begin{gathered} \text { Others } \\ \text { (Medical, etc.) } \end{gathered}$ | 8.9 | +15.6 | 9.8 | +10.2 |  |
| Total | 139.1 | +13.8 | 150.5 | +8.2 |  |

# Main Factors Affecting 2Q FY5/2017 Consolidated Net Sales 

| First Half of FY5/2016(actual) |  |
| :--- | ---: |
| Net sales | $¥ 149.9$ billion |
| YoY change | +18.0 billion |
| YoY growth | Up $13.6 \%$ |



[^1]
## SOLOEL ARENA is Expanding Steadily



Up 13.0\% YoY, as planned

## Consolidated Gross Profit on Sales and SGA Expenses for First Half of FY5/2017

Gross profit on sales: $¥ 37.1$ billion Yoy change: $\cup p \not \approx 3.1$ billion Gross profit margin: $22.5 \%$ Yoy change: Down 0.2 p.p., Compared to Plan: Down 0.1 p.p. Trends of quarterly gross profit margin 1Q: 22.3\% 2Q: 22.8\%
> Negative impacts from exchange positions, etc. in 1Q, but steady recovery in 2Q

## SG\&A expenses: $¥ 33.5$ billion YoY change: $+¥ 3.9$ billion

Ratio of SG\&A expenses to net sales: $20.3 \%$ Yoy change: +0.6 p.p., Compared to Plan: -0.4 p.p.
Trends of quarterly ratio of SG\&A expenses to net sales
1Q: 20.8\% 2Q: 19.9\%
> Proactive marketing and sales activities through TV commercials, etc. caused a rise in the ratio in 1Q, but solid sales growth and steady operation at new distribution centers in 2 Q led to improved cost management.

## Successful Results Achieved Through Group-Wide Cost Reduction Initiative With Steady Efforts

The fixed-cost reduction initiative that started in the beginning of FY5/2007 was re-established as the KAIZEN Initiative Project in FY5/2016 in order to further strengthen the activity.
All employees participated, proposed ideas, and engaged in activities.
Result for the first half of FY5/2017
Number of cases undertaken: 661
Reduced cost: About $¥ 0.6$ billion
The cost-reduction initiative is to be continued for the second half of FY05/2017

## 2Q FY5/2017 Consolidated Capital Expenditures

Capital expenditures: $¥ 2.6$ billion (Annual plan: $¥ 6.4$ billion)

| LOHACO site renovation | $¥ 0.5$ billion |
| :--- | :--- |
| Operational capacity increase at distribution centers | $¥ 0.3$ billion |
| Integration of medical sites | $¥ 0.1$ billion |

(Ref.) Depreciation and amortization of software: $¥ 2.1$ billion (Annual plan: $¥ 4.6$ billion)
Investment details

| Item | 2Q FY5/2016 | 2Q FY5/2017 |  |
| :--- | ---: | ---: | ---: |
|  |  | Amount |  | Amount |
| Capital expenditures (Note 1) | 6,607 | 2,616 | $-60.4 \%$ |
| Property, plant and equipment (Note 2) | 5,841 | 1,376 | $-76.4 \%$ |
| Intangible assets | 765 | 1,240 | $+62.0 \%$ |
| Construction in progress (Note 3) | 2,193 | 270 | $-87.7 \%$ |
| Software in progress (Note 3) | 539 | 703 | $+30.4 \%$ |

Notes:

1) Capital expenditures are stated on an accrual basis and do not reflect reductions.
2) The large investment amount in FY5/2016 was due to the posting of investments in ASKUL Logi PARK Fukuoka and ASKUL Logi PARK Yokohama.
3) Construction in progress and software in progress partially include consumption and other taxes.

## 2Q FY5/2017 Share of Orders Placed on the Internet in Net Sales, ASKUL Original Products

## Share of orders placed on the Internet in net sales

|  | 1 Q FY5/2016 | 1Q FY5/2017 | YoY Change |
| :---: | ---: | ---: | ---: |
| Orders via the Internet | $78.3 \%$ | $80.0 \%$ | +1.7 p.p. |
| Others | $21.7 \%$ | $20.0 \%$ | -1.7 p.p. |

(Note 1) The percentages above are based on orders placed.
ASKUL original products
(Unit: Item)

|  | Nov. 2016 <br> (single month) | Nov. 2017 <br> (single month) | YoY Change |
| :---: | ---: | ---: | ---: |
| Number of original products (Note 4) | 6,925 | 7,665 | +740 items |
| Share in non-consolidated net sales <br> (Percentage of B-to-B business) | $17.6 \%$ <br> $(19.5 \%)$ | $17.7 \%$ <br> $(20.0 \%)$ | +0.1 p.p. <br> $(+0.5$ p.p.)${ }^{2}$ |

(Note 1) The figures above are the results for the month of August each year.
(Note 2) Net sales of original products used as the numerators in calculating the shares in net sales do not include net sales of original copier paper.
(Note 3) Each figure includes the products listed in Medical \& Care Catalogs and Medical Pro Catalogs
(Note 4) Starting from 2Q FY5/2017, the number of original products has included those which are displayed on our website as well as the catalogue, and have solid sales performance.


[^0]:    2Q FY5/2016 operating income

[^1]:    *MRO/Medical Businesses do not include LOHACO portion.

