

We help everyone enjoy amazing technology.









Summary: Strengthening performance



International

Nordics getting back on track after a challenging year

Greece disposal completed at attractive price



UK&I

Continuing UK&I momentum



Outlook

Planning prudently but confidently

Focussing on profit and cash generation

Balance sheet strong

Well set for this year, medium and long term

Financial Results
Bruce Marsh
Group Chief Financial Officer





Group performance continues to strengthen

Revenue

£8,476m

Currency neutral (2)% YoY

Adjusted PBT⁽¹⁾

£118m

+10% YoY

Free cash flow⁽¹⁾

£82m

+£174m YoY

Net cash

£96m

+£193m YoY

Adjusted EPS⁽¹⁾

7.9p

+7% YoY

Dividend

£Om

£(35)m YoY



UK & Ireland - performance summary

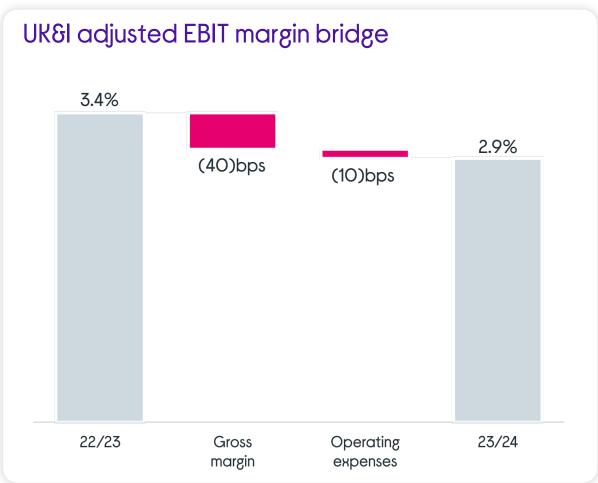
Underlying profit development robust, cash flow strengthening

	2023/24	2022/23	Like-for-like	Currency neutral change YoY	Reported change YoY
Revenue	£4,970m	£5,067m	(2)%	(2)%	(2)%
Online share of business	45%	45%	-	-	-
Adjusted EBIT	£142m	£170m	-	(16)%	(16)%
Adjusted EBIT margin	2.9%	3.4%	-	(50)bps	(50)bps
Operating cash flow	£156m	£181m	-	(14)%	(14)%
Operating cash flow margin	3.1%	3.6%	-	(50)bps	(50)bps
Segmental free cash flow	£83m	£16m	-	+419%	+419%



UK & Ireland adjusted EBIT margin driven through underlying improvements

As expected, non-repeat on Mobile one-offs drove profit decline



Movements

Gross margin (40)bps

- (60)bps headwind for non-repeat of Mobile revaluations
- Underlying gross margin progress

Operating expense to sales (10)bps

- Cost savings more than offsetting inflation
- Operating deleverage due to sales decline

Source: Currys internal information

7



iD Mobile growth is positive in medium term

Impact in-year profits and cash flow – growth of iD reduced cashflow by £30m in 2023/24

Profit and cash flow negative on day one:

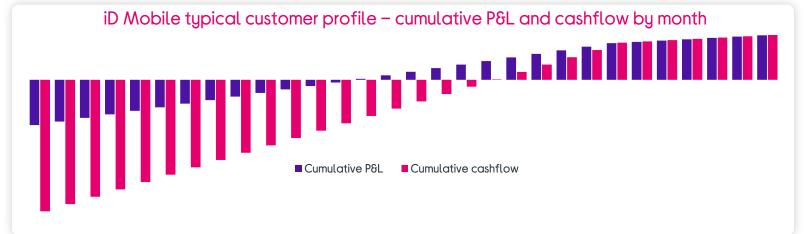
Recognise some revenue

Recognise almost all COGS

Pay for handset

Profit and cash flow over two years:

Cash comes in from customer = cash inflow

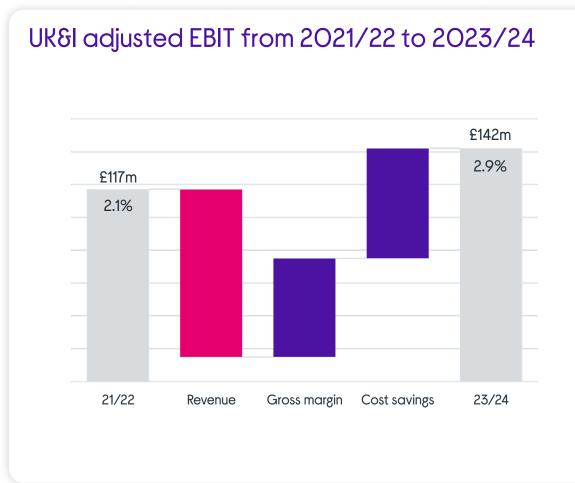


Source: Currys internal information



UK&I progress can be seen on two-year view

Gross margin increases and net cost savings have more than offset sales decline



Movements

- Revenue declined £515m, c.£100m headwind
- Gross margin has increased +120bps
- Significant net cost savings
- Adjusted EBIT increased

Source: Currys internal information



Nordics - performance summary

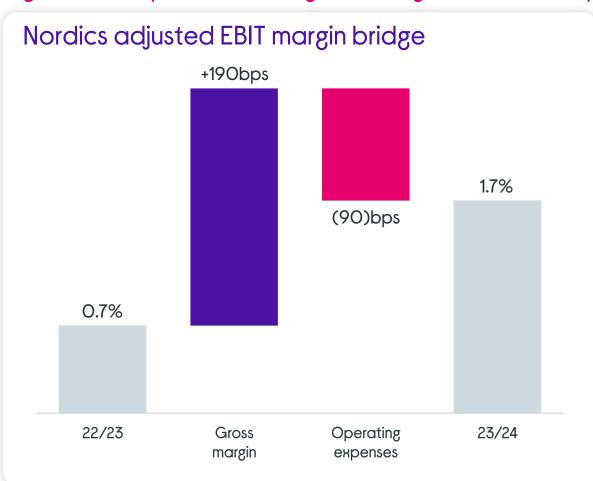
Strong recovery of both profit and cash despite tough market

	2023/24	2022/23	L	ike-for-like	Currency neutral change YoY	Reported change YoY
Revenue	£3,506m	£3,807m		(3)%	(2)%	(8)%
Online share of business	27%	25%		-	-	-
Adjusted EBIT	£61m	£26m		-	+163%	+135%
Adjusted EBIT margin	1.7%	0.7%		-	+120bps	+100bps
Operating cash flow	£90m	£63m		-	+58%	+43%
Operating cash flow margin	2.6%	1.7%		-	+100bps	+90bps
Segmental free cash flow	£33m	£(42)m		-	n/a	n/a



Nordics adjusted EBIT margin recovering strongly

Significant improvement in gross margin has offset operating deleverage



Movements

Gross margin +190bps

- Gross margin recovering strongly
- Market stock levels normalising

Operating expense to sales (90)bps

- Increases due to inflationary headwinds and new store openings
- Offset by savings across marketing, procurement and IT expenditure

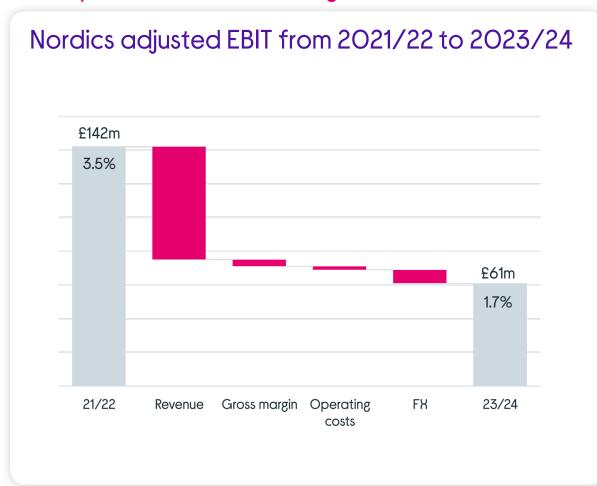
Source: Currys internal information

1



Nordic profit remains behind peak year

Clear path to further EBIT% growth



Movements





EBIT recovery will come from:

- Market recovery
- Sales growth
- Margin improvements
- Further cost savings

Source: Currys internal information



Strong focus on cash generation

Return to positive free cash flow

	2023/24	2022/23	Reported change	
Operating cash flow	£246m	£244m	+£2m	Increase in Nordics offset by decrease in UK&I
Capital expenditure	£(48)m	£(103)m	+£55m	Significantly reduced due to tight cash control and lower transformation spend
Adjusting items	£(48)m	£(40)m	£(8)m	Property and restructuring costs
Cash tax paid	£(7)m	£(40)m	+£33m	Lower Nordic profits and reversal of timing
Cash interest paid	£(27)m	£(26)m	£(1)m	Increased higher average interest rates
Working capital	£(34)m	£(127)m	+£93m	Working capital outflow driven by decrease in sales and iD mobile growth
Free cash flow	£82m	£(92)m	+£174m	



Disposal of Kotsovolos

Generated £156m net proceeds at attractive valuation



Impact of disposal

- Strengthens balance sheet Year-end net cash £96m
- Limited dilution
 Group earnings and cash dilution limited as EBIT reduction offset by lower interest costs
- Simplifies group
 Focus on larger businesses in UK&I and Nordics
- Attractive valuation
 14x EV/EBIT vs Group at 9.8x⁽¹⁾

(1) 14x EV/EBIT based on £260m enterprise value and 2022/23 adjusted EBIT of £18m (https://tools.eurolandir.com/tools/Pressreleases/GetPressRelease/?ID=4412634&lang=en-GB&companycode=uk-cpw&v=). Group EV/EBIT of 9.8x based on £1,980m enterprise value (£908m market capitalisation at 80p share price, £96m net cash, £171m pension deficit and £998m lease liability) and 2023/24 adjusted EBIT of £203m.



Balance sheet focus has improved liquidity

Positive free cash flow supported by disposal of Greece

	2023/24	2022/23	Reported change	
Free cash flow	£82m	£(92)m	+£174m	
Shareholder returns	£Om	£(35)m	+£35m	No shareholder return during year
Pension	£(36)m	£(78)m	+£42m	Scheduled contributions
Share repurchase and other items	£(12)m	£(4)m	£(8)m	Purchase of own shares for colleague share awards
Other including disposals and discontinued operations	£159m	£68m	+£91m	Proceeds from sale of Greece
Movement in net cash	£193m	£(141)m	+£334m	
Net cash at the beginning of the period	£(97)m	£44m	£(141)m	
Net cash at the end of the period	£96m	£(97)m	+£193m	

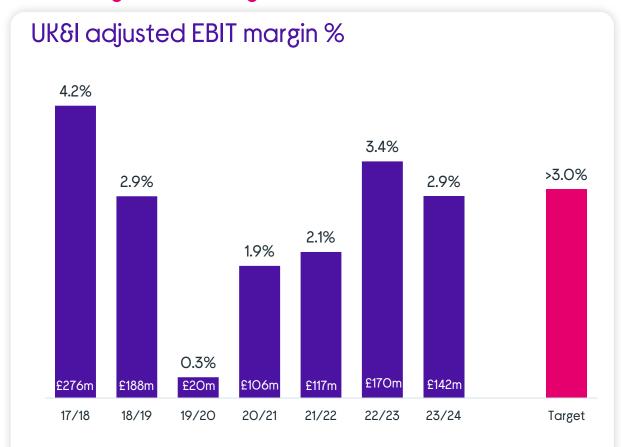
Medium term ambitions & capital allocation

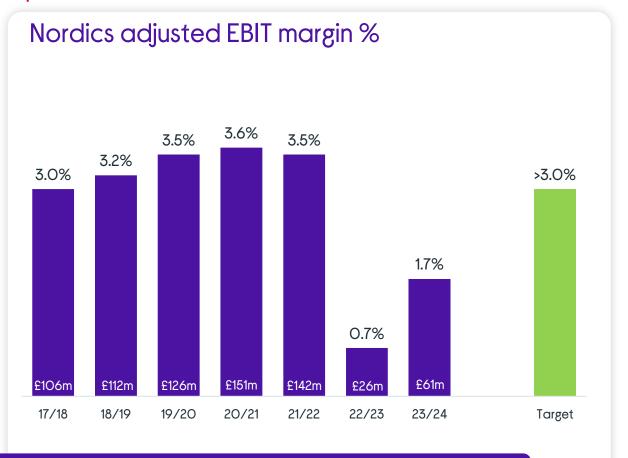




Clear medium term margin ambitions

Returning to 3% margins is achievable based on historic performance



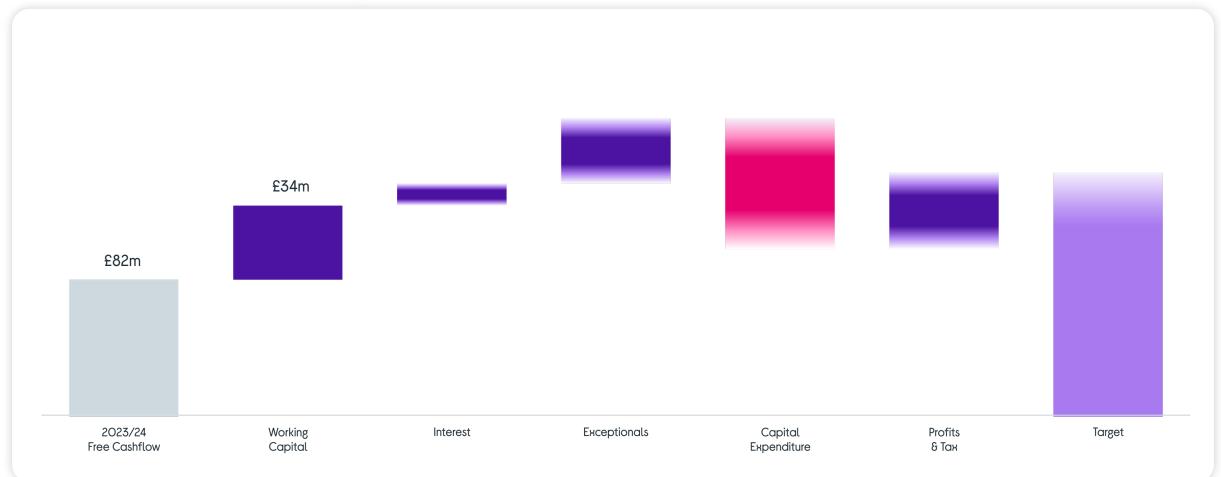


To deliver improving free cash flow

Capital allocation

Confident in opportunity to drive free cash flow over medium term

Controlled expenditure and higher profit will drive improved free cash flow



Source: Currys internal information

18



Capital allocation priorities

Priorities have not changed

Maintain prudent balance sheet

Pay required pension contributions

Invest to grow business/profits/cash flow

Pay and grow ordinary dividend

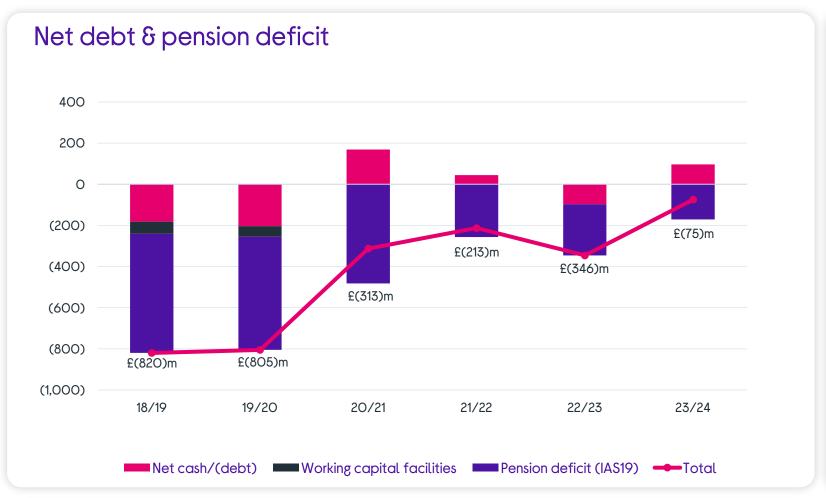
Surplus capital available to return to shareholders



20

Strong balance sheet expected to stay in a net cash position

Pension deficit will continue to reduce in line with contributions



Progress over five years:

Cash

 Year end net cash £96m from £(182)m net debt

Working capital facilities

No longer utilised

Pension

 IAS19 deficit down to £(171)m from £(579)m

Net lease liabilities (not shown)

 Decreased to £999m from £1,485m due to business exit and lease reduction

Source: Currys internal information



Financial strength is improving

Group met its indebtedness criteria for last 12 months

Group assesses its financial strength on a total indebtedness basis

Total indebtedness fixed charge cover

Fixed charge cover

>1.5x

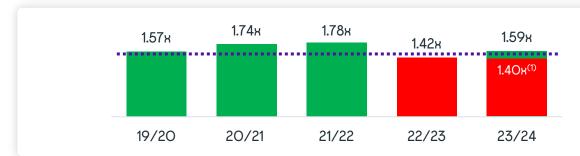
(Cash lease costs + cash interest + pension cash paid)

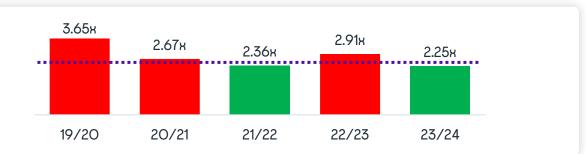
Total indebtedness leverage

Leverage

<2.5x

(Year end indebtedness)
(Operating cash flow + cash lease costs)





Source: Currys internal information



Shareholder returns



Board has taken decision not to declare a dividend at this year end

- Benefitting from lower pension contributions and relaxed lending
- Remain focussed on generating free cash flow
- Intend to meet our total indebtedness fixed charge cover
- Intend to announce recommencement of shareholder returns during the next 12 months



Outlook & guidance

We expect profit and free cash flow growth



Current year outlook

- Group trading in early part of the new financial year has been in line with expectations
- Group planning confidently for year ahead, expect profit and free cash flow growth
- Capital expenditure of around £90m
- Net exceptional cash costs of around £30m
- Annual pension contribution of £50m



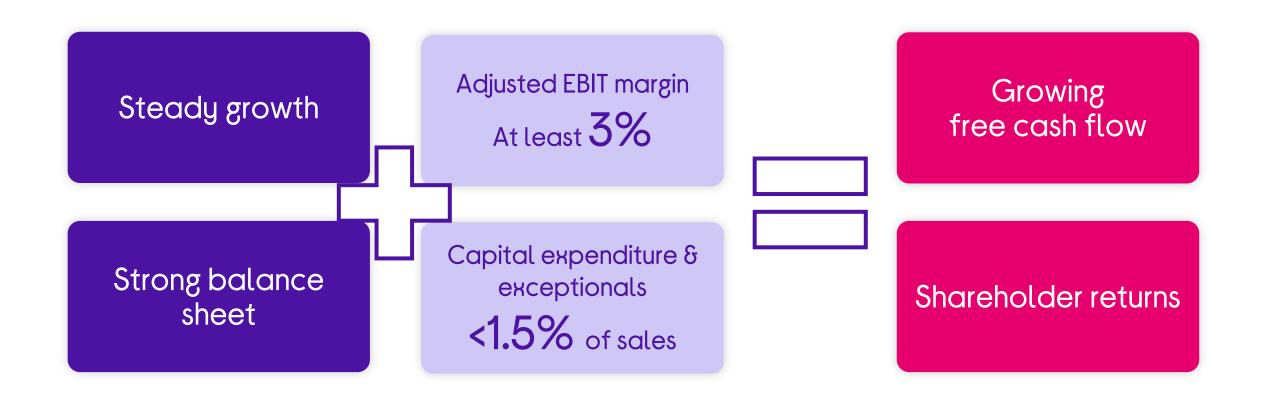
Technical cash flow guidance

	2023/24	Guidance	
Depreciation & amortisation	£276m	Around £290m	
Rent P&L	£4m	Around £5m	
Cash payments of leasing costs, debt & interest	£(247)m	Around £(260)m	Increase due to inflation linked rents in Nordics
Other non-cash items in EBIT	£10m	Around £10m	
Capital expenditure	£(48)m	Around £(90)m	Return to normalised levels
Cash exceptionals	£(48)m	Around £(30)m	Reduction in restructuring costs
Cash tax	£(7)m	Around £(10)m	
Cash interest	£(27)m	Around £(20)m	Decrease due to improved cash position
Pension Contribution	£(36)m	£(50)m	As scheduled



Confident in delivering improved cash flow

Margin improvement alongside tight discipline on capital expenditure, exceptional cash and working capital

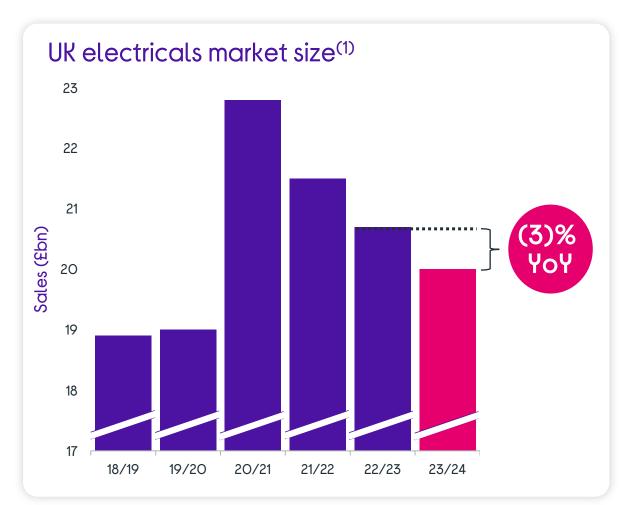


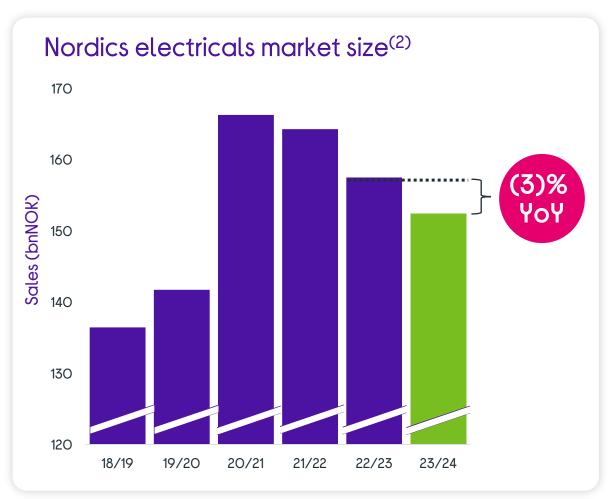
CEO Update Alex Baldock Group Chief Executive



currys

The technology market has been tough



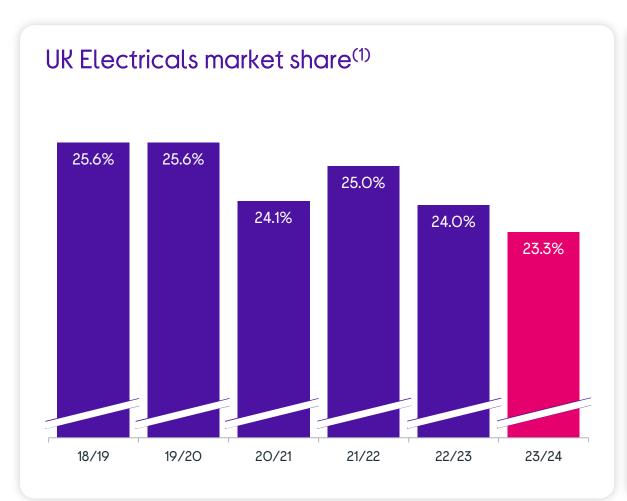


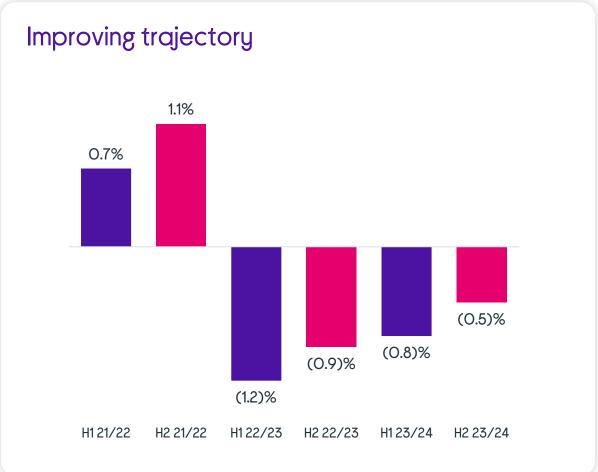
⁽¹⁾ Source: GfK - UK total market has been expanded in 2022/23 to include additional retailers, figures for 2020/21 and 2021/22 have been restated.

⁽²⁾ Source: GfK – Nordics total market has been restated to only include B2C revenue, figures for all FYs have been restated.



Currys is still #1 in the UK&I...

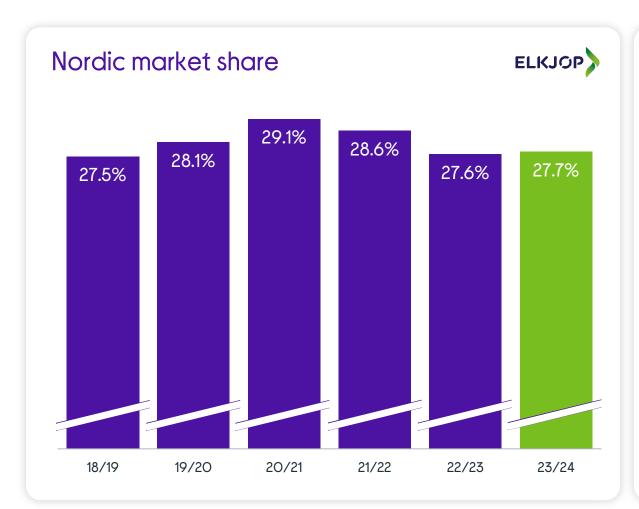


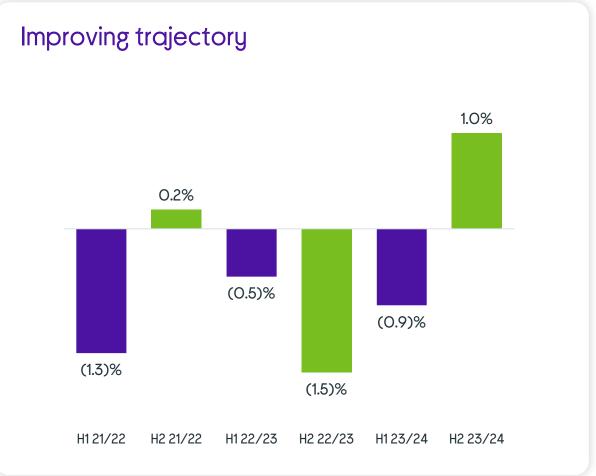


Source: GfK and company reports

currys

... and in the Nordics



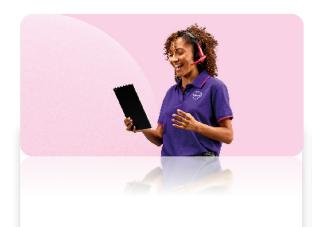


Source: GfK and company reports

29



We help everyone enjoy amazing technology



Capable and Committed Colleagues



Easy to Shop



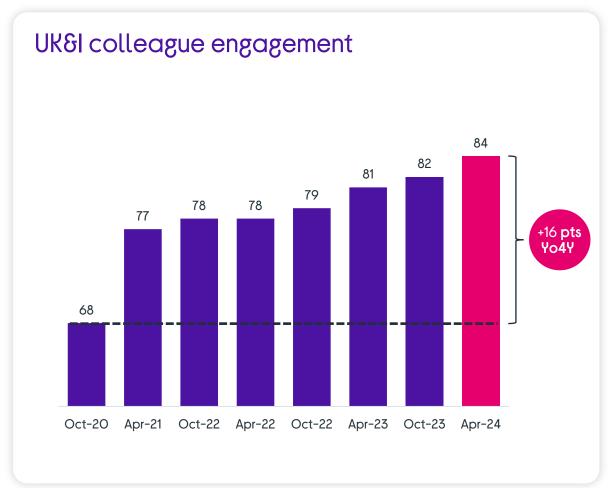
Customers for Life

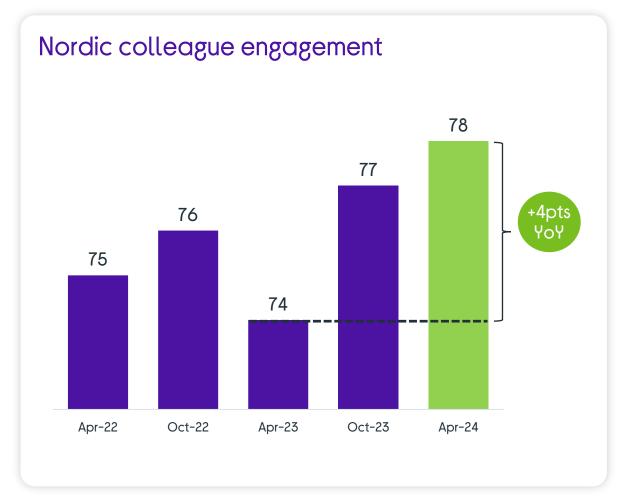


Grow Profits



Colleague engagement continues to grow

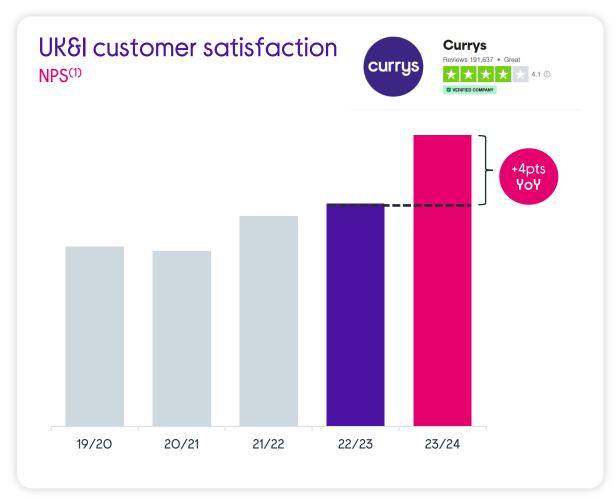


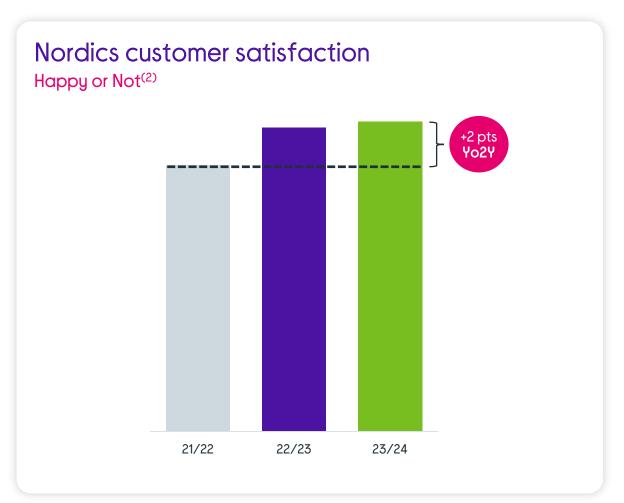


Source: Viva - Glint



Customer satisfaction continues to grow





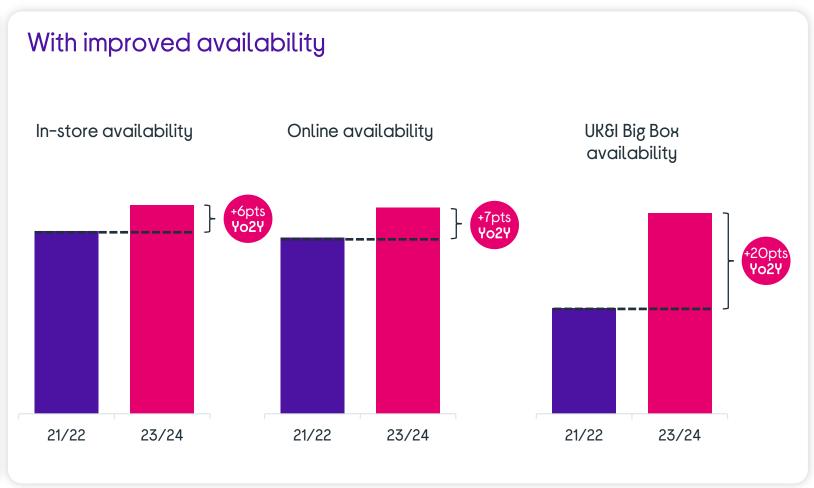
⁽¹⁾ Source: Voice of customer 7 Day Survey

⁽²⁾ Sources: DataWarehouse: Happy or Not cube and customer satisfaction cube, CCC analytics, NetiGate system



Our retail fundamentals are better

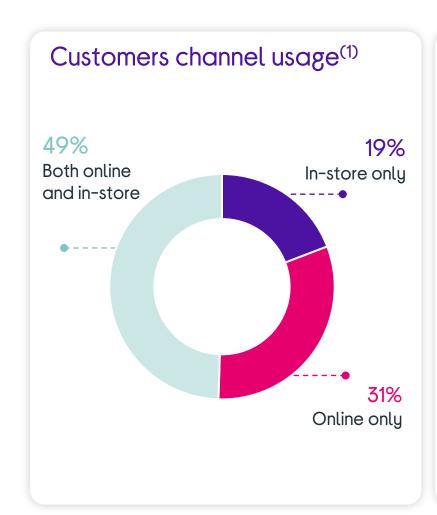


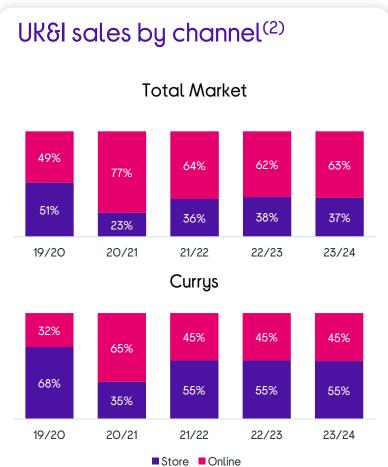


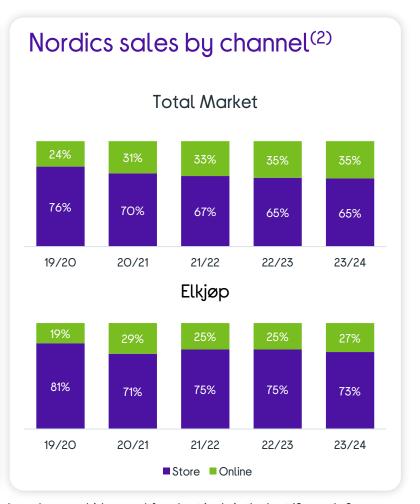
Sources: Currys internal information



Customers prefer omnichannel...





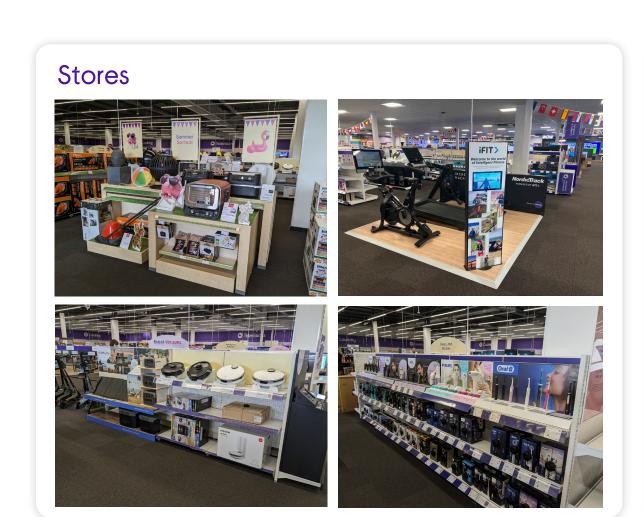


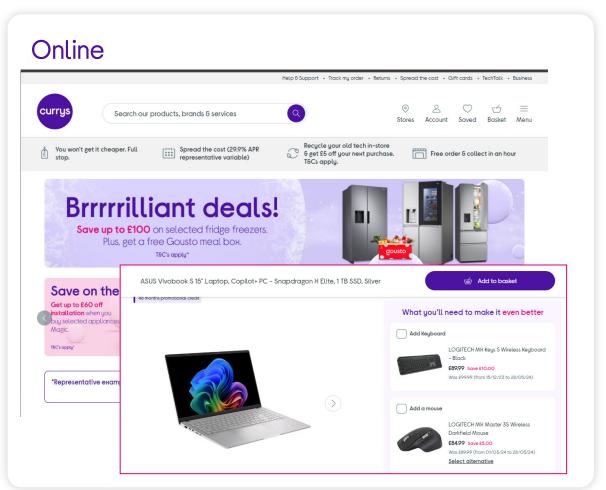
⁽¹⁾ Source: Company information – Customer survey of 10,314 UK&I customers in April 2024. Q: Which of the following best describes how you have browsed/shopped for electricals in the last 12 months?

⁽²⁾ Sources: GfK and company reports



... and we're investing to improve both channels

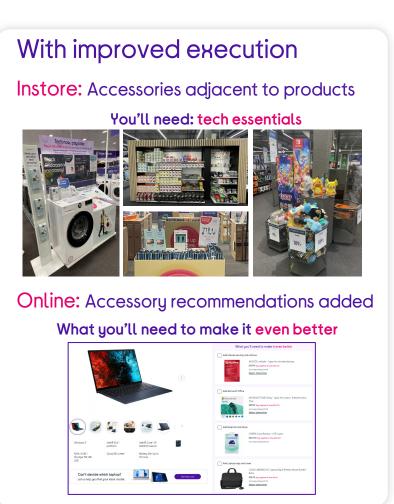


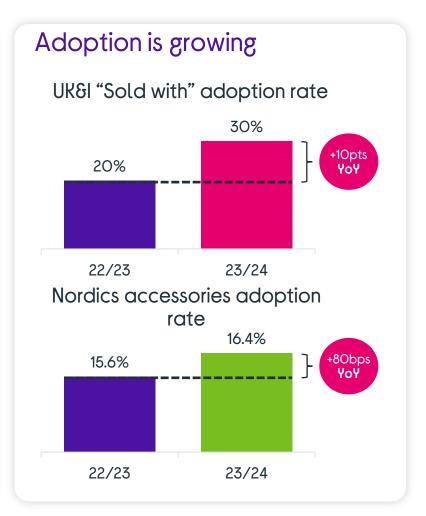




We're increasingly selling solutions, and not just products alone





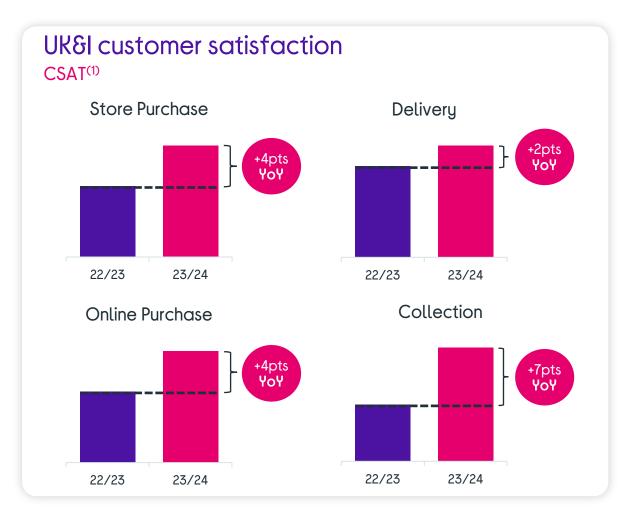


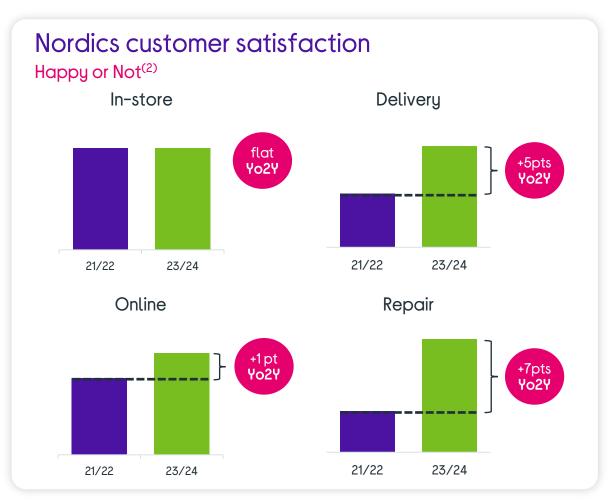
Source: Currys internal information

36



"Right First Time" is improving customer satisfaction...





⁽¹⁾ Source: Voice of customer 7 Day Survey

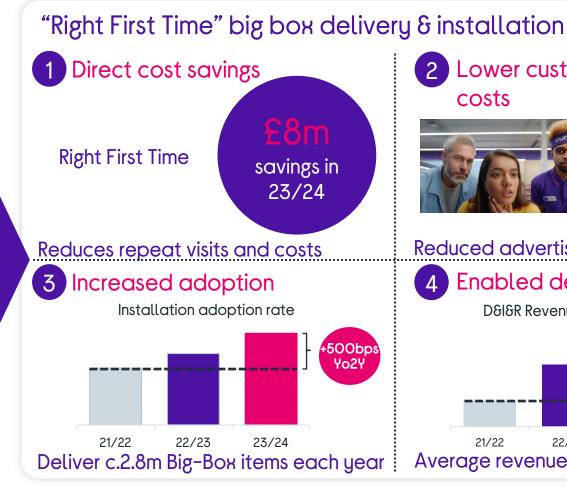
⁽²⁾ Sources: DataWarehouse: Happy or Not cube and customer satisfaction cube, CCC analytics, NetiGate system

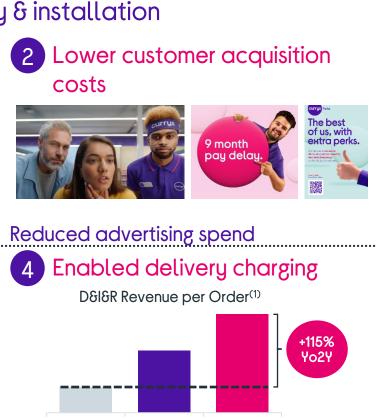


... and growing profits

What's changed:

- Improved tracking
- **Better communications**
- Reduced damage
- Fewer installation failures





Average revenue of +£19 per order Yo2Y

23/24

21/22



Services are big, growing and valuable to customers and to Currys

We help you afford the amazing tech

We help get you started

We help give your tech longer life

We help you get the most out of your tech

3.8m +6% YoY
Credit customers

20.1% +240bps YoY
UK&l Credit adoption

11.9% +20bps YoY

Nordics Credit adoption

4.7m +8% YoY
Orders collected

9.4m (14)% YoY

Deliveries

1.6m +170bps YoY
Installations & installation adoption rate

3.7m +1% YoY
Repair plans sold

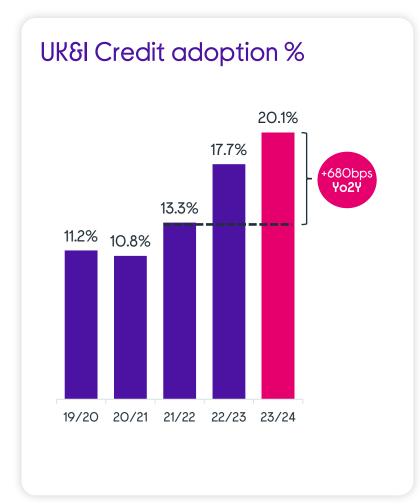
12m +12% YoY
Total active repair plans

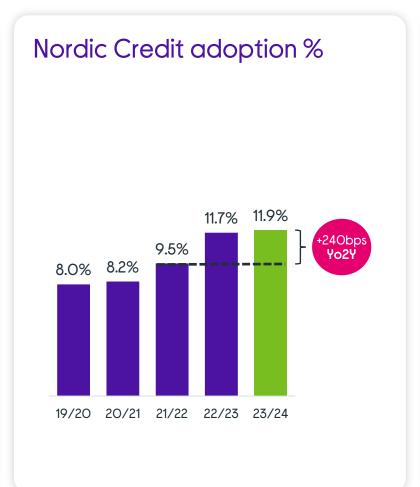
8.1m
e-waste products collected for reuse or recycling

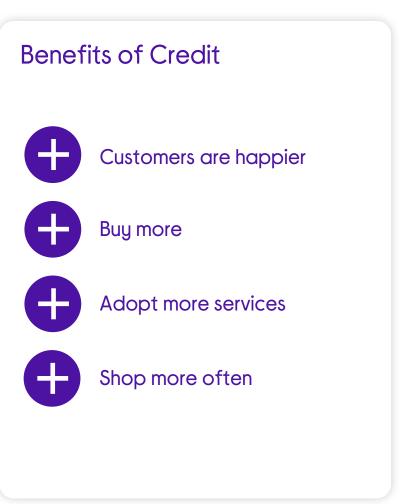
1.8m +34% YoY
iD Mobile subscribers



Credit is valuable and growing







Source: Currys internal information

40

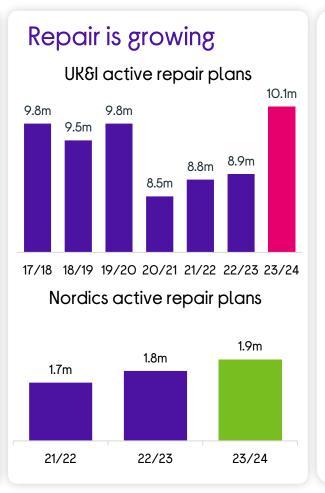
Repair continues to grow



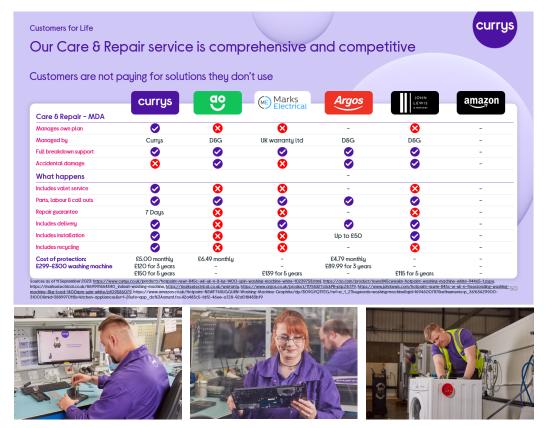
Customers value repair







We have competitive advantage





Awareness of our repair is growing with much further to go

In the UK&I...



Currys named Microsoft's first UK retail repair partner

Evening Standard

PM praises retailer's wallet-friendly Cash for Trash recycling scheme

Rishi Sunak said the firm's efforts to recycle electronic parts were a 'win-win' for the environment and consumers.







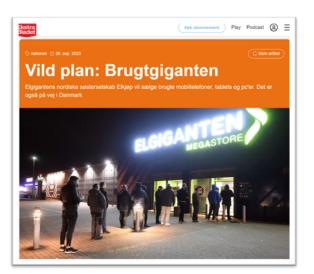
... and in the Nordics

HANDELSWATCH

Elkjøp og Virke med klar miljøoppfordring til statsministeren: - Vi håper på hjelp fra myndighetene

Hvert år tar Elkjøp imot over 550.000 elektroniske produkter for reparasjon totalt i Norden. De ser et stort potensial for å reparere mer, og ber derfor regleringen kutte mønsen på reparasjoner.





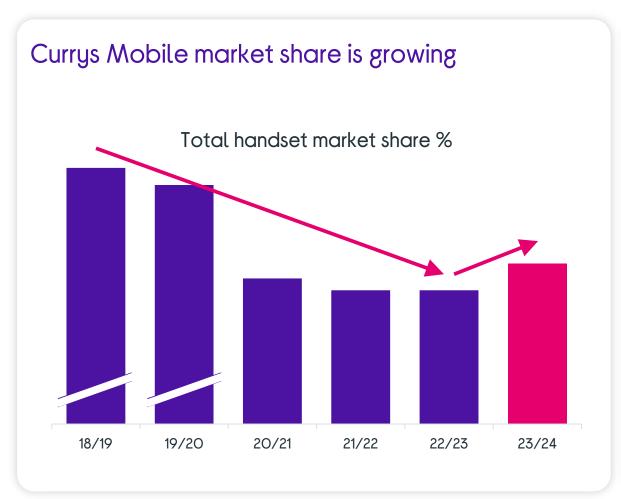
Dagens Næringsliv

Innlegg fra Elkjøp: Fjern momsen på reparasjoner

Vi i elektronikkbransjen skal ikke gjøre oss så høye og mørke i kampen mot bruk-og-kastsamfunnet, og Elkjøp er en del av problemet. Men vi jobber med å bli en del av løsningen.



Mobile is back into profit and now gaining share



Driven by iD Mobile – our award winning MVNO

Our 'value' based network that focuses on what customers really want from their network provider.



Great customer benefits as standard:

- o Free Data Rollover
- o Inclusive Roaming in 50 destinations
- 99% 4G Coverage
- UK's fastest 5G
- o Fixed prices on SIM only plans





Uswitch
Best Contract Value
for Money
Winner 2024



Uswitch
Best Network
for Data
Winner 2024



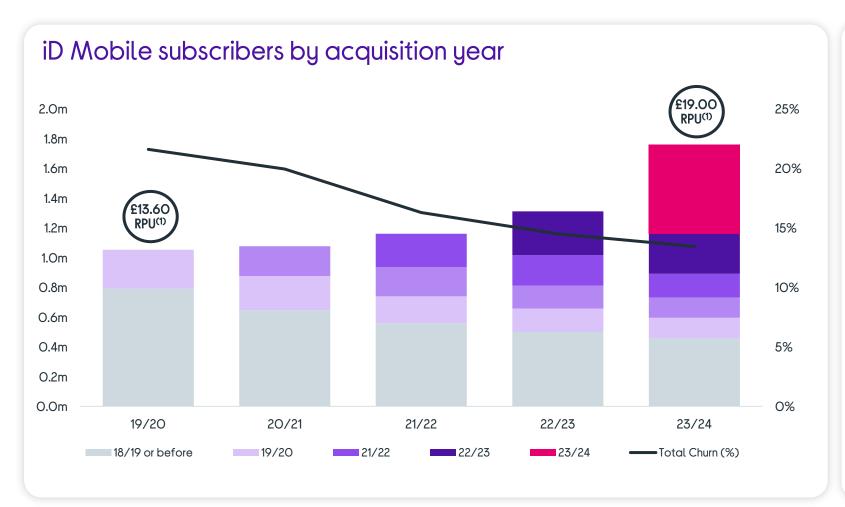




43



iD Mobile growth has accelerated





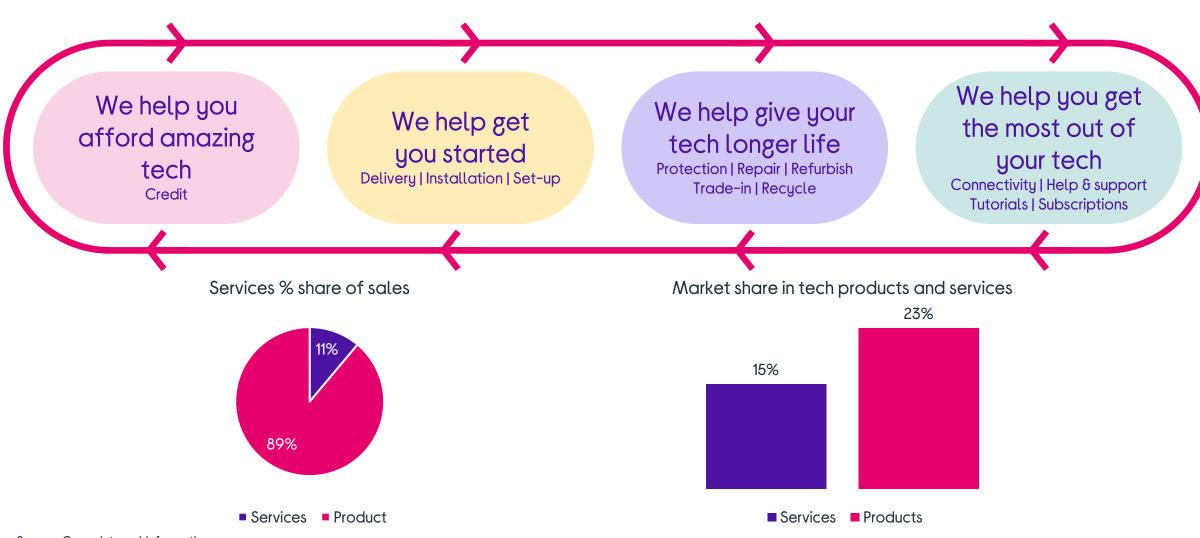
- Provides complete customer solution
- Source of recurring revenue
- Generates profit and cash flow
- Building a valuable asset

Source: Currys internal information

(1) RPU: Revenue per user

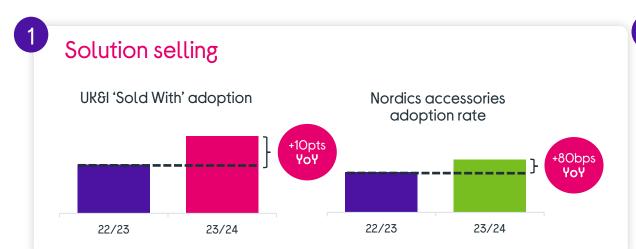


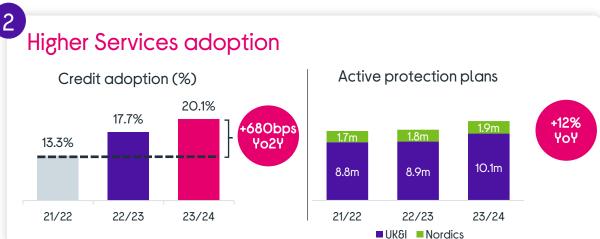
Services have further headroom for growth

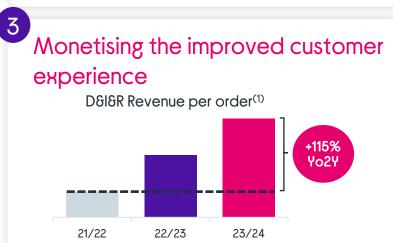




Our strategy drives higher gross margins



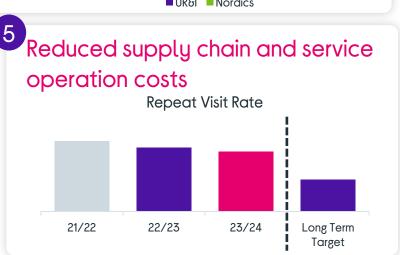




Not chasing less profitable sales

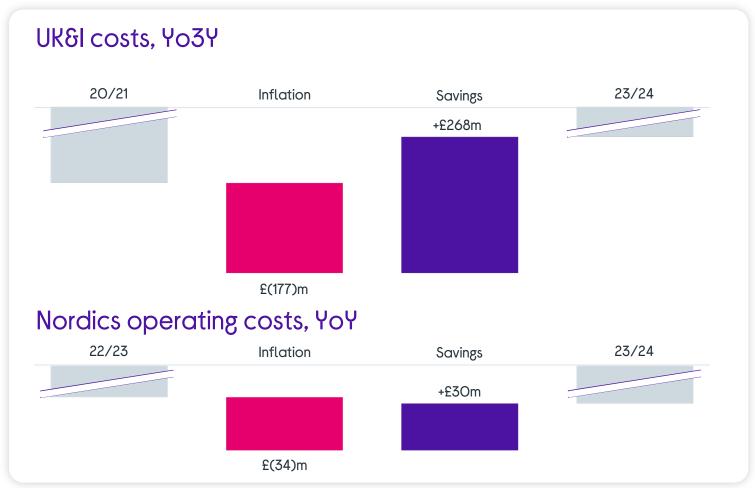
Monetising improved data & analytics:

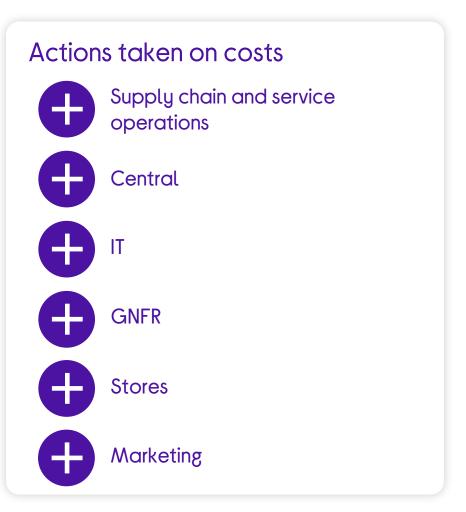
- End-to-end profitability model
- Improved marketing and promotional efficiency
- Improved pricing discipline





Significant cost savings have more than offset inflation





Source: Currys internal information

47



Cost savings have further scope

Outsource partners





concentrix

Group synergies





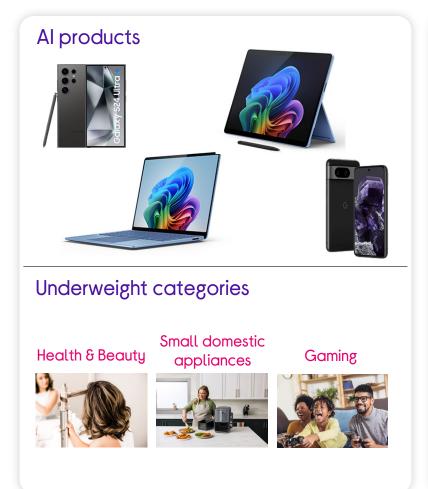




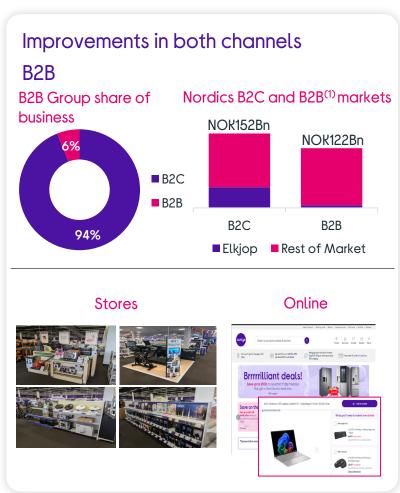




Increasing reasons to believe in growth, but our plans don't count on it









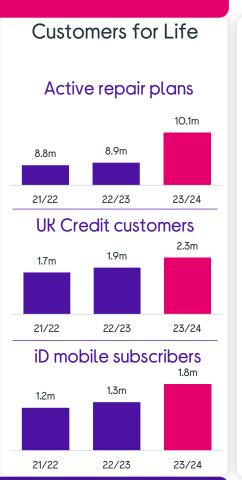


A leading omnichannel retailer of tech products and services











Grow Profits and free cash flow

We help everyone enjoy amazing technology.







2023/24 tech trends



















Leading brand in all our markets



Tech Market 28.2m⁽¹⁾ Households £20.0bn⁽²⁾ Annual spend 63% Online share

Our Footprint

14,500 Colleagues298 Stores5.4m Store area sq ft

UK&I market share

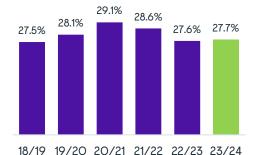


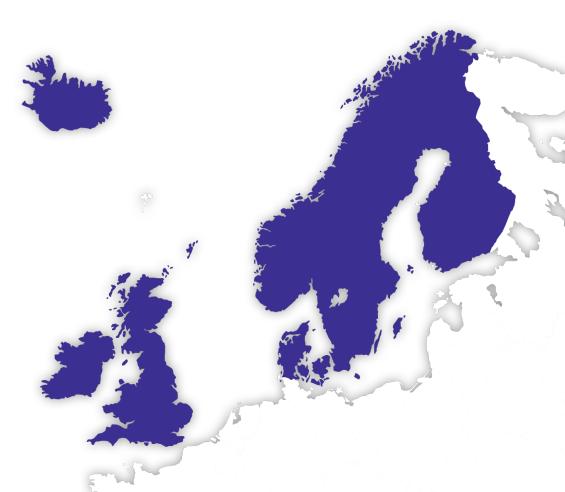
ELKJOP

13.0m⁽³⁾ Households £11.0bn⁽²⁾ Annual spend 35% Online share

9,800 Colleagues421 Stores⁽⁴⁾4.9m Store area sq ft

Nordic market share





⁽¹⁾ Source: UK office for national statistics

⁽²⁾ Source: GfR

⁽³⁾ Detail of households in Nordic countries: in Sweden 4.9m, in Norway 2.5m, in Denmark 2.8m and in Finland 2.8m – Source: National Statistical Offices

⁽⁴⁾ The Group operates franchise stores in Greenland, Iceland and Faroe Islands.

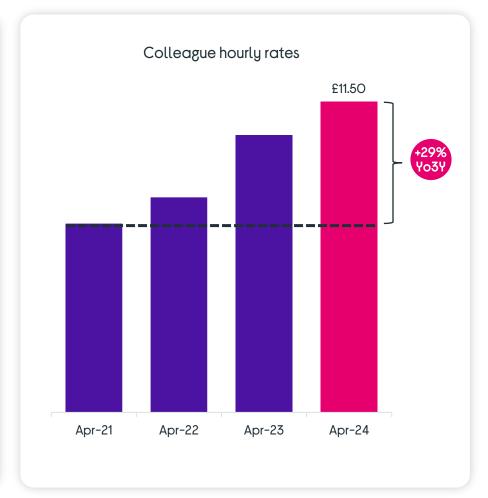


UK&I: significant cost savings have more than offset inflation

Delivered vast majority of £300m target

Cumulative three years	Gross margin	Operating ехрепse	Total
Wages	£(32)m	£(37)m	£(69)m
Energy	£(5)m	£(13)m	£(18)m
Shipping	£(15)m	-	£(15)m
Other	£(16)m	£(5)m	£(21)m
Business rates tax	-	£(54)m	£(54)m
Total Cost Headwinds	£(68)m	£(109)m	£(177)m

Cumulative three years	Gross margin	Operating expense	Total
Supply chain	+£90m	-	+£90m
Store	+£3m	+£63m	+£66m
GNFR	+£2m	+£9m	+£11m
IT & Central	-	+£74m	+£74m
Marketing	-	+£27m	+£27m
Total cost savings	+£95m	+£173m	+£268m



Visit our corporate website

www.currysplc.com

