# Philosophy, Performance and Direction

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Edinburgh

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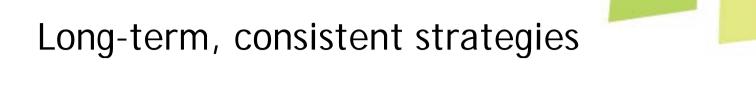
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Satisfactory Returns To Shareholders





OBJECTIVE

Satisfactory return to shareholders

STRATEGIES

Strengthen existing businesses through operating excellence and satisfying customer needs Secure growth opportunities through entrepreneurial initiative

Renew the portfolio through value-adding transactions

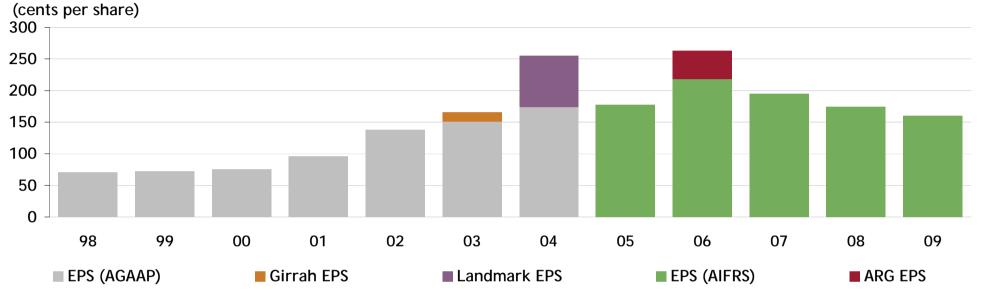
Ensure sustainability through responsible long-term management

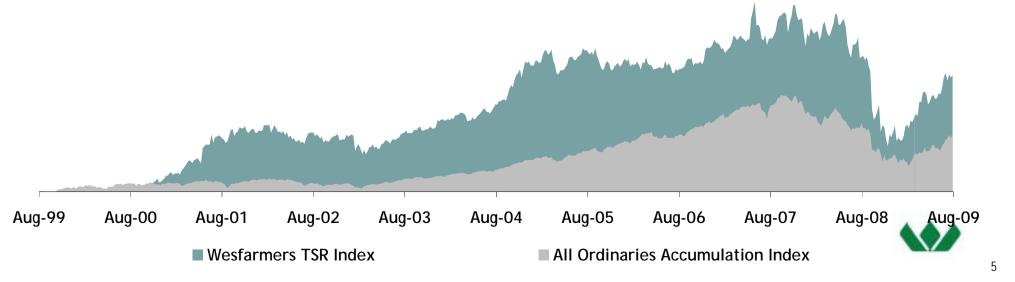
### MANAGING BALANCE SHEET EFFECTIVELY



## Strong long-term performance







## Portfolio of leading brands

### Retail Businesses







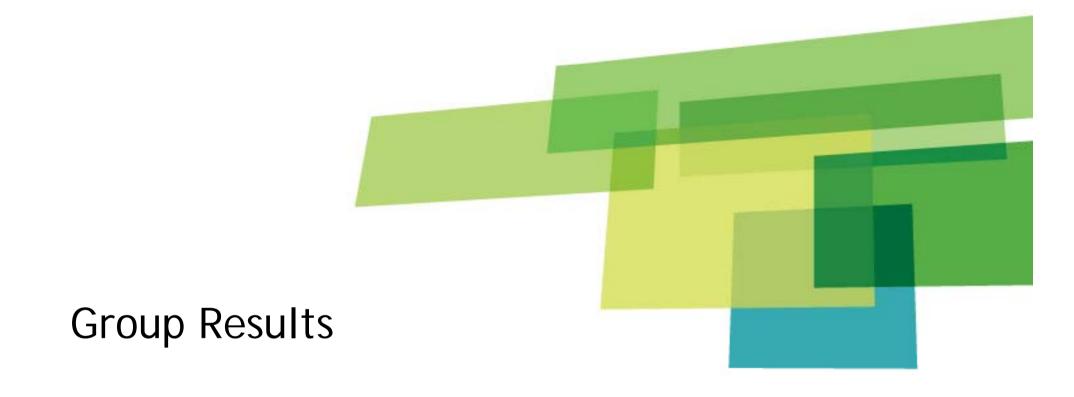
### **Industrial Businesses**





## Management Team

Managing Director	Richard Goyder
Finance Director	Terry Bowen
Divisional Managing Directors	
Home Improvement & Office Supplies	John Gillam
Coles	lan McLeod
Target	Launa Inman
Kmart	Guy Russo
Insurance	Rob Scott
Chemicals & Fertilisers	lan Hansen
Resources	Stewart Butel
Industrial & Safety	Olivier Chretien
Energy	Tom O'Leary







## Group Performance Highlights

- Significant increases in revenue and earnings
  - Record Resources earnings
  - Inclusion of full period of Coles, Target, Kmart and Officeworks
  - Strong Retail performance
- Operating revenue of \$51.0 billion
- Group profit after tax of \$1.5 billion, up 44%
  - After net \$106 million of non-trading and significant costs
- Strong cash generation with operating cash flow of \$3.0 billion
- Earnings per share of 160 cents, down 8%
- Final dividend of \$0.60 per share (fully franked), ahead of guidance





- Coles turnaround continues to meet Wesfarmers' expectations
- Bunnings and Target delivered strong performances
- Officeworks and Kmart transformations progressing well
  - Kmart still at an early stage
- Record Resources production and sales
- Other Industrial and Insurance divisions impacted by external factors and a slowing economy
- Balance sheet strengthened with closing Net Debt to Equity of 18.3%





## **Group Performance Summary**

Year ended 30 June (\$m)	2009	2008*	<b>‡</b> %
Revenue	50,982	33,584	51.8
EBITDA	4,001	2,889	38.5
EBIT	2,977	2,229	33.6
Net profit after tax (pre significant items)	1,641	1,132	45.0
Net profit after tax (post significant items)	1,535	1,063	44.4
Operating cash flow	3,044	1,451	109.8
Earnings per share (ex. employee res. shares)^	160.0	174.2	(8.2)
Earnings per share (inc. employee res. shares)^	159.0	172.5	(7.8)
Cash flow per share (inc. employee res. shares)	324.8	247.2	31.4
Dividends per share	110	200	(45.0)
Return on shareholders' funds (R12 %)	7.4	8.6	(1.2)pt

<sup>\*</sup> Coles, Kmart, Officeworks and Target included for period of 23 Nov 07 to 30 Jun 08. Small adjustments reflecting finalisation of Coles Group acquisition accounting and Insurance restatement.

<sup>^ 2008</sup> restated for equity raising in accordance with AIFRS



### **Divisional EBIT**

Year ended 30 June (\$m)	2009	2008*	<b>‡</b> %
Coles	831	475	n.m.
Home Improvement	659	589	11.9
Office Supplies	65	36	n.m.
Target	357	221	n.m.
Kmart	109	111	n.m.
Resources	915	423	116.3
Insurance	91	122	(25.4)
Industrial & Safety	114	130	(12.3)
Chemicals & Fertilisers	52	124	(58.1)
Energy	75	90	(16.7)
Other (including non-trading items)	(190)	(4)	n.m.
Divisional EBIT^	3,078	2,317	32.8
Corporate overheads	(101)	(88)	(14.8)
Group EBIT^	2,977	2,229	33.6

<sup>\*</sup> Coles, Kmart, Officeworks and Target included for period of 23 Nov 07 to 30 Jun 08



<sup>^</sup> After amortisation of intangibles of \$83m (2008: \$53m) n.m. = not meaningful given acquisition date of 23 Nov 2007



## Non-Trading & Significant Items

(\$m)	FY09 Pre-tax	FY09 Post-tax	Segment	Comment
Coles	(52)	(60)	Other	Property impairments partially offset by write-back of store exit provision
Kmart	(70)	(49)	Other	Supply chain and other restructuring
Insurance & Other	(15)	(12)	Other	Single licence and other restructuring including Centrepoint exit
Non-trading items	(137)	(121)		
Other	(136)	(95)	Finance costs	Interest rate swap close-outs post debt repayment
Tax adjustment	-	110	Tax	Reviews of leasehold tax base and R&D claims
Total	(273)	(106)		

Note: Impairments above of \$89m do not have associated deferred tax assets

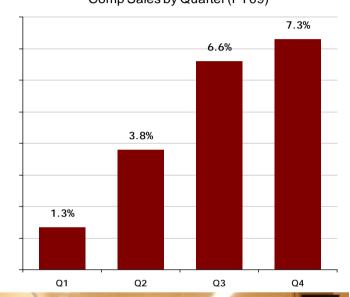






### Coles

#### Coles Food & Liquor Comp Sales by Quarter (FY09)#





Strategies

FY09 Trading Update

- 1. Building a solid foundation
- 2. Delivering consistently well
- 3. Driving the Coles difference
- Food & Liquor comp sales growth of 4.6% (7.3% in 4Q09, Easter adjusted)
- Increasing customer transactions and basket value growth
- · In-store offer & service improving
- New Liquor team driving improvement
- Economic conditions remain fragile
- Focus on quality, service & value
- Five year turnaround programme to continue at pace



<sup>\*</sup> Excluding property. Easter adjusted.

# Coles - Strategy 5 years - 3 phases of recovery

# Building a Solid Foundation

### **Performance**



- Cultural change
- Availability & store standards
- Value and customer trust
- Renewal store development
- IT & supply chain infrastructure
- Liquor renewal
- Efficient use of capital

# Delivering Consistently Well



- Team member development
- Improved customer service
- Improved efficiency
- Appealing Fresh food offer
- Stronger delivery of value
- Scale rollout of new format
- Auto replenishment completed

# **Driving the Coles Difference**



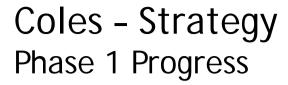
- Culture of continuous improvement
- Strong customer trust and loyalty
- Strong operational efficiency
- Innovative & Improved offer
- New stores, new categories

**Year 1 - 2** 

Year 2 - 4

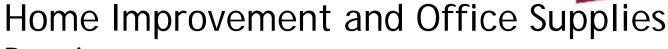
Year 4 - 5+







Create a strong top team	100% of leadership team new to Coles/role with over 125 years of retailing experience. 50% of zone manager new, 44% of Merchandise General Managers new. Continual increase in expectations and calibre of team.
Cultural change	Move to customer centric structures and processes. Quarterly road-shows improving interaction with store managers. Absenteeism down materially. Launch of Coles Retail Leaders programme and Coles graduate programme.
Availability & store standards	Out of stocks down over 66%. Easy ordering trials near completion. Customer facing service investment. Rising expectations in store standards. Customer response encouraging with customer satisfaction highest in over two years.
Value and customer trust	Investment in weekly promotions; private label sales growing in double digits; NPD pipeline developing. Reinvestment in prices.
Renewal store development	13 Pilot stores landed, showing encouraging early results.
IT & supply chain infrastructure	DC modernisation complete; Improved service to stores
Liquor renewal	Top team strengthened and restructured including appointment of Tony Leon. Accelerated change programme. Improved store standards and improved service and execution.
Efficient use of capital	Inventory overstocks 65% lower than at acquisition. 5 day reduction in net working capital. Returns focus on capital expenditure.



Bunnings

- Maintain strength of focus on customer and business improvements
- 30 40 Warehouses to open in Australia in the next 3 years

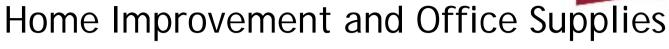


**Strategies** 

FY09 Trading Update

- 1. Profitable sales growth
- 2. Better stock flow
- 3. Engaging and developing a strong team
- 4. Improving productivity and execution
- 5. Sustainability
- 13% cash sales growth with store-onstore growth of 10.1%
- Continued investment in store upgrades and category enhancements
- Opened 13 new stores and 10 trade centres
- Cash sales growth albeit tempered for impact of recent Aust. Govt. stimulus
- 10 14 new warehouse stores & more trade centres





Officeworks

 Continued traction from reset strategic agenda

Small business sector
 sentiment to remain volatile



**Strategies** 

FY09 Trading Update

- 1. Improving the customer offer
- 2. Improving customer service
- 3. Building a stronger team
- 4. Reduced costs and complexity
- 5. Drive sales profitability
- Officeworks retail store sales growth of 7.7%; 10.6% lift in transactions
- Adverse sales trends in Officeworks Business & Harris Technology
- Customer-facing channel conflict eliminated
- Moderate sales growth in retail stores
- Focus on executing strategic agenda to reinvigorate the business





- Absolute focus on the customer and delivering what they demand
- Cost control continued in a difficult environment



FY09 Trading Update

- Profitable store sales growth through network expansion and volume mix
- Product leadership supported by new and differentiated product development
- 3. Sustainability
- EBIT margin strength maintained at 9.4%
- Comparative store sales growth of 4.2%
   with 4Q growth of 6.4% (Easter adjusted)
- 16 new store openings and 33 refurbishments
- More subdued conditions expected following Aust. Govt. Stimulus
- Ongoing leverage of major expenses
- 7 new stores and 20 refurbishments



### **Kmart**

- Profitability improving through Renewal strategies
- Rebuilding for sustainable growth will take time



**Strategies** 

FY09 Trading Update

- 1. Outstanding customer experience
- 2. Ranges customers want
- 3. Great value everyday
- 4. Clear communication
- 5. Every site a success
- 6. Best people, great company
- Comparative store sales flat; unprofitable categories being exited
- Margin improvement with reduced discounting
- Inventory healthy and \$100m lower than last year
- Focus on improving profitability
- Ongoing improvements to customer experience and in store execution
- 2 new stores in FY10





- Forecast Curragh metallurgical sales of 6.2 -6.7mt in FY10
- Positive signs of global steel production recovery

URRAGH

Premier Coal

BENGALLA





- 1. Maximise export sales and optimise sales mix
- 2. Cost reduction programmes
- 3. Expansion opportunities
- 4. Extend product and market reach
- 5. Sustainability
- Record production, sales and earnings
- Curragh remains a lowest quartile cost producer
- Blackwater Creek Diversion on schedule and budget
- Significantly reduced earnings in FY10 with export coal prices down ~60%
- Aggressive cost reduction programmes in place
- Timing of expansion projects subject to market conditions







- Management and licence restructuring in Aust.
   recently completed
- Continuing consolidation of brokers/distribution



FY09 Trading Update

Outlook

### **Underwriting**

- 1. Business improvement
- 2. New business retail distribution Broking
- 1. Business improvement
- 2. Acquisitions and new businesses
- Earnings affected by increased number and severity of weather-related claims
- · Lumley NZ delivering on turnaround
- Restructuring and management changes in Lumley Australia
- Competition for new business is constraining market hardening
- Strong focus on underwriting and claims disciplines
- Improvements in business processes and sales effectiveness





- Challenging market conditions with business activity slowdown from 2H09
- Strengthening capabilities for growth





















FY09 Trading Update

- 1. Increase sales to existing customers
- 2. Target higher growth sectors
- 3. Increase SME penetration
- 4. Increase competitiveness
- Solid result given challenging market conditions
- Continued strong DIFOT and customer service performance
- Operational improvements and cost focus
- Challenging market conditions and margin pressure expected to continue
- Ongoing expenses and capital management disciplines





- Impacted by Varanus Island gas disruption
- Demand for Ammonium Nitrate remains strong







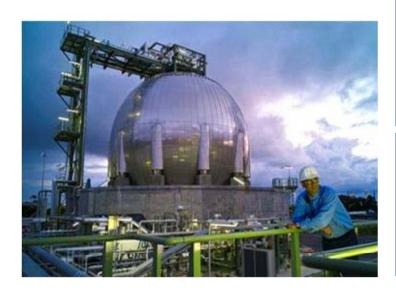
**FY09 Trading Update** 

- 1. Growth through expansions
- 2. Optimise cost and capital
- 3. Sustainability
- 4. Improve capabilities and people development
- AN sales volumes up 52%
- QNP expansion to 215ktpa
- Varanus impact ~\$65m
- Late seasonal break and economic conditions delayed fertiliser sales
- Commissioning of sodium cyanide expansion by Oct 09
- Gas restrictions ceased in July 2009
- Working capital release expected





- WA LNG project operational
- Impacted by Varanus
   Island gas disruption



FY09 Trading Update

- 1. Improve existing businesses
- 2. Expand deliver projects
- 3. Evaluate new opportunities
- Industrial gas EBIT growth despite weaker customer demans
- Gas disruption reduced earnings by
   \*\$25m but maintained LPG supply
- WA LNG project commissioned
- LPG earnings dependant on international prices and content
- Volume growth in LNG sales
- Coregas focus on growth and efficiencies









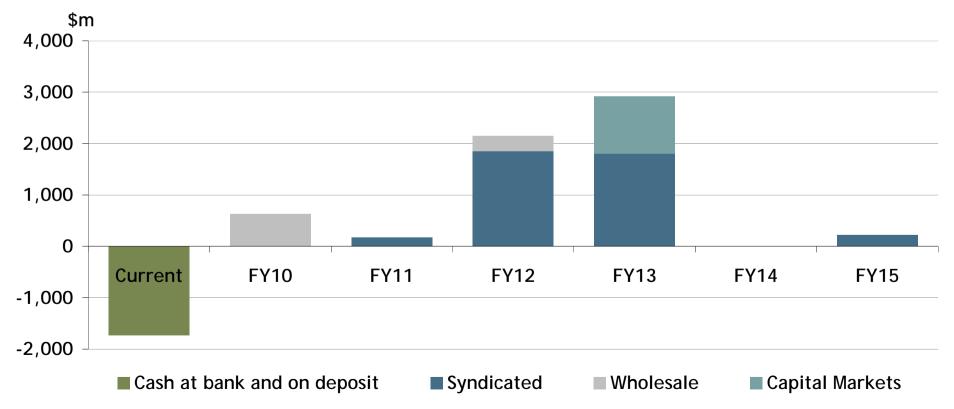
## Capital Management

- Net Debt to Equity of 18.3% at 30 June 2009
  - Gross debt \$6.2bn, Net debt \$4.4bn (net of cash at bank and on deposit)
- Cash Interest Cover Ratio of 5.3 times (rolling 12 month basis)
- Net Debt to EBITDA of 1.11 times at 30 June 2009
- S&P rating BBB+ (stable), Moody's Baa1 (stable)
- Final dividend \$0.60 per share (fully-franked), ahead of guidance
  - Retain dividend investment plan with no underwrite
  - DIP to be neutralised with shares purchased on-market
- Seek to deliver stable and growing dividends subject to cash/debt availability, capex requirements, retained earnings, franking credits and general market conditions





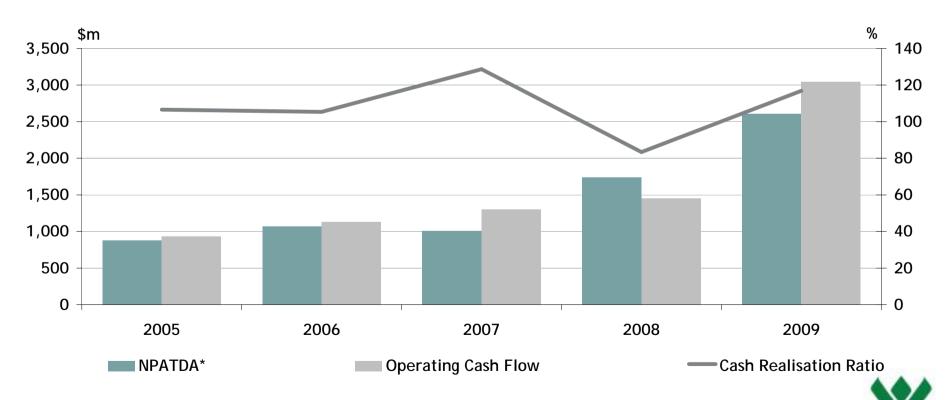
- Relatively low levels of debt going forward
- Cash to be used for funding upcoming dividends, seasonal working capital, debt repayments and potential growth opportunities
- \$4.6bn hedged in FY10 with all in cost of debt, including margins, of ~8.5%





### Cashflow

- Strong operating cash generation across most divisions
- Retail strategies delivered improvements in working capital during the year, partly offset by higher working capital levels in CSBP



<sup>\*</sup> Adjusted for Stanwell and significant non-cash NTIs and impairments



### Capital Expenditure

- Strong investment in organic growth opportunities across the Group
  - Retail Store roll outs and refurbishments
  - Industrials expansions incl. AN2 (2008), LNG (2008) and Blackwater Creek (2009/10)
- Strong returns focus maintained
- FY10 expected to be \$1.7-1.9bn
  - Retail ~\$1.3 \$1.5bn, depending on property development opportunities

Year ended 30 June (\$m)	Actual 2009	Actual 2008^
Home Improvement & Office Supplies	377	301
Coles	567	349
Target	92	47
Kmart	64	42
Resources	251	140
Insurance	26	17
Industrial & Safety	26	21
Chemicals & Fertiliser	44	201
Energy	39	118
Other	17	5
Total	1,503	1,241
Capex/D&A* (%)	176%	206%

<sup>^</sup> Coles, Kmart, Officeworks and Target included from 23 Nov 07

<sup>\*</sup> Excl Stanwell Amortisation



- Cautiously optimistic about the economic outlook in FY10 although cognisant of a degree of ongoing fragility
- Underlying retail trading conditions remain somewhat volatile and difficult to predict despite recent signs of growing consumer confidence
  - Impact of cycling 2008/09 Government stimulus packages
- Focus on retail business turnarounds to continue
- Resources' FY10 earnings to reduce significantly due to lower export prices
- Remaining businesses expected to improve assuming more normalised conditions prevail
- Continued focus on growth in ROC, cash flows and balance sheet strength





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