



INNATURE BERHAD

PERFORMANCE REVIEW

FOR THE 3<sup>RD</sup> QUARTER ENDED 30 SEPTEMBER 2020

20 NOVEMBER 2020

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# OPERATIONAL REVIEW



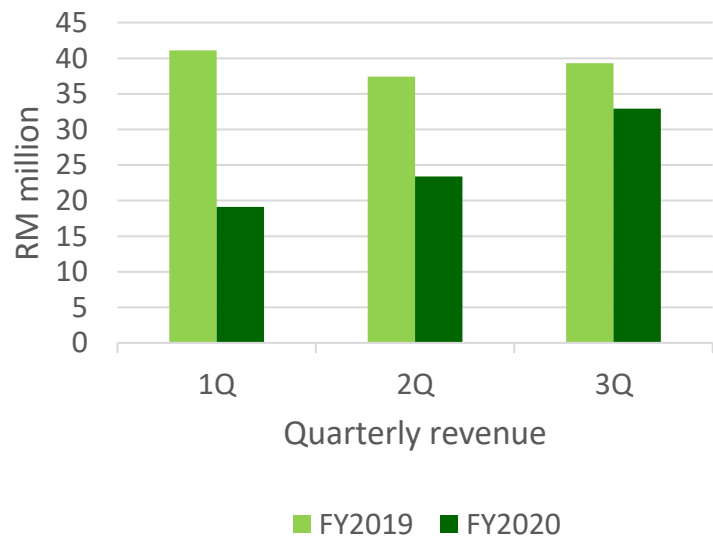
# MY 3Q2020 BUSINESS REVIEW



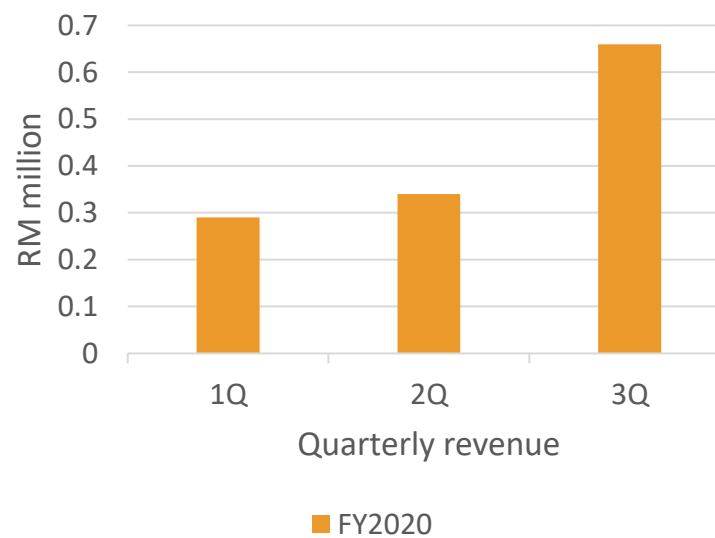
- All stores generally in operation during RMCO
- First nationwide Sale of the year in Aug 2020
- Higher QoQ revenue in 3Q2020
- Traffic in malls started declining in Sept 2020 due to rise of Covid19 third wave
- First anniversary of Natura Malaysia in Sept 2020
- Opened first Natura store (Jun 2020), closed 5 TBS stores in 9M2020



### Revenue for TBS Malaysia



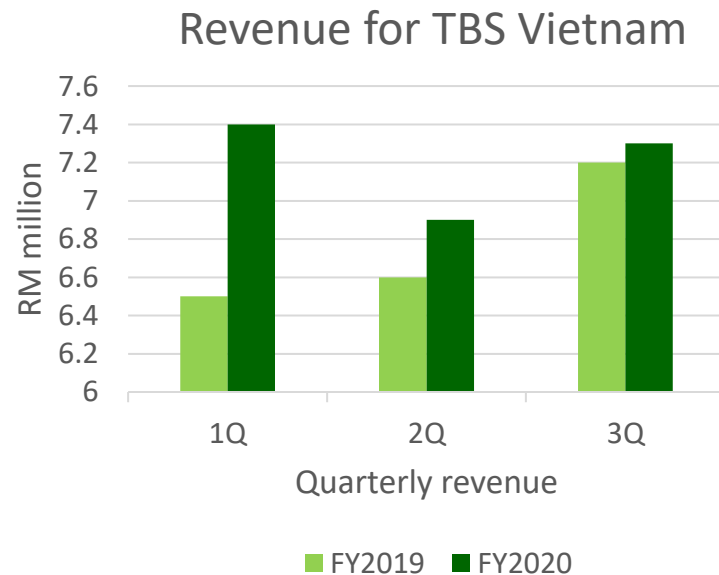
### Revenue for Natura Malaysia





# VN 3Q2020 BUSINESS REVIEW

- All stores generally operational
- Continue to record YoY revenue growth in 3Q2020, despite second wave of Covid-19 cases in Aug 2020
- Opened 2 TBS stores (Jul 2020), closed 1 TBS store in 9M2020
- Target to open 2 more TBS stores by 31 Dec 2020







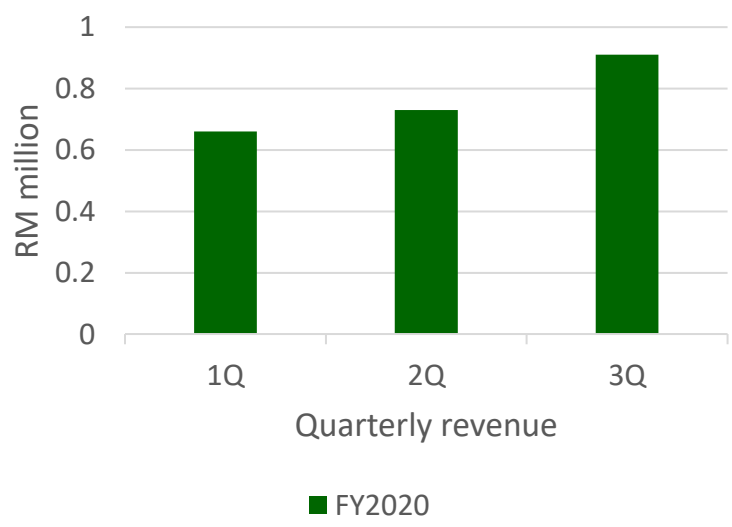
# CM 3Q2020 BUSINESS REVIEW



- Operation not subject to MCO, revenue continued to grow QoQ
- Launched TBS ecommerce in Apr 2020
- Opened second TBS store in Oct 2020

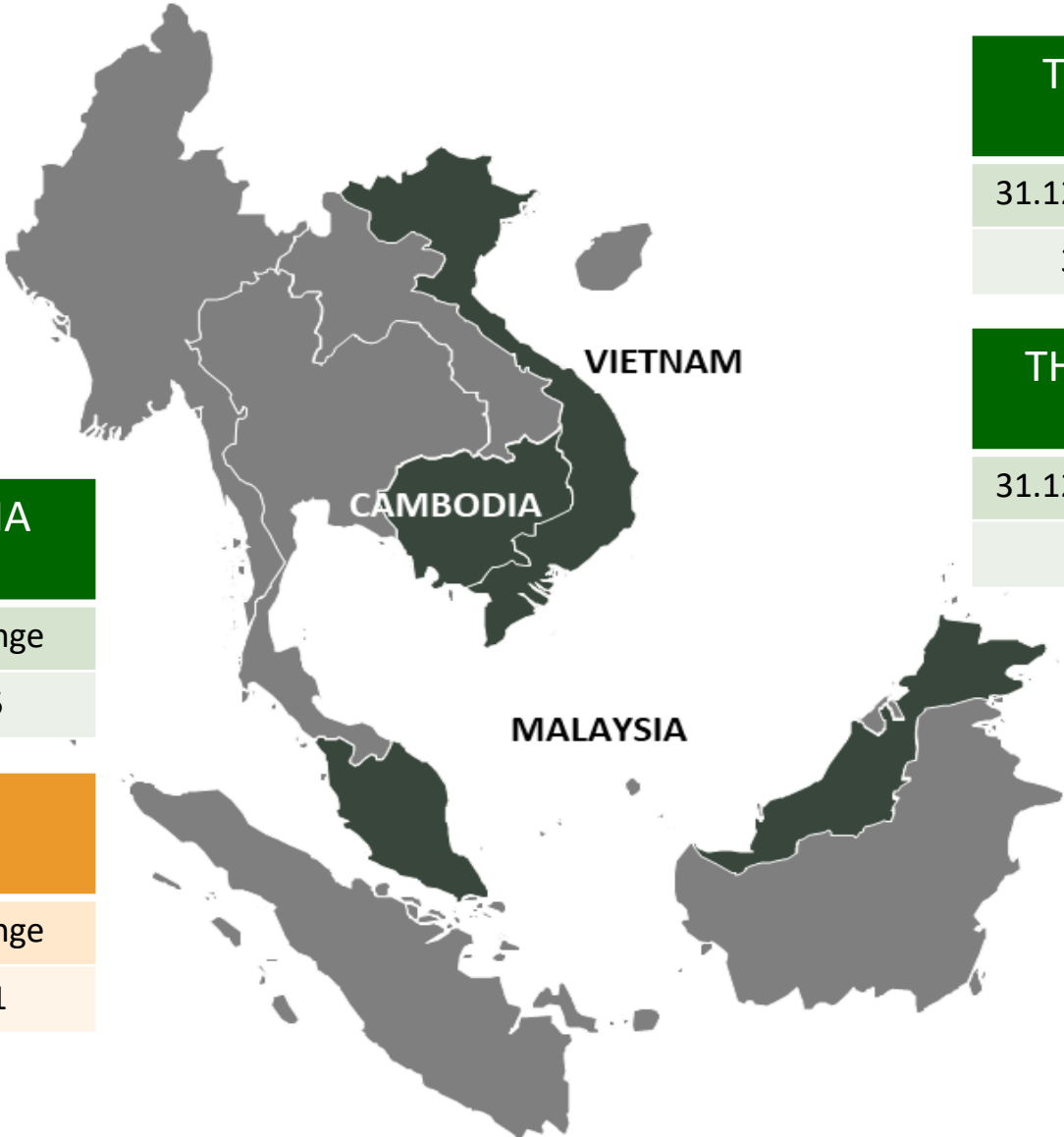


Revenue for TBS Cambodia



# STORE NETWORK

**121** stores as at 30.9.2020



**THE BODY SHOP VIETNAM**  
*11 years of operation*

31.12.2019	30.9.2020	Change
34	35	+1

**THE BODY SHOP CAMBODIA**  
*< 1 year of operation*

31.12.2019	30.9.2020	Change
1	1	-

**THE BODY SHOP MALAYSIA**  
*36 years of operation*

31.12.2019	30.9.2020	Change
89	84	-5

**NATURA MALAYSIA**  
*1 year of operation*

31.12.2019	30.9.2020	Change
-	1	+1

InNature operating territory

# IMPROVING REACH TO CUSTOMERS

- Diversified logistic partners
- Strengthen alternative delivery channels, to address customers' hesitation to visit malls
- Launched live chat feature at e-comm website

**MORE WAYS TO SHOP**  
WITH OUR BEAUTY CONSULTANT

CALL & COLLECT

CLICK & COLLECT

CALL FOR SAME DAY DELIVERY

Available at selected stores nationwide\* | Terms and conditions apply

THE BODY SHOP

Online

Just enter your name and email address, select your enquiry and start chatting with our friendly Customer Support Team!

\* Name

\* Email

\* Enquiry

Start Chat

Were by talk.to

BUY 3 FREE 1

SHOP NOW

**HOW IT WORKS**

**Step 1 PLACE ORDER** → **Step 2 PAYMENT METHOD** → **Step 3 COLLECTION METHOD** → **Enjoy YOUR PRODUCT**

via Whatsapp or call to our Beauty Consultant\*  
\*refer to our website for stores contact details.

**SAME DAY DELIVERY** OR **SELF PICK-UP**

Confirm your order with Beauty Consultant and bank in your payment.  
Payment upon collection.

**SAME DAY DELIVERY** OR **SELF PICK-UP**

Service is available Mon - Sun, 11 a.m. - 7 p.m.  
Orders paid before 5 p.m. will be delivered on the same day.  
Orders paid after 5 p.m. will be delivered the next day.

Collect at your store of choice.  
OR  
Collect from designated location at mall.



# SOCIAL COMMERCE

- A new channel for us to reach customers and close the gap between consideration and purchase
- Conversational commerce: allows customers to chat with us, seek consultation, and purchase instantly in-app
- Opportunity to communicate our brand story and product information to customers and fans, in an interactive and engaging way
- TBS staff as well as TBS and Natura trainers regularly hold live streaming sessions to conduct demonstrations and provide advice to their customers
- TBS and Natura Malaysia has officially held 3 FB Live shows in Sept 2020 and Oct 2020.



# FINANCIAL REVIEW

# FINANCIALS AT A GLANCE

1Q2020

2Q2020

3Q2020

9M2020

30 SEPTEMBER 2020

Group Revenue  
**RM37.4m**  
-22% yoy

Group Revenue  
**RM31.4m**  
-29% yoy

Group Revenue  
**RM41.7m**  
-10% yoy

Group Revenue  
**RM110.5m**  
-20% yoy

Shareholders' Equity  
**RM138.9m**

Core PAT  
**RM3.7m**  
-64% yoy

Core PAT  
**RM3.2m**  
-54% yoy

Core PAT  
**RM6.6m**  
-16% yoy

Core PAT  
**RM13.5m**  
-46% yoy

Working Capital  
**RM55.1m**

Reported PAT  
**RM2.8m**  
-72% yoy

Reported PAT  
**RM3.1m**  
-39% yoy

Reported PAT  
**RM6.6m**  
-9% yoy

Reported PAT  
**RM12.5m**  
-44% yoy

Cash, Time Deposits &  
Fixed Income Funds  
**RM44.2m**

Net Gearing Ratio  
**Net Cash**

Notes: (1) Core PAT excludes listing expenses; (2) Net Gearing Ratio is computed as net borrowings (total bank borrowings less cash and cash equivalents and other investments) divided by total equity. Negative net gearing ratio denotes a net cash position.

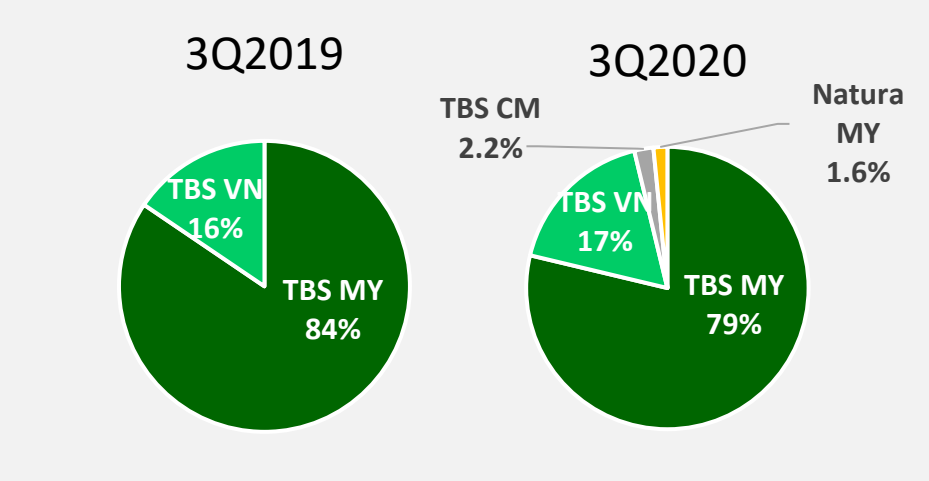
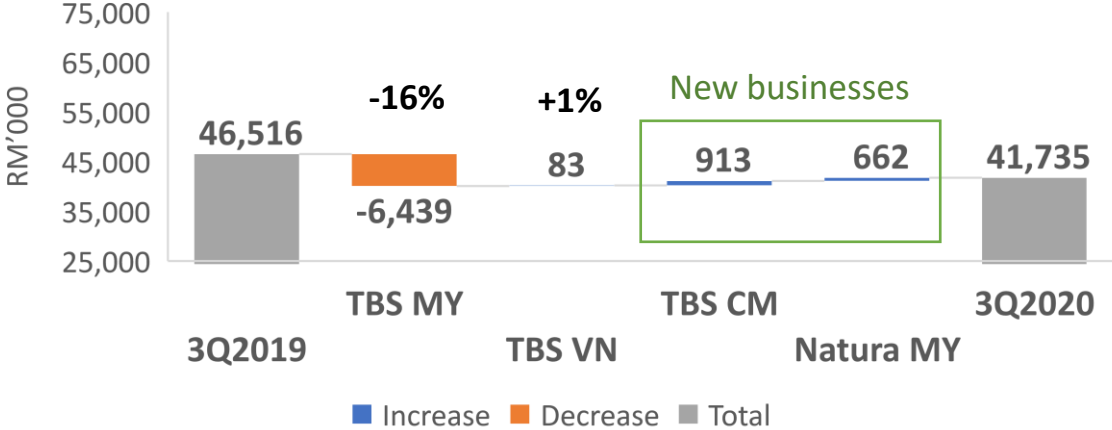
# REVENUE BY BUSINESS UNIT



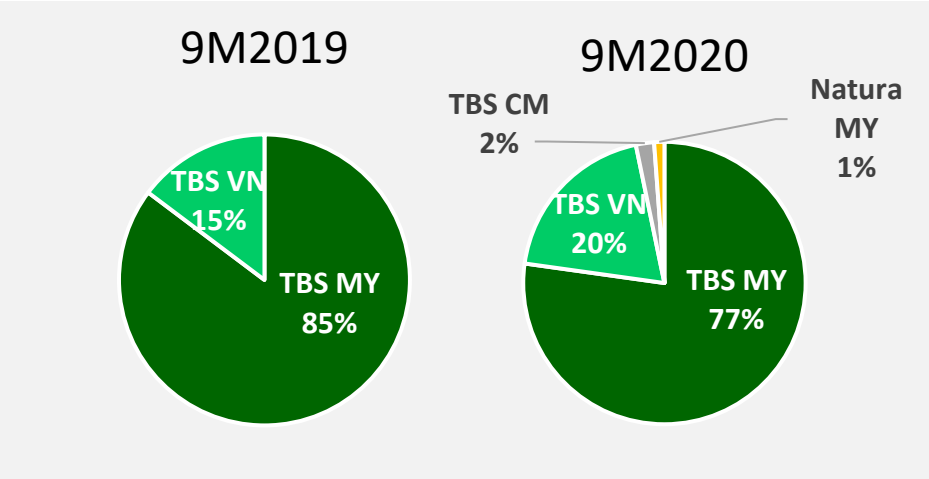
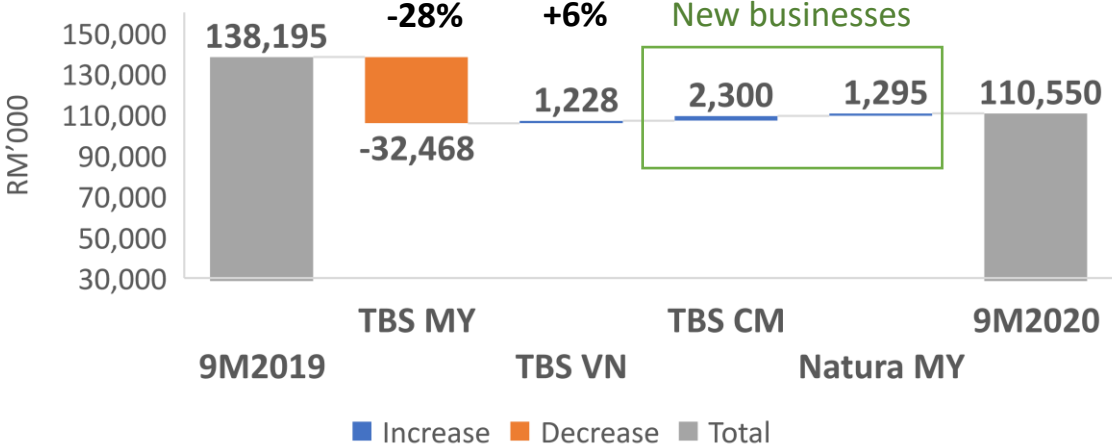
Revenue Movement Analysis

Revenue Contribution

3<sup>RD</sup> QUARTER



YEAR-TO-DATE



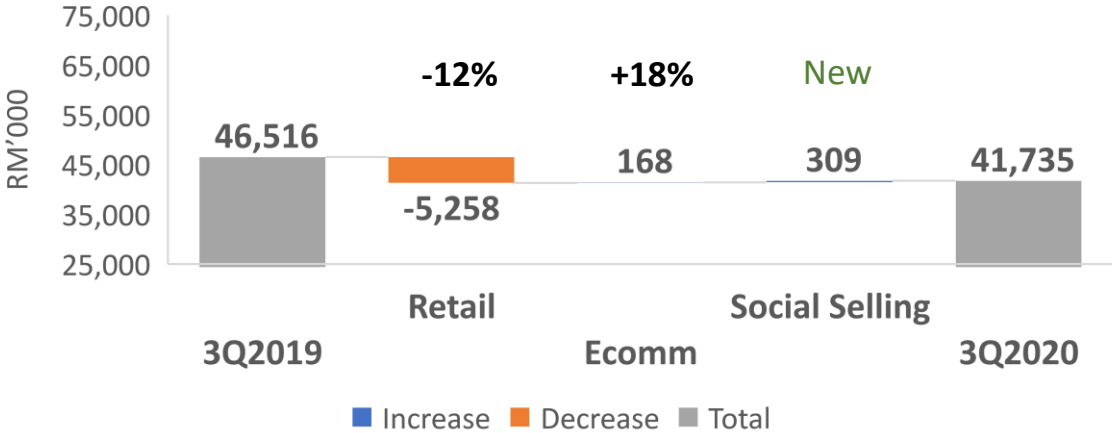
Notes: TBS MY = The Body Shop Malaysia; TBS VN = The Body Shop Vietnam; TBS CM = The Body Shop Cambodia; Natura MY = Natura Malaysia



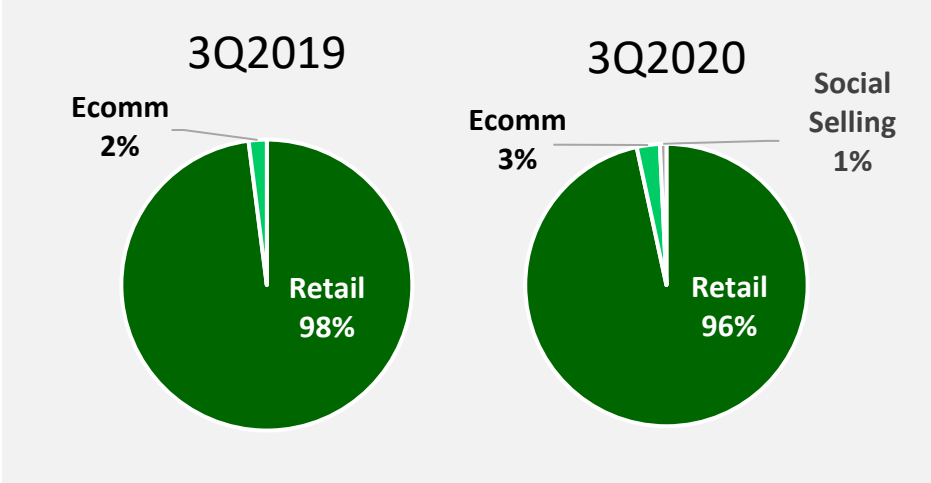
# REVENUE BY CHANNEL

3<sup>RD</sup> QUARTER

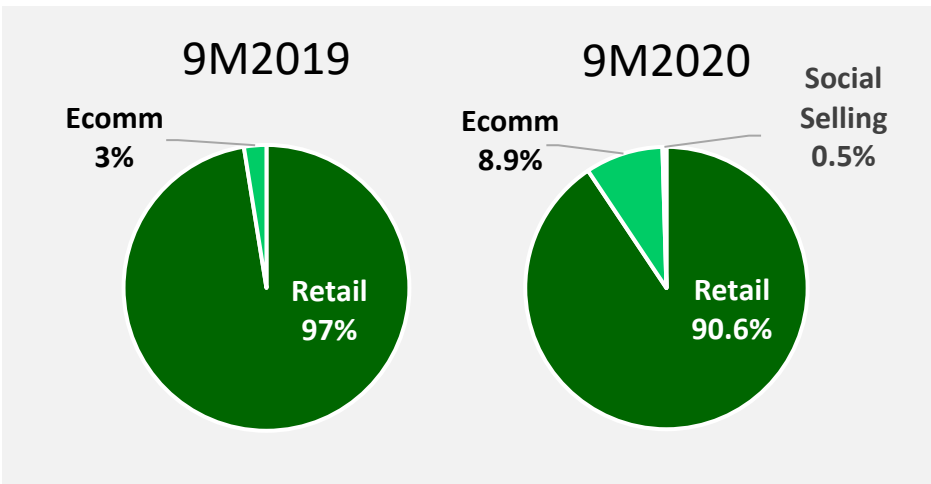
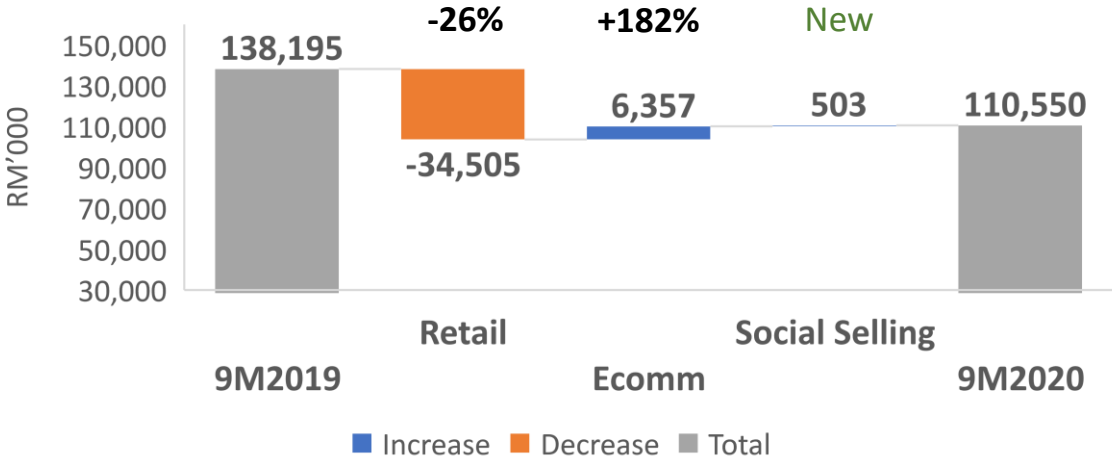
Revenue Movement Analysis



Revenue Contribution



YEAR-TO-DATE

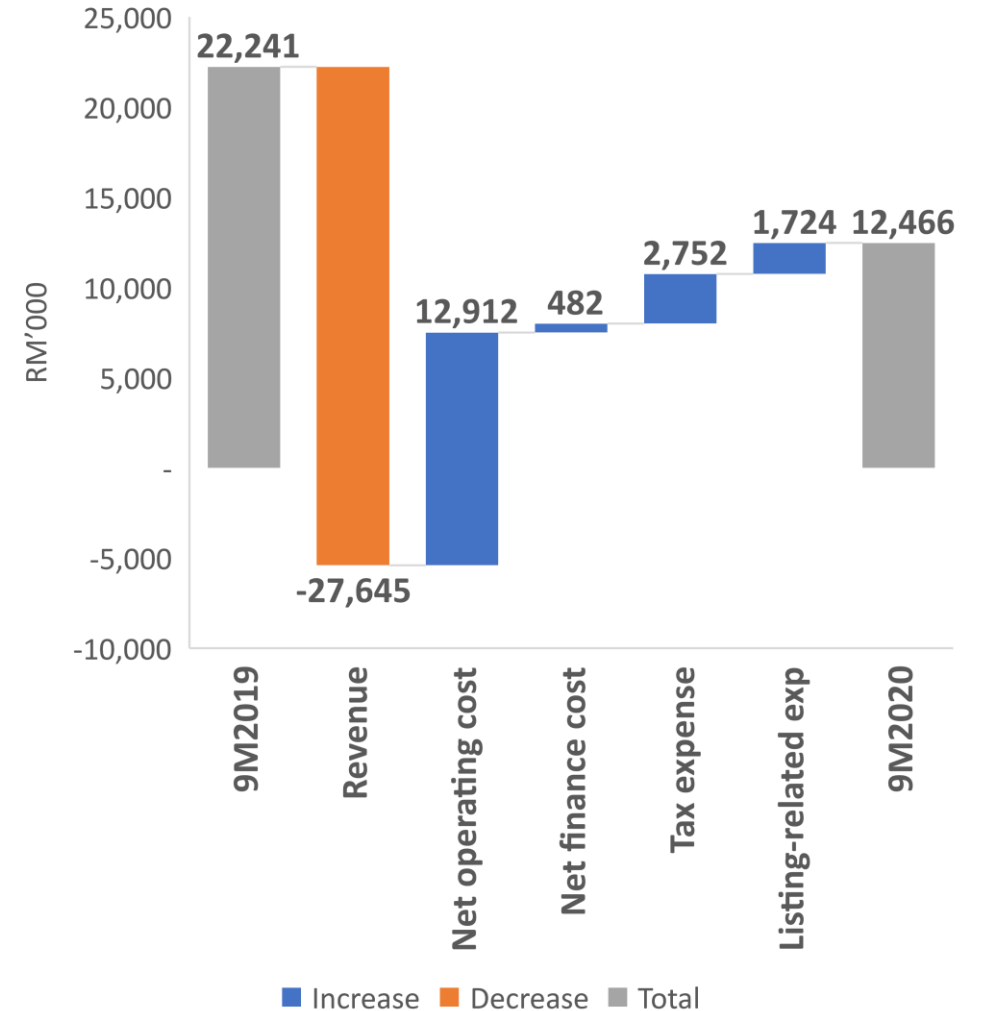


# PROFITABILITY

	1Q2020	2Q2020	3Q2020	9M2020
Healthy GP margin	<b>68.5%</b> <i>LY 68.9%</i>	<b>68.7%</b> <i>LY 65.9%</i>	<b>67.2%</b> <i>LY 67.5%</i>	<b>68.1%</b> <i>LY 67.5%</i>
Improving quarterly operating profit margin	<b>14.5%</b> <i>LY 29.1%</i>	<b>15.3%</b> <i>LY 21.1%</i>	<b>21.9%</b> <i>LY 23.5%</i>	<b>17.5%</b> <i>LY 24.7%</i>
Improving quarterly core PAT margin	<b>10.0%</b> <i>LY 21.7%</i>	<b>10.0%</b> <i>LY 15.4%</i>	<b>15.7%</b> <i>LY 16.8%</i>	<b>12.1%</b> <i>LY 18.0%</i>

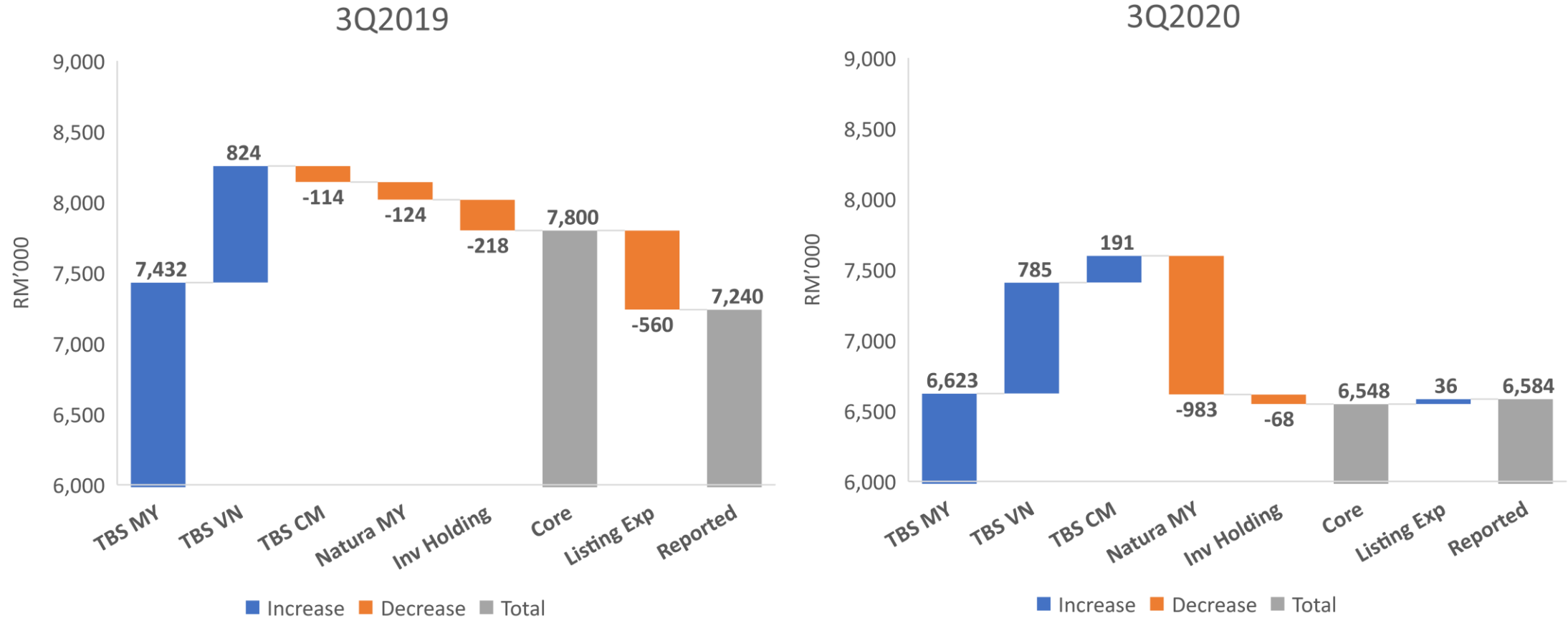
LY = Last year same period

### 9M2020 PAT Movement Analysis



# PAT BY BUSINESS UNIT

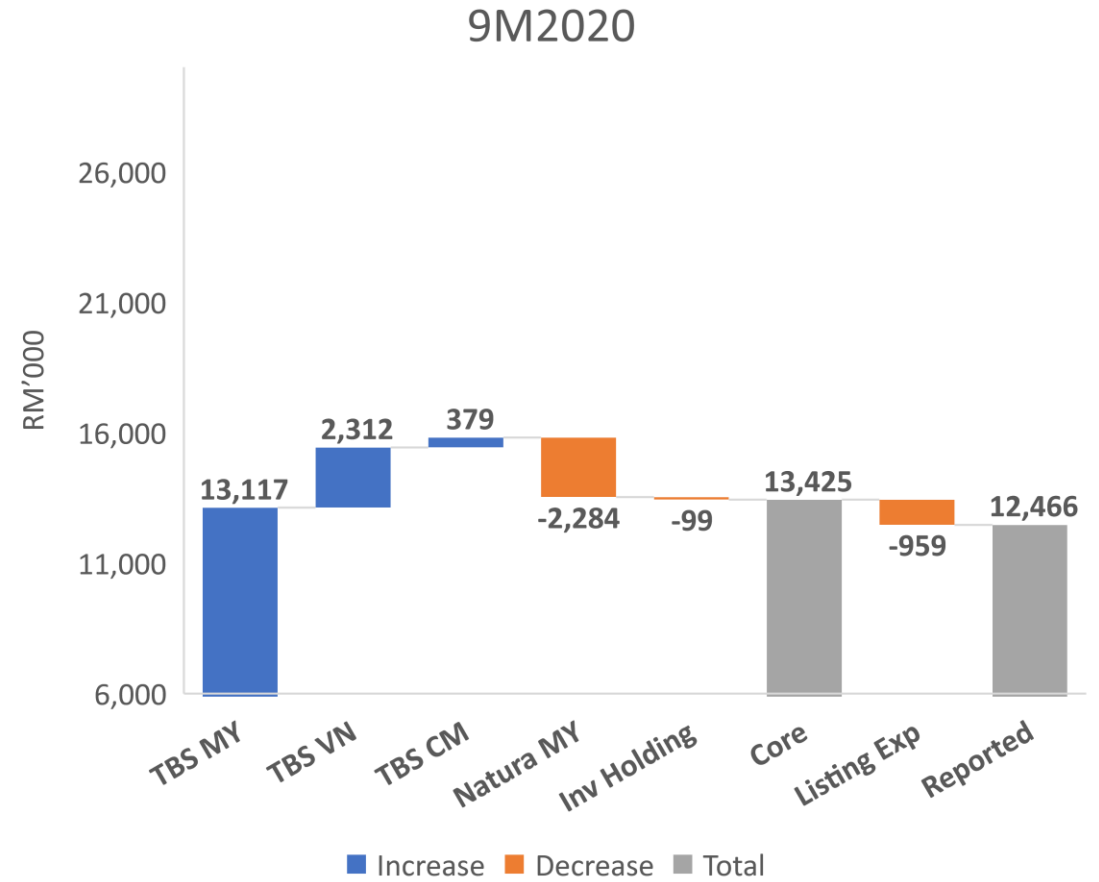
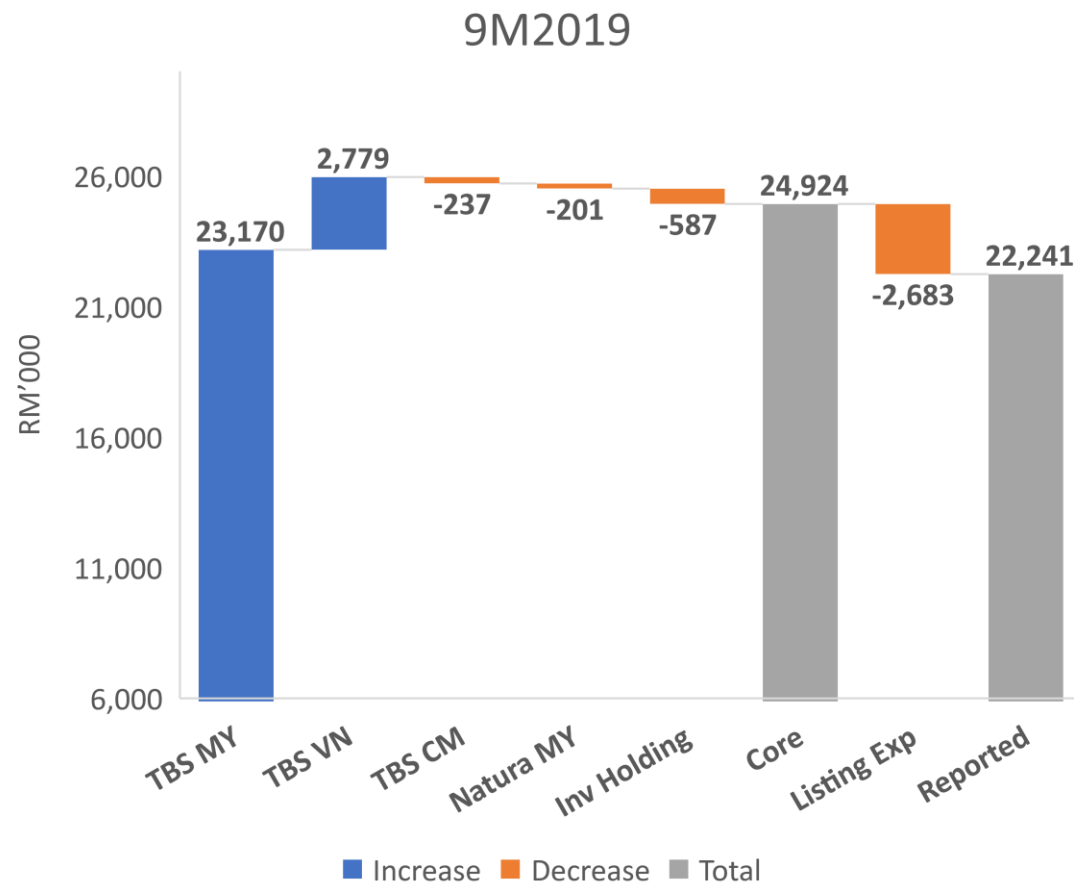
## 3<sup>RD</sup> QUARTER



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# PAT BY BUSINESS UNIT

## YEAR-TO-DATE



TBS MY = The Body Shop Malaysia; TBS VN = The Body Shop Vietnam; TBS CM = The Body Shop Cambodia; Natura MY = Natura Malaysia



# DIVIDEND

## Our Policy

Minimum 30% of profit  
attributable to  
shareholders

Declared but not yet paid

FY2020 interim dividend of 1.0  
sen per share, RM7.0m, target  
payment date 15 January 2021

Declared and paid

FY2019 special dividend of 1.0  
sen per share, RM7.0m,  
payment date 30 April 2020

# PROSPECTS

- The resurgence of Covid-19 cases since late-September 2020 in Malaysia and the consequential imposition of Conditional MCO in October 2020 has prompted us to reactivate our business continuity plan.
- The waves of Covid-19 cases reaffirms our conviction on digitalisation and distance selling, which has become even more important under the new normal. We will continue to invest in enhancing our omnichannel capabilities as well as in developing our social selling channel, to future-proof our business.
- Based on our achievement so far and assuming the absence of a complete lockdown for a protracted period, we believe the Group will remain profitable for the financial year ending 31 December 2020.

THANK YOU