

# Customer Focus: Hypermarkets

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## Significant Progress since June 2008 Acquisition of Karusel



**Repositioning Hypermarkets for Long-Term Leadership & Growth** 

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Karusel's net retail sales for 2008 surged 34% y-o-y on pro-forma basis to RUR 41,707 mln (USD 1,678 mln)
Net retail sales for 9M 2009 were up 28% y-o-y on pro-forma basis; totaled RUR 37,883 mln (USD 1,166 mln)
Karusel's share in total X5 Net Retail Sales for 9M 2009 was 19%

As at 30 September 2009	Total	Average per Store	
Selling Space, sq.m.	274,847	4,997 (from 4,000 to 10,000)	
Number of stores		55	
Assortment, # of SKUs	from 30,	from 30,000 to 50,000	
Number of check-out transactions per day	Over 280,000	Over 5,200	
	All Stores	LFL Stores	
Average check*, RUR	599	620	
Sales per square meter*(RUR/year)	228,407	243,427	
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**Everything Under** 

**One Roof** 

## **Target Customer Base**

KAPYCEAL



At Low Price

Fun Weekend & Family Shopping

**Our Value Proposition** 

*Karusel* – a national chain of compact and full-size hypermarkets for every Russian customer and family. Our Customers are looking for everything under one roof at low price, with additional services. Karusel makes the shopping experience easy and fun!





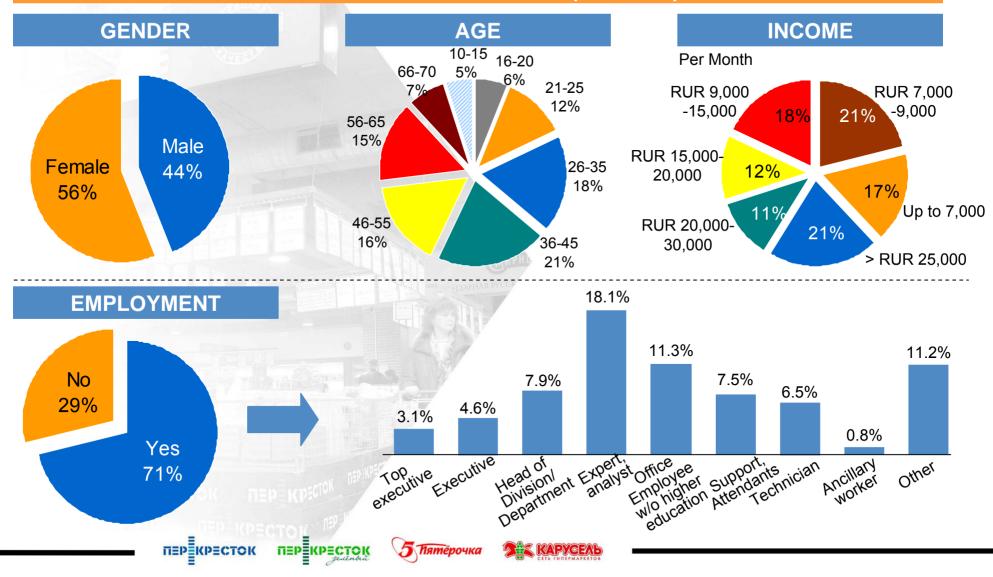




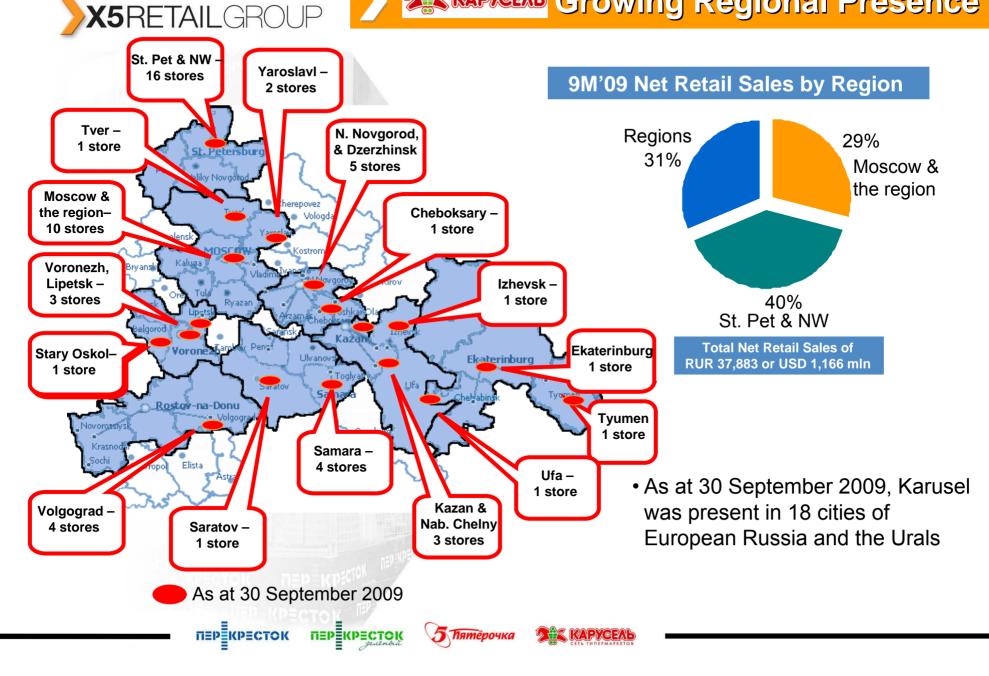
# We Know Our Customers

## **Karusel Customer Profile (Moscow)**

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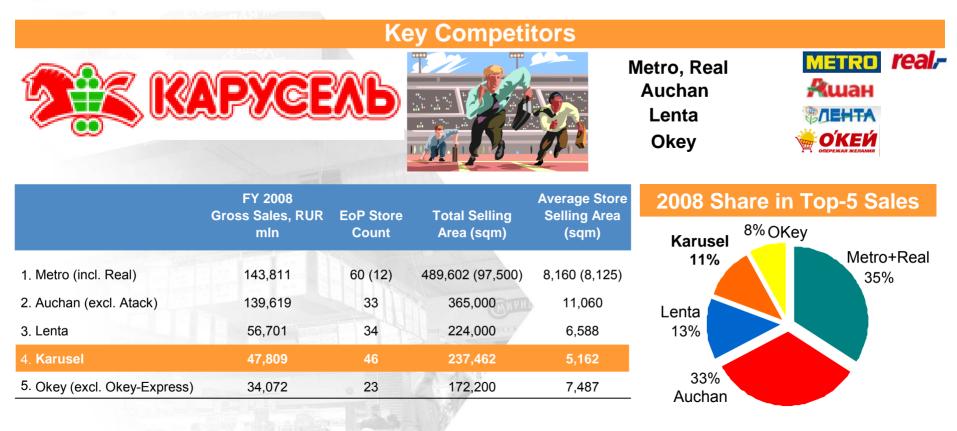
# **SKAPYCEAL Growing Regional Presence**







# **Competitive Landscape**



- In terms of sales, Karusel occupies firm #4 position among Russian hypermarket players with a realistic potential of becoming #3 in short to medium-term perspective
- In H1 2009 X5 has virtually eliminated its gap with Lenta in terms of sales: the gap narrowed from RUR 9 bln (or 16%) in 2008 to RUR 10 mln (0%) in H1 2009





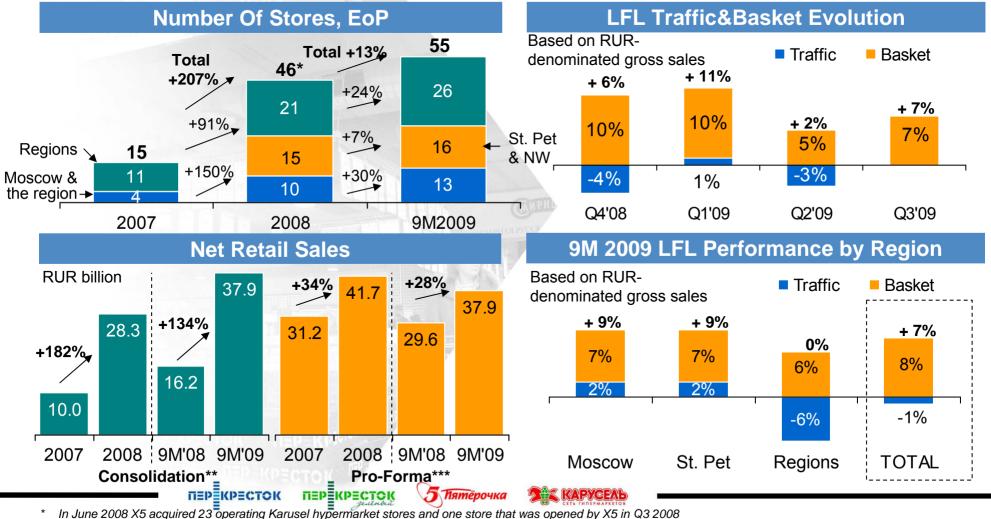
Breakthrough in Hypermarkets...

# ... in 2008 thanks to Acquisition of Karusel and Strong Organic Growth Ever Since

### Acquisition of Karusel Substantially Strengthened X5's Hypermarkets Business

**X5RETAILGROUP** 

After Smooth Integration and Rebranding, X5 Targets Dramatic Improvements in LFL Performance



\*\* Including the results of the acquired Karusel business only from 30 June 2009

\*\*\* Including the results of the acquired Karusel business for FY 2007, 2008 and 2009





Breakthrough in Hypermarkets...

**New Openings Celebrated Together with Our Customers** 



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## **Key Medium-Term Objectives**

Selective Growth	

Focus on Assortment & Merchandising

## CRM & Loyalty

#### Team Building

Efficiency

- Enhancing competitive positions in existing markets
- Maximizing scale leverage
- Capitalizing on current favourable real estate market conditions to secure best locations (on rental basis)
- Assortment correction
  - -Improvement in own production, ready meal offers
  - -Improvement in non-food
- -Private label development
- nt Improve shelf utilization
  - -Seasonal offers improvement
- Development of a personified loyalty program
- CRM development
- Build strong management team for the format (store directors)
- Trainings to improve staff's vision and standards to match
  best practice
- Active rotations, promotions
- Apply best international practices
- Standardize format
- Improve total area utilization
- Improve availability

Process automatization

Improve in-store labour productivity



Market Share Growth

Customer Loyalty

- Ticket Growth
- LFL Sales Growth

Operational Excellence

Margin Support

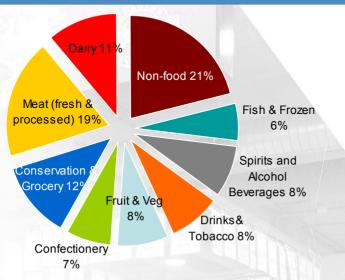








## **Key Product Categories, 2009 YTD**





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## **Assortment Strategy**

- Wide, deep, complementary and complex assortment
- Strengthening of strategic categories:
  - Fresh
    - Fruit&Vea
    - Fish •
  - Own production
    - Ready meals, incl. salads
    - Bakerv
  - Non-food
    - Seasonal offers •
- New Projects

KAPYCEAL

- "Karuselka" baby care products
- "Healthy life"
- "Cosmetic boutique"









#### **X** KAPYCEAD Modern Retail Techniques...









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яйцо=1руб



# ...to Drive Check and Traffic

## **Regular Promitions**

Timing:	every two weeks (26 times a year)
# of SKUs:	180
Price Reduction:	20 to 50%

#### "Lethal" Offers

Timing: Mechanism:

each week staples offered with 30-60% price cuts

#### **Seasonal Offers**

- Variety of events throughout the year, e.g. school, NY, camping
- # of SKUs: 600

#### **Short-Term Marketing & Loyalty Actions**

- "Happy Hours"
- "Get a Football Ticket"
- "Carousel of Luck"

- Tov Doas
- "Get Free Gas at Karusel"

#### **Advertising Support**

- External
  - -TV, printed media, radio, billboards
- In-store
  - -at the entrance, at points of sale
  - -quide-boards and guide-signs
  - -stoppers
  - -catalogues

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# **KPIs for Long-Term Growth**

**Our Long-Term Vision** 





# **THANK YOU!**

TEP KPECTOK

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