

## Fiscal 2014 Supplementary Material

POLA ORBIS HOLDINGS INC. President Satoshi Suzuki

This report contains projections of performance and other projections based on information currently available and certain assumptions judged to be reasonable. Actual performance may differ materially from these projections resulting from changes in the economic environment and other risks and uncertainties.

## 1. Highlights of Consolidated Performance

- 2. Segment Analysis
- 3. Progress of the Mid-term Management Plan
- 4. Forecasts and Initiatives for Fiscal 2015
- 5. Overseas Strategy and Capital Policy
- 6. Appendix



## FY2014 Key Topics

### **Cosmetic Market**

- In Japan, the reaction to the surge in demand before the tax hike cooled down in the fall. Then, the actual impact of the tax hike kicked in and weakened consumer sentiment mostly in the prestige segment.
- Unit price stopped declining in 2013, but it started to decline again from April 2014.\*
- On the other hand, department stores in major cities in Japan were in good shape with boosted demands from inbound tourists. Extended tax exemption for cosmetics from October was also a tail wind for the department stores.
- The overall Chinese market showed growth, but the market competition among global and Japanese players continued to intensify. Consumption also continued to scatter towards the rural area and online channel. Costs such as labor expense and rent are on the rising trend.

\*Source: Ministry of Economy, Trade and Industry

#### Our Group

- ORBIS performed well throughout the year with a major new product launch and new sales promotion, and became the sales driver for the Group.
- On the other hand, consumer sentiments were weakened in rural areas of Japan in the second half of the year, and had negative impact on POLA which mainly plays in prestige segment.
- In China, H2O PLUS struggled but Jurlique achieved a high level of same-store sales growth and performed strongly.
- On the consolidated basis, results were in line with the forecasts. The Group achieved increase in sales and operating income for the 5<sup>th</sup> consecutive year.

|                   | FY2013  | FY2014 YoY Com |        | YoY   |        | th Forecasts<br>on Nov. 28) |
|-------------------|---------|----------------|--------|-------|--------|-----------------------------|
| (mil. yen)        | Results | Results        | Amount | %     | Amount | %                           |
| Consol. net sales | 191,355 | 198,094        | 6,738  | 3.5%  | 94     | 0.0%                        |
| Operating income  | 16,017  | 17,683         | 1,665  | 10.4% | 33     | 0.2%                        |
| Ordinary income   | 17,836  | 19,067         | 1,231  | 6.9%  | 1,167  | 6.5%                        |
| Net income        | 7,318   | 10,382         | 3,063  | 41.9% | 682    | 7.0%                        |



Analysis of Consolidated P&L Changes Net Sales to Operating Income

|                        | FY2013  | FY2014                                | YoY    |       |
|------------------------|---------|---------------------------------------|--------|-------|
| (mil. yen)             | Results | Results                               | Amount | %     |
| Consolidated net sales | 191,355 | · · · · · · · · · · · · · · · · · · · | 6,738  |       |
| Cost of sales          | 38,655  |                                       |        | 1.7%  |
| Gross profit           | 152,700 | 158,767                               |        | 4.0%  |
| SG&A* expenses         | 136,682 | 141,083                               | 4,401  | 3.2%  |
| Operating income       | 16,017  | 17,683                                | 1,665  | 10.4% |

\*Selling. General and Administrative Expenses

| Key Factors       |                                                                                                                                                                       |  |  |  |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|
| Consol. net sales | In addition to ORBIS, THREE and decencia from brands under development were the sales drivers for the domestic business.<br>Jurlique supported overseas sales growth. |  |  |  |
|                   | Overseas sales ratio FY2013: 12.2% $\Rightarrow$ FY2014: 12.8%                                                                                                        |  |  |  |
| Cost of sales     | Improved mainly at POLA and ORBIS.                                                                                                                                    |  |  |  |
|                   | Cost of sales ratio: FY2013: 20.20% $\Rightarrow$ FY2014: 19.85%                                                                                                      |  |  |  |
| SG&A expenses     | Labor expenses: up 1,257 mil. YoY                                                                                                                                     |  |  |  |
|                   | Sales commissions: down ¥270 mil. YoY                                                                                                                                 |  |  |  |
|                   | Sales related expenses: up ¥2,423 mil. YoY                                                                                                                            |  |  |  |
|                   | Administrative expenses: up ¥990 mil. YoY                                                                                                                             |  |  |  |
| Operating income  | Beauty care: up ¥1,755 mil. YoY                                                                                                                                       |  |  |  |



Analysis of Consolidated P&L Changes Operating Income to Net Income

|                                                                    | FY2013  | FY2014  | Yo      | Υ       |
|--------------------------------------------------------------------|---------|---------|---------|---------|
| (mil. yen)                                                         | Results | Results | Amount  | %       |
| Operating income                                                   | 16,017  | 17,683  | 1,665   | 10.4%   |
| Non-operating income                                               | 1,972   | 1,684   | (288)   | (14.6%) |
| Non-operating expenses                                             | 154     | 301     | 146     | 94.8%   |
| Ordinary income                                                    | 17,836  | 19,067  | 1,231   | 6.9%    |
| Extraordinary income                                               | 913     | 2,178   | 1,265   | 138.5%  |
| Extraordinary loss                                                 | 5,455   | 8,267   | 2,812   | 51.5%   |
| Income before income taxes                                         | 13,293  | 12,978  | (315)   | (2.4%)  |
| Income taxes                                                       | 6,037   | 2,960   | (3,077) | (51.0%) |
| Minority interests in net income /<br>loss of consol. subsidiaries | (62)    | (364)   | (301)   | -       |
| Net income                                                         | 7,318   | 10,382  | 3,063   | 41.9%   |

Non-operating income FY2014: Foreign exchange gains ¥990 mil. and expenses

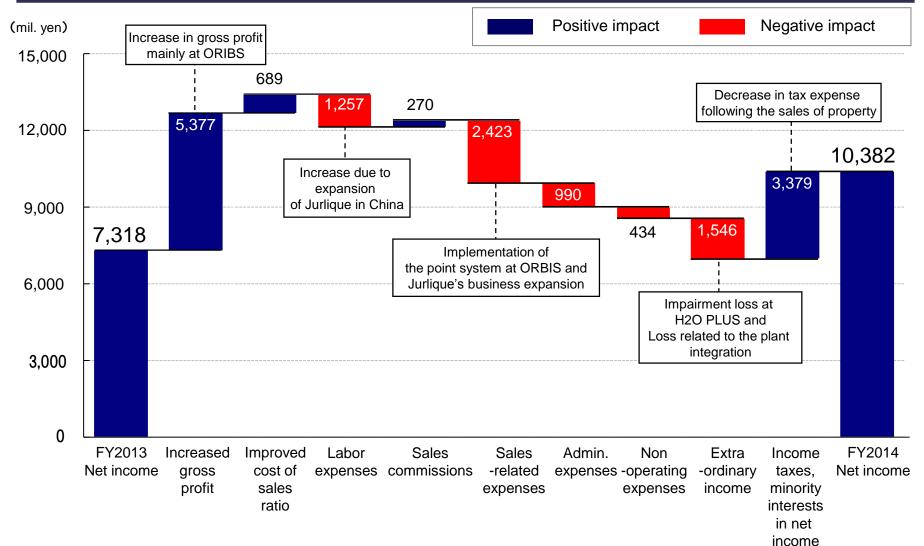
Extraordinary income FY2014: Gain on sales of property at real estate business ¥2,143 mil.

Extraordinary loss FY2014: Impairment loss on tangible and intangible assets at H2O PLUS ¥6,061 mil. Loss related to the plant integration ¥1,520 mil.

■ Income taxes FY2014: Decrease in tax expense following sales of property down ¥4,622 mil. YoY

# Factors Impacting Net Income

ORBIS performed well throughout the year and realized huge increase in gross profit. In spite of the impairment loss at H2O PLUS, the Group achieved significant increase in net income due to the sales of property and decrease in tax expense.



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## **Segment Results**

doors and cost control.

increased number of customers.

| (mil. yen)                                                                                                                                                                                                                                                                                                                                                                                                                  |       | FY2013                                                                                 | FY2014  | YoY    |        |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------------------------------------------------------------------------------------|---------|--------|--------|--|
|                                                                                                                                                                                                                                                                                                                                                                                                                             |       | Results                                                                                | Results | Amount | %      |  |
| Consolidated net                                                                                                                                                                                                                                                                                                                                                                                                            | sales | 191,355                                                                                | 198,094 | 6,738  | 3.5%   |  |
| Beauty care                                                                                                                                                                                                                                                                                                                                                                                                                 |       | 178,306                                                                                | 184,475 | 6,168  | 3.5%   |  |
| Real estate                                                                                                                                                                                                                                                                                                                                                                                                                 |       | 3,035                                                                                  | 3,179   | 143    | 4.7%   |  |
| Others                                                                                                                                                                                                                                                                                                                                                                                                                      |       | 10,013                                                                                 | 10,440  | 427    | 4.3%   |  |
| Operating income                                                                                                                                                                                                                                                                                                                                                                                                            |       | 16,017                                                                                 | 17,683  | 1,665  | 10.4%  |  |
| Beauty care                                                                                                                                                                                                                                                                                                                                                                                                                 |       | 14,780                                                                                 | 16,535  | 1,755  | 11.9%  |  |
| Real estate                                                                                                                                                                                                                                                                                                                                                                                                                 |       | 1,258                                                                                  | 1,227   | (31)   | (2.5%) |  |
| Others                                                                                                                                                                                                                                                                                                                                                                                                                      |       | 410                                                                                    | 472     | 61     | 15.0%  |  |
| Reconciliations                                                                                                                                                                                                                                                                                                                                                                                                             |       | (431)                                                                                  | (551)   | (119)  | -      |  |
| <ul> <li>Summary</li> <li>Beauty care ORBIS, Jurlique and brands under development were the sales drivers.<br/>Achieved double digit growth in operating income by improving profitability of the flagship brands, mainly ORBIS.</li> <li>Real estate Maintained high occupancy rate and achieved increase in sales.<br/>On the other hand, operating income was flat year-on-year due to the sales of property.</li> </ul> |       |                                                                                        |         |        |        |  |
| Others                                                                                                                                                                                                                                                                                                                                                                                                                      |       | armaceutical business increased sales and operating income through increased number of |         |        |        |  |

Building maintenance business also achieved increase in sales and operating income through

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## HOLDINGS

## Beauty Care Business Results by Brands

|                          | FY2013  | FY2014  | YoY     |         |
|--------------------------|---------|---------|---------|---------|
| (mil. yen)               | Results | Results | Amount  | %       |
| Beauty care net sales    | 178,306 | 184,475 | 6,168   | 3.5%    |
| POLA                     | 100,740 | 99,571  | (1,168) | (1.2%)  |
| ORBIS                    | 48,163  | 52,302  | 4,139   | 8.6%    |
| Jurlique                 | 14,810  | 17,600  | 2,789   | 18.8%   |
| H2O PLUS                 | 5,488   | 4,876   | (611)   | (11.1%) |
| Brands under development | 9,104   | 10,123  | 1,019   | 11.2%   |
| Beauty care OP income    | 14,780  | 16,535  | 1,755   | 11.9%   |
| POLA                     | 7,951   | 8,583   | 632     | 7.9%    |
| ORBIS                    | 8,807   | 10,792  | 1,985   | 22.5%   |
| Jurlique                 | (399)   | (445)   | (46)    | -       |
| H2O PLUS                 | (496)   | (1,435) | (939)   | -       |
| Brands under development | (1,082) | (958)   | 123     | -       |

Note: Consolidate operating income and loss are shown for each brand for reference purpose only (figures are unaudited) Results of Jurlique and H2O PLUS are shown separately from FY2014.

## Brand Analysis (1)

## FY2014

POLA

- Sales was down due to the negative impact of the tax hike on the consumer sentiment in the prestige segment.
- Rural areas and customers in their 30s and 40s became cost conscious and saved up.
- Rolled out recovery measures targeting repeat customers in Q4, but annual purchase per customer was down.
- On the other hand, operating income was significantly increased through streamlined expenses and corporate costs.

| Q4                                       | Results (mil. yen)           | YoY*             |
|------------------------------------------|------------------------------|------------------|
| Net sales                                | 99,571                       | (1.2%)           |
| Operating income                         | 8,583                        | 7.9%             |
| Key indicators                           |                              |                  |
| Number of sales offic<br>(vs. Dec. 2013) | es                           | 4,799<br>(up 50) |
| Number of PB <sup>(1)</sup> (vs.         | Dec. 2013)                   | 622(up 20)       |
| Cosmetic sales ratio                     | PB <sup>(1)</sup>            | 37.9%            |
|                                          | Esthe-inn                    | 40.4%            |
|                                          | D2D <sup>(2)</sup> and other | 21.7%            |
| Sales increase*                          | PB                           | up 4.4%          |
|                                          | PB (like-for-like)           | up 4.1%          |
|                                          | Esthe-inn                    | down 1.1%        |
|                                          | D2D                          | down 9.7%        |
| Annual purchase per                      | down 4.8%                    |                  |
| Number of new custo                      | omers*                       | up 5.4%          |

(1) PB: POLA THE BEAUTY stores (2) D2D: Conventional door-to-door \*YoY

### Quarter topics

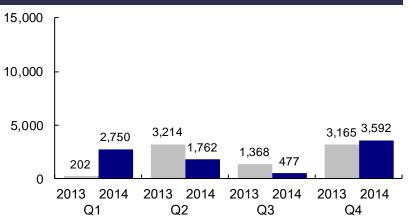
 RED B.A launched on October received Best Cosmetics Awards on Japanese magazines.



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Quarterly operating income (mil. yen)



## Brand Analysis (2)

### FY2014

BIS

- It was a great year for ORBIS. ORBIS=U launched in the beginning of the year was a huge hit, and new customer acquisition through social media before and after the tax hike were successful.
- The brand achieved excellent results in its brand rebuilding process and moved forward to the new growth phase.

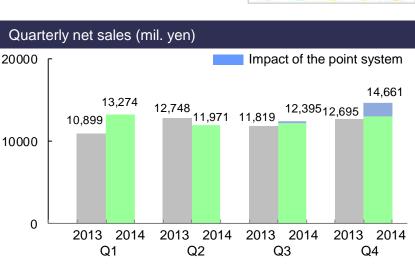
| Q4                               | Results (mil. yen)  | YoY*                               |
|----------------------------------|---------------------|------------------------------------|
| Net sales                        | 52,302              | 8.6%<br>(Actual 5%) <sup>(1)</sup> |
| Operating income                 | 10,792              | 22.5%                              |
| Key indicators                   |                     |                                    |
| Sales ratio                      | Online              | 40.7%                              |
|                                  | Other mail-order    | 31.5%                              |
|                                  | Store and overseas  | 27.8%                              |
| Sales increase*                  | Online              | up 18.1%                           |
|                                  | Other mail-order    | up 1.1%                            |
|                                  | Stores and overseas | up 5.0%                            |
| Mail-order <sup>(2)</sup> purcha | up 7.8%             |                                    |
| Number of mail-ord               | up 2.1%             |                                    |
| Mail-order skincare              | purchase ratio*     | up 0.2%                            |

(1) Actual sale growth excluding the impact of the point system started on September 24<sup>th</sup>. (2) Online and other mail-order

\*YoY

#### Quarter topics

Kicked off the new sales promotion system (point system) to realize one-to-one marketing.





Quarterly operating income (mil. yen)



たくさん財まる1 お買い物ポイント + ステージアッフ

## Brand Analysis (3)

### FY2014

Jurlique

- In spite of the tough market environment, the brand achieved 5% growth yoy in the same-store sales in Chinese department stores by launching new products and reinforcing CRM.
- Sales was up by 18% yoy on local currency basis.
- Operating loss slightly increased due to increase in fixed cost and one-time expense along with rationalization of operating.

| Q4                                                 | Results (mil. yen)                           | YoY <sup>(1)</sup> |  |
|----------------------------------------------------|----------------------------------------------|--------------------|--|
| Sales                                              | 17,600                                       | 18.8%              |  |
| Operating income<br>(before goodwill amortization) | 356                                          | (38)               |  |
| Operating income                                   | (445)                                        | (46)               |  |
| Key indicators                                     |                                              |                    |  |
| Number of stores in C<br>(vs. Dec. 2013)           | Number of stores in China<br>(vs. Dec. 2013) |                    |  |
| Sales ratio                                        | China                                        | 28%                |  |
|                                                    | НК                                           | 15%                |  |
|                                                    | Duty free stores                             | 17%                |  |
| Sales increase <sup>(2)</sup> China                |                                              | up 35%             |  |
|                                                    | НК                                           | up 14%             |  |
|                                                    | Duty free stores                             | up 9%              |  |

(1) For operating income YoY difference is shown in amount (mil. yen).

(2) Local currency basis, YoY

### Quarter topics

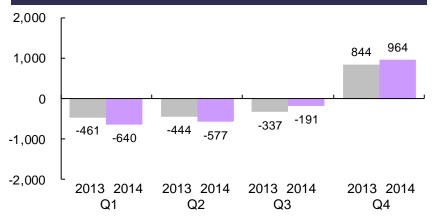
 Gift box items for the holiday season sold well.



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#### Quarterly net sales (mil. yen) 8,000 6.068 5,073 4,237 3,702 3,592 4,000 3,500 3,134 3,102 0 2013 2014 2013 2014 2013 2014 2013 2014 Q1 Q2 Q3 Q4

Quarterly operating income (mil. yen)



## Brand Analysis (4)



- Sales was down significantly due to the sluggish sales in China and decrease in number of sales channels in the US due to the change in the distribution strategy.
- Sales was down by 18% yoy on local currency basis.
- Operating loss significantly increased due to decrease in gross profit and increase in fixed costs.

| Q4                                                 | Results (mil. yen)       | YoY <sup>(1)</sup> |
|----------------------------------------------------|--------------------------|--------------------|
| Net sales                                          | 4,876                    | (11.1%)            |
| Operating income<br>(before goodwill amortization) | (1,339)                  | (1,073)            |
| Operating income                                   | (1,435)                  | (939)              |
| Key indicators                                     |                          |                    |
| Number of doors in Ch<br>(vs. Dec. 2013)           | 382<br>(down 26 <b>)</b> |                    |
| Sales ratio                                        | China                    | 23%                |
| North America                                      |                          | 55%                |
| Sales increase <sup>(2)</sup>                      | China                    | down 39%           |
|                                                    | North America            | down 5%            |

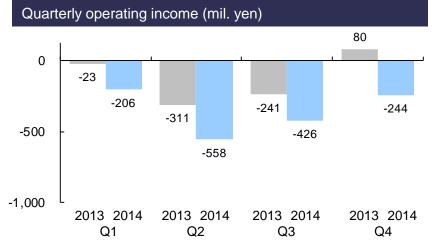
(1) For operating income YoY difference is shown in amount (mil. yen).(2) Local currency basis, YoY

- Regarding the Impairment Loss
- China: In order to turnaround the sales activities, H2O PLUS reinforced the organization structure by changing management members, but it requires some time to show results.
- US: Along with the change in the mid-to-long-term brand strategy, distribution channels were reexamined. As a result, the brand withdrew from drugstore channels.
- Based on the situations mentioned above, the mid-to-long-term business plan and future cash flow for FY2015 onward were revisited. Impairment test was conducted and as a result, H2O PLUS recorded approx. ¥6,061 mil. impairment loss on tangible and intangible assets.
- From FY2015, there will be no goodwill amortization expense.

#### Quarter topics

 Marine Defense Green Tea Antioxidant Toner was chosen as Editor's Pick Best Toner on totalbeauty.com

#### Quarterly net sales (mil. yen) 2,500 1,790 1.617 1,364 1,319 1.225 1,107 1.250 1.029 910 0 2013 2014 2013 2014 2013 2014 2013 2014 Q1 Q2 Q3 Q4



#### **POLA** ORBIS HOLDINGS Brand Analysis (5) Brands Under Development

### FY2014

- THREE and decencia performed strongly throughout the year.
- New store openings and new product launches were the key drivers for THREE.
- decencia increased the number of customers and purchase per customer by launching high-value-added products. The brand achieved break-even.
- On the other hand, pdc struggled to secure shelves at retail stores before and after the tax hike, and its sales was down yoy.

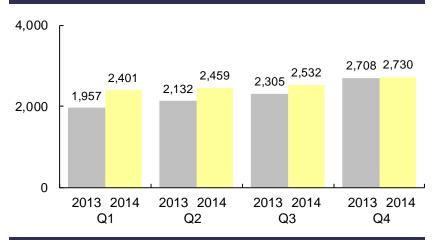
| Q4               |                         | Results (mil. yen)    | YoY*  |
|------------------|-------------------------|-----------------------|-------|
| Net sales        |                         | 10,123                | 11.2% |
| Operating income |                         | (958)                 | 123   |
| Key indicato     | ors                     |                       |       |
| THREE            | Dept. store             | 28                    |       |
|                  | Other store             | es in Japan           | 28    |
|                  | Overseas<br>(Thailand a | stores<br>and Taiwan) | 13    |

\*For operating income YoY difference is shown in amount (mil. yen).

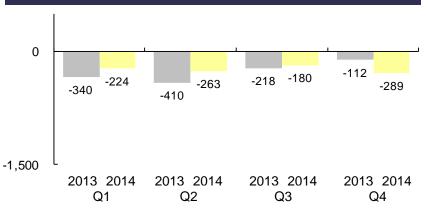
### Quarter topics

 decencia launced AYANASU AS Eye Cream on October 1<sup>st</sup>. ¥4,500 (tax excluded)

#### Quarterly net sales (mil. yen)



Quarterly operating income (mil. yen)





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#### The Group is on track for FY2016 targets on the whole.

Management indicators

|                         | Targets for<br>FY2014 to FY2016 | Evaluation      | Progress                                                                                                                                                                                                                                                    |
|-------------------------|---------------------------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Consolidated net sales  | CAGR* 3~4%                      | Excelled        | <ul> <li>ORBIS achived excellent results from its brand rebuilding process, and entered into the new growth phase</li> <li>Jurlique achieved high level of the same-store sales growth in China</li> </ul>                                                  |
| Overseas sales<br>ratio | 15% or higher<br>in FY2016      | Slightly behind | <ul> <li>FY2014 Overseas sales ratio 12.8% (up 0.6pt yoy)</li> <li>Jurlique performed well, but H2O PLUS struggled</li> </ul>                                                                                                                               |
| Operating income        | CAGR 15% or higher              | On track        | <ul> <li>Improved cost of sales ratio and cost control at flagship<br/>brands</li> <li>Increased online sales ratio at ORBIS</li> </ul>                                                                                                                     |
| Operating income margin | 11% or higher<br>in FY2016      | On track        | <ul> <li>FY2014 Operating income margin 8.9% (up 0.6pt yoy)</li> <li>In addition to the stable profit growth achieved by the flagship brands, the brands under development contributed by achieving sales increase and decreasing operating loss</li> </ul> |
| ROE                     | 8% or higher<br>in FY2016       | On track        | <ul> <li>FY2014 ROE 5.9% (up 1.6pt yoy)</li> <li>Improved through profit growth and enhanced shareholder return</li> </ul>                                                                                                                                  |
| Consol. payout ratio    | 50% or higher<br>from FY2014    | On track        | ■ FY2014 Payout ratio 99.6%                                                                                                                                                                                                                                 |



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## Forecasts for FY2015

### Aim to achieve increase in sales and operating income for the 6<sup>th</sup> consecutive year.

|                   | FY2014  | Yo     | (      | FY2015    | YoY    |         | FY2015 YoY |        | γ       |
|-------------------|---------|--------|--------|-----------|--------|---------|------------|--------|---------|
| (mil. yen)        | Results | Amount | %      | Full Year | Amount | %       | H1         | Amount | %       |
| Consol. net sales | 198,094 | 6,738  | 3.5%   | 207,500   | 9,405  | 4.7%    | 99,700     | 3,759  | 3.9%    |
| Beauty care       | 184,475 | 6,168  | 3.5%   | 193,600   | 9,124  | 4.9%    | 93,200     | 3,799  | 4.2%    |
| Real estate       | 3,179   | 143    | 4.7%   | 2,900     | (279)  | (8.8%)  | 1,450      | (121)  | (7.7%)  |
| Others            | 10,440  | 427    | 4.3%   | 11,000    | 559    | 5.4%    | 5,050      | 81     | 1.6%    |
| OP income         | 17,683  | 1,665  | 10.4%  | 20,000    | 2,316  | 13.1%   | 8,400      | 68     | 0.8%    |
| Beauty care       | 16,535  | 1,755  | 11.9%  | 19,000    | 2,464  | 14.9%   | 7,850      | 77     | 1.0%    |
| Real estate       | 1,227   | (31)   | (2.5%) | 1,100     | (127)  | (10.4%) | 600        | (65)   | (9.8%)  |
| Others            | 472     | 61     | 15.0%  | 350       | (122)  | (25.9%) | 100        | (91)   | (47.9%) |
| Reconciliations   | (551)   | (119)  | _      | (450)     | 101    | —       | (150)      | 148    |         |
| Ordinary income   | 19,067  | 1,231  | 6.9%   | 20,000    | 932    | 4.9%    | 8,400      | 356    | 4.4%    |
| Net income        | 10,382  | 3,063  | 41.9%  | 10,500    | 117    | 1.1%    | 4,400      | 699    | 18.9%   |

|                    | FY2014                           |                              |  |  |
|--------------------|----------------------------------|------------------------------|--|--|
| Shareholder return | Year-end ¥87<br>Special year-end | Payout ratio 99.6%<br>I ¥100 |  |  |

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Interim ¥70, Year-end ¥80

Payout ratio 79.0%

Assumed exchange rates: AUD1.00 = ¥96 USD1.00 = ¥118 CNY1.00 = ¥19

FY2015 (Plan)

#### POLA ORBIS HOLDINGS

In Japan, along with the ging of population, demand for anti-aging products are expected to expand further. Asian markets where the Group focuses on, are expected to continue achieving high level of growth.

|                   | FY2014                                                                                                                                                              | FY2015 Onward                                                                                                                            |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| Japan             |                                                                                                                                                                     |                                                                                                                                          |
| Overall<br>Market | <ul> <li>Surge in demand before the tax hike and<br/>negative reaction after the tax hike</li> <li>Increased demands from the inbound tourists</li> </ul>           | <ul> <li>Expected market growth rate: 1~2%*</li> <li>Consumer behaviors may differ depending on products and sales channels</li> </ul>   |
| Product           | <ul> <li>Anti-aging products for middle age segment were<br/>popular</li> </ul>                                                                                     | <ul> <li>Demand for anti-aging products to expand further</li> <li>Skin-whitening market to recover</li> </ul>                           |
| Price             | <ul> <li>Increased tax burden suppressed purchase per<br/>customer, mainly in the prestige skincare<br/>segment</li> </ul>                                          | In the short-term, FY2014 trend is expected to continue in the short-term                                                                |
| Channel           | <ul> <li>Department stores in urban cities were in good<br/>shape</li> <li>Rural areas struggled with the impact from the<br/>tax hike</li> </ul>                   | Gaps between urban cities that can capture demands from inbound<br>tourists and rural areas that mainly consist of housewives will widen |
| Overseas (Key reg | ions for the Group)                                                                                                                                                 |                                                                                                                                          |
| China             | <ul> <li>Competition in urban city department stores<br/>intensified</li> <li>Consumption scattered towards rural areas and<br/>different sales channels</li> </ul> | <ul> <li>Expected market growth rate: 7~8%*</li> <li>Online market to expand further</li> </ul>                                          |
| НК                | <ul> <li>Market growth supported by the tourists from<br/>mainland China</li> <li>Impact from the demonstration was limited</li> </ul>                              | <ul> <li>Expected market growth rate: 2~3%*</li> <li>Personnel expenses and rents to continue increasing</li> </ul>                      |
| ASEAN             | Market expanded along with the economic<br>growth                                                                                                                   | <ul> <li>Expected market growth rate: 5~8%*</li> <li>Singapore, Indonesia and Malaysia are promising markets</li> </ul>                  |
| North America     | <ul> <li>Consumer sentiment improved along with the<br/>economic recovery</li> </ul>                                                                                | <ul> <li>Expected market growth rate: 1~2%*</li> <li>Improved consumer sentiment is positive, but the market is mature</li> </ul>        |

\*Expected market growth (2011~2016 expected CAGR) are company estimates.



#### Realizing 2014 - 2016 Medium-term Management Plan

Sustain stable growth of flagship brands to lead Group earnings

## POLA

Promote repeat purchases to improve annual purchase per customer.

- Renewal launches of major products in skin-whitening and anti-aging fields.
- Cultivate professional POLA Ladies by reinforcing their consulting and esthetic treatment skills.
- Streamline profit structure.



Launched on February 5<sup>th</sup> New White Shot series (Skin-whitening products)

## ORBIS

Move forward to the business expansion phase from the structural reform phase.

- New corporate message: "Change is Beautiful"
- Realize active customer engagement through social media.
- Improve service quality for each customer through the new sales romotion system (point system)
- Renewal launch of major products.



Planned to launch on March 24th New Clear series (Acne treatment products)

#### **OLA** ORBIS HOLDINGS

Realizing 2014 - 2016 Medium-term Management Plan

Overseas brands contributing to profitability through high sales growth

From FY2015, Jurlique aims to contribute to the Group's profitability.



- Continue to achieve the same-store sales growth in China by launching new products and strengthening the sales skills of the retail staffs.
- Expand online channels in China and DFS channels.
- Streamline operation by consolidating corporate functions and back offices in Australia and the US.

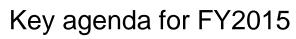


- FY2015 will be the year to create the business strategies and a business platform for the brand revitalization. Consolidate global product, price, distribution and promotion strategies.
- Promote the brand story as marine derived skincare.
- Streamline operations in North America, China, and other regions.

### Sales growth and monetization of brands under development

#### Increase sales by opening new department store counters and directly operated stores in Japan, and launching new products. THREE Following Thailand and Taiwan, expand into Indonesia from February. Enhance the presence in the global cosmetic market. Continue to launch high-value-added products in skin-whitening and anti-aging fields decencía

- for highly sensitive skin types that respond to customer needs.
- Acquire new customers and improve purchase per customer.



OLA ORBIS

- POLA: Increase annual purchase per customer
- Jurlique: Start contributing to the Group's profit
- H2O PLUS: Revitalize its brand and business



- 1. Highlights of Consolidated Performance
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|                                                            | Initiatives for FY2015 Onward                                                                                                                                                                                                                                    |
|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| China                                                      | Operate through sales channels that are suited for each brand's image and target, with focus on profitability.                                                                                                                                                   |
| Coastal cities:<br>Department stores and<br>shopping malls | <ul> <li>Jurlique and POLA: Improve efficiency of existing stores.</li> <li>H2O PLUS: Decrease operating loss by closing unprofitable stores. Promote the brand story through retail stores.</li> </ul>                                                          |
| Rural cities:<br>Department stores and<br>shopping malls   | <ul> <li>Jurlique: Realize efficient expansion through wholesale to local agents.</li> </ul>                                                                                                                                                                     |
| Online                                                     | <ul> <li>Jurlique and ORBIS: Accelerate expansion in the third party online shopping malls.</li> </ul>                                                                                                                                                           |
| НК                                                         | <ul> <li>Jurlique: Improve efficiency of the existing stores.</li> <li>POLA: Open new counters mainly in department stores.</li> </ul>                                                                                                                           |
| ASEAN                                                      | <ul> <li>Jurlique: Expand wholesale to local agents.</li> <li>THREE: Following Thailand and Taiwan, expand into Indonesia (New store launch on February 16).</li> <li>ORBIS: Launch products suited for the climate and customers needs in Singapore.</li> </ul> |
| North America                                              | <ul> <li>H2O PLUS: Reform the brand image. Expand sales through cosmetic specialty stores.</li> <li>Jurlique: Rationalize corporate functions and back offices. Focus on wholesale.</li> </ul>                                                                   |
| DFS                                                        | Jurlique: Reinforce sales promotion in Asia, targeting tourists from mainland China.                                                                                                                                                                             |
| Other regions                                              | POLA and H2O PLUS: Operate mainly through perfumeries in Russia.                                                                                                                                                                                                 |

h20+-

## H2O PLUS: Future Initiatives

| Strategy                | Issue                                                                                                                                                                                                                            | Initiatives for FY2015 Onward                                                                                                                                                    |                            |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| verall Brand            |                                                                                                                                                                                                                                  |                                                                                                                                                                                  |                            |
| Product                 | <ul> <li>Behind on new product<br/>launches</li> <li>Offers bath and body care<br/>products</li> <li>Launch new products infused with the Group's R&amp;D<br/>strengths</li> <li>Shift its focus on skincare products</li> </ul> |                                                                                                                                                                                  | here here                  |
| Price                   | <ul> <li>Different by regions</li> <li>Retail discounts offered constantly in China</li> </ul>                                                                                                                                   | <ul> <li>Standardize global pricings to match the image of the prestige brand.</li> <li>Benchmark pricing: \$40 to \$50</li> </ul>                                               |                            |
| Sales channel           | <ul> <li>Focus on short-term<br/>expansion of point of sales</li> </ul>                                                                                                                                                          | <ul> <li>Focus on sales channels suited for the brand image</li> <li>Minimize the number of doors by closing<br/>unprofitable stores</li> </ul>                                  | HIGH-SPEED FO<br>HYDRATION |
| Brand image             | Different by regions                                                                                                                                                                                                             | Marine derived high-value-added skincare brand                                                                                                                                   |                            |
| Management<br>structure | <ul> <li>Sufficient trainings are not<br/>provided for retail staff and<br/>the JV partner</li> </ul>                                                                                                                            | <ul> <li>Reinforce regional trainings and sales teams</li> <li>Rationalize corporate functions</li> </ul>                                                                        |                            |
| egional                 | '                                                                                                                                                                                                                                | ·                                                                                                                                                                                |                            |
| China                   | Brand image is depreciated                                                                                                                                                                                                       | <ul> <li>Promote the brand story through retail stores</li> <li>Launch new products</li> <li>Close unprofitable stores and improve efficiency of the existing stores.</li> </ul> |                            |
| North America           | <ul> <li>Focus on bath and body<br/>care products</li> <li>Sold in drug stores</li> </ul>                                                                                                                                        | <ul> <li>Focus on skincare products</li> <li>Reorganize sales channels</li> </ul>                                                                                                |                            |
| Other regions           | <ul> <li>Slow shipments to local<br/>agents due to the brand<br/>depreciation.</li> </ul>                                                                                                                                        | <ul> <li>Expand sales by reinforcing relationships with local agents.</li> </ul>                                                                                                 | A store in Sha             |

In FY2015, H2O PLUS will revisit its overall brand strategy to improve its image, and focus on building a business platform for growth. From FY2016 onward, the brand will aim to achieve double digit sales growth and decrease operating loss.



# Initiatives to improve capital efficiency and shareholder return

#### Initiatives to improve capital efficiency



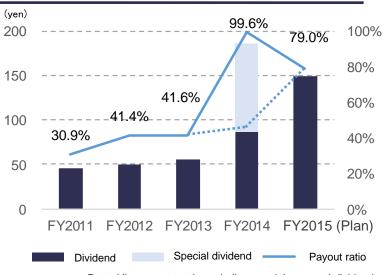
### Improve Shareholder Return

[Basic Strategy]

- With a policy of consolidated payout ratio of 50% or higher, enhance shareholder return by realizing stable profit growth.
- Purchase of treasury stock is not planned in the near future to secure liquidity.

[Dividends in FY2015]

Based on the ROE target of 8% in FY2016 and the forecasts for FY2015, dividend per share is planned to be ¥150 with payout ratio of 79.0%.



FY2012 FY2013 FY2014

FY2011

Dotted line: payout ratio excluding special year-end dividend.

Enhance shareholder return and optimize balance sheet to improve capital efficiency.

FY2015 (Plan)



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## Appendix: New Product Launches in FY2015 Q1

## POLA



Skin Whitening Products launched on February 5th

White Shot CX (quasi-pharmaceutical products) Regular size 25mL ¥15,000 (tax excluded)

White Shot SX (quasi-pharmaceutical products) Regular size 20g ¥12,000 (tax excluded)

## ORBIS



Acne treatment Products planned to launch on March 24<sup>th</sup>

Clear Wash (quasi-pharmaceutical products) 120g ¥1,300 (tax excluded)

Clear Lotion (quasi-pharmaceutical products) 180mL ¥1,500 (tax excluded)

Clear Moisture (quasi-pharmaceutical products) 50g ¥1,700 (tax excluded)

# Jurlique



A cleanser and a face wash launched on January  $7^{\text{th}}$ 

Purely Age-Defying Nourishing Cleansing Oil 200mL ¥4,650 (tax excluded)

Herbal Recovery Antioxidant Cleansing Mousse 150mL ¥4,250 (tax excluded)

## THREE

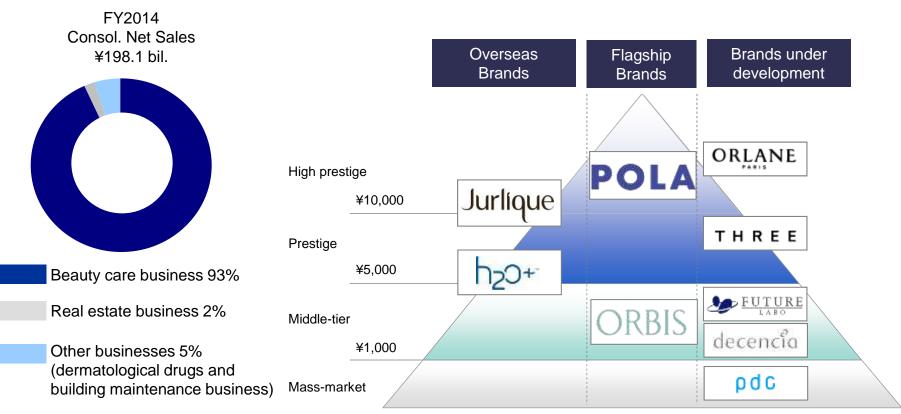


Skin Whitening Products planned to launch on February 18th

Balancing White Clear Essence (quasi-pharmaceutical products) 30mL ¥10,000 (tax excluded)

## HOLDINGS

### Beauty care is the core business of the Group, and 9 different cosmetic brands are operated under the Group umbrella.



## Our strengths

- Multi-brand strategy
- Focus on skincare products
- Flagship brands, POLA and ORBIS own and operate through their own unique sales channels
- Meeting diversified needs of customers
- High customer repeat ratio
- Strong relationships with customers



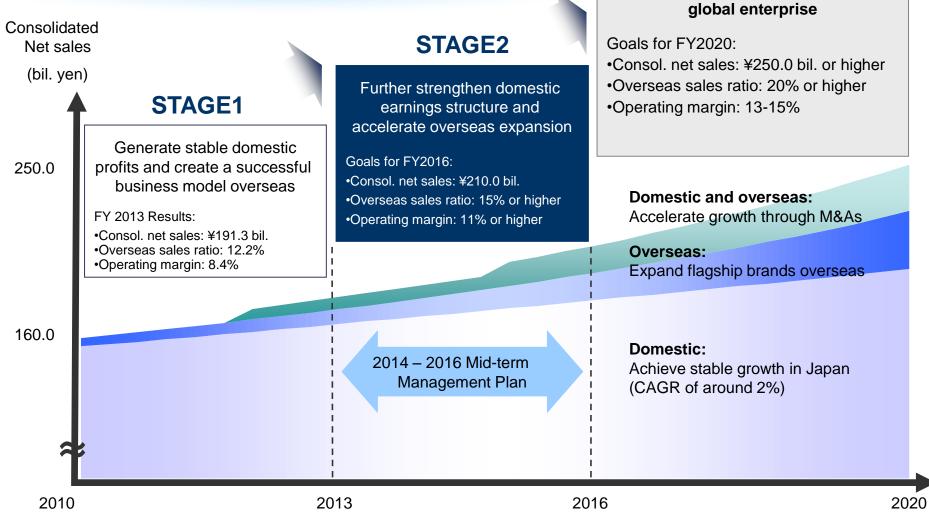
## Appendix: Beauty Care Business Brand Portfolio

|                                     | Sales<br>ratio* | Brand          | Concept and products                                                                                                                                   | Price                                     | Sales channel                                                                                                                                                                                     |
|-------------------------------------|-----------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Flagship<br>brands                  | 54%             | POLA           | <ul> <li>High-prestige skincare</li> <li>Leading-edge technology in antiaging and skin-whitening fields</li> </ul>                                     | Approx.<br>¥10,000<br>or higher           | <ul> <li>Consignment sales through<br/>POLA LADIES:<br/>POLA THE BEAUTY (PB),<br/>Esthe-inn and conventional door-to-door</li> <li>Directly operated counters in department<br/>stores</li> </ul> |
|                                     | 28%             | ORBIS          | <ul> <li>Provides original-concept 100%<br/>OIL-FREE skincare products</li> <li>Anti-aging product series to<br/>meet demands from all ages</li> </ul> | ¥1,000~<br>¥3,000                         | <ul><li>Online</li><li>Catalog</li><li>Retail stores</li></ul>                                                                                                                                    |
| Overseas<br>brands                  | 10%             | Jurlíque       | <ul> <li>Prestige organic skincare brand<br/>from Australia</li> </ul>                                                                                 | Approx.<br>¥5,000<br>or higher            | <ul> <li>Directly operated counters and stores in department stores and shopping malls</li> <li>Duty free stores</li> </ul>                                                                       |
|                                     | 3%              | h20+           | <ul> <li>Skincare products made with<br/>natural, sea-derived ingredients</li> </ul>                                                                   | Approx.<br>¥4,000<br>not sold in<br>Japan | <ul> <li>China: Department stores, shopping<br/>malls and specialty stores</li> <li>US: Specialty stores and directly<br/>operated stores</li> </ul>                                              |
| Brands<br>under<br>develop<br>-ment | -<br>5%<br>-    | THREE          | <ul> <li>Skincare made with natural<br/>ingredients from Japan and<br/>fashion-forward make-up</li> </ul>                                              | Approx.<br>¥5,000<br>or higher            | <ul> <li>Directly operated counters in department<br/>stores</li> </ul>                                                                                                                           |
|                                     |                 | рdС            | <ul> <li>Affordably priced cosmetic<br/>products for mass-market</li> </ul>                                                                            | Approx.<br>¥1,000                         | <ul><li>Drug stores, GMS</li><li>Variety stores</li></ul>                                                                                                                                         |
|                                     |                 | FUTURE<br>LABO | <ul> <li>Cosmetic and other products<br/>with unique features</li> </ul>                                                                               | ¥3,000 <b>~</b><br>¥6,000                 | <ul> <li>Mainly sold through TV shopping<br/>channels</li> </ul>                                                                                                                                  |
|                                     |                 | decencia       | <ul> <li>Skincare for dry, sensitive skin</li> </ul>                                                                                                   | ¥2,000 <b>~</b><br>¥5,000                 | Online                                                                                                                                                                                            |
|                                     |                 | _              | _                                                                                                                                                      | ORLANE                                    | <ul> <li>High prestige anti-aging<br/>skincare cosmetics from<br/>France</li> </ul>                                                                                                               |



### Corporate Philosophy

"Inspire all people and touch their hearts"



STAGE3

Become a highly profitable

## HOLDINGS

