# Third Quarter of Fiscal 2014 Supplementary Material 

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1. Highlights of Consolidated Performance
2. Segment Analysis
3. Forecasts for Fiscal 2014
4. Reference

## POLA ORBIS <br> HOLDINGS

## Q3 Key Topics

## Cosmetic Market

■ In the domestic high-end segment, consumer sentiment was down due to the impact of the tax hike.
■ From July, sales at domestic department stores were up YoY.
However, the shipment data of cosmetic products, published by Ministry of Economy, Trade and Industry, indicated that unit price was on the downward trend.
■ In the Chinese market, competition continued to intensify. Also, costs such as labor expense and rent continued to increase.
Consumption has scattered towards the rural area from urban areas, and department stores in the coastal cities have been struggling.
Overall growth of the Chinese cosmetic market and the department store channel are slowing down, but the mail-order channel is expanding rapidly.

## Our Group

- Sales and OP were up YoY on consolidated basis.

As for flagship brands, ORBIS' new products (ORBIS =U) performed well. The brand recovered from the negative reaction to the tax hike, and achieved growth YoY.
There were one-time investments made for promotions of POLA's new product (APEX) and ORBIS's new purchase point system.
■ As for overseas brands in China, Jurlique showed solid performances while H2O PLUS continued to struggle.

- Among the brands under development, THREE and decencia continued to increase sales by over 70\% YoY even after the tax hike.
- On consolidated basis, the Group is expected to achieve increase in sales and operating income for the fifth consecutive year.

POLA ORBIS Analysis of Consolidated P\&L Changes
holdings Net Sales to Operating Income

| (mil. yen) | FY2013 <br> Q3 Result | FY2014 Q3 Result | YoY |  |
| :---: | :---: | :---: | :---: | :---: |
|  |  |  | Amount | \% |
| Consolidated net sales | 137,346 | 142,019 | 4,673 | 3.4\% |
| Cost of sales | 27,536 | 27,896 | 360 | 1.3\% |
| Gross profit | 109,810 | 114,122 | 4,312 | 3.9\% |
| SG\&A* expenses | 100,000 | 103,754 | 3,754 | 3.8\% |
| Operating income | 9,809 | 10,367 | 558 | 5.7\% |

*Selling, General and Administrative Expenses

- Key Factors
- Consol. net sales At ORBIS, the negative reaction to the tax hike has ended, and the brand performed well. As a result, domestic sales was up YoY. Jurlique supported overseas sales growth.
Overseas sales ratio FY2013Q3: 11.5\% $\quad \Rightarrow \quad$ FY2014Q3: 11.9\%
- Cost of sales Cost of sales ratio improved due to the strong sales of skincare products, mainly at POLA and ORBIS.
Cost of sales ratio: $\quad$ FY2013Q3: 20.05\% $\Rightarrow \quad$ FY2014Q3: 19.64\%
- SG\&A expenses

Labor expenses:
Sales commissions:
Sales related expenses: up $¥ 1,299$ mil. $Y o Y$
Administrative expenses: up $¥ 1,141$ mil. YoY

- Operating income Beauty care business: up $¥ 728 \mathrm{YoY}$

POLA ORBIS
HOLDINGS
Analysis of Consolidated P\&L Changes Operating Income to Net Income

| (mil. yen) | FY2013 Q3 Result | FY2014 <br> Q3 Result | YoY |  |
| :---: | :---: | :---: | :---: | :---: |
|  |  |  | Amount | \% |
| Operating income | 9,809 | 10,367 | 558 | 5.7\% |
| Non-operating income | 1,126 | 706 | (419) | (37.3\%) |
| Non-operating expenses | 83 | 205 | 121 | 145.2\% |
| Ordinary income | 10,852 | 10,869 | 17 | 0.2\% |
| Extraordinary income | 321 | 337 | 16 | 5.0\% |
| Extraordinary loss | 2,099 | 1,860 | (238) | (11.4\%) |
| Income before income taxes | 9,073 | 9,345 | 271 | 3.0\% |
| Income taxes | 4,241 | 4,677 | 436 | 10.3\% |
| Minority interests in net income/ loss of consol. subsidiaries | (72) | (210) | (138) | - |
| Net income | 4,905 | 4,879 | (26) | (0.5\%) |

- Key Factors
- Non-operating

2014Q3: Foreign exchange gains $¥ 230$ mil. income/expenses
(2013Q3:Foreign exchange gains $¥ 631$ mil.)
■ Extraordinary loss
2014Q3: Loss related to the plant integration etc. $¥ 1,566$ mil.
$\Rightarrow$ Already reflected in the forecast: Loss on disposal of fixed assets $¥ 807$ mil.
$\Rightarrow$ Newly reflected in the forecast: Demolition expense of the plant building $¥ 574$ mil. and disposal $¥ 183$ mil.
(2013Q3:Loss on business liquidation following POLA USA pullout and loss related to the plant integration $¥ 1,920$ mil.)

- Income taxes

2014Q3: Decrease in tax expenses-deferred following ORBIS Korea pullout $¥ 645$ mil. (2013Q3: Decrease in tax expenses-deferred following POLA USA pullout $¥ 1,196$ mil.)

## Factors Impacting Net Income

In spite of the increase in sales and gross profit, net income remained at the same level of the same period last year because labor and overhead expenses at the overseas brands increased and SG\&A expenses at the domestic brands were focused on Q3.


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| (mil. yen) |
| :--- |
| Consolidated net sales |
| Beauty care |
| Real estate |


| (mil. yen) | FY2013 Q3 Result | FY2014 <br> Q3 Result | YoY |  |
| :---: | :---: | :---: | :---: | :---: |
|  |  |  | Amount | \% |
| Beauty care net sales | 127,720 | 131,944 | 4,224 | 3.3\% |
| POLA | 72,421 | 72,118 | (303) | (0.4\%) |
| ORBIS | 35,467 | 37,641 | 2,173 | 6.1\% |
| Jurlique | 9,737 | 11,532 | 1,794 | 18.4\% |
| H2O PLUS | 3,697 | 3,259 | (438) | (11.9\%) |
| Brands under development | 6,395 | 7,393 | 997 | 15.6\% |
| Beauty care OP income | 8,676 | 9,405 | 728 | 8.4\% |
| POLA | 4,785 | 4,990 | 205 | 4.3\% |
| ORBIS | 6,681 | 7,684 | 1,003 | 15.0\% |
| Jurlique | $(1,243)$ | $(1,410)$ | (166) | - |
| H2O PLUS | (576) | $(1,191)$ | (614) | - |
| Brands under development | (969) | (668) | 301 | - |

Note: Consolidated 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 this fiscal year.

## Q3 Results

- Due to the tax hike, consumer sentiment in the high-end segment was weakened and purchase per customer was down.
- Aim to improve the life time value of existing customers by launching new products.

| Q3 | Results (mil. yen) | YoY |
| :---: | :---: | :---: |
| Net sales | 72,118 | (0.4\%) |
| Operating income | 4,990 | 4.3\% |
| Key indicators |  |  |
| Number of sales offices (vs. Dec. 2013) |  | $\begin{array}{r} 4,776 \\ \text { (up 27) } \end{array}$ |
| Number of PB ${ }^{(1)}$ (vs. Dec. 2013) |  | 612 (up 10) |
| Cosmetic sales ratio | PB | 37.3\% |
|  | Esthe-inn | 40.7\% |
|  | D2D ${ }^{(2)}$ and other | 22.0\% |
| Sales increase* | PB | up 5.1\% |
|  | PB (like-for-like) | up 4.9\% |
|  | Esthe-inn | down 0.3\% |
|  | D2D | down 8.9\% |
| Purchase per customer* |  | down 4.1\% |
| Number of new customers* |  | up 7.1\% |

[^0]
## Quarter topics

■ Launched renewed "APEX" series in July.


Quarterly operating income


Brand Analysis (2)

## Q3 Results

■ "ORBIS =U" launched in H1, continued to sell well and the reaction to the tax hike has ended. Both sales and OP were up YoY.

- Continued to successfully acquire new customers through social media marketing.

| Q3 | Results (mil. yen) | YoY |
| :---: | :---: | :---: |
| Net sales | 37,641 | 6.1\% |
| Operating income | 7,684 | 15.0\% |
| Key indicators |  |  |
| Sales ratio | Online | 40.2\% |
|  | Other mail-order | 30.9\% |
|  | Store and overseas | 28.9\% |
| Sales increase* | Online | up 14.4\% |
|  | Other mail-order | down 3.0\% |
|  | Stores and overseas | up 6.2\% |
| Mail-order ${ }^{(1)}$ purchase per customer* |  | up 2.1\% |
| Number of mail-order customers* |  | up 3.9\% |
| Mail-order skincare purchase ratio* |  | up 0.9pt |

(1) Online and other mail-order
*YoY

Quarter topics
■ "ORBIS =U" was ranked no. 1 in lotion category in 2014 H 1 by @cosme.

- Launched "Fondant Rich Foundation" in August.




## Jurlique

## Q3 Results

■ In China, slowed down new store openings, but the existing stores did well.
As a result, net sales was up $18 \%$ YoY on local currency basis.

- On the other hand, operating loss increased due to the increase in fixed costs such as labor, marketing and rent expenses.

| Q3 | Results (mil. yen) | YoY ${ }^{(1)}$ |
| :---: | :---: | :---: |
| Net Sales | 11,532 | 18.4\% |
| Operating income (before goodwill amortization) | (813) | (170) |
| Operating income | $(1,410)$ | (166) |
| Key indicators |  |  |
| Number of stores in China (vs. Dec. 2013) |  | $\begin{array}{r} 98 \\ (\text { up } 8) \end{array}$ |
| Sales ratio | China | 28\% |
|  | Hong Kong | 14\% |
|  | Duty free stores | 17\% |
| Sales increase ${ }^{(2)}$ | China | up 36\% |
|  | Hong Kong | up 15\% |
|  | Duty free stores | up 8\% |

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

## Quarter topics

■ Launched "Nutri-Define", new anti-aging skincare products infused with the Group's R\&D
 knowledge.



Brand Analysis (4)

## Q3 Results

- Continued to struggle in China. Q3 results fell below the same period last year.
- Net sales was down by $17 \%$ YoY on local currency basis.

| Q3 | Results (mil. yen) | YoY ${ }^{(1)}$ |
| :---: | :---: | :---: |
| Net sales | 3,259 | (11.9\%) |
| Operating income (before goodwill amortization) | $(1,121)$ | (715) |
| Operating income | $(1,191)$ | (614) |
| Key indicators |  |  |
| Number of doors in China (vs. Dec. 2013) |  | $\begin{array}{r} 375 \\ \text { (down 29) } \end{array}$ |
| Sales ratio | China | 27\% |
|  | North America | 56\% |
| Sales increase ${ }^{(2)}$ |  | down 27\% |
|  | America | down 3\% |

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

Current situation and issues in China

- The market growth is slowing down and the competition intensified as new players entered the market.
- Rents and labor expenses are on the rising trend.
- Development of the internal structures is delayed, at the JV established with a local agent in April 2013.
- Turnover of the sales staff is high and difficult to cultivate the staffs with deep understanding of the brand. $\Rightarrow$ In order to immediately turn around the business, restructuring and strengthening the organization structure, and making fundamental revisions to the business and marketing plans.


## Quarter topics

- Appointed new management members who have experiences in the Chinese market to strengthen the partnership with the JV.


Quarterly operating income
(mil. yen)


## Brand Analysis (5) Brands Under Development

Q3 Results
■ At THREE, basic skincare items sold well.

- Decencia increased customer base and purchase per customer steadily.
■ Pdc struggled to secure shelves for fall/winter products at retail stores.
- Brands under development all together, have been decreasing losses steadily.

| Q3 | Results (mil. yen) | YoY* |
| :---: | :---: | :---: |
| Net sales | 7,393 | 15.6\% |
| Operating income | (668) | 301 |
| Key indicators |  |  |
| THREE Dep | Dept. store counters in Japan | 28 |
| Other stores in Japan |  | 26 |
| Overseas stores <br> (Thailand and Taiwan) |  | 13 |

[^1]
## Quarter topics

- Both THREE and decencia showed over $70 \%$ YoY sales growth even after the tax hike.
■ THREE is performing well in overseas markets


Launched in August THREE AW COLLECTION "FUTURE NOIR" (Thailand and Taiwan)



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Domestic business, especially ORBIS is performing strongly, and it will fill in for the underperforming overseas brands to meet the annual consolidated targets, and achieve increase in sales and operating income for the five consecutive years.

|  | FY2014 <br> (mil. yen) | YoY |  |
| :--- | ---: | ---: | ---: |
|  |  | Amount | $\%$ |
| Consol. net sales | 198,000 | 6,644 | $3.5 \%$ |
| Beauty care | 184,700 | 6,393 | $3.6 \%$ |
| Real estate | 3,100 | 64 | $2.1 \%$ |
| Others | 10,200 | 186 | $1.9 \%$ |
| OP income | 17,650 | 1,632 | $10.2 \%$ |
| Beauty care | 16,850 | 2,069 | $14.0 \%$ |
| Real estate | 1,250 | $(8)$ | $(0.7 \%)$ |
| Others | 350 | $(60)$ | $(14.7 \%)$ |
| Reconciliations | $(800)$ | $(368)$ | - |
| Ordinary income | 17,900 | 63 | $0.4 \%$ |
| Net income | 8,800 | 1,481 | $20.2 \%$ |


| FY2014 | YoY |  |
| ---: | ---: | ---: |
| Q3 Resulis | Amount | $\%$ |
| 142,019 | 4,673 | $3.4 \%$ |
| 131,944 | 4,224 | $3.3 \%$ |
| 2,379 | 113 | $5.0 \%$ |
| 7,695 | 335 | $4.6 \%$ |
| 10,368 | 558 | $5.7 \%$ |
| 9,405 | 728 | $8.4 \%$ |
| 1,031 | 20 | $2.0 \%$ |
| 311 | $(39)$ | $(11.4 \%)$ |
| $(380)$ | $(150)$ | - |
| 10,869 | 17 | $0.2 \%$ |
| 4,879 | $(26)$ | $(0.5 \%)$ |

Assumed exchange rates: AUD1.00 $=¥ 92$ USD1. $00=¥ 105$ CNY1.00 $=¥ 17$

## Realizing 2014-2016 Medium-term Management Plan

Sustain stable growth of flagship brands to lead Group earnings
■ Launched renewed "B.A RED" in October. Aim to acquire new customers and increase repeat customers.
POLA

- Launch limited products from B.A series, targeting the repeat customers.

Promote customers to use multiple products from the series and special care products. (see P.20)

- Utilize the core system to strengthen customer relationships through One to One marketing.
- Implement efficient sales promotion measures with the new purchase point system. Acquire new customers through cost efficient social media marketing.

Overseas brands contributing to profitability through high sales growth
Jurlique - Increase sales of the new anti-aging skincare products infused with the Group's R\&D. - Aim to increase sales at existing stores, and improve per store efficiency in China.


- Revise the marketing and branding strategies in China and shrink loss immediately.

Sales growth and monetization of brands under development
■ Secure shelves at retail stores to secure sales, and shift towards high-value-added products.

- Introduce attractive new products, and strengthen sales skills of the retail staffs to increase sales.
- Launch new special care products to increase purchase per customer. Aim to move into the black this fiscal year.


## POLA CHEMICAL INDUSTRIES wins the Best Basic Research Award at IFSCC* Congress

## POLA R\&M



Researcher, Haruka Goto, received the Best Basic Research Award at the $28^{\text {th }}$ IFSCC Congress
*The International Federation of Societies of Cosmetic Chemists

- A worldwide federation dedicated to international cooperation in cosmetic science with members from 47 countries. It holds a congress for research every 2 years.
- At the 28th Congress, there were 78 entries for presentations and 458 entries for posters.


## Awards received by P 2014 Paris Congress

2012 Johannesburg Congress
2008 Barcelona Congress
1998 Cannes Congress
1996 Sydney Congress
1994 Venice Congress
1986 Barcelona Congress congress held in 2012 in Johannesburg. acne flare-up during the premenstrual stage" for acne treatment.

- POLA CHEMICAL INDUSTRIES, INC. won the Best Basic Research Award at the $28^{\text {th }}$ IFSCC Congress held in Paris from October $27^{\text {th }}$ to $30^{\text {th }}$.
■ This is the $7^{\text {th }}$ award that POLA CHEMICAL INDUSTRIES received at the Congress. The Company also received an award at the previous
"Antimicrobial peptide human beta defensin-3 (hBD-3) as a key factor for
■ Discovered one of the causes of acne flare-up before menstruation. A female hormone called progesterone, delays development of hBD-3 which has antibacterial activity against Acne fungus.
- This research will be used to develop more effective skincare products

Download historical financial data here.
http://ir.po-holdings.co.jp/en/Library/Factsheet.html

## From September 24, 2014


Purchase points

- Points will be granted for an order more than $¥ 5,400$.
- Customers can use 1 pt as $¥ 1$.
- The higher the membership status, the better the point obtainment. At the highest status, platinum, the point obtainment can reach $30 \%$ at max.


## One to One sales promotion

- Instead of the former volume discount offered across the board, each customer will be assigned to a different status and point obtainment based on their annual purchases. ORBIS will be able to reinforce its relationships with each customer and roll out promotions unique to each customer.

This PL structure is shown under the following assumption.
Point obtainment: $10 \%$, Order: $¥ 6,000$ (actual recordings on the PL may defer depending on the point of allowance and usage.)

- The former volume discount was recorded as sales discount.
- Due to the implementation of the purchase point system, sales discount will disappear and net sales will increase.

■ The former sales discount will be recorded as sales promotion expense under SG\&A at the point of allowance and usage.
$\Rightarrow$ Going forward, gross sales growth and OP will be shown for apple-to-apple comparison.
$\Rightarrow$ Due to this implementation, net sales of ORBIS will be approx. $¥ 1$ bil. higher than initially expected, but there will be no changes to the consolidated forecast as the impact is limited.


Launched on October 4th
RED B.A
$¥ 5,000 \sim \nsim 15,000$ (before tax)


Launched on November 7th
B.A THE CREAM Premium Box (Limited version)
$¥ 35,000$ (before tax)


Launched on November 7th B.A GRAND LUXE II Limited Box
(Limited version)
$¥ 24,000$ (before tax)

## (Reference) About POLA ORBIS Group

## Beauty care is the core business of the Group, and

 9 different cosmetic brands are operated under the Group umbrella.FY2013
Consol. Net Sales $¥ 191.3$ bil.


- Our strengths
- Multi-brand strategy
- Focus on skincare products

■ Flagship brands, POLA and ORBIS own and operate Meeting diversified needs of customers
Other businesses 5\% (dermatological drugs and building maintenance business) through their own unique sales channels
Sales
ratio*
Brand

| Concept and products | Price |
| :--- | :--- |


| Flagship brands | 57\% | POLA | - High-prestige skincare <br> - Leading-edge technology in antiaging and skin-whitening fields | Approx. <br> $¥ 10,000$ <br> or higher | Consignment sales through POLA LADIES: <br> POLA THE BEAUTY (PB), Esthe-inn and conventional door-to-door - Directly operated counters in department stores |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | 27\% | ORBIS | - Provides original-concept $100 \%$ OIL-FREE skincare products <br> - Anti-aging product series to meet demands from all ages | $\begin{gathered} \neq 1,000 \sim \\ ¥ 3,000 \end{gathered}$ | - Online <br> - Catalog <br> - Retail stores |
| Overseas brands | 11\% | Jurlique | Prestige organic skincare brand from Australia | Approx. $¥ 5,000$ or higher | Directly operated counters and stores in department stores and shopping malls <br> Duty free stores |
|  |  | $h_{2}{ }^{+}+$ | Skincare products made with natural, sea-derived ingredients | Approx $¥ 4,000$ <br> not sold in Japan | - China: Department stores, shopping malls and specialty stores <br> - US: Specialty stores and directly operated stores |
| Brands under develop -ment | 5\% | THREE | Skincare made with natural ingredients from Japan and fashion-forward make-up | Approx. $¥ 5,000$ or higher | Directly operated counters in department stores |
|  |  | pOG | Affordably priced cosmetic products for mass-market | $\begin{aligned} & \text { Approx. } \\ & ¥ 1,000 \end{aligned}$ | - Drug stores, GMS <br> - Variety stores |
|  |  | de $\frac{\text { FUTURE }}{\text { LABO }}$ | Cosmetic and other products with unique features | $\begin{gathered} ¥ 3,000 \sim \\ \nexists 6,000 \end{gathered}$ | Mainly sold through TV shopping channels |
|  |  | decencio | - Skincare for dry, sensitive skin | $\begin{gathered} ¥ 2,000 \sim \\ ¥ 5,000 \end{gathered}$ | - Online |
|  |  | ORLPANE | High prestige anti-aging skincare cosmetics from France | Approx. $¥ 10,000$ or highe | - Directly operated counters in department stores <br> - Specialty stores |

[^2]
## Corporate Philosophy

"Inspire all people and touch their hearts"

STAGE2
Further strengthen domestic earnings structure and accelerate overseas expansion

## Goals for FY2016:

-Consol. net sales: $¥ 210.0$ bil.
-Overseas sales ratio: $15 \%$ or higher
-Operating margin: 11\% or higher

250.0 |r|r $\begin{array}{r}\text { profits and crea } \\ \text { business mo } \\ \text { FY } 2013 \text { Results: }\end{array}$

Generate stable domestic profits and create a successful business model overseas
-Consol. net sales: $¥ 191.3$ bil.

- Overseas sales ratio: 12.2\%
-Operating margin: 8.4\%
$\qquad$


## STAGE3

## Become a highly profitable global enterprise

Goals for FY2020:
-Consol. net sales: $¥ 250.0$ bil. or higher - Overseas sales ratio: 20\% or higher
-Operating margin: 13-15\%

## Domestic and overseas:

Accelerate growth through M\&As

## Overseas:

Expand flagship brands overseas

## Domestic:

Achieve stable growth in Japan (CAGR of around 2\%)

The 2nd stage of the long-term vision for 2020
Aim to enhance the enterprise value by further strengthening domestic earnings structure, accelerating overseas expansion, and improving capital efficiency.

Consolidated net sales

- Consol. net sales: CAGR 3 to $4 \%$ ( $¥ 210.0$ bil. in FY2016)
- Overseas sales ratio:

Operating income

- Operating income:
- Operating margin:
$15 \%$ or higher in FY 2016

CAGR 15\% or higher
$11 \%$ or higher in FY2016

## Capital efficiency

- Target for ROE: $8 \%$ or higher in FY2016


## Shareholder return

- Consolidated payout ratio: $50 \%$ or higher
from FY2014


Strategy 2. Sales growth and monetization of brands under development


Strategy 4. Restructure overseas expansion of flagship brands

> Strategy 5. Strengthen operations
> (R\&D, production and human resources)

Strategy 6. Improve capital efficiency and shareholder return

In 2013, domestic cosmetic market showed 1.8\% growth. However, in the past five years, it remained flat.
Market ratio increased in skin-whitening and anti-aging fields, and high prestige products priced higher than $¥ 10,000$, where the Group puts efforts in.
Skincare Market by Price Range

| $\square 1-1000$ | $■ 1001-3000$ | (yen) |
| :--- | :--- | :--- |
| $\square 3001-5000$ | $\boxed{5} 5001-10000$ |  |

$$
113001-5000 \quad \| 15001-10000
$$

$$
\square 10001 \text { - }
$$



Source:
Fuji Keizai Group "Marketing Handbook of Cosmetics 2013"

Source:
Intage SLI


[^0]:    (1) PB: POLA THE BEAUTY stores
    (2) D2D: Conventional door-to-door
    *YoY

[^1]:    *For operating income YoY difference is shown in amount (mil. yen).

[^2]:    *Sales ratio in the beauty care business as of FY2013

