

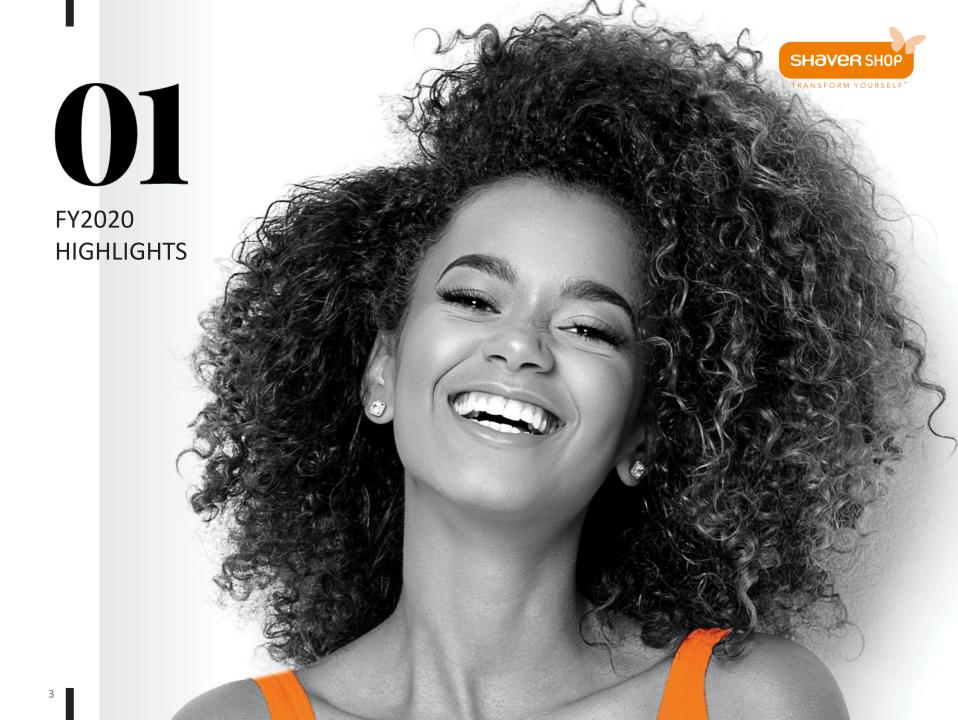
**02** FY2020 FINANCIAL RESULTS SUMMARY

**OB** OMNI RETAIL

OMNI RETAIL CATEGORY LEADERSHIP



05 INVESTMENT SUMMARY



### FY2020 HIGHLIGHTS record sales and profit given omni retail strength

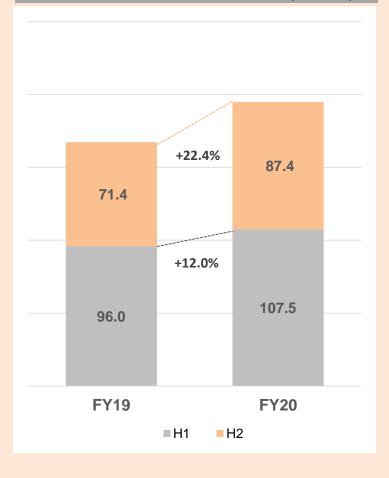
SHOVER SHOP

> Total sales up 16.4% to \$194.9m with LFL sales up 15.3%

- Adapted quickly to meet COVID-19 challenges & opportunity
- Exceptional in-store service metrics
- > Online sales up 103.5% to \$47.8m (now 22.7% of sales)
- > Gross profit margin 42.6% (consistent with FY2019)
- Exceeded guidance, comparable (AASB 117) EBITDA up 36.0% to \$18.4m
  - Previous guidance \$17.25m to \$18.25m
- > Comparable NPAT up 44.6% to \$10.6m
- > Operating cash flow up 131% to \$28.9m
- > Net cash \$12.6m with no debt (\$30 million undrawn facility)
- > New Zealand growth accelerating driving region profit
- Foundational CRM and ERP platforms launched and fully integrated - technology transformation driving sales growth and operational efficiency
- Announced 100% franked final dividend of 2.7 cents per share (FY2020 dividends – 4.8 cents per share)



### H1 & H2 Sales Growth (\$Am)



## Strong sales growth across H1 and H2 FY2020

## Consistent growth reflects Shaver Shop's execution across the year and the sector's resilience

- > Shaver Shop's omni-retail investments delivered sales growth across H1 as well as H2
- > 20 months of consecutive LFL sales growth
- > Second half revenue growth of 22.4% was achieved despite:
  - Store closures in Q4 2020 together with significant reductions in foot traffic for stores that remained open
  - Strong comparable store growth in H2 FY2019
- > Core product categories experience demand across the economic cycle:
  - Hair Cutting (Clippers, Trimmers, Body Groomers)
  - Long Term Hair Reduction
  - Hair Styling
  - Power Oral Care



## FY2020 Trading Review



### Pre COVID-19 Sales Performance (July '19 to Mar '20)

- Trading performance was tracking ahead of internal targets through Mar '20
- > H1 FY2020 LFL sales up 9.3%, Online sales up 61%
- > FY2020 EBITDA guidance \$14.25 \$15.75 million (AASB117)

### COVID-19 Impacted Period (April and May '20)

- > Immediately increase liquidity to mitigate risk
  - Interim dividend cancelled/landlord rents deferred/ reduce stock purchasing/store rosters cut/ 20% mgmt and director salary reductions/ discretionary spend cut / guidance withdrawn
- > 11 AU stores progressively closed due to low foot traffic foot traffic across April and May / All 7 NZ stores closed in April (re-opened early May)
- > High volume, online sales distribution facility successfully established in Melbourne by mid-April
- > Online sales up 297% in AU across April & May

### **Restrictions Eased (Jun '20)**

- > AU stores gradually re-open from early June / foot traffic increases off very low levels / online sales up 100% in June / maintain cautious stock procurement / service metrics at all time highs
- > Updated EBITDA guidance to \$17.25m to \$18.25m, announced special dividend



### COVID-19 UPDATE

## Successfully navigating challenges while maintaining growth

- Health and wellbeing of our customers and team members has always been, and will remain, our top priority
- Social distancing and related restrictions has accelerated adoption of DIY personal care and grooming appliances
- Digital investments and strategies of the last 24 months has enabled Shaver Shop to successfully manage customers' transition to, and the surge in, online spend
- In-store teams have delivered exceptional levels of customer service throughout pandemic and remain a core competitive advantage
- No JobKeeper contribution to FY2020 results (\$0.2m NZ wage subsidy contribution)
- Managed strong H2 sales growth while significantly reducing stock levels – improved liquidity and risk mitigation
- Support office successfully working from home since late March 2020

# 02

FY2020 FINANCIAL RESULTS SUMMARY





	Comparative Normalised					
Comparable Profit & Loss	FY20	FY19	Variance V	/ariance		
A\$ millions	(AASB 117)	(AASB 117)	(\$)	(%)		
Sales	194.9	167.4	27.5	16.4%		
Gross profit	83.0	71.4	11.6	16.3%		
Gross margin %	42.6%	42.6%	0.0%	(0.1%)		
Franchise & other income	1.1	1.6	(0.6)	(35.0%)		
Cost of doing business (CODB)	(65.7)	(59.5)	(6.2)	10.4%		
EBITDA	18.4	13.5	4.9	36.0%		
EBITDA margin %	9.4%	8.1%	1.4%	16.8%		
Depreciation and amortisation	(2.8)	(2.3)	(0.5)	23.0%		
EBIT	15.5	11.2	4.3	38.7%		
EBIT margin %	8.0%	6.7%	1.3%	19.2%		
Net finance costs	(0.4)	(0.6)	0.2	(31.8%)		
Income tax expense	(4.5)	(3.2)	(1.2)	38.2%		
NPAT	10.6	7.4	3.3	44.6%		
Comparable basic EPS (cents) -						
weighted avg shares outstanding	8.7	6.0	2.7	44.6%		
Franchise buyback tax benefit	1.2	1.6	(0.4)	(23.0%)		
Cash NPAT (after adjusting for tax benefit of franchise licence termination costs - 5 year						
amortisation)	11.9	9.0	3	32.5%		
Normalised Cash EPS (cents)	9.7	7.4	2.4	32.5%		

The above profit and loss shows Shaver Shop's results using consistent accounting policies in each year. A reconciliation between statutory (AASB16) and comparative (AASB117) results for FY2020 as well as a reconciliation between the statutory and normalised result for FY2019 is provided in the Directors Report of the FY2020 Consolidated Financial report as well as in the Appendix to this presentation.

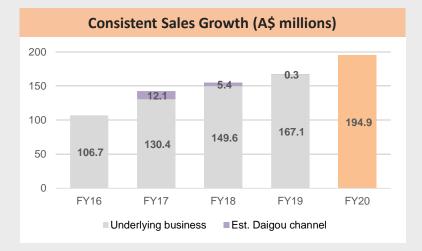
Record sales and profitability Resilience of Shaver Shop's business model and successful omni-retail execution reflected in FY2020 results

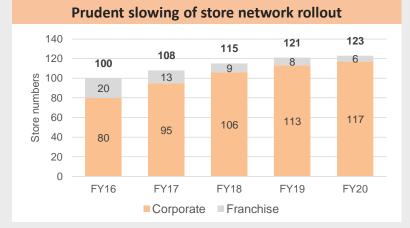
- > Sales up 16.4% to \$194.9m driven by:
  - Like for like (inc. online) sales growth of 15.3%
  - Online sales growth of 103.5%
- > Gross profit margin 42.6% consistent with FY2019
- > Franchise & other income declined \$0.6m to \$1.1m
  - Q4 FY2020 franchise royalty relief granted due to C-19 \$360k
  - 2 franchise buybacks in Q1 FY2020
- > CODB as a % of sales declined 180bps to 33.7%
  - C-19 rent abatements \$0.3m
  - No JobKeeper support in AU
  - Only \$0.2m NZ Govt wage subsidy support
- > EBITDA up 36.0% to \$18.4m (FY2019 \$13.5m normalised)
- > EBITDA margin up 130bps to 9.4%
- > NPAT up 44.6% to \$10.6m (FY2019 \$7.4m normalised)
- > EPS up 44.6% to 8.7cps
- Cash EPS (reflects franchise buy-back tax benefit) up 32.5% to 9.7cps

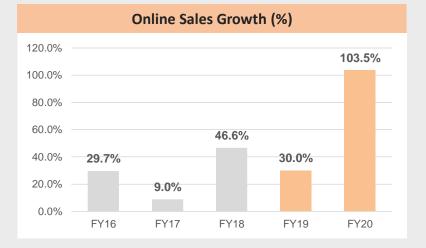


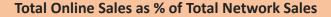
## Shaver Shop has a strong growth trajectory

Online sales now the dominant driver of growth and accelerating









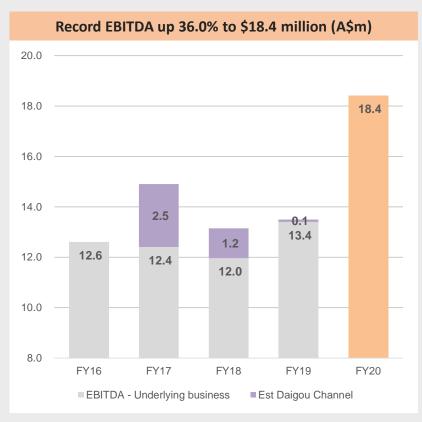


\* Underlying results exclude the estimated sales and EBITDA contribution from the Daigou reseller channel. Daigou reseller sales and earnings are difficult to estimate given these customers come into Shaver Shop's stores but often buy in higher volumes. Daigou sales are identified by separating sales transactions with > 5 units per transaction for product known to sell into the Daigou channel.

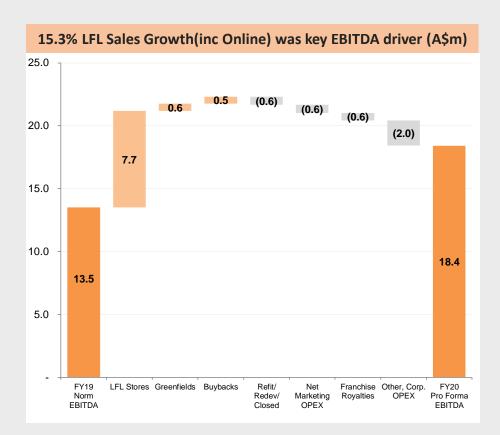


## Operating leverage driving EBITDA growth

Shaver Shop's distributed fulfilment model has successfully managed the surge in online sales without commensurate OPEX growth



\* Underlying results exclude the estimated sales and EBITDA contribution from the Daigou reseller channel. Daigou reseller sales and earnings are difficult to estimate given these customers come into Shaver Shop's stores but often buy in higher volumes. Daigou sales are identified by separating sales transactions with > 5 units per transaction for product known to sell into the Daigou channel.





- > Net cash of \$12.6 million at 30 June 20 driven by:
  - Stock realisation strategies
  - Deferred rent payments \$2.7m
  - Deferred dividend \$2.6m
- "New normal" stock level for 30 June estimated to be c.\$170-\$180k per store or (c.\$20m)
- > No gross debt
  - \$30 million multi-option facility established with two year term
  - Flexibility to continue investing for growth
    - Online
    - Refits

### **Balance sheet**

## Shaver Shop's strong liquidity position gives it strength and flexibility entering FY2021

		Removal of	0		
		AASB 16 Lease Assets	of AASB 117 Lease	Pro-forma	
	AASB 16	& Liabilities	Liaibilities	AASB 117	AASB 117
A\$ millions	30-Jun-20	30-Jun-20	30-Jun-20	30-Jun-20	30-Jun-19
Cash	12.6			12.6	3.9
Trade & other receivables	1.7			1.7	2.1
Lease receivables	2.2	(2.2)		-	-
Inventory	15.1			15.1	25.6
Plant & Equipment	10.8			10.8	9.5
Right of use assets	26.6	(26.6)		-	-
Goodwill & Intangibles	48.0			48.0	45.9
Other assets	4.6	(1.7)	0.9	3.9	5.7
Total assets	121.7	(30.5)	0.9	92.1	92.8
Trade payables	18.0			18.0	17.2
Interest bearing liabilities	-			-	10.3
Lease liabilities	37.0	(37.0)		-	-
Other liabilities	2.6		3.1	5.7	5.1
Total liabilities	57.5	(37.0)	3.1	23.6	32.6
Net assets	64.2	6.5	(2.2)	68.5	60.2



### Cash flow

### **Operating cash flow \$28.9m - up 131%**

	Reported	Reclass of operating	Pro Forma	Reported	
	FY20	lease	FY20	FY19	AASB 117
A\$ millions	(AASB 16)	payments	(AASB 117)	(AASB 117)	Variance
EBITDA	31.3	(12.9)	18.4	12.5	5.9
Non-cash adjustments to EBITDA	0.4		0.4	-	
Change in working capital and other	11.6	0.3	11.9	3.3	8.7
Net finance costs	(0.4)		(0.4)	(0.6)	0.2
Net interest expense - leases	(1.7)	1.7	-	-	
Income tax payments	(1.5)		(1.5)	(2.7)	1.2
Net cash flow from operating activities	39.7	(10.9)	28.9	12.5	16.4
Payments for franchise store buy backs	(2.9)		(2.9)	(0.3)	(2.6)
CAPEX (net of landlord contributions)	(3.9)		(3.9)	(3.8)	(0.1)
Net cash flow before financing activities	32.9	(10.9)	22.1	8.4	13.7
Dividends paid	(3.1)		(3.1)	(5.4)	2.3
One-off costs (cash impact)	-		-	(1.0)	1.0
Leases borrowing (repayment)	(10.9)	10.9			
Borrowings drawdown / (repayment)	(10.3)		(10.3)	(1.0)	(9.3)
Net cash flow	8.7	-	8.7	1.0	7.7
Opening Cash Position	3.9		3.9	2.9	
Closing Cash Position	12.6		12.6	3.9	

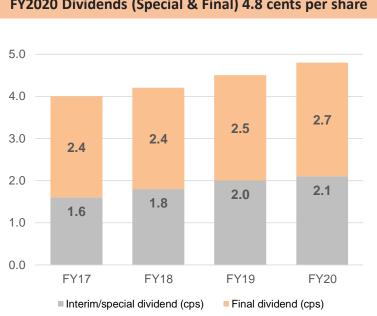
- Operating cash flow benefited from deliberate reductions in working capital in Q4 FY2020 to improve liquidity and mitigate risk
- > These benefits will partially unwind in FY2021:
  - c. \$5m increase in end stock levels to more normalised levels
  - c. \$2.7m in deferred rent payments related to Q4 FY2020 to be paid in H1 FY2021
- > Special dividend (\$2.6m) also paid in July 2020
- > CAPEX in FY2020 primarily related to:
  - Ongoing omni-retail investments
  - Ongoing full store refit program
  - Newmarket (NZ) store opening



## **Capital management**

### Consistent growth in dividends over the last four years

- > Reflecting FY2020 performance, no JobKeeper support, strong balance sheet and growth outlook, Directors have declared a fully-franked 2.7cps final dividend for FY2020 - up 8%
- > Special dividend of 2.1 cps (80% franked) paid in July '20 in lieu of cancelled Interim FY2020 dividend
- > Total FY2020 dividends 4.8 cents per share
- > Franking credit position has improved over last 12 months enabling full franking of final dividend
- > Preserving "hard won" liquidity and balance sheet flexibility to pursue growth initiatives - particularly digital
- > Dividend policy remains to payout approximately 60-80% of cash NPAT



### FY2020 Dividends (Special & Final) 4.8 cents per share



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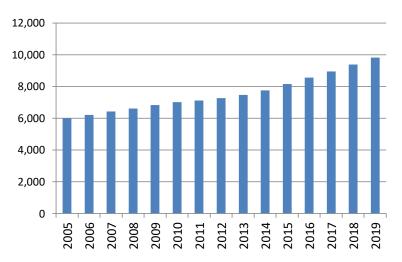
OMNI RETAIL CATEGORY LEADERSHIP



## Large and growing market

### Shaver Shop is a market leader with plans to further growth market share

- Healthy, beauty and personal care market is estimated to be \$10B+ in Australia & New Zealand
- > Product categories straddle all age groups and demographics (hair cutting, hair styling, oral care, skincare, etc...)
- COVID-19 has accelerated DIY adoption of personal care appliances and introduced new customers to these categories
- Mens grooming market is \$1B+ with growth driven by increased social acceptance of male beauty regimes and facial/body hair trends
- Shaver Shop's retail model is unique focused on males and females of all ages and supported by product expertise and exclusivity, customer service and omniretail excellence
- Shaver Shop estimates it currently has c.3% market share of its total addressable market



### Beauty & Personal Care Market Growth (\$A m)

Source: Euromonitor International, Beauty & Personal Care in Australia, June 2020, management estimates

Total Addressable Market Estimate	A\$m
Total beauty & personal care market	10,511
Less: excluded categories	(2,709)
Total Addressable market	7,802
Shaver Shop Network Sales	211
Implied market share	2.7%

Source: Euromonitor international, management estimates

## Marketing strategies support physical, digital and emotion driven retailing

17



'Always On' marketing approach attracts new and existing customers across all channels



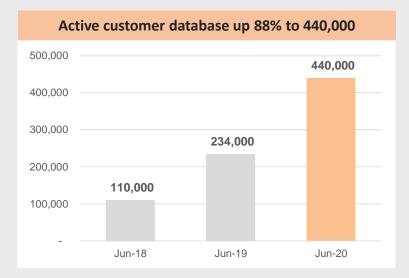


## Shaver Shop is a digital leader in our category

Digital strategy complements in-store service excellence driving significant sales growth

- > Online sales was the key growth driver in FY2020 up 103.5%
- > Strong foundational IT platforms in-place and ready to scale
- > Active customer database now 440,000 (up +88%)
- Online data capture in-place analytics and smart targeting ongoing opportunity
- > Additional online marketplace participation further extends market awareness and category leadership
- > IT platforms driving sales growth and operational efficiency
- > Strong FY2020 digital metrics:
  - Sessions up 56% to 8.9 million
  - Orders up 168% to 348,000
  - Conversion up 55%
  - UPT up 11%
  - Bounce rate down 13%



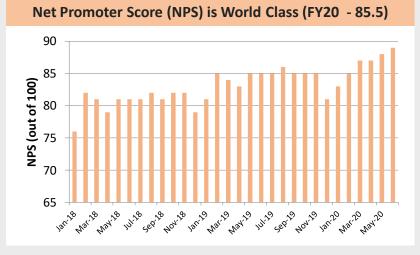




### Our stores and people remain a competitive advantage

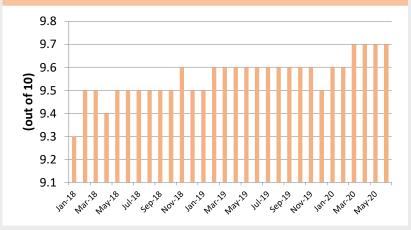
Product knowledge and service excellence creates strong brand connection

- > Store teams are product and category experts
- > Technical and personal nature of grooming and personal care categories encourages human/emotional connection
- > Ongoing product innovation suits specialty retail model
  - Continuous training to ensure 'on-point' advice for customers
- In-store fulfilment of online orders enables Click & Collect, upselling opportunities and quicker delivery timeframes (123 mini DCs across ANZ) – better for the customer!
- > Our stores and online channels deliver strong contribution margins – Shaver Shop is a true omni-channel retailer





### In-Store Customer Experience Also Record Levels



## **D**4 TRADING UPDATE AND OUTLOOK

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NSFORM YOURSELF"



## Strong start to FY2021

## Encouraging early trading performance despite store closures in VIC and NZ

- LFL sales growth (excludes new & closed stores) over the first 7 weeks of FY2021 up 28.2%
- Total sales growth over first 7 weeks of FY2021 up 27.5% with online sales up 187%
- > Core hair removal and hair styling categories performing strongly
- Customer service metrics remaining near all time highs and is a tribute to the dedication of SSG store teams
- Successfully managing through dynamic COVID-19 trading patterns – metro VIC stores only processing online sales currently under reduced rosters
- > No abnormal pricing/promotional activities undertaken
- Continuing investments in online, CRM and omni-retail growth initiatives
- Restoring to more normal stock levels but still relatively conservative regarding short term working capital investments

### Outlook

## Shaver Shop's business model has proven extremely resilient

- > Given COVID-19 uncertainties and importance of Christmas season trading result, the Board is not providing FY2021 guidance at this time
- Demand for DIY personal care and beauty expected to continue due to long term demand drivers as well as near term COVID-19 impacts
- Very difficult to estimate level and duration of COVID driven retail demand
- Consumer sentiment and level of disposable income likely to influence FY2021 sales and product mix (particularly in H2 FY2021)
- Retaining flexibility across price points and categories to adapt to changes in demand for key product lines
- > Encouraging new product launches to come in H1 FY2021
- > No material supply disruptions expected
- Continuing customer acceptance of online sales suits Shaver Shop's omni retail strengths





### FY2021+ Growth Initiatives

#### **Increase market share Increase existing customer value** Utilise DIY trend to enhance brand exposure through online, **Product innovation & expansion** social and traditional channels Maintain service excellence to - Target 1 million customer drive repeat business database within 24 months **Digital Excellence** - Increase transaction frequency Secure launches of the latest - Increase female category using smart targeting innovative products mindshare Enhance knowledge of our - Maintain/secure new Use data and AI to drive unique - Maximise blog impact to drive customer through linking inexclusivity arrangements for Shaver Shop online customer SEO and brand connection store and online customer data core lines experience - Selectively increase online Basket size optimisation Leverage category expertise to Continue to streamline user marketplace participation through checkout curate depth and breadth of interface - Increased use of Buy-Now-Paypersonal care offering Increase online interactivity and Later options to increase inspirational content transaction value Leverage existing and new IT platforms to drive further operational efficiency



SHOVER SHOP



## **Investment Summary**

- ☑ Large and growing market driven by changing consumer preferences and new product innovation
- Significant potential to further increase market share
- ☑ Strong brand awareness in Australia

Differentiated & resilient specialty retail business model

- Service excellence and unparalleled product knowledge
- Product exclusivity
- Competitive pricing
- Leading omni-retailer in the category with strong online sales growth
- ☑ Clean balance sheet no debt with strong cash conversion
- Experienced management team
- Strong focus on investing for growth and improving total shareholder returns



SHOVER SHOP

Appendices



## Key performance metrics

	Comparative FY2020	Normalised FY2019
Comparable Accounting	(AASB 117)	(AASB 117)
Number of corporate stores	117	113
Number of franchise stores	6	8
Total stores	123	121
Corporate store sales (A\$m)	194.9	167.4
Franchise store sales (A\$m)	15.8	18.1
Total network sales (A\$m)	210.7	185.6
Corporate store LFL sales growth %	15.3%	1.1%
Corporate store LFL sales growth % - Underlying (Ex Daigou)	15.3%	4.8%
Franchise store LFL sales growth %	12.4%	-4.8%
Franchise store LFL sales growth % - Underlying (Ex Daigou)	12.4%	-3.2%
Corporate store sales growth %	16.4%	8.1%
Gross profit margin %	42.6%	42.6%
Employee benefits expense as a % of sales	15.0%	16.2%
Occupancy expenses as % of sales	8.2%	9.3%
Marketing and advertising expenses as % of sales	3.7%	4.2%
Other expenses as % of sales	6.8%	5.8%
EBITDA margin	9.4%	8.1%
EBIT margin	8.0%	6.7%
NPAT margin	5.5%	4.4%



### Profit & Loss - AASB16 to AASB117 Reconciliation

		Recognition	Recognition				
	Reported	of AASB 117		Comparative	Reported		Normalised
	FY20	Operating	Depreciatio	FY20	FY19	Normali-	FY19
\$Am	(AASB 16)	Lease Expense	e n & Interest		(AASB 117)	sation	(AASB 117)
Sales	194.9	)		194.9	167.4	1	167.4
Cost of goods sold	(111.9	)		(111.9)	(96.1	)	(96.1)
Gross profit	83.0	)	-	83.0	71.4	l -	71.4
Gross margin %	42.6%	6		42.6%	42.6%	6	42.6%
Franchise and other revenue	1.1			1.1	1.6	5	1.6
Employee benefits expense	(29.2)	)		(29.2)	(27.2	)	(27.2)
Occupancy expenses	(3.1)	) (12.9	)	(15.9)	(15.5	)	(15.5)
Marketing and advertising expenses	(7.2)	)		(7.2)	(7.0	)	(7.0)
Other expenses	(13.3)	)		(13.3)	(10.8	) 1.0	(9.8)
Overhead expenses	(52.8	) (12.9	) -	(65.7)	(60.5	) 1.0	(59.5)
EBITDA	31.3	3 (12.9	) -	18.4	12.5	5 1.0	13.5
EBITDA margin	16.0%	6		9.4%	7.5%	6	8.1%
Depreciation and amortisation	(2.8)	)		(2.8)	(2.3	)	(2.3)
Depreciation - right of use assets (leases)	(11.3	)	11.3			-	-
EBIT	17.2	2 (12.9	) 11.3	15.5	10.2	2 1.0	11.2
Net finance costs - borrowings	(0.4	)	•	(0.4)	(0.6	)	(0.6)
Net finance costs - lease liabilities	(1.7	)	1.7		<b>、</b>	_	-
Profit before income tax	15.1	(12.9	) 12.9	15.1	9.6	6 1.0	10.6
Income tax expense	(4.5)	) 3.9	9 (3.9)	(4.5)	(3.0	) (0.3)	(3.2)
NPAT	10.6	, 6 (9.0	) 9.1		6.7	7 0.7	7.4
Basic EPS (cents) - weighted avg shares							
outstanding	8.7	7 (7.4	) 7.4	8.7	5.5	5 0.6	6.0

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Shaver Shop is providing the information contained in this Presentation as at the date of this Presentation and, except as required by law or regulation (including the ASX Listing Rules), does not assume any obligation to update any forward-looking statements contained in this Presentation as a result of new information, future events or developments or otherwise.

### Pro forma and normalised financial information

This Presentation contains pro forma and normalised financial information. The pro forma and normalised financial information and past information provided in this Presentation is for illustrative purposes only and is not represented as being indicative of Shaver Shop's views on its future financial condition and/or performance. This financial information has been prepared by Shaver Shop in accordance with the measurement and recognition requirements, but not the disclosure requirements, of applicable accounting standards and other mandatory reporting requirements in Australia.

Shaver Shop uses certain measures to manage and report on its business that are not recognised under Australian Accounting Standards. These measures are referred to as non-IFRS financial information. Shaver Shop considers that this non-IFRS financial information is important to assist in evaluating Shaver Shop's performance. The information is presented to assist in making appropriate comparisons with prior periods and to assess the operating performance of the business. In particular this information is important for comparative purposes with normalised results across financial periods..

For a reconciliation of the non-IFRS financial information contained in this Presentation to IFRS-compliant comparative information, refer to the Directors Report that forms part of the Shaver Shop Group Limited Consolidated Financial Report that has been lodged with the ASX. All dollar values in this Presentation are in Australian dollars (A\$), unless otherwise specified.

