3Q FY5/2017

**Summary of Consolidated Performance** 



#### The ASKUL Group to Secure Service Level of B-to-B Business and Focus to Raise Distribution Capacity of LOHACO Business with Group-Wide Efforts

- Strengthening of Organization Structure, and Implementation of Preventive Measures with Placement of Recurrence Prevention Committee -

- 3Q Operating Income Exceeds Plan and Booking of Estimate of Extraordinary Losses Arising from Fire -

> April 5, 2017 ASKUL Corporation

Notes:

This material contains ASKUL Group's current plans and performance outlook. These plans, forecasts, and other forward-looking statements represent ASKUL's plans and forecasts based on information currently available. Actual performance may differ from these plans and forecasts due to a variety of conditions and factors that could occur in the future. This material does not represent promises or guarantees regarding the achievement of these plans.

This material has not been audited by certified public accountants or auditing firms.

For the purposes of this material, LOHACO refers to the online mail-order business for general consumers, launched in October 2012 in alliance with Yahoo Japan Corporation.

B-to-B refers to business-to-business transactions.

MRO refers to Maintenance, Repair and Operation, and in this material primarily refers to indirect materials consumed at work sites by companies.

Since the presentation of the overview of consolidated financial statements for the fiscal year ended May 31, 2016, ASKUL has reported its operating performances by dividing into the segments of Ecommerce business, Logistics business, and Other. The E-commerce business deals with sales of OA and PC supplies, stationery, office living supplies, office furniture, foods, alcoholic beverages, pharmaceuticals, cosmetics, etc. The logistics business refers to logistics and package transport services targeted at corporations.

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## Financial Results for 3Q FY5/2017

- II Fire at ASKUL Logi PARK Tokyo Metropolitan
  - (i) Recurrence-prevention measures
  - (ii) Restoration and expansion measures for delivery capacity
- III Revision of Forecast of Full-Year Consolidated Financial Results

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### 3Q FY5/2017 Summary of Consolidated Performance

	3Q FY5/2	016	3Q FY5/2017		7
		% of net		% of net sales %	chan <u>q</u> e
	¥million	%	¥million	70	%
Net Sales	229,620	100.0	251,718	100.0	+9.6
GrossProfit	51,487	22.4	57,370	22.8	+11.4
Selling, General and Administrative	44,652	19.4	50,675	20.1	+13.5
Operating Income	6,834	3.0	6,695	2.7	-2.0
Ordinary Income	6,802	3.0	6,649	2.6	-2.3
Extraordinary loss(income)	261	0.1	(10,191)	) –	-
Net Income before income taxes	7,063	3.1	(3,542)		_
Net IncomeAttributableto Ownersof the Parent	4,400	1.9	(2,925)		_

#### Net sales

Up 9.6% YoY Record high in consolidated net sales

#### Gross profit margin Up 0.4 p.p. YoY

#### Net Income

Posting of estimates of extraordinary losses of ¥10.1 billion due to the fire at ASKUL Logi PARK Tokyo Metropolitan (see the following page)

Insurance proceeds (maximum amount of ¥4.6 billion) not booked in 3Q

## Estimates of Impacts on 3Q FY5/2017 Consolidated Financial Results Due to the Fire

Range of damage/loss	Item	Amount
Loss of inventory assets	Inventory assets	¥2.5 billion
Provision for reconstruction of 2nd/3rd floors of buildings calculated based on acquisition costs of ¥11.0 billion	Property, plant and equipment	¥6.6 billion
Loss of property, plant and equipment		¥700 million
Compensation for employees' leave of absence	¥100 million	
Total	¥10.1 billion	

The above figures present the approximate amount to be booked and may change in the coming months.

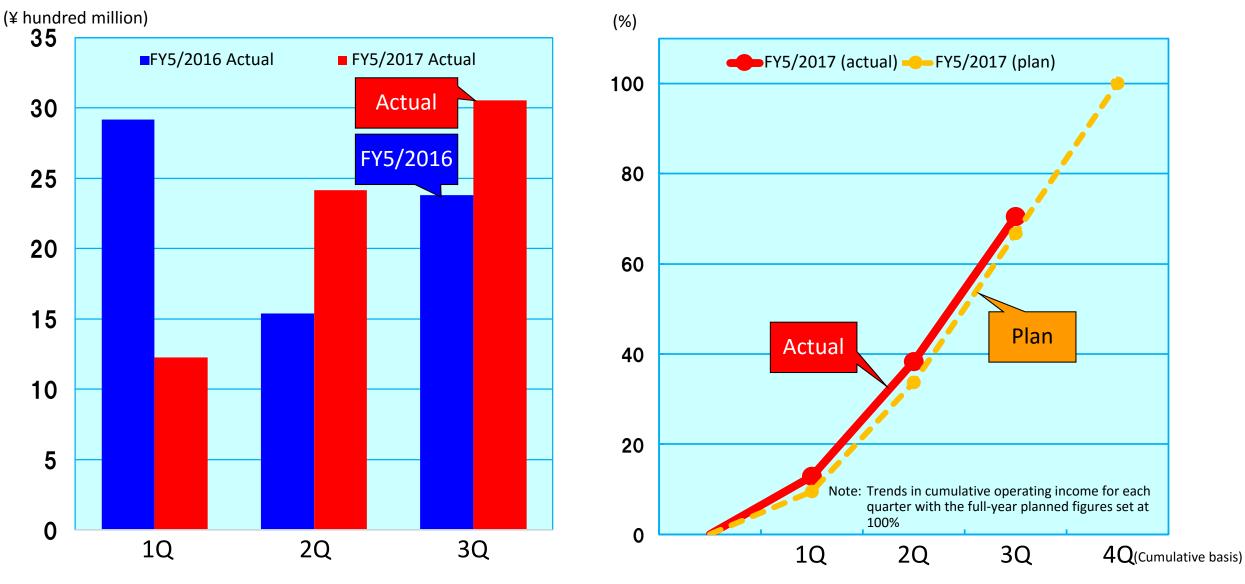
Insurance proceeds (maximum amount of ¥4.6 billion) were not recorded in 3Q.,

## [Reference] Insurance

Insurance type	Insured item	Maximum of insurance proceeds
Fire insurance	Building, structure, and set of equipment, fixture, etc.	¥2.5 billion
Transport insurance	All merchandise and finished goods to be manufactured and sold, etc.	¥2.1 billion

(Note) Insurance proceeds are to be booked as extraordinary income once the amount is finalized in or after 4Q FY5/2017

#### FY5/2017 Consolidated Operating Income



3Q Operating income increased and achieved Plan on a cumulative basis.

## **3Q** FY5/2017 Consolidated Performance [By Business]

		3Q FY5/2016(Cumula	3QFY5/2017 (Cumulative)	
		tive) <b>(¥billion)</b>	(¥billion)	YoY change %
	B-to-Bbusiness	203.7	215.1	+5.6
les	LOHACO	23.5	32.8	+39.6
Net Sales	e-Commerce business	227.3	248.0	+9.1
ž	Logistics business/Others	2.2	3.6	+59.6
	Consolidated total	229.6	251.7	+9.6
	B-to-Bbusiness	9.9	11.2	+13.1
	LOHACO (excluding the items below)	(2.2)	(2.2)	-
ð	Further active sales promotion	(0.6)	(0.9)	
Son	Delivery service evolution	—	(0.3)	
g In	LOHACO	(2.9)	(3.4)	
atin	e-Commerce business	7.0	7.8	+10.5
Operating Income	Logistics business/Others	(0.2)	(0.3)	
0	Intermediate Total	<b>.</b> 6.8	7.4	+8.7
	Increase in fixed cost of distribution centers		(0.7)	) –
	Consolidated total	6.8	6.6	-2.0

#### > Net sales

**B-to-B business: Up 5.6% YoY** LOHACO: ¥32.8 billion, Up 39.6% YoY due to the impacts of the fire

#### Operating income B-to-B business: ¥11.2 billion, Up 13.1% YoY

LOHACO: Same level as prior FY on an income level.

Temporary costs for the revolutionary service of delivery (Happy On Time) and increased costs for ASKUL Logi PARK Fukuoka and Yokohama were managed as planned.

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## Process After the Fire at ASKUL Logi PARK Tokyo Metropolitan

February 16 (Thurs.)	Occurrence of the fire			
February 17 (Fri.)	Instruction for self-inspection at six other logistics centers			
February 22 (Wed.)	Fire suppressed			
February 28 (Tue.)	Fire extinguished			
March 7 (Tue.)	Explanatory meeting with neighborhood			
March 14 (Tue.)	The Fire and Disaster Management Agency and the Ministry of Land, Infrastructure, Transport and Tourism held a meeting on preventive measures and firefighting activities, with the review of the warehouse fire in Miyoshimachi, Saitama Prefecture.			
March 15 (Wed.)	Establishment of the Recurrence Prevention Committee			
March 21 (Tue.)	e.) Organizational change in Logistics Department			

#### Recurrence Prevention Committee Established on March 15

Chairman: Shoichiro Iwata, President and Chief Executive Officer

Following the review meeting by the Fire and Disaster Management Agency and the Ministry of Land, Infrastructure, Transport and Tourism, on preventive measures and firefighting activities based on the warehouse fire in Miyoshimachi, Saitama Prefecture, the ASKUL Group took the following actions.

- Immediate improvement in disaster-preventive measures to act as a disaster-preventive control function, and increase in employees' awareness of disaster prevention
- Confirmation/examination of the following items at the first Committee Meeting on March 23
  - (i) Issues with responding actions
  - (ii) Issues with prevention of fire spread
  - (iii) Issues with prevention of occurrence and control

#### Preventive Measures Instructed by Recurrence Prevention Committee

Immediate actions	<ul> <li>Thorough confirmation of activation of fire shutters, alarms, and detectors</li> <li>Improvement in fire and disaster prevention for electric and communication wiring</li> <li>Review of assumed conditions when exercising firefighting drills at an early stage and evacuation drills</li> </ul>	<image/>
Starting study	<ul> <li>Structure of fire-prevention facilities that are stronger than required by regulations</li> <li>Reconstruction of structure to ensure both operational productivity and safety</li> </ul>	

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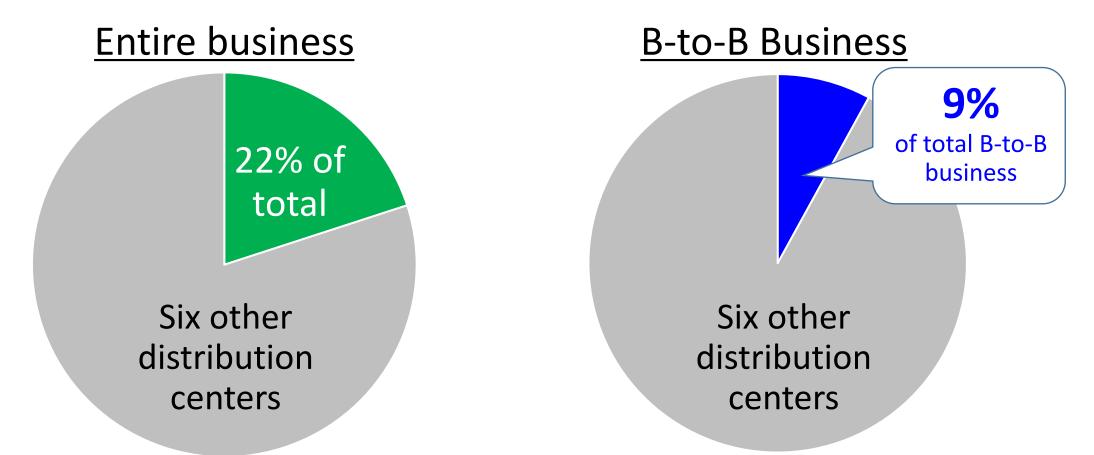
# For Offices Operating B-to-B Business





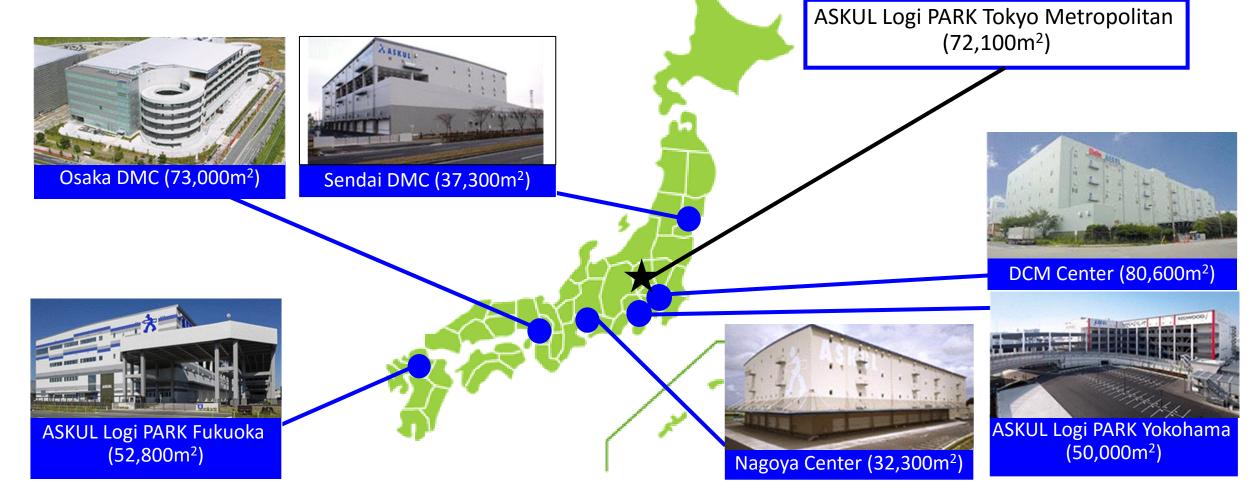
## Impacts on B-to-B Business Due to the Fire at ASKUL Logi PARK Tokyo Metropolitan

ASKUL Logi PARK Tokyo Metropolitan's proportion in distribution volume

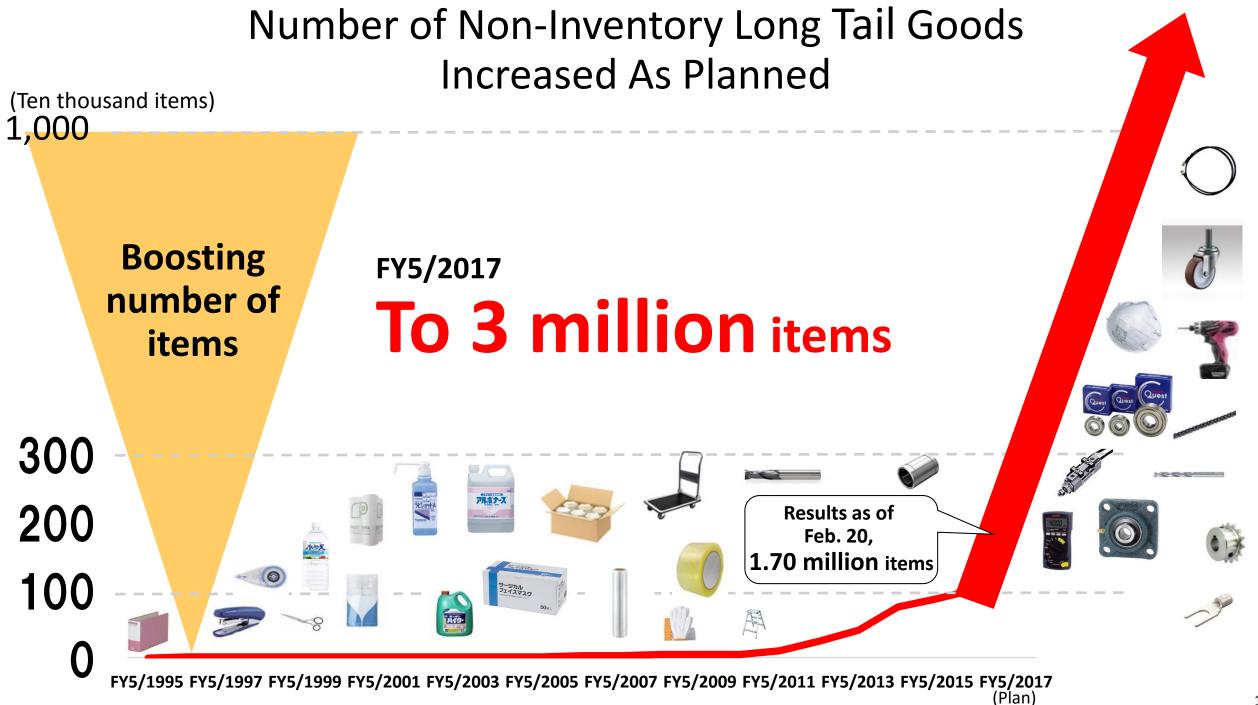


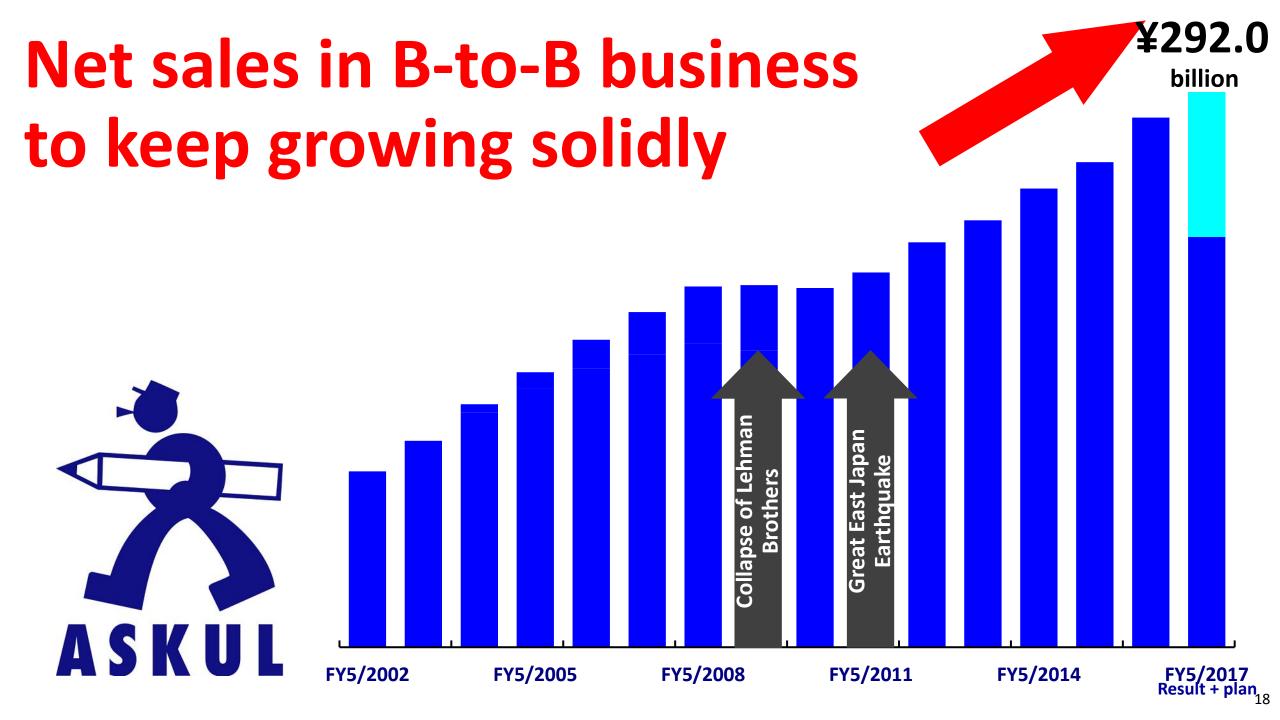
Limited impacts due to the small proportion of B-to-B business

#### Impacts on B-to-B Business Due to the Fire at ASKUL Logi PARK Tokyo Metropolitan



With high priority put on restoration of B-to-B business, six other logistics centers operated to cover the shortage.

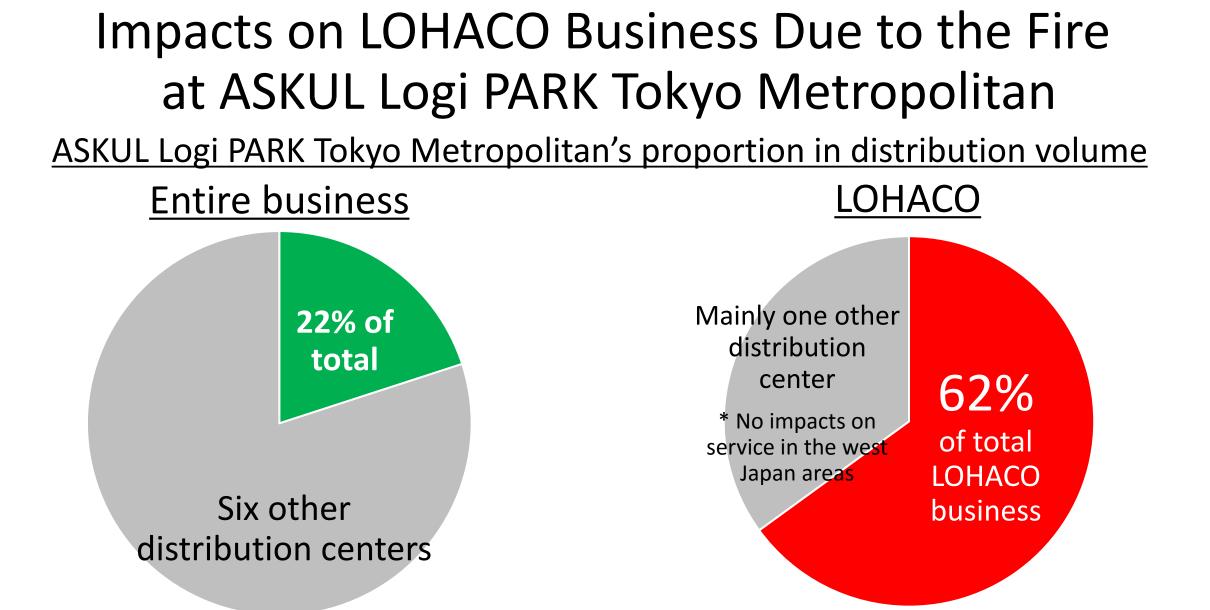




# LOHACO Targeting Consumers



LOHACO



A very large proportion, 62%, of the total LOHACO business

## Impacts on LOHACO Business Due to the Fire at ASKUL Logi PARK Tokyo Metropolitan

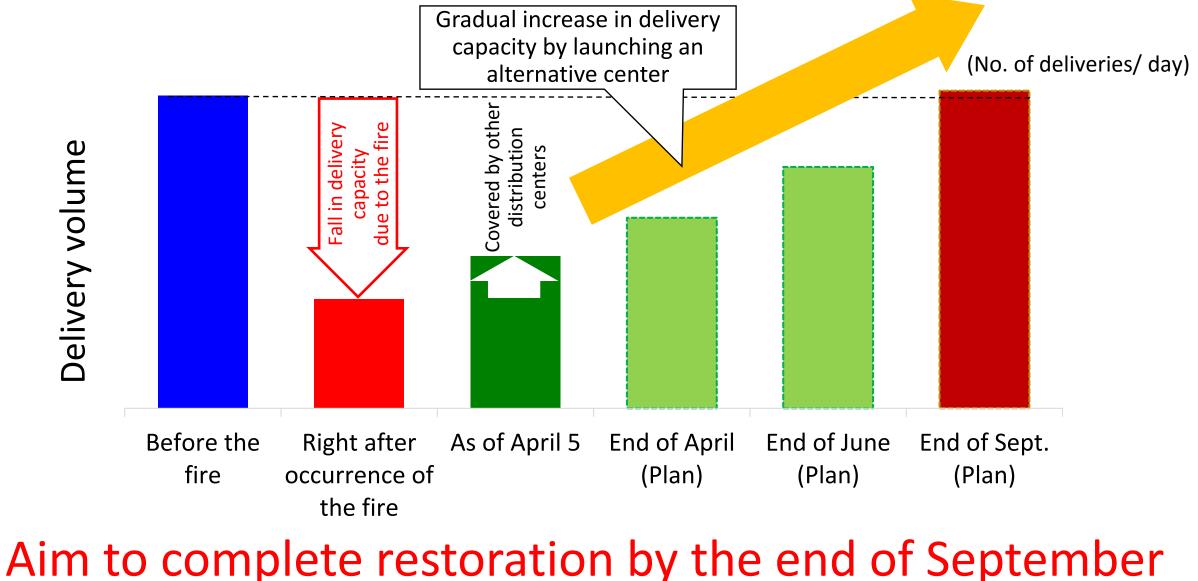


Tentative actions responding to declined delivery capacity

Feb. 24 – Service to be limited only to customers who ordered with a Yahoo! JAPAN ID

- March 1- Temporary suspension of the "Campaign on 5th, 15th, and 25th of every month"
- March 21- Reduced operating hours for order acceptance
- Coming months Gradual recovery by extending operating hours for order acceptance

#### Restoration and Expansion Plan for LOHACO Delivery Capacity



by launching an alternative center

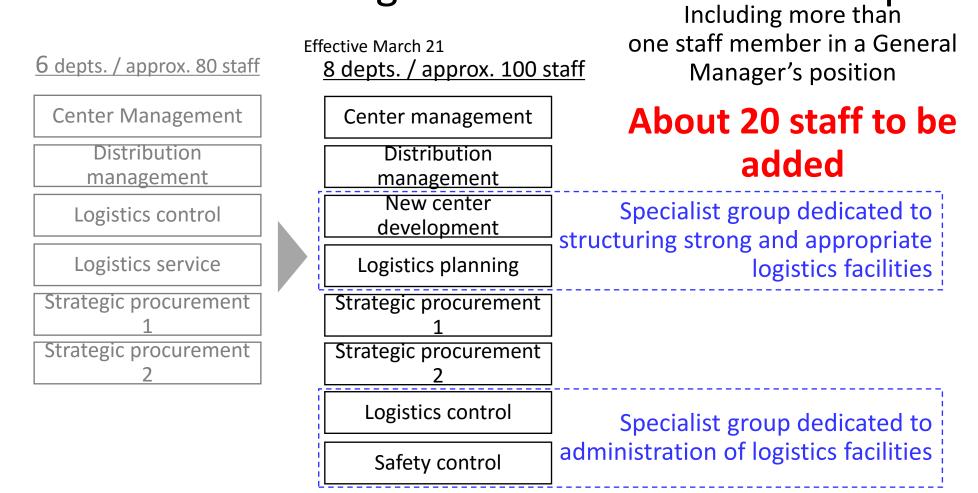
#### Launch of New Distribution Center To Expand Delivery Capacity



Actions to restore and expand delivery capacity

- B-to-B business to increase delivery capacity at Tokorozawa, Yashio and Shinsuna distribution centers, while maintaining the level of services
- (ii) ASKUL Logi PARK Yokohama's delivery capacity to be allocated for LOHACO service
- (iii) Launch of ASKUL Value Center (tentative name) Hidaka, a center to be dedicated to the LOHACO delivery service
- (iv) Start of study on reconstruction of ASKUL Logi PARK Tokyo Metropolitan

## Organizational Change and Increase in Number of Personnel in Logistics and Distribution Depts.



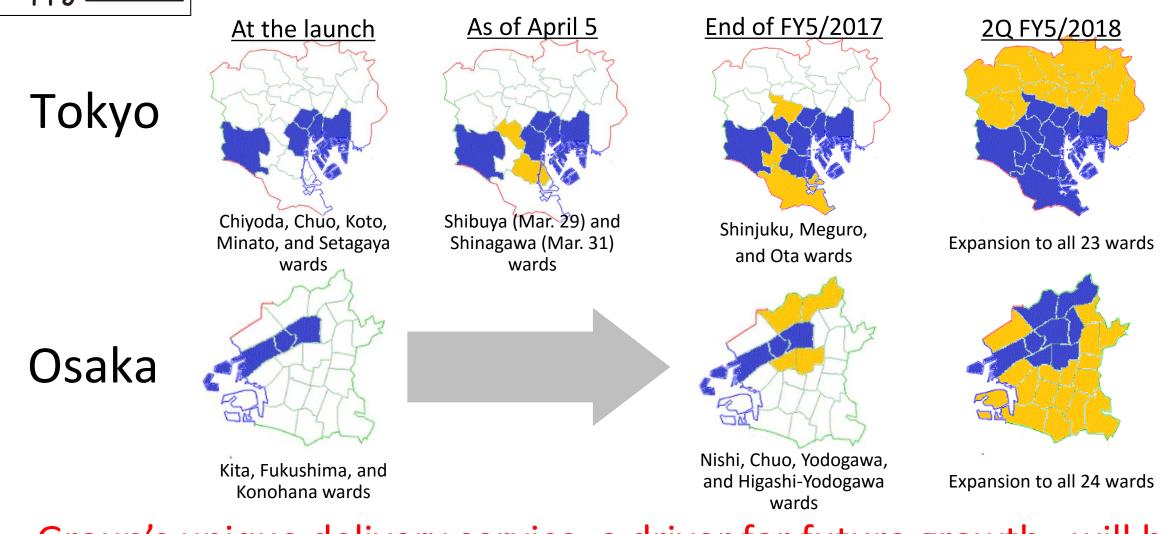
As a Group-wide action, concentrate human resources on Logistics and Distribution Depts. and focus on earliest restoration

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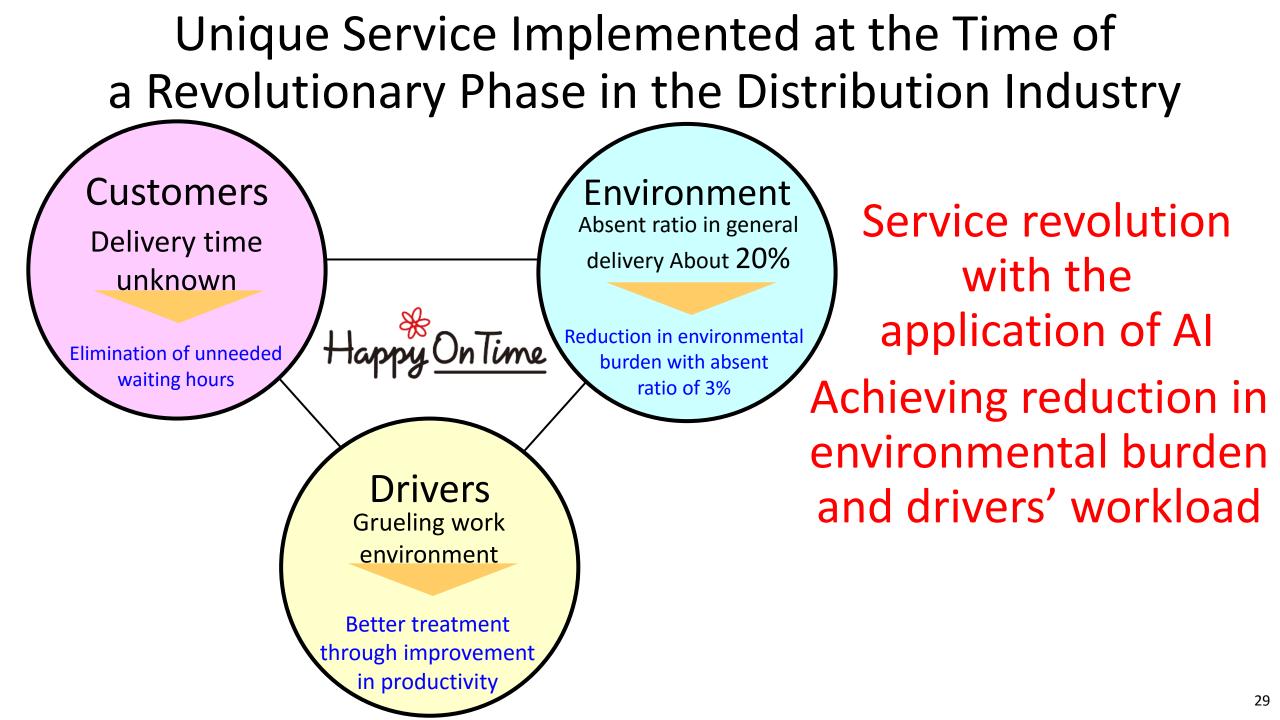
With Safety as Top Priority, the ASKUL Group Will Build Distribution, Logistics, and Procurement Functions Which Were Absent Before

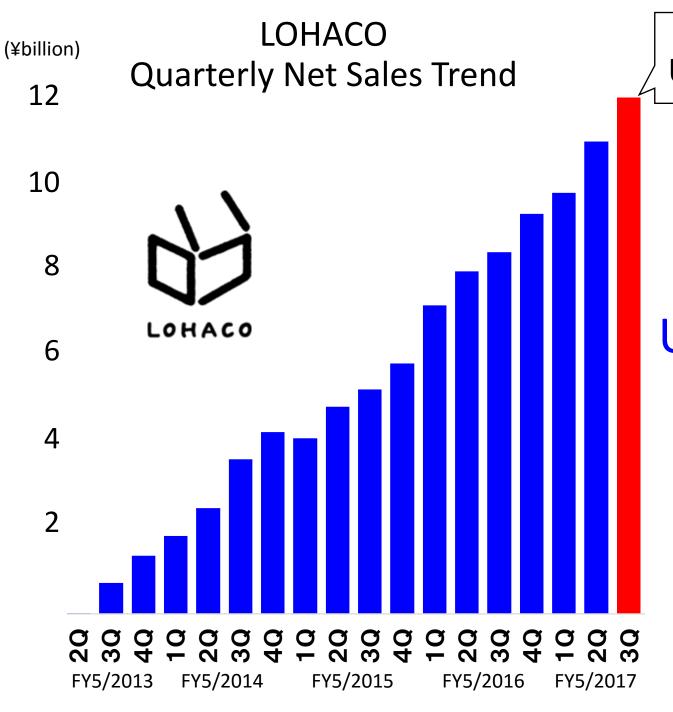
- 001-2234-5678
  - Launch of a new center
  - Focus on enhancing value to customers and improving BCP response with safe, secured and sustainable distribution logistics networks
  - Expansion of the Happy On Time services to major cities
    ASKUL LOGIST Co., Ltd. aims to become an EC logistics company

## Happy On Time Expansion of Areas for Happy On Time



Group's unique delivery service, a driver for future growth, will be provided more widely by increasing coverage areas, as initially planned.





Up 44.0% Steady expansion achieved through to 3Q FY5/2017

YoY change

Urgent need for expanding delivery capacity

Establishment of an alternative distribution center asap

#### Trends of Number of New Customers\* in LOHACO Business

(Persons)

2016

Offering 10 times more points to Softbank users, effective Feb. 1 Offering special benefits for long-term continuous use, effective Dec. 1 August September October November December January February

2017

\* Only Yahoo! JAPAN ID users

Number of new customers approximately doubled from the previous level, attributed to the alliance with SoftBank Group

The alliance to be reinforced further after expansion of delivery capacity

Learning from this fire disaster, the ASKUL Group will ensure it manages distribution centers with the principle of safety first, and move forward to achieve cutting-edge logistics technology 

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#### Revision of Forecast of Full-Year Consolidated Financial Results for FY5/2017

	FY5/2016	FY5/2017		
	Results	Original Forecast	Revised Forecast	Increase/ decrease
	(¥billion)	(¥billion)	(¥billion)	(¥billion)
Net Sales	315.0	348.0	335.0	(13.0)
Operating Income	8.5	9.5	8.0	(1.5)
Ordinary Income	8.5	9.5	8.0	(1.5)
Profit Attributable to Owners of the Parent	5.2	5.5	To be determined	

- Net sales, operating income, and ordinary income have already taken into consideration the impacts of the fire.
- Net profit has been changed to "To be determined" as insurance proceeds have not been finalized.
- ✓ Year-end dividends for FY5/2017 have also been changed to "To be determined."

#### Factors for Decrease in 4Q Operating Income

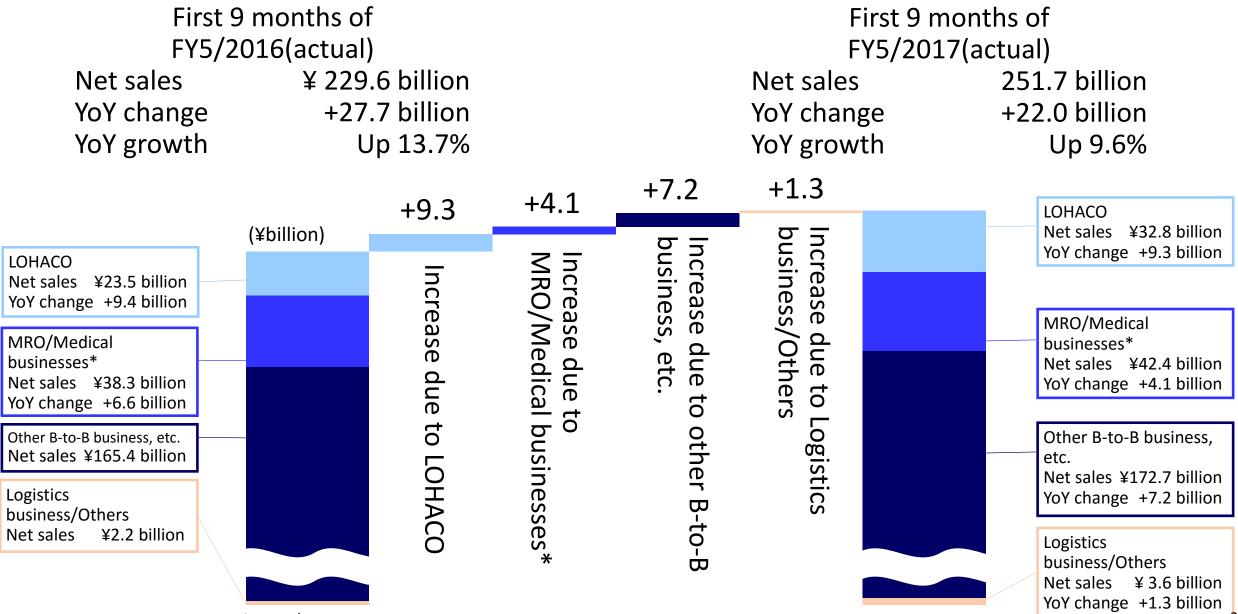
Expense items	Amount
Increasing loss of productivity in logistics and distribution (due to 24-hour operation at the centers, increasing manual work, transfer of areas, etc.)	¥700 million
Land rent for the alternative center (securing of five centers)	¥300 million
Cost for launching the alternative center (office supplies, etc.)	¥100 million
Total	¥1.1 billion

Top priority is to restore the level of services, with an eye to maximizing earnings in future

# The ASKUL Group will continue to make all-out efforts to completely restore LOHACO, and become No.1 in second-generation e-commerce

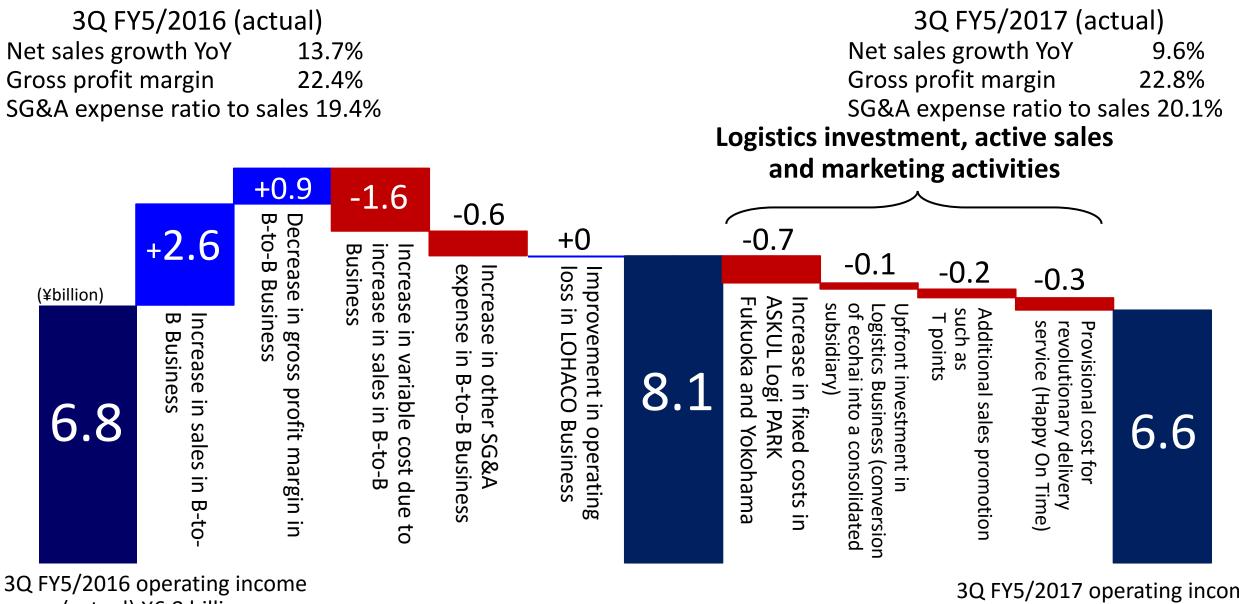
# Appendix

### Main Factors Affecting 3Q FY5/2017 Consolidated Net Sales



\* MRO/Medical Businesses do not include LOHACO portion.

#### Factors Affecting 3Q FY 5/2017 Consolidated Operating Income



(actual) ¥6.8 billion

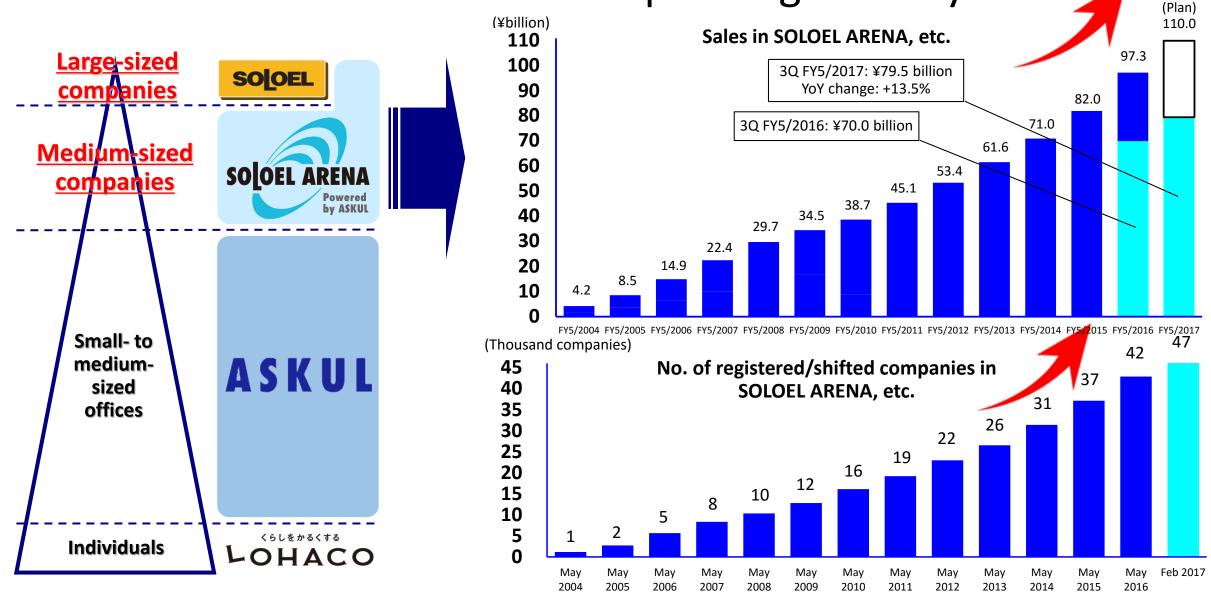
#### 3Q FY5/2017 Net Sales by Product Category Non-consolidated

	3Q FY5/2016		3Q FY5/ 2017	
	¥billion	YoY change %	¥billion	YoY change %
OA & PC	68.3	+ 5.1	70.2	+2.7
Stationery	30.0	+7.2	31.3	+4.2
Living Supplies	64.2	+27.7	76.1	+18.4
Furniture	15.0	+6.6	15.1	+1.2
MRO	18.3	+ 16.0	21.0	+14.3
Others (Medical, etc.)	13.8	+14.0	15.4	+11.8
Total	209.9	+13.2	229.3	+9.2

Posted record highs Also in non-consolidated net sales

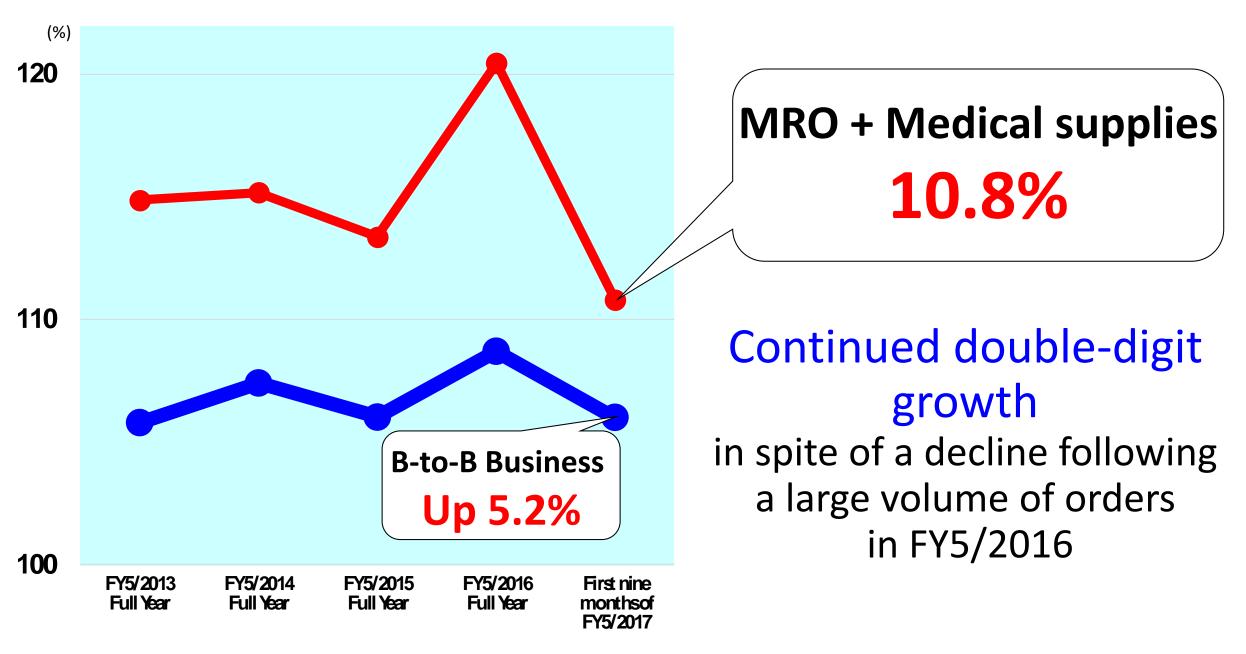
## Continued double-digit growth in mainstay products

#### SOLOEL ARENA is Expanding Steadily

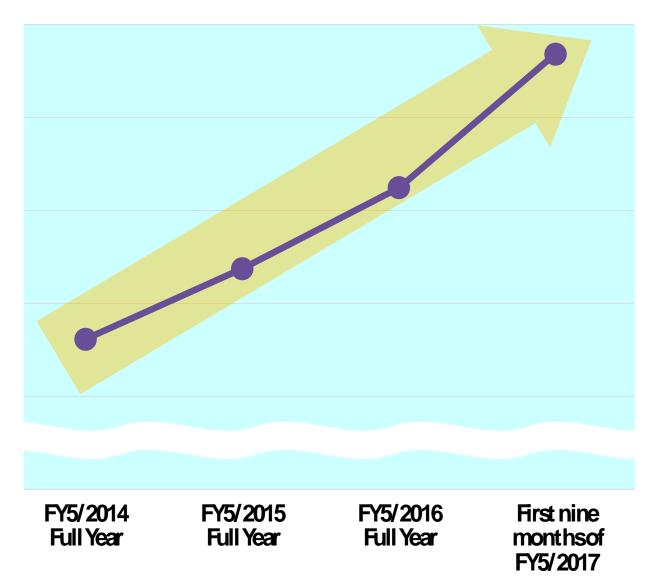


Continued strong performance with sales growth of 13.5%

### B-to-B Business: Trends in YoY Change in Net Sales by Category



## B-to-B Business Trends in Gross Profit Margin



## Continued focus on recovery

Non-consolidated basis

#### New Catalog Issued



Total no. of pages	1,272	
No. of pieces of	Approx. 35,750	
merchandise for sale	Approx. 35,750	
No. of pieces of new	Approx. 2,350	
merchandise for sale	Approx. 2,350	
No. of pieces of original	Approx. 6,850	
merchandise		
No. of pieces of green	Approx. 13,300	
merchandise		

 <u>Reference</u> Summary of 2016 Autumn and Winter Issue (preceding issue)
 Total no. of pages: 1,280
 No. of pieces of merchandise for sale: approx. 35,200

"ASKUL Catalog 2017 Spring & Summer Issue" Released in Feb. 2017

#### New Catalog Issued: Uniqueness



#### New Catalog Issued: Added value



#### New Catalogue Issued: Environment



### 3Q FY5/2017 Consolidated Gross Profit on Sales and SGA Expenses

#### Gross profit on sales: ¥57.3 billion YoY change: Up ¥5.8 billion

Gross profit margin: 22.8% YoY change: Up 0.4 p.p.

Trends of quarterly gross profit margin 1Q: 22.3% 2Q: 22.8% 3Q: 23.3%

Negative impacts from foreign exchange positions, etc. in 1Q, but steady improvement in and after 2Q, backed by stable foreign exchange positions and increasing share of original goods.

#### SG&A expenses: ¥50.6 billion YoY change: +¥6 billion

Ratio of SG&A expenses to net sales: 20.1% YoY change: +0.7 p.p.

#### Trends of quarterly ratio of SG&A expenses to net sales

1Q: 20.8% 2Q: 19.9% 3Q: 19.8%

SGA expense ratio to sales had increased in 1Q, as budgeted in Plan, due to promotion expenses for TV commercials, etc. and increased fixed costs for operations at ASKUL Logi PARK Fukuoka and Yokohama centers. But steady improvement seen in and after 2Q due to continued favorable sales performance and smooth launch of operations at the new center.

#### **3Q FY5/2017 Consolidated Capital Expenditures**

Capital expenditures: ¥3.5 billion (Annual plan: ¥6.4 billion) Operational capacity increase at distribution centers¥ 1.1 billion LOHACO site renovation ¥ 0.7 billion Integration of medical sites ¥ 0.1 billion

(Ref.) Depreciation and amortization of software: ¥ 3.2 billion (Annual plan: ¥ 4.6 billion)

Stment details (¥million)			
Item	3Q FY5/2016	3Q FY5/2017	
	Amount	Amount	YoY change
Capital expenditures	8,652	3,586	-58.6%
Property, plant and equipment	7,241	1,560	-78.4%
Intangible assets	1,411	2,025	+43.5%
Construction in progress (Note 2)	1,889	142	-92.5%
Software in progress (Note 2)	532	682	+28.2%

Investment details

 $(\mathcal{M}_{\text{res}}; \mathbf{H}; \mathbf{e}, \mathbf{e})$ 

Notes:

1) Capital expenditures are stated on an accrual basis and do not reflect reductions.

2) Construction in progress and software in progress partially include consumption and other taxes.

#### 3Q FY5/2017 Share of Orders Placed on the Internet in Net Sales, ASKUL Original Products

Share of orders placed on the Internet in net sales

	3Q FY5/2016	3Q FY5/2017	YoY Change
Orders via the Internet	78.6%	80.2%	+1.6 p.p.
Others	21.4%	19.8%	-1.6 p.p.

(Note 1) The percentages above are based on orders placed.

#### ASKUL original products

(Unit: Item)

	Feb. 2016 (single month)	Feb. 2017 (single month)	YoY Change
Number of original products	6,765	7,686	+921
Share in non-consolidated net sales (Percentage of B-to-B business)	17.6% (19.5%)	18.0% (20.2%)	+0.4p.p. (+0.7 p.p.)

- (Note 1) The figures above are the results for the month of February each year.
- (Note 2) Net sales of original products used as the numerators in calculating the shares in net sales do not include net sales of original copier paper.
- (Note 3) Each figure includes products listed in Medical Pro Catalogs and Medical & Care Catalogs.
- (Note 4) Starting from 2Q FY5/2017, the number of original products has included those which are displayed on our website as well as the catalogue, and have solid sales performance.