# CAPITAL MARKETS PRESENTATION

June 11th 2025



# **Highly committed management Team**

#### **TODAY'S SPEAKERS**



Enrique Martinez CEO



Jean-Brieuc Le Tinier, CFO



Charles-Henri de Maleissye CEO Belgium



**Tiffany Foucault** General Secretary HR, CSR & Governance



François Gazuit Store operations director



Vincent Gufflet Services & Operations Director



Florence Lemetais Sales & Marketing Director



Olivier Theulle Ecommerce & Digital Director



**Cécile Trunet Favre** Communication & Public Affairs Director



**Nuno Luz** Managing Director Iberia



**Bruna Olivieri** Country Manage Italy



Thibault Vigié Strategy & Transformation Director





# A UNIQUE TRANSFORMATION

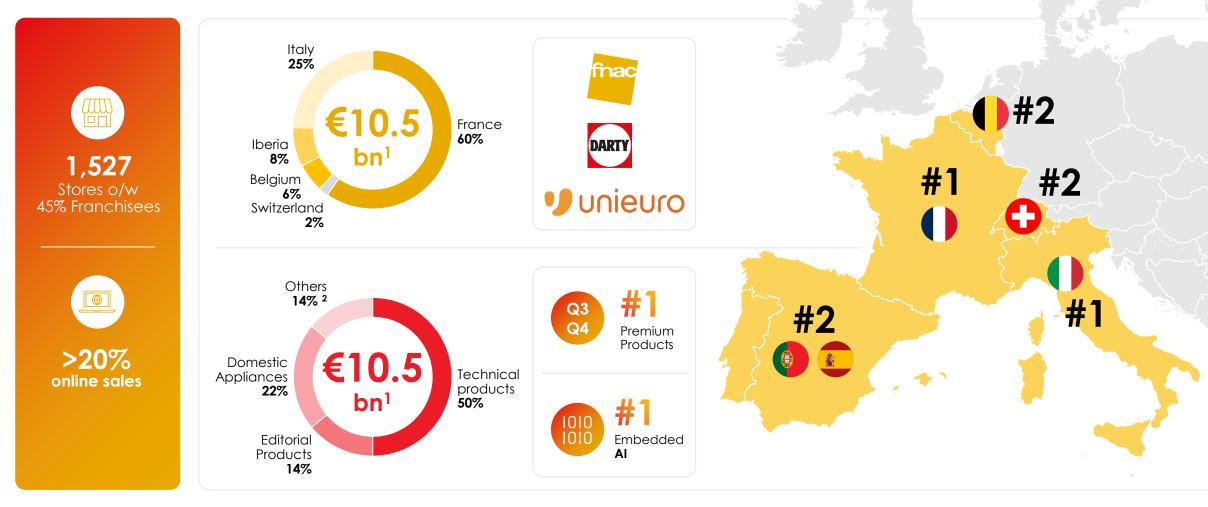
Creating value and setting new retail standards around omnichannel, services, sustainability Build a digitized omnichannel retail
Scale the next in-home subscription-based assistance service





## **#1 WESTERN & SOUTHERN EUROPE**

In retail of editorial products, consumers electronics and domestic appliances



CAPITAL MARKETS DAY 2025 | <sup>1</sup> Pro forma: unaudited: Group Sales (12m Fnac Darty + 1m Unieuro) + 11m Unieuro (Jan-Nov 2024) <sup>2</sup> Include: Ticketing, B2B, after sales service, membership fees, franchise fees, insurance, consumer credit

04

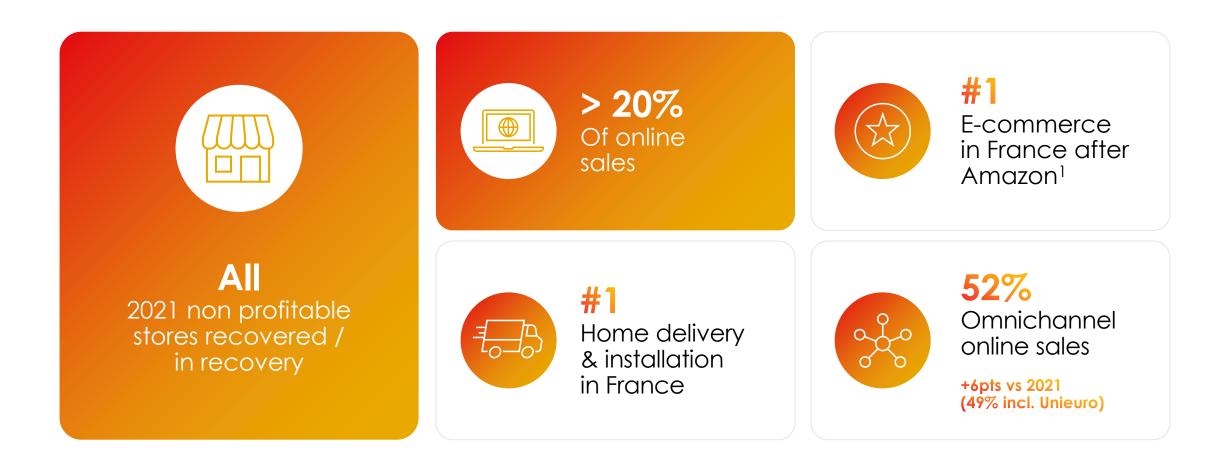
**#X** Market rank



Everyday

Everyday

#### **PROFITABLE AND UNIQUE** Digitized omnichannel retail

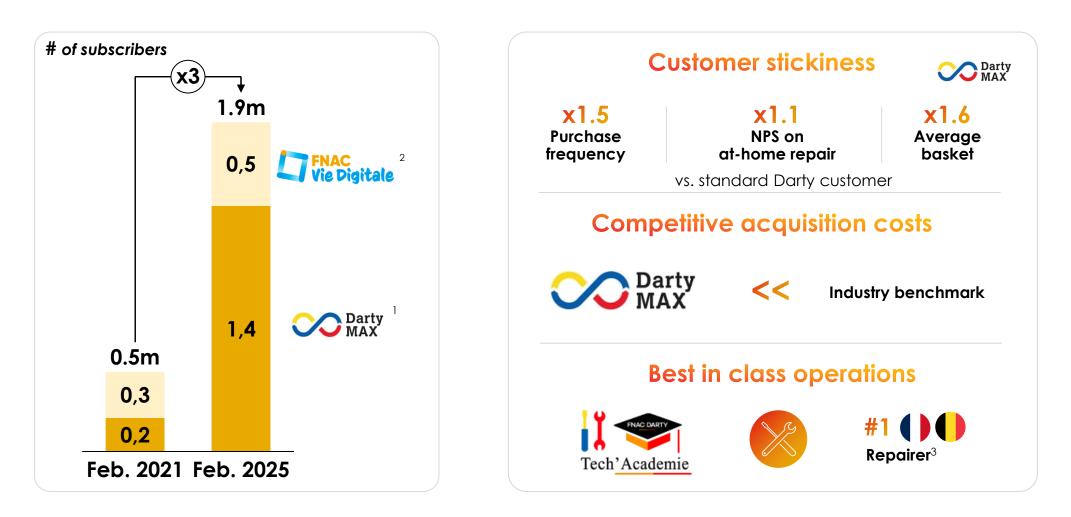


05



#### **SUCCESSFUL TRANSITION**

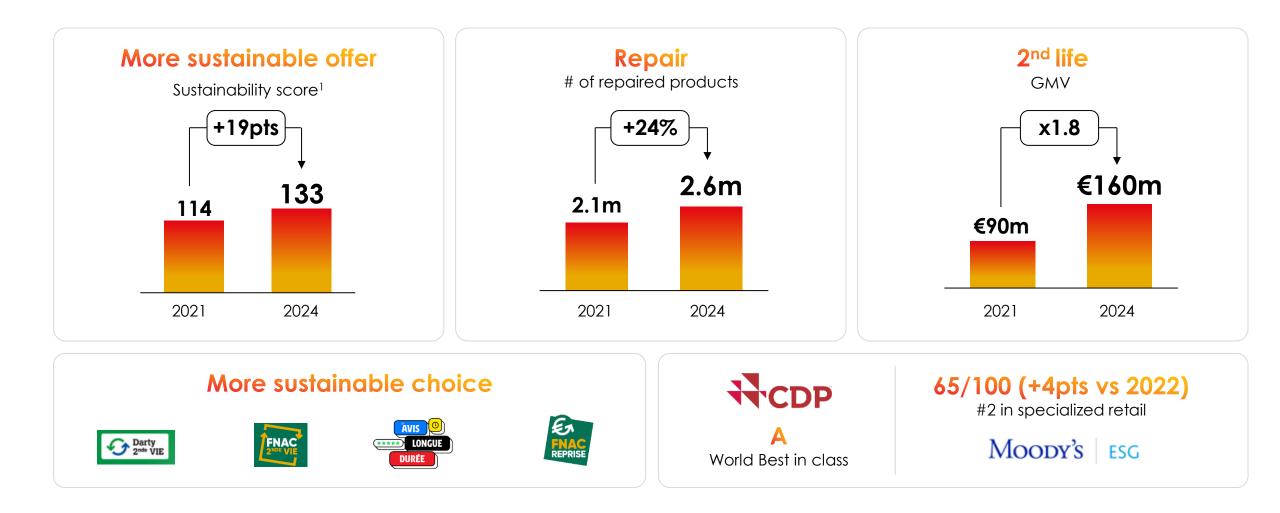
Towards profitable & predictable subscription service model with c.2m subscribers





## **STRONG FOUNDATIONS**

#### On circular retail and the path to better consumption



07 CAPITAL MARKETS DAY 2025 | <sup>1</sup> Average of a reliability score and a repairability score, constructed from data collected by Fnac Darty's after-sales service over the last two years for each reference, and weighted by the volumes of products sold by the Group in the year in question

Everyday

FNAC DARTY

## **NEW GROWTH VENTURES**



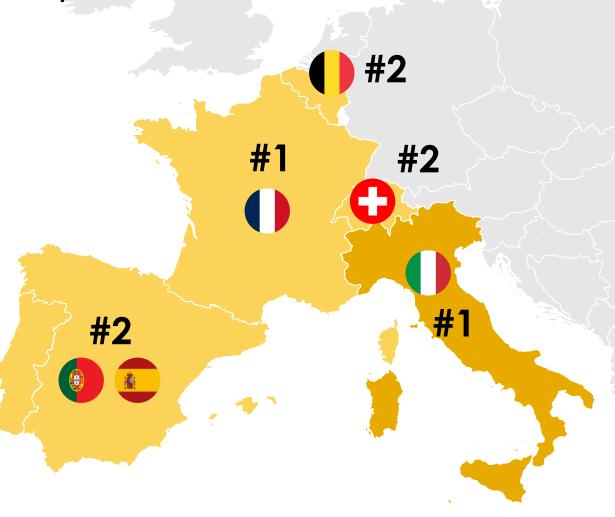
Everyday

#### UNPRECEDENTED MARKET CONSOLIDATION

Building the leading player in Western & Southern Europe



	<b>2024</b> Excl. Unieuro <sup>1</sup>	<b>2024</b> Pro forma <sup>2</sup>
Sales	€7.9bn	€10.5bn
EBIT margin	2.3%	2.0%
Weight of France in Group's sales	80%	60%



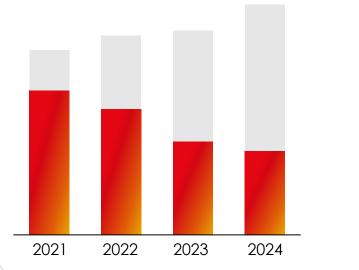


## **DELIVERING STRONG FINANCIALS**

Supported by services mix and growth

Contribution of services in 25% Contribution of ser 2024 gross margin

#### **Ramp up of subscription services**



## >60%

2024 Contribution of subscription services in B2C services gross margin (vs. 22% in 2021)

Subscription services<sup>1</sup>

Other Services

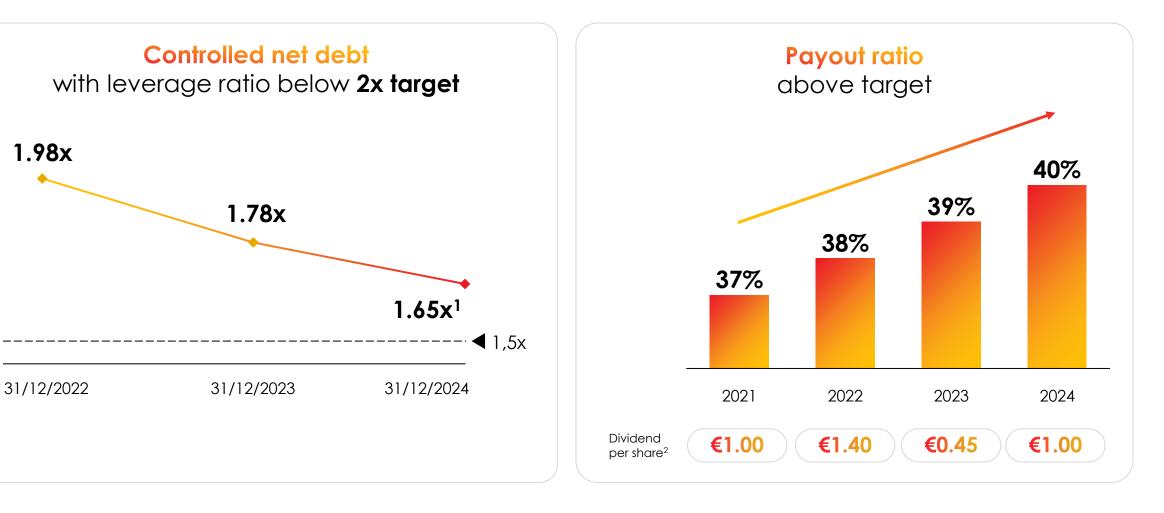




€ 515m Cumulative FCF<sup>2</sup> 2021-2024



#### **IMPROVED FINANCIAL** Profile and shareholder return



CAPITAL MARKETS DAY 2025 | <sup>1</sup> Excluding one-off impacts of the acquisition of Unieuro (c. +0.1x leverage impact) and the ticketing deconsolidation (c. +0.2x leverage impact) <sup>2</sup> Paid in year + 1

Everyday

**FNAC DARTY** 

#### **BEYOND FIGURES** A group "à l'avant-garde"

# What if we consume **better ?** Circularity Culture

Fair markets



# A FUTURE OF CHALLENGES AND OPPORTUNITIES





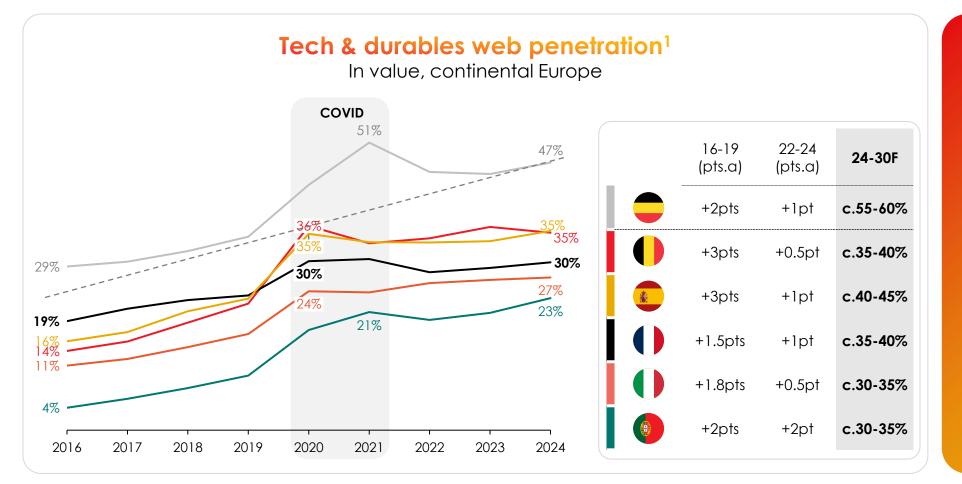
## AN ACCELERATING WORLD



14 CAPITAL MARKETS DAY 2025

**FNAC DARTY** 

#### **FUTURE OF OUR CHANNELS** Store #1 in our countries



French people remain deeply attached to stores

92%

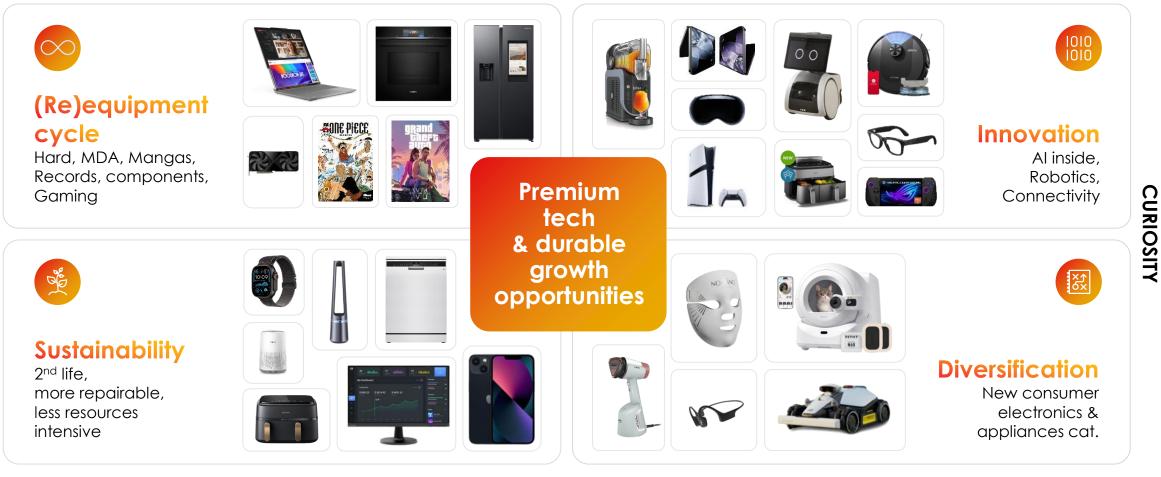
believe stores are essential highlighting their importance for proximity and social connection<sup>2</sup>

**FNAC DARTY** 

15 CAPITAL MARKETS DAY 2025 | <sup>1</sup> Source : GFK for 16-24, Internal assessment 24-30

<sup>2</sup> Bonial 2024 Study "The Commercial Appeal of major retail chains" – 10,000 French respondents' panel: Stores are important and should not be closed", % agreement

## **FUTURE OF OUR MARKETS**

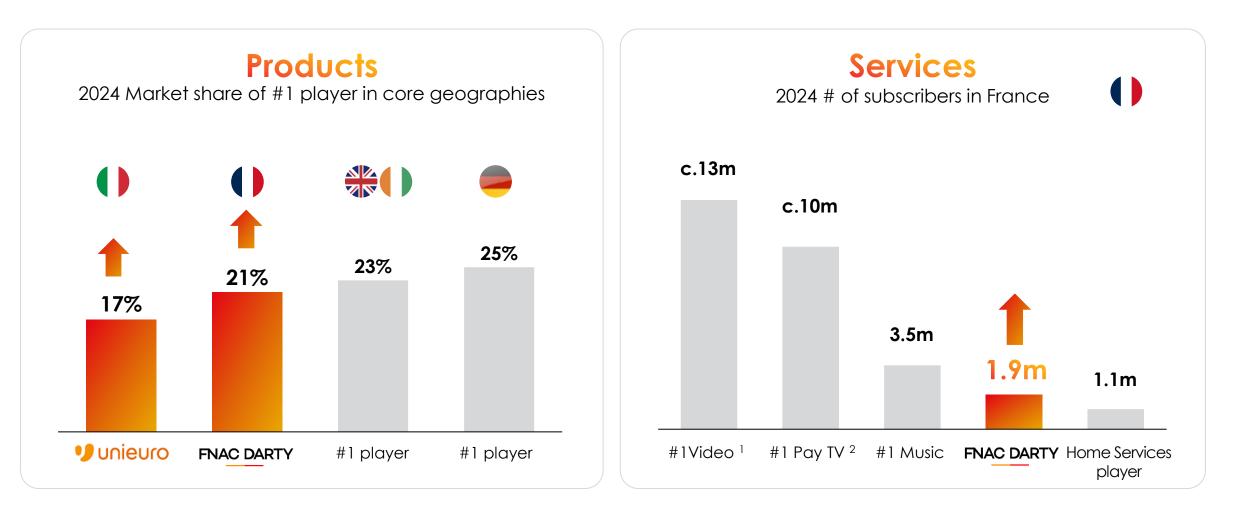


#### COMMUNITIES





#### **GROWTH POTENTIAL** In our products and services markets



FNAC DARTY

17 CAPITAL MARKETS DAY 2025 | Sources : GfK, Annual Reports, Players' websites <sup>1</sup> Estimated based on 40% of French households' subscription in 2024 (Source : Capital) and c.31m households <sup>2</sup> Based on Alloforfait estimations – c.10m subscribers in France

#### **LEVERAGING** Strong, iconic & preferred brands in their local markets

#### **Preferred retailer**



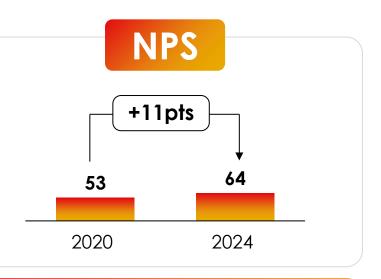


## **HIGHLY COMMITTED AND SEASONED TEAMS**

#### To serve our customers & partners



Stores / Warehouses / Delivery / Call Center / Headquarters / Repair







#### **INSPIRING COMMERCE THAT MATTERS**

We renew our commitment to a unique vision we shaped by embracing a changing retail landscape.

A vision that pioneered our omnichannel, service-driven and sustainable model we implemented all over our stores through Europe with our passionate employees.

And now, we accelerate.

Building on our own success, we are scaling sustainable and innovative solutions that forge a commerce that matters – for our customers, for all the Fnac Darty teams, for our partners and stakeholders.

A commerce that builds relationships, crafts experiences, and creates moments that last.



# Beveryday Inspiring commerce that matters



# Beyond everyday: Three strategic pillars

To inspire a commerce that matters

#### REPAIR & BEYOND

Lead European circular & service-based retail



#### BEYOND DIGITIZED OMNICHANNEL

Set the European benchmark for **social and human centric omnichannel** retail experience





#### BEYOND RETAIL

Scale services for third parties and partners throughout Europe





#### REPAIR & BEYOND

Lead European **circular** & service-based retail



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# REPAIR & BEYOND

Lead circular and service based European retail

#### **BETTER PRODUCTS**

Lead on high margin premium & durable products

#### **BETTER USE & RE-USE**

Scale in-home assistance services & operations throughout Europe

#### **BEYOND CARBON**

Take planetary boundaries into account





**FNAC DARTY** 

#### **BETTER PRODUCTS**

Lead on high margin premium & durable products



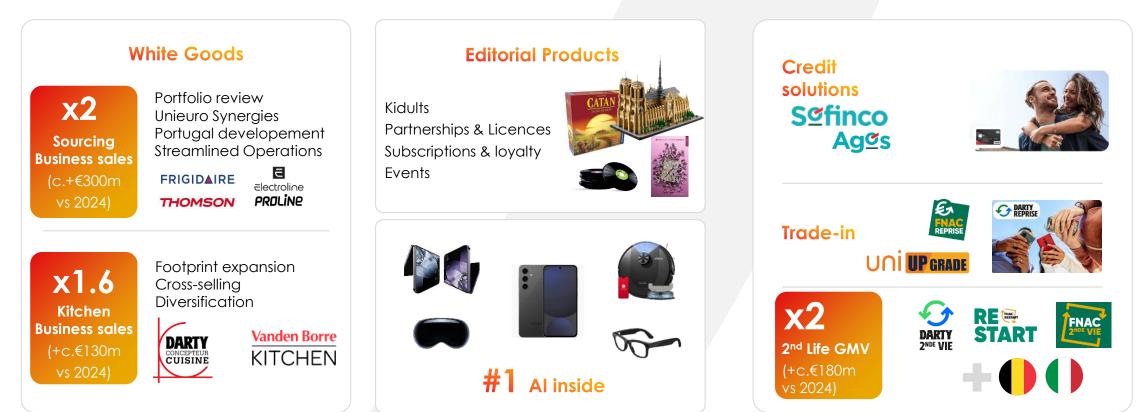






Grow Affordability

#### Grow profitable market share





#### **BETTER PRODUCTS** Lead on high margin premium & durable products



## Preempt durable innovations and drive sustainable choice

## Engage suppliers & partners in improving the sustainability of their products

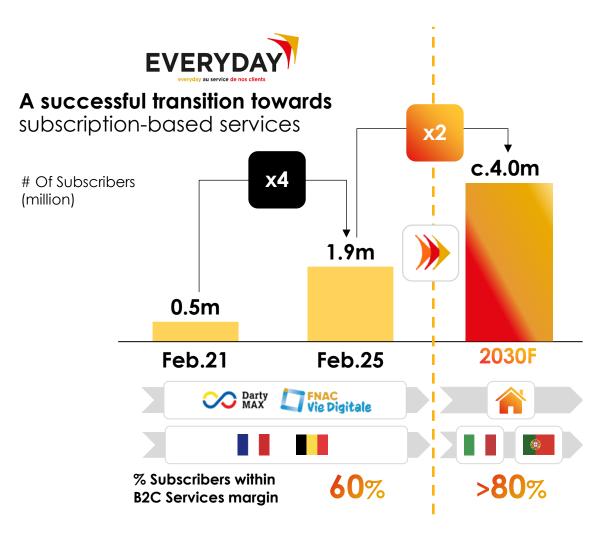




## **BETTER USE & RE-USE**

Scale in-home assistance services & operations throughout Europe







Scale in-home assistance services & operations throughout Europe

#### **EVERYWHERE**

Scale underpenetrated channels (franchise, web) and countries (Italy, Portugal)

**STRONGER** Maximize ARPU & reduce churn

#### LARGER

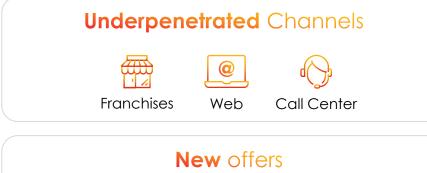
**Diversify on new growth activities** start with energy efficiency

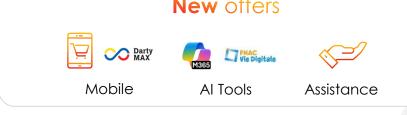


#### **BETTER USE & RE-USE** Scale in-home assistance services & operations throughout Europe



#### Scale Underpenetrated Channels and Countries





#### **Underpenetrated** Countries





**3.5** Repaired products by 2030 (+34% vs 2024)

**Digital Passport & Predictive** maintenance



Maintenance & refurbishment capabilities ramp-up (in-house & partners)



#### 30 CAPITAL MARKETS DAY 2025



**Services Bundle & options** 

(Owned, Partners)

HomeServe

Pack Sérénité

Le vol devez dezeñes besouren

#### **Personalized** Experience Personalisation Customer journey

Process

Training

Data

Benefits

Retention

CRM campaigns

Retention taskforce

Selfcare

## **Reduce** Churn

**Sales** Excellence



Maximize **ARPU** 

Today

CO Darty MAX

**Tomorrow** (illustrative)

÷

**BETTER USE & RE-USE** 

Upsell & cross-sell

(Owned & partners)

**Voltalis** 

CO Darty MAX

CO Darty MAX

Offre Exclusive

endours

Voltalis<sup>(2)</sup> x Darty Max<sup>(2)</sup> Votre thermostat connecté Voitais GRATUIT + ODE offerts en carte cadeau Darty<sup>21</sup>

Retrouvez-nous dans votre magasin Darty

Prenez rendez-yous your finstallation gratuite du thermostat connecté Voltails avec l'un de nos

Pack Sérénité

Le vol Le vol de voe de voe piezes Le pointes





#### **BETTER USE & RE-USE**

Scale in-home assistance services & operations throughout Europe









#### **BEYOND CARBON** Take planetary boundaries into account



#### Manufacturing End of life & waste **Transport & Energy** Usage (60% of total emissions)<sup>1</sup> (33% of total emissions) (4.4% of total emissions) (1.5% of total emissions) -50% **Emissions covered** 2030 Repairs 2030 MDA >70% 2030 CO<sub>2</sub> 80% 3.5m by science aligned **WEEE** collection emissions targets by 2026 (+12pts)<sup>2</sup> (+0.9m)<sup>2</sup> (home delivery) Vs 2019 (-19pts)<sup>2</sup> (+20pts)<sup>2</sup> **Develop and structure MDA** AVIS reuse sector (Collection, Predictive **LE CHOIX** LONGUE (\*\*\*\* Refurbishment, Spare parts) maintenance DURABLE DURÉE

Climate & resources

2027: Adaptation policy « Fnac Darty in a 4° world » and 1st Biodiversity policy



#### **REPAIR & BEYOND**

Lead circular and service-based European Retail



#### **BETTER PRODUCTS**

Lead on high margin premium & durable products

#### **BETTER USE & RE-USE**

Scale in-home assistance services & operations throughout Europe

**BEYOND CARBON** Take planetary boundaries into account

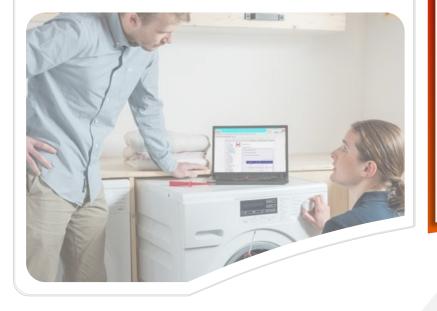


# 2030 **Outperforms market** c.4M Subscribers >80% of subscribers within B2C Services margin -50% Carbon emissions vs 2019<sup>1</sup>



#### REPAIR & BEYOND

Lead European **circular** & service-based retail



#### BEYOND DIGITIZED OMNICHANNEL

Set the European benchmark for **social and human centric omnichannel** retail experience



#### Beyonder everyday Inspiring commerce that matters

#### BEYOND RETAIL

Scale services for **third parties and partners** throughout Europe





# **BEYOND DIGITIZED OMNICHANNEL**

Set the European benchmark for social and human centric omnichannel retail experience

#### SOCIAL

Set the European standard for social omnichannel experience

#### **HUMAN CENTRIC**

Unleash Human magic empowering Teams and unlocking the full potential of customer interactions

#### **EVERYWHERE**

Expand the reach and consolidate the European market



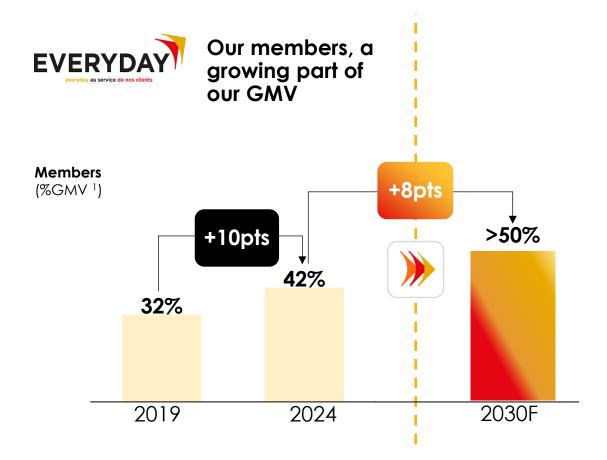




## **SOCIAL**

Set the European benchmark for Social and human centric omnichannel retail experience







#### Build long term daily relationships with our customers

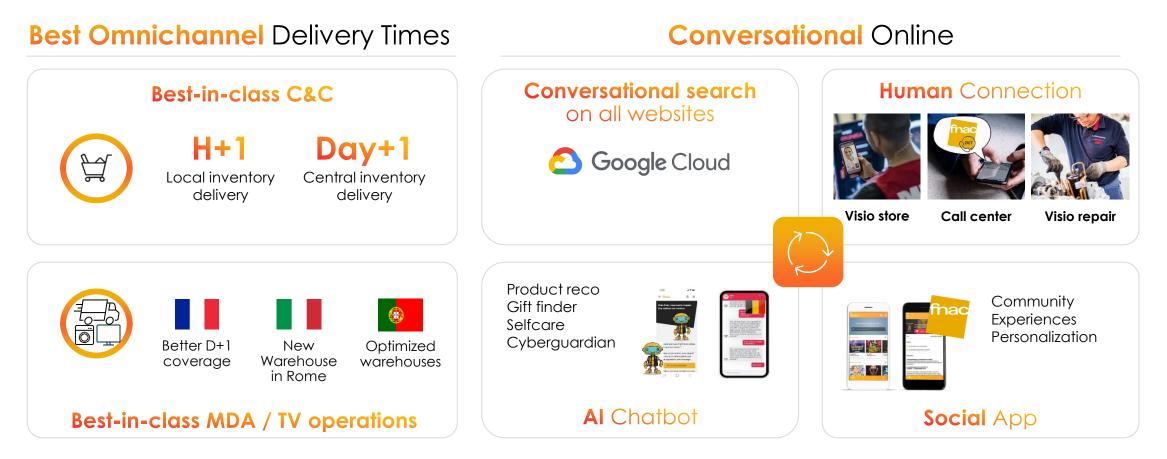
**SEAMLESS** Unlock full potential of **digitized** and **conversational** omnichannel

#### **SOCIAL** Build the **ultimate shopping experience**









>50% of online revenue from C&C



# **SOCIAL** Build the ultimate shopping experience



# Social humanized stores

#### Inspire

Touch, feel, play

Get personalized experiences and advantages

Learn

Connect & build long lasting communities around passions

Store #1 market channel in our geographies Ecommerce market penetration 35-45% by 2030F





# **SOCIAL** Build the ultimate shopping experience



# **5 Years Stores transformation & upgrade plan**



**Customer focus** Members, Service oriented, Advice, assistance, simplicity

Immersive experience Product, Service, Events

#### **New Categories**

Spatial computing, BeautyTech, SportTech, Security, PetTech, Outdoor

Adaptative & customizable

Layout, Assortment, Modularity

Test & Learn Insights

Advanced Technology CRM, Category Management





25-30F

# **SOCIAL** Build the ultimate shopping experience



# Social brands driving customer acquisition

Inspirational Content everywhere & everyday

Tech & Culture thought leadership

Store associate influencer

**Beyond stores** Brand & influencers Collaboration Out of home events





# **HUMAN CENTRIC**

Unleash Human magic empowering Teams and unlocking the full potential of customer interactions





**Unleash human magic** and unlock the full potential of customer interactions

**PEOPLE 1<sup>ST</sup>** Empower & Develop Teams

#### LEAN AT SCALE

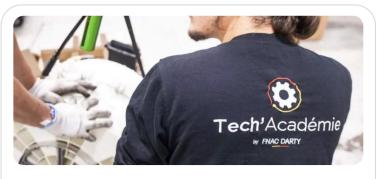
Free up value-added and productive time Increase face-to-face time with customers





## **PEOPLE 1**<sup>ST</sup> Empower & Develop Teams





Strengthen people's expertise For today & tomorrow

Products & Services

Sustainability, Repair, Climate

Digital, Data, AI, Cloud





Support Diversity & Inclusion

ex **a**quo

Foster workplace quality

Facilitate internal promotion

Support diverse career paths



>40% Of women Leaders (Top 200, +7pts vs 2024)



**Share** Value Creation

Promote employee recognition and engagement through transparent value-sharing mechanisms



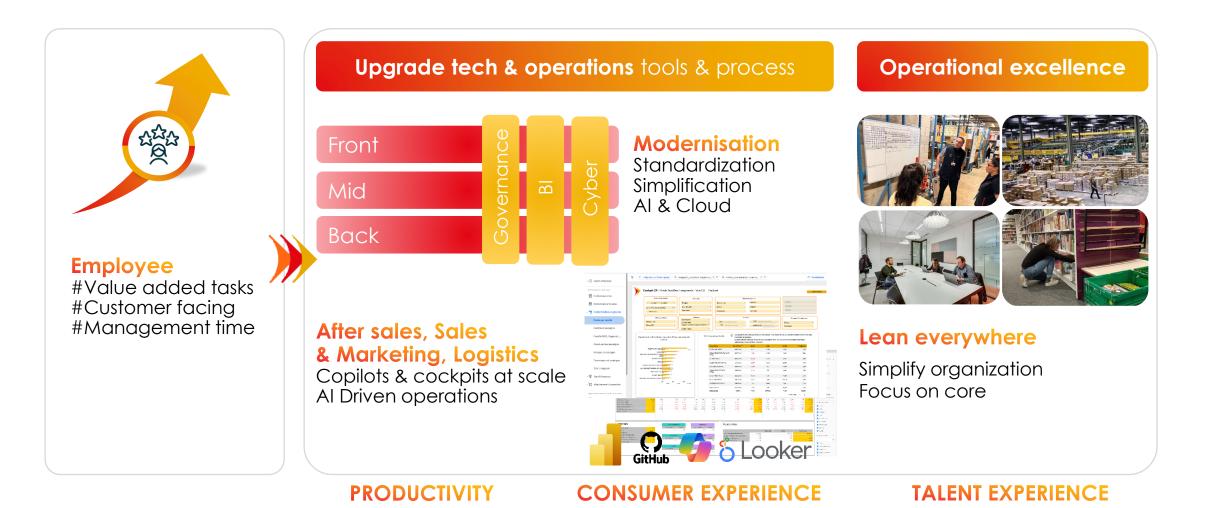
>5% Employee shareholding (+2.4pts vs 2024, Non dilutive<sup>1</sup>)

#### Highly committed teams enhancing customer experience



## LEAN AT SCALE Free up value-added & productive time







# EVERYWHERE

Expand the reach and consolidate the European market





everyday Inspiring commerce

Expand and strengthen our impact and presence across Europe

#### **STRONGER**

Consolidate & strengthen #1& #2 positions

LARGER

Enlarge addressable market

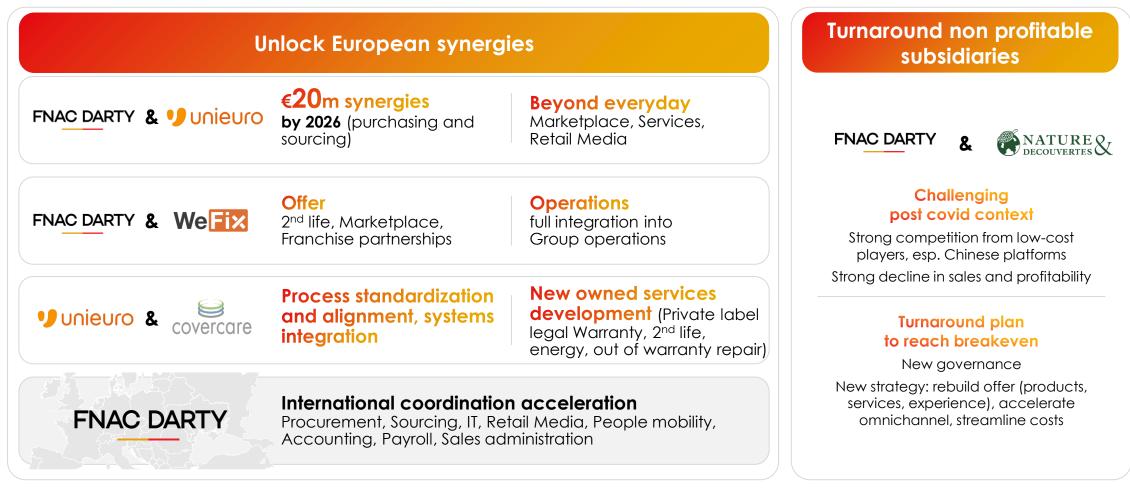
#### **EVERYWHERE**

Maximize customer touchpoints online and offline



## **STRONGER** Consolidate & strengthen #1/#2 positions





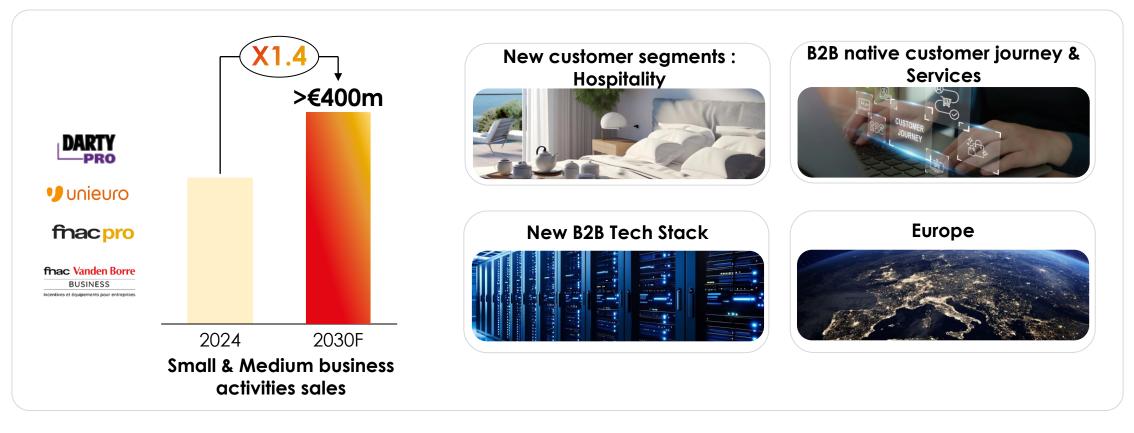
#### **Opportunistic M&A : International, Services**



## LARGER Enlarge addressable markets



### Accelerate Small & Medium business activities





## **EVERYWHERE** Maximize Customer Touchpoints ONLINE



## **Online expansion**





## **EVERYWHERE** Maximize Customer Touchpoints OFFLINE

48



### Offline expansion on selected concept & geographies



# **BEYOND DIGITIZED OMNICHANNEL**

Lead circular and service-based European Retail



## SOCIAL

Set the European standard for social omnichannel experience

## **HUMAN CENTRIC**

Unleash Human magic empowering Teams and unlocking the full potential of customer interactions

## **EVERYWHERE**

Expand the reach and consolidate the European market



# 2030 >50% Of GMV with loyal members >200 Store upgrade +150Store openings (net of closures) 5% **Employee shareholding** (Non dilutive<sup>1</sup>)



### REPAIR & BEYOND

Lead European **circular** & service-based retail



### BEYOND DIGITIZED OMNICHANNEL

Set the European benchmark for **social and human centric omnichannel** retail experience





# BEYOND RETAIL

Scale services for **third parties and partners** throughout Europe





# **BEYOND RETAIL**

Scale services for third parties and partners throughout Europe

# **ASSETS**

Scale Operations for third parties (Omnichannel, Circularity, Culture)

# AUDIENCE

Lead Omnichannel Retail Media













Monetize Fnac & Darty best in class solutions and assets to Third parties

#### **OMNICHANNEL**

Scale omnichannel operations for third parties

**CIRCULARITY** 

Scale circularity operations for third parties

#### CULTURE

Develop culture operations for third parties







## Marketplace Operations

## **Bulky** Products



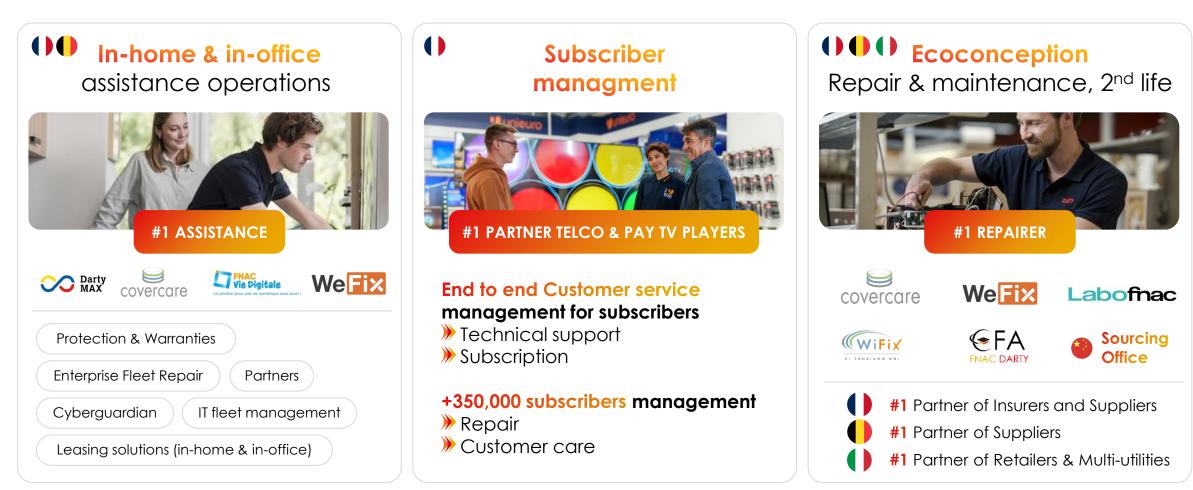
Fulfillment

Saas MP



# **ASSETS** Scale circularity operations for third parties





Best in class circularity operations for Suppliers, Sellers, Retailers, Insurers, Telcos, Utilities, Banks, Real Estate



# **ASSETS**

## Develop culture operations for third parties



**#BRANDS #BOOKSTORES #ARTISTS #MAJORS** 

#### Unique **Experiences**



#### TODAY

# +8,500

cultural events organized by the group: in-store and off-site (VivaTech, Fnac Live, Gaming Tour...).

# TOMORROW

New formats and collaborations designed to promote and celebrate culture.

#### Unique **Omnichannel** solutions

#### TODAY

Publishers' distribution solutions : 14k publishers, 4k suppliers, 3.5m titles to more than 50% of France bookstores.







# 

#### Bookstores digitalization solutions

C&C, next-day book ordering, Retail Media solutions

#### Direct to fans

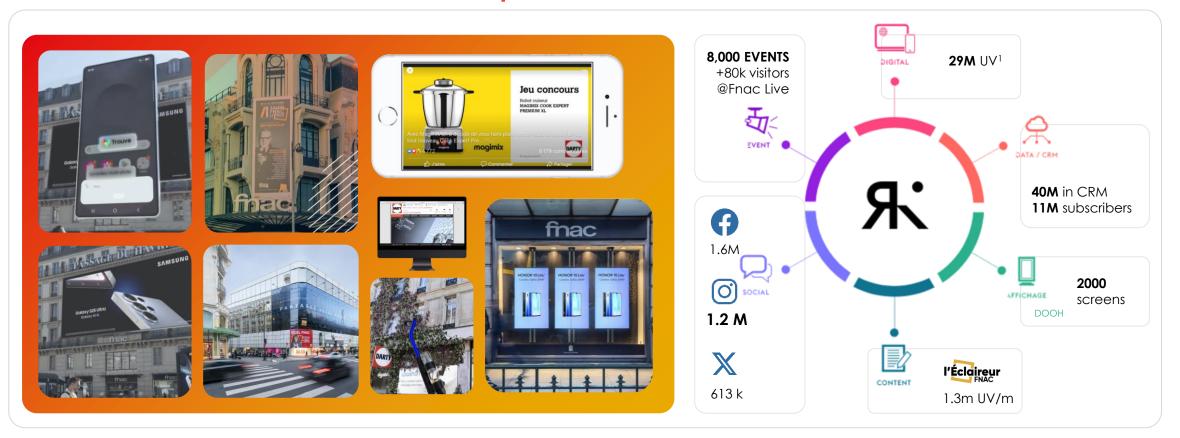
Connecting artists with their fans by designing and managing artist websites (order processing, delivery, after-sales)







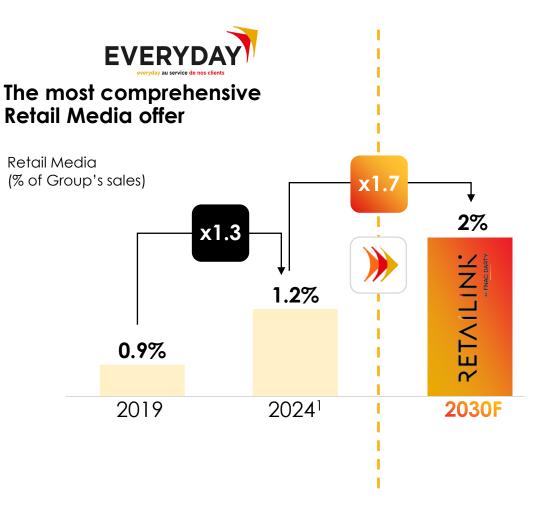
#### The most comprehensive retail media offer





## **AUDIENCE** Lead omnichannel Retail Media







Leverage our audience to lead omnichannel retail media



Technology upgrade (in-house and partners)







**ASSETS** 



# FINANCIAL PROFILE AND CAPITAL STRUCTURE





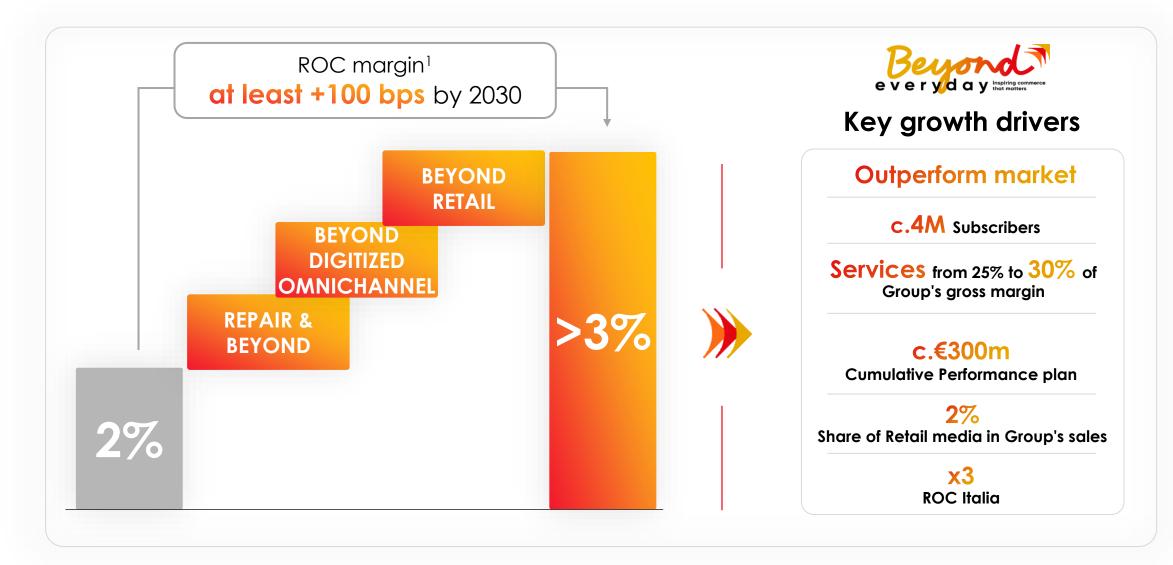


# **FROM A SOLID STARTING POINT**





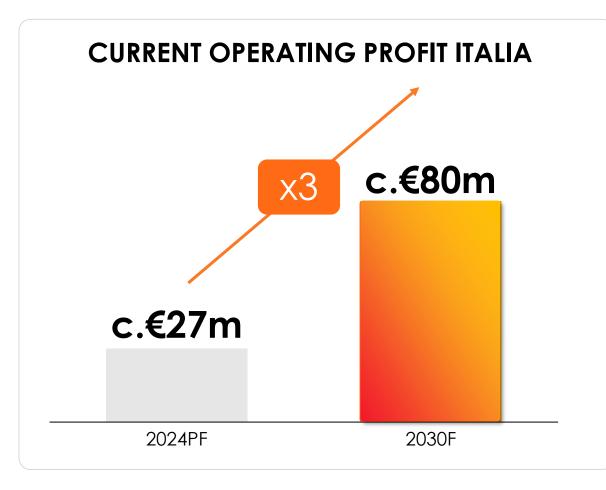
# **TOWARDS AN INCREASED PROFITABILITY**





# **STRONG VALUE CREATION COMING FROM ITALIA**





By 2026 At least €20m synergies (purchasing and sourcing)

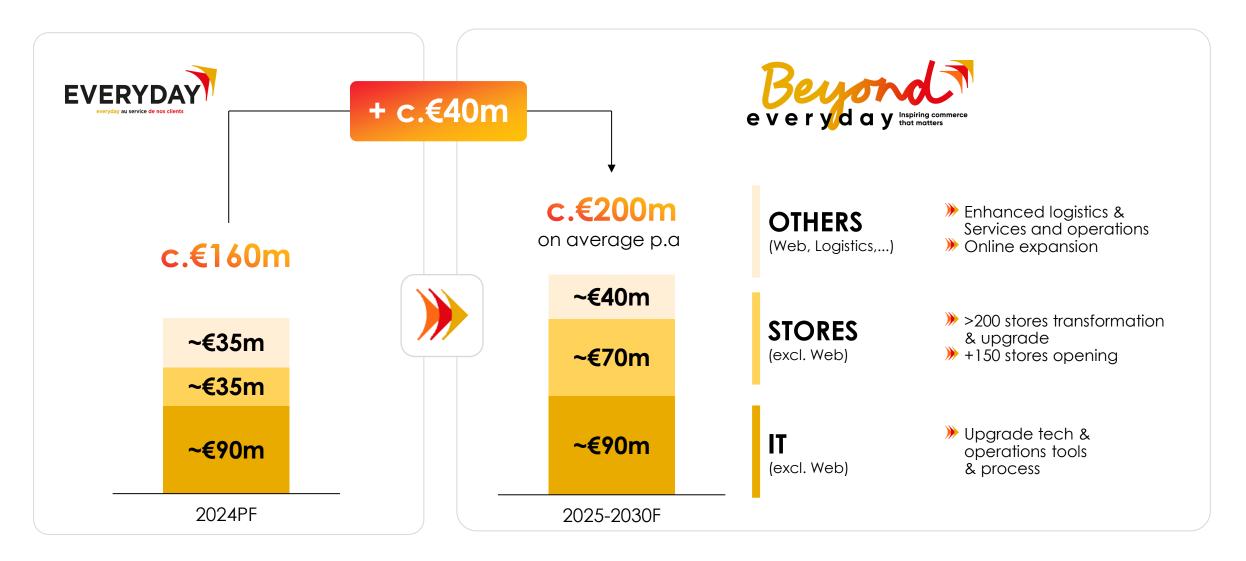
By 2030 Beyond everyday deployment

- Deploy in-home assistance services
- Retail media acceleration
- Marketplace launch





# **CAPEX EXPECTED TO INCREASE AS WE EXPAND OUR REACH**





# FREE CASH FLOW GENERATION INCREASING THROUGHOUT THE PLAN







ROC margin increase	>3% by 2030	
WCR	Optimized	>1.2bn
Income tax	<b>30%</b> on average	Cumulative FCF over 2025-20301
CAPEX	c.€200m on average per year	



# **DISCIPLINED APPROACH TO CAPITAL ALLOCATION**



Financial resilience and effective balance sheet

>1.2bn CUMULATIVE FCF<sup>1</sup> over 2025-2030

TARGETED LEVERAGE RATIO<sup>2</sup> of 1.5x

STRONG LIQUIDITY HEADROOM Reinvest in the business

€200m pa on average over 2025-2030

**INCREASE CAPEX** 

Return to shareholders

#### **BOOST DIVIDEND**

≥40% Payout ratio Dividend per share floor €1 p.a

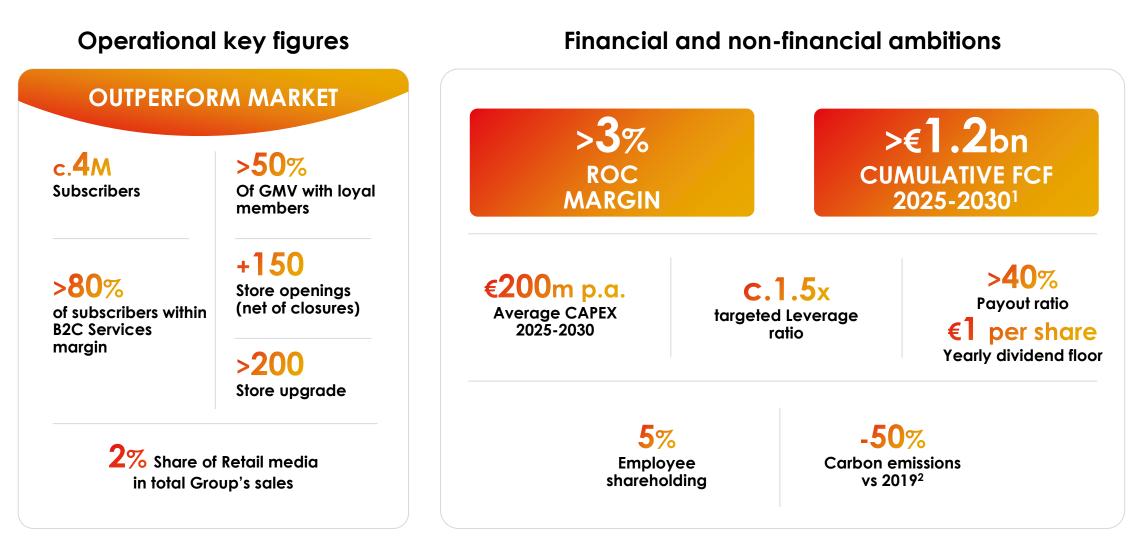
Additional opportunistic decisions **PARTNERSHIPS AND M&A** to support strategy

**SPECIAL DIVIDEND** 



# **DASHBOARD BY 2030**





FNAC DARTY

# WRAP-UP









A commerce that matters for our customers for the Fnac Darty talents for our partners for our shareholders for the planet for the people



# QUESTIONS & ANSWERS







# **DISCLAIMER**

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