


RESULTS 4Q21

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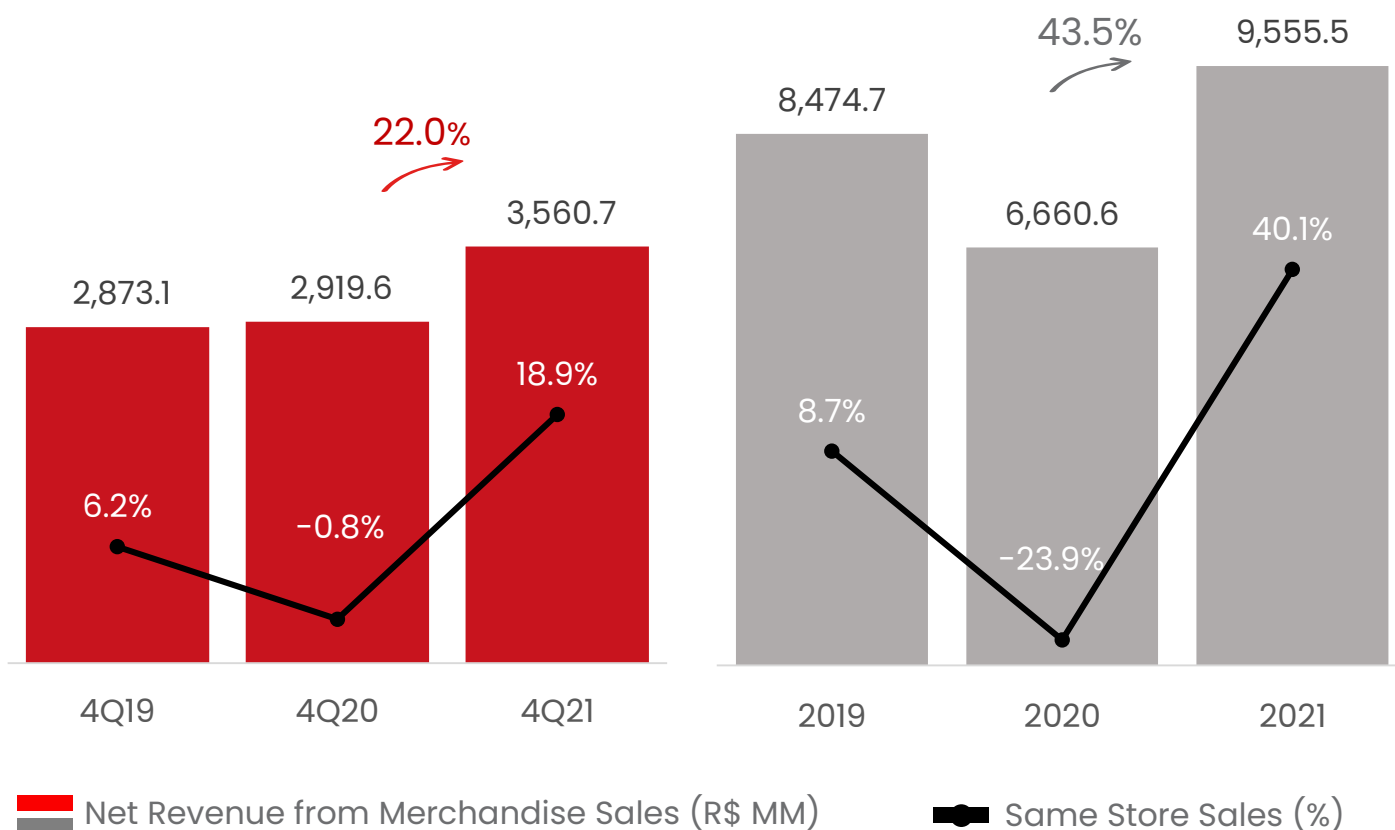
RESULTS 4Q21

LOJAS RENNER S.A.

 RENNER CAMICADO yoUcom realize repassa



Net Revenue from Merchandise Sales with a monthly average growth of +20% since April, compared to 2019. Tendency continuing into 2022, accelerating as from February

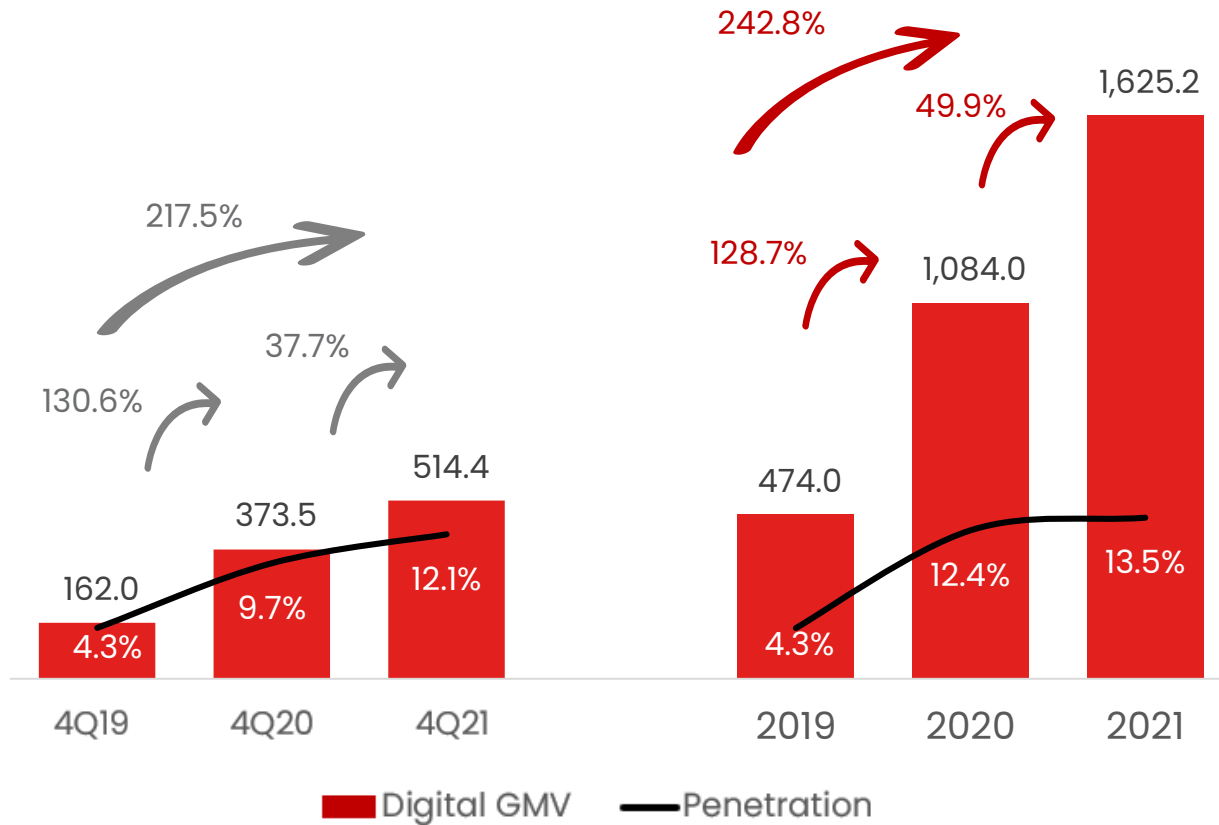


+23.9%
versus 4Q19

+12.8%
versus 2019

- Lower flow vs 2019, but recovering with increasing numbers vaccinated
- 4Q21 positive in tickets and pieces vs 4Q20 and 4Q19
- **Black Friday** and **Christmas** with good performance
- **Consistent gain in share**, with sales 24 p.p. more than the market in 2021

Digital GMV with robust growth relative to a record comparative base with an even greater share of the business...



... and the rhythm continues in 2022

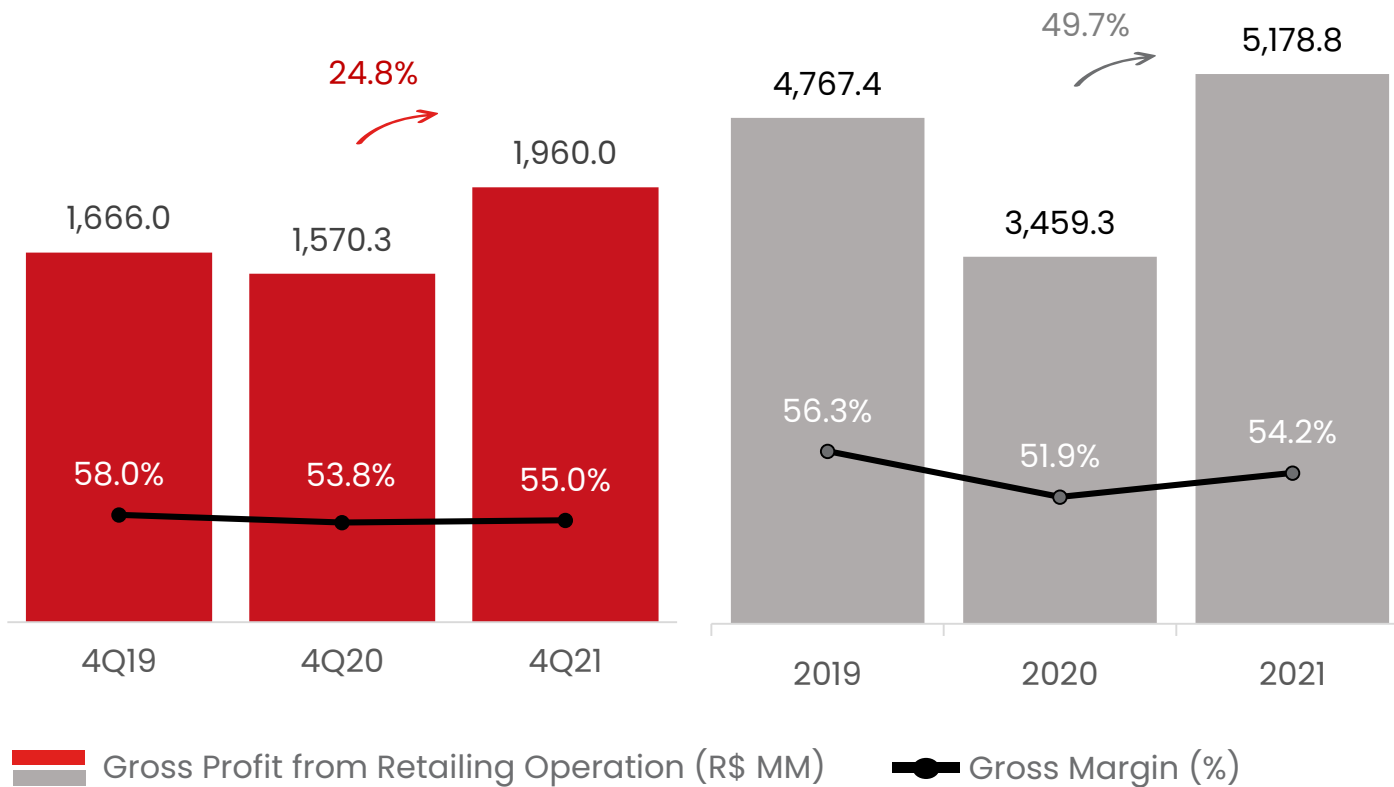
Leader in MAU among national players

+19 MM App downloads, representing **60% of sales**

Most recalled fashion brand for Black Friday (Ebit)

Top of Mind in fashion throughout the year

Healthy **Gross Margin**, higher than expected for the year, and the tendency continues in 2022 at levels close to 2019...



+1.2p.p.
Margin versus
4Q20

-3.0p.p.
Margin versus
4Q19

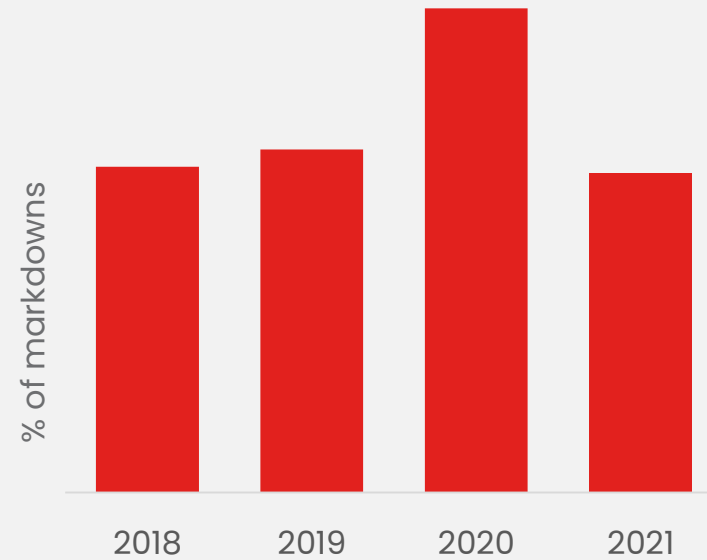
+2.3p.p.
Margin versus
2020

-2.1p.p.
Margin versus
2019

- Well balanced and a good quality inventory
- Challenges of FX, inflation of raw materials and international freight

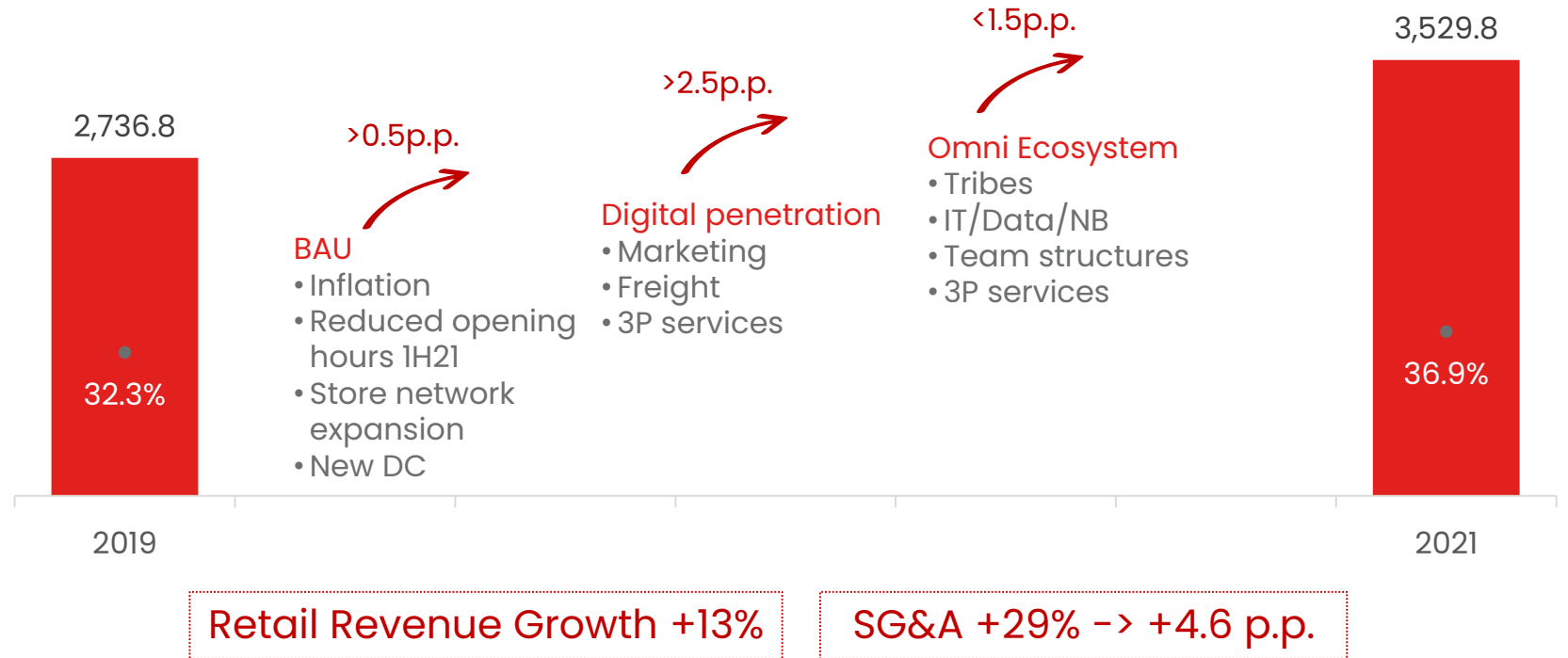
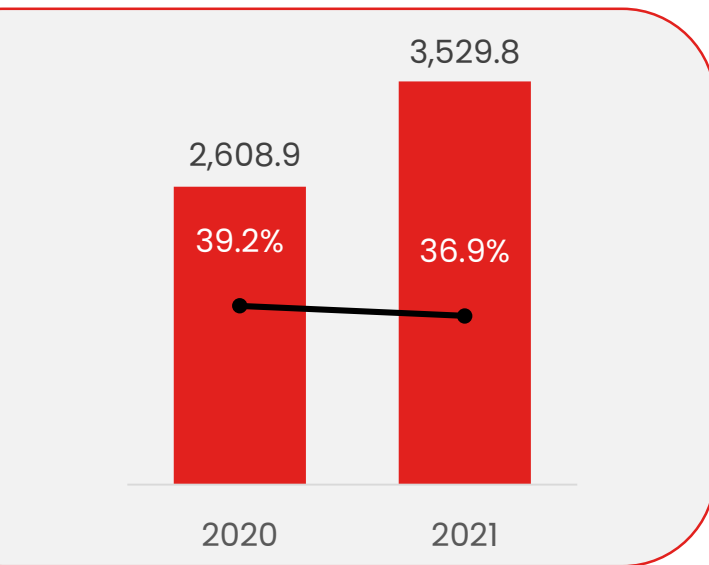
... in addition to **lowest markdowns** in recent years

- Assertiveness of the collections
- Integration of inventories
- Data-oriented supply
- Markdowns motor



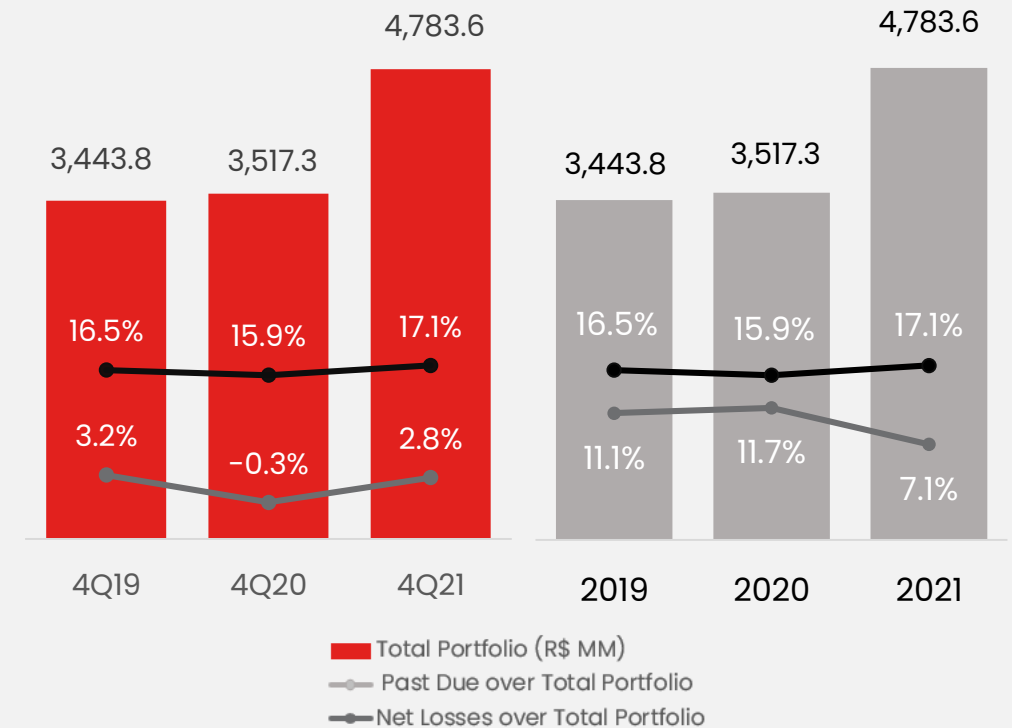
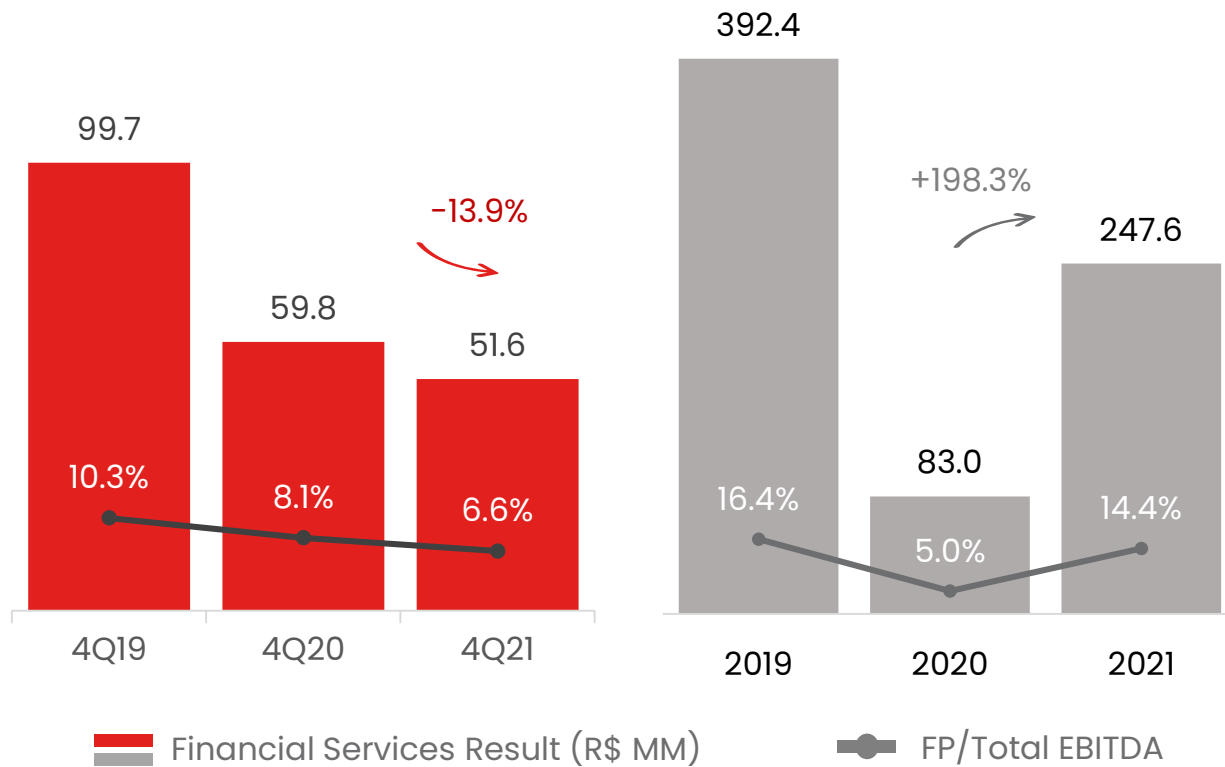
SG&A Operating Expenses: sequential improvement, despite conjunctural effects and greater online penetration as well as important investments in opex for ecosystem initiatives...

SG&A Post IFRS 16
% of Retail Revenue



... although, ongoing initiatives have already brought efficiency gains (ex: delivery cost and CAC) in 4Q21 vs 4Q20

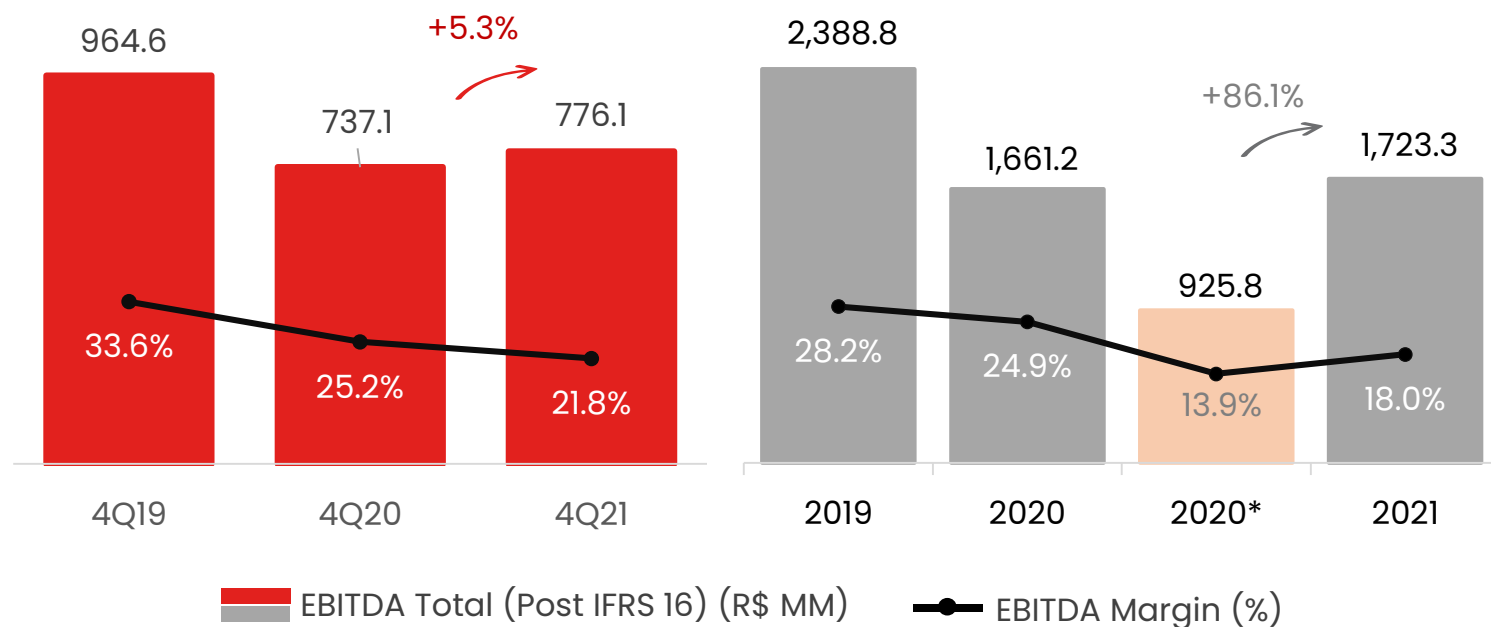
Robust growth in the portfolio with consistent **credit quality** and delinquency in line with historic levels



↑ Revenues
98.9%
versus 4Q20

↑ Total portfolio
36.0%
versus 2020

Total Adjusted EBITDA for the year **1.9x higher** than 2020 on a comparable basis (ex-tax credit)*

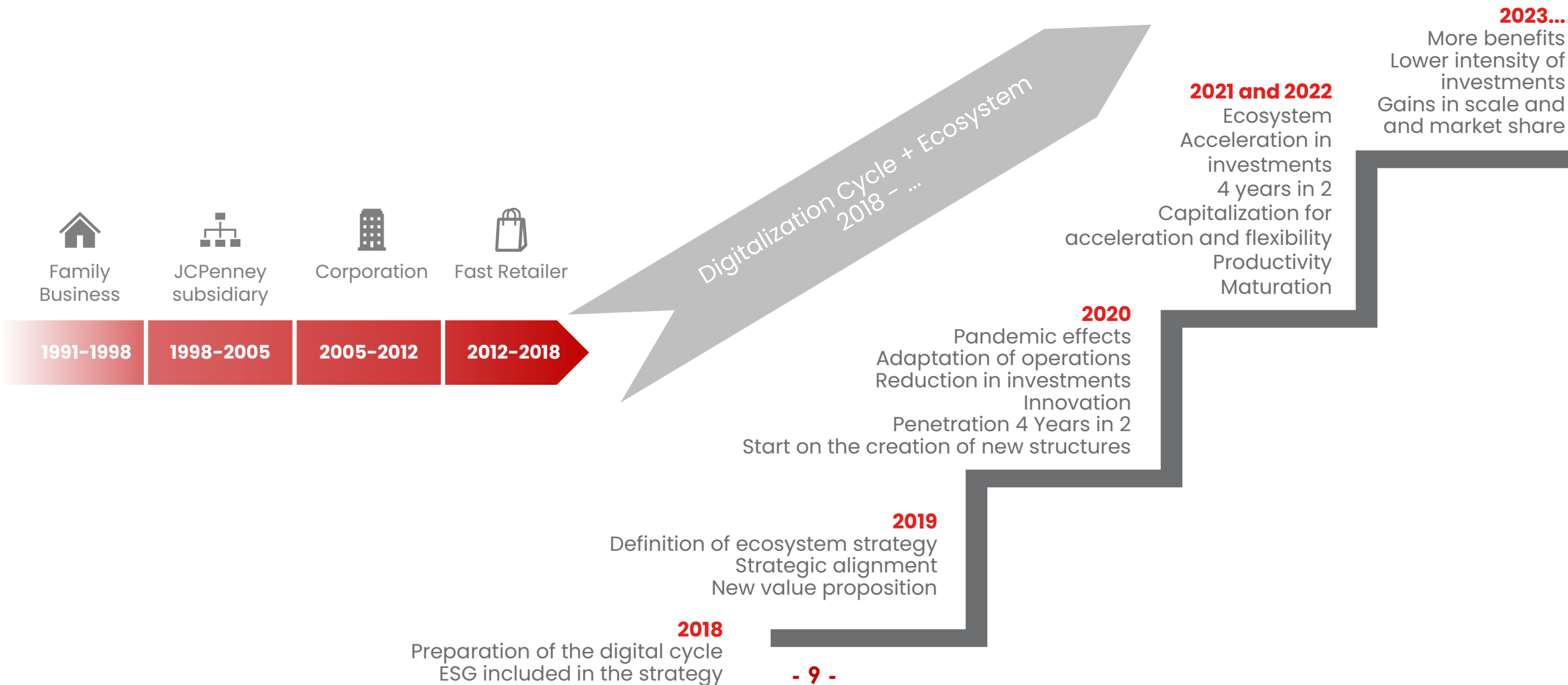


In 4Q21, impacted by level of non-recurring PPR and excluding this effect there was growth in EBITDA with a relatively stable Margin

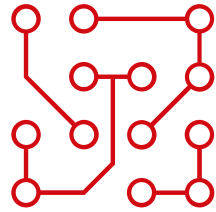
* Excludes tax credit of R\$735.4 MM, net of attorneys' fees, related to the success in a lawsuit referring to the exclusion of ICMS from the PIS and COFINS calculation basis.



Rapid changes in consumer behavior create the need for a wider offering to consumers, accelerating the business cycles and investments in digitalization and ecosystem development...



It was with this development in mind that we have capitalized the company, bringing flexibility and readiness to investments, irrespective of the external scenario...



Development and strengthening of the ecosystem
(organic and/or inorganic)

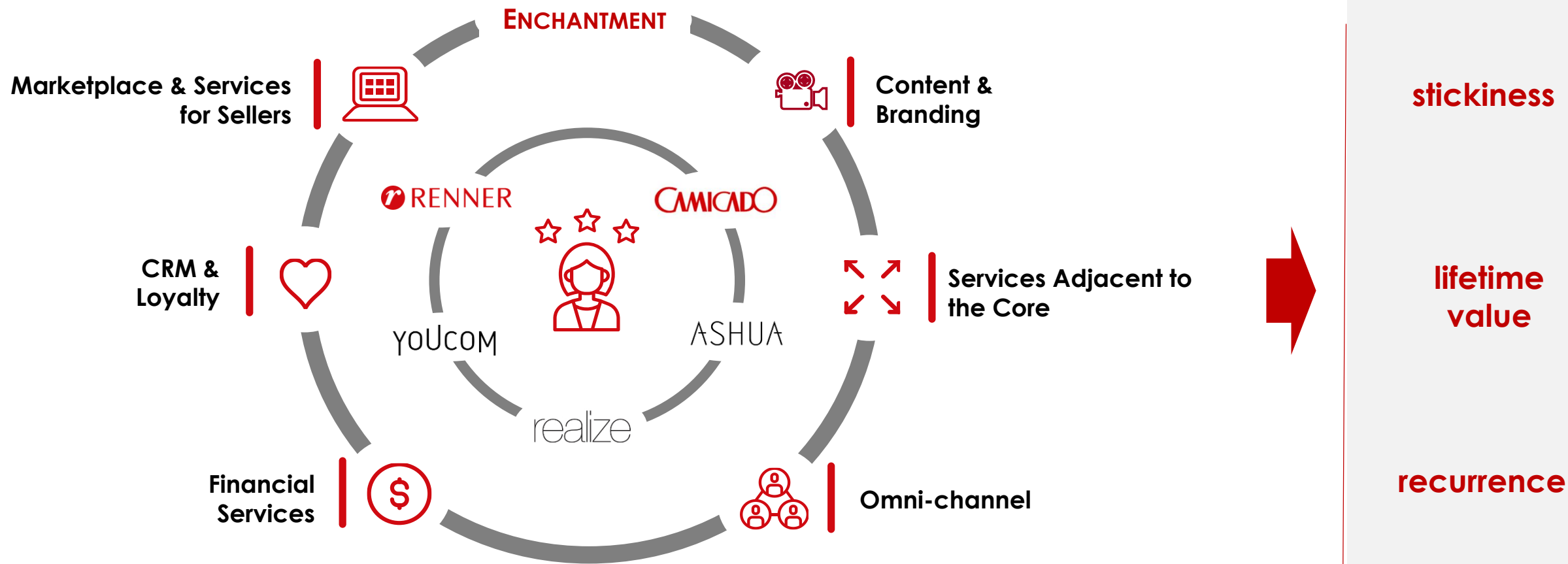
Acceleration in digital transformation and continuous development of the omni-channel

New DC and expansion in physical store

Expansion in offer of financial services
(Realize)

Flexibility for investments
(organic and/or inorganic)

... to ensure an increasingly complete and enchanting journey, through Latin America's largest fashion and Lifestyle ecosystem





Omni-channel

Significant improvement in **level of service**, with a reduction in **cost of delivery**



Direct transportation management pilot in Arujá, with **50% Same Day** or **Next Day** deliveries in SP



Omni DC

Will be rolled out in 1H2022. Gains in efficiency, velocity and synergy between businesses and serving the entire **omni-channel** operation



Omni deliveries: **45%** in up to **D+2** at Renner and **70%** at Youcom, driven by the metropolitan regions of Rio de Janeiro and Sao Paulo



Greater efficiency of shipping from store – **18% reduction** in cost per delivery 4Q21 vs 4Q20





Omni-channel

Continuous increase in the **omni customer base**

Sales Channels



Sales via Whatsapp: channel with the largest conversion rate and average ticket, resulted in **an increase of 10x in sales vs 2020**

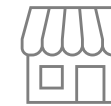


Minha Sacola, recently renamed **Renner Favorites**, **increased 12x** compared with 2020

Store Digitalization



checkouts with **RFID** at 100% of the stores



inauguration of 2 stores in 4Q21 and 32 in the year



45% of the sales already transacted away from the traditional cash desks at some units

omni-customers +46%
versus 2020

greater
frequency

spending about
3x higher



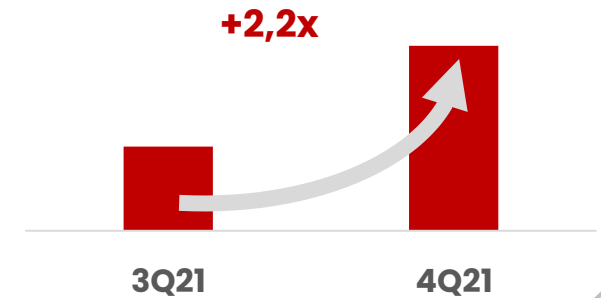
Marketplace & Serviços for Sellers

Camicado and **Renner marketplaces** continue expanding categories and variety

RENNER

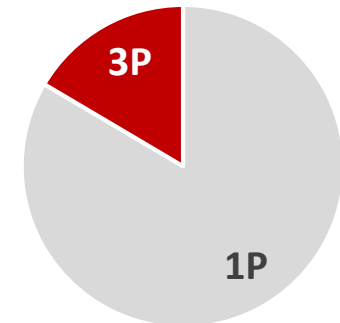
- ~ **190 sellers**
- In December, represented ~5% of digital sales
- **Camicado** and **Youcom** are among the 5 top sellers

Digital Assortment



CAMICADO

- ~ **210 sellers**
- Represented **+16% digital GMV** in the year
- Increase in assortment in the complementary categories





Content and Branding

Acceleration in **content production**

Lives

Weekly events in different brands

1st brand in Latin America to do a **3D Live Shop**

1st in the fashion segment to air a product live on **TikTok**

Influencers

+161% in activations from 2Q21 to 4Q21

Network of **1400** influencers

+146% in traffic generated through the digital network

+24% in engagement volume of posts on **Instagram**





CRM & Loyalty

Active customer base significantly **increasing** with greater retention

CRM

17.7 MM active customers, +25% vs the preceding year

+12 p.p. in rate of retention vs 2020

Cross-brand clients in the ecosystem spend as much as 6 to 7 x more than the others

LOYALTY

Cross-brand program

Qualitative **benefits** and **differentiated experiences**



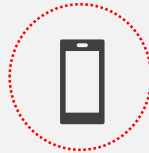


Financial Solutions

Record TPV due to the larger occupation of the Ecosystem, with 12% expansion in active customer base vs 2020



Advances in **services to sellers**



90% of the customers digitalized



Record TPV of R\$ 13 bi in 2021



Card capture throughout the ecosystem

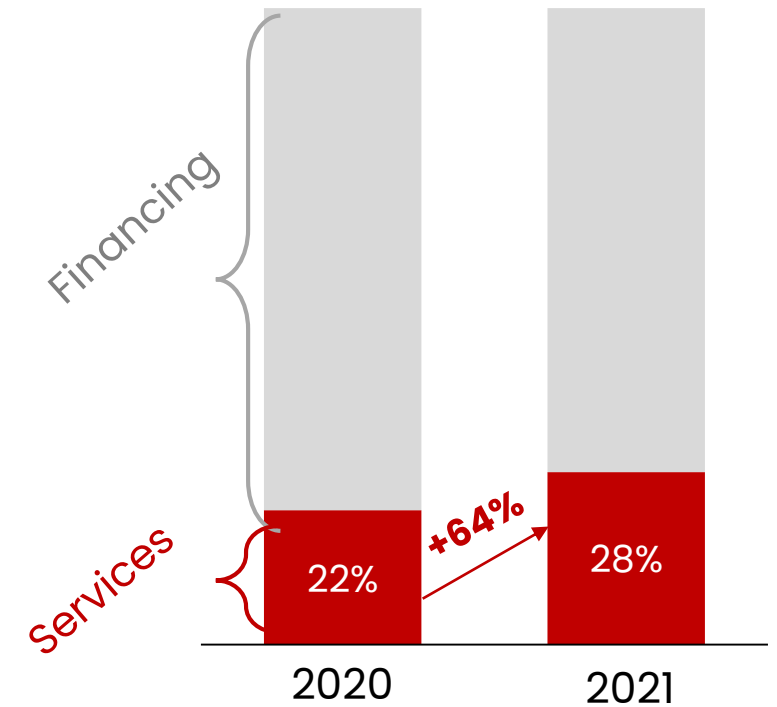


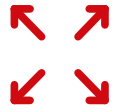
R\$ 161 MM raised in **CDBs**



Co-Branded represents **53%** of the active base

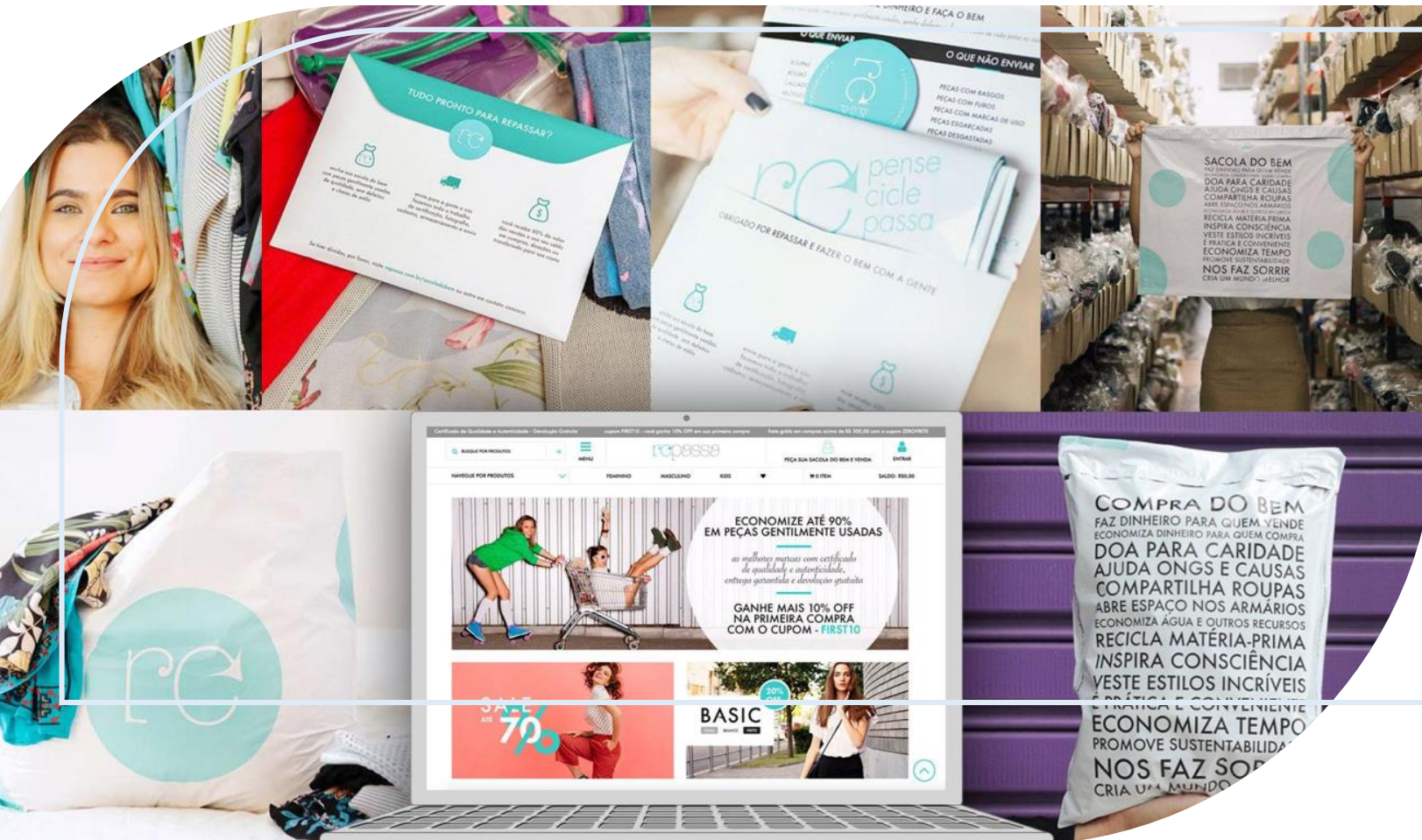
Revenue distribution





Services Adjacent to the Core

Repassa



- Evolution in the integration with the ecosystem, searching synergies
- Inauguration of the 2nd kiosk in 4Q21
- Headquarters in Jundiaí increased inventory capacity by 3x



Technology and Data

Advances in IT and data, important enablers for the ecosystem



AGILE METHODOLOGY

12 tribes and 71 squads, with 753 people dedicated to key ecosystem initiatives



SALES FORECAST

Evolution of short-term models with 98% accuracy for Lojas Renner S.A



SUPPLY

Improvement in the store supply process
Subclasses which account for 43% of sales incorporated in the model



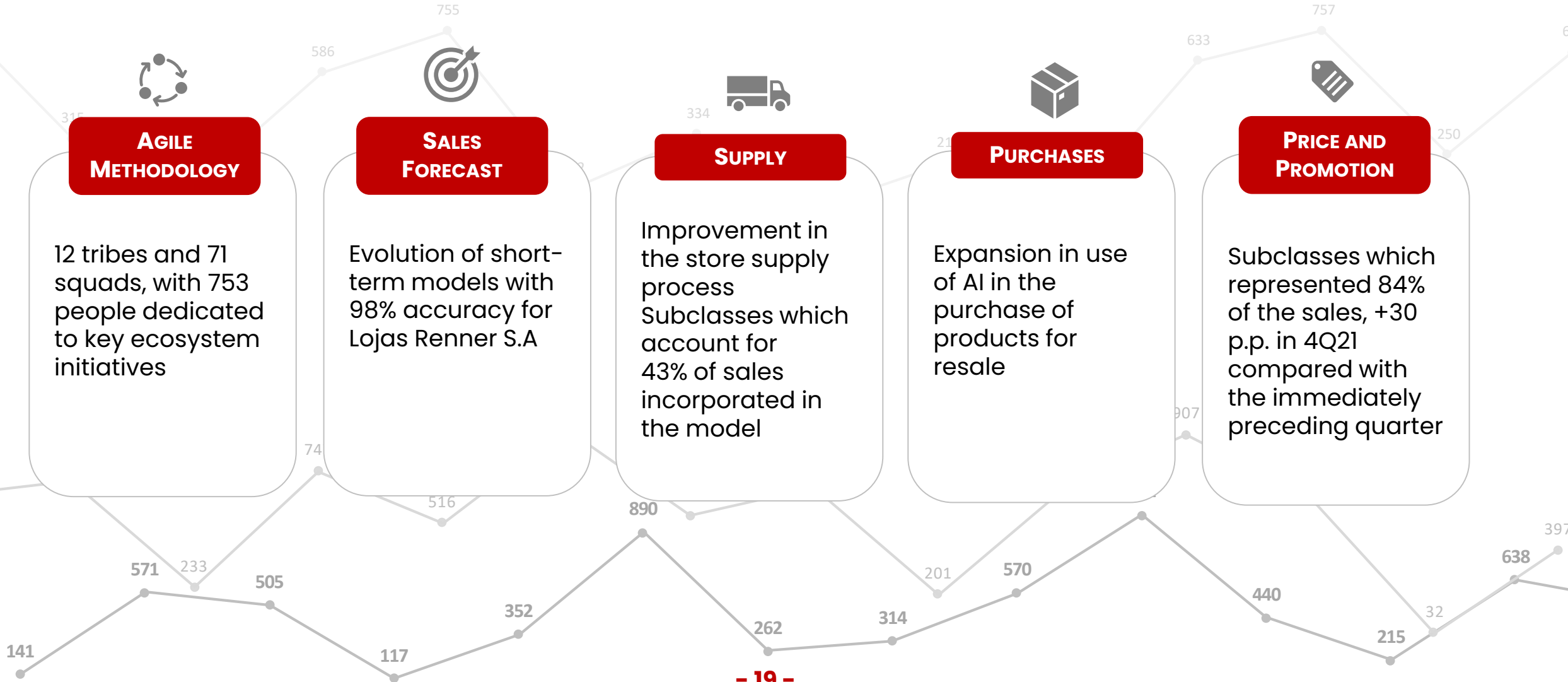
PURCHASES

Expansion in use of AI in the purchase of products for resale



PRICE AND PROMOTION

Subclasses which represented 84% of the sales, +30 p.p. in 4Q21 compared with the immediately preceding quarter





Environmental, Social and Governance

And all this in line with the construction of a **durable** and **sustainable ecosystem**

Public Commitments

100% of the supply chain with socio-environmental certification

81.3% of Renner's items carry the **Re Responsible Fashion Seal**
99.15% of certified cotton

100% of corporate consumption from **renewable low impact sources**

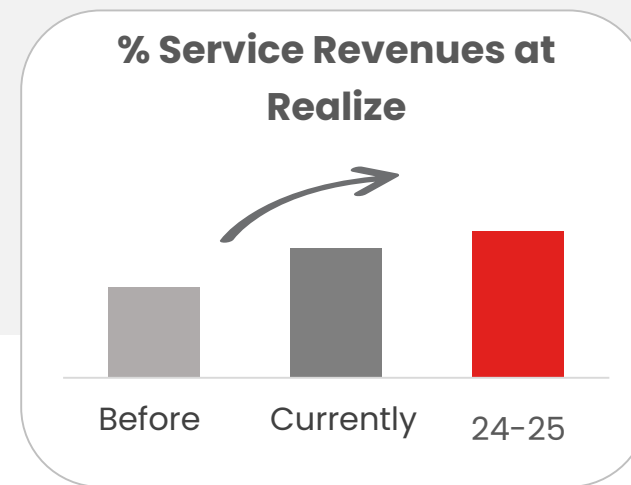
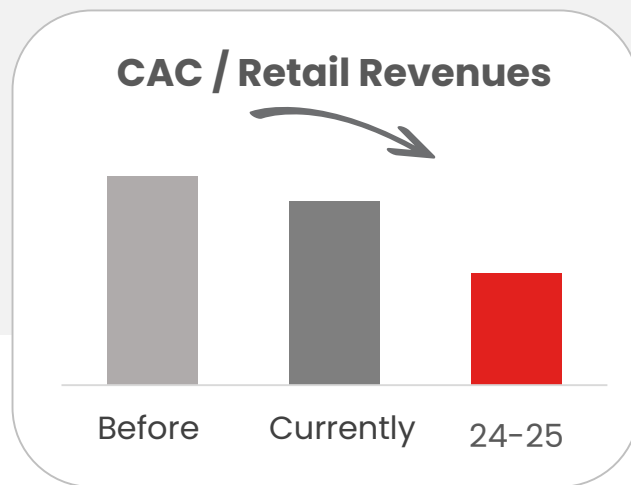
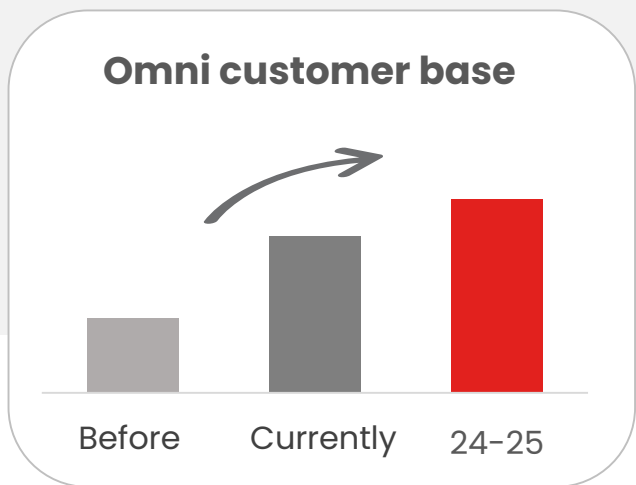
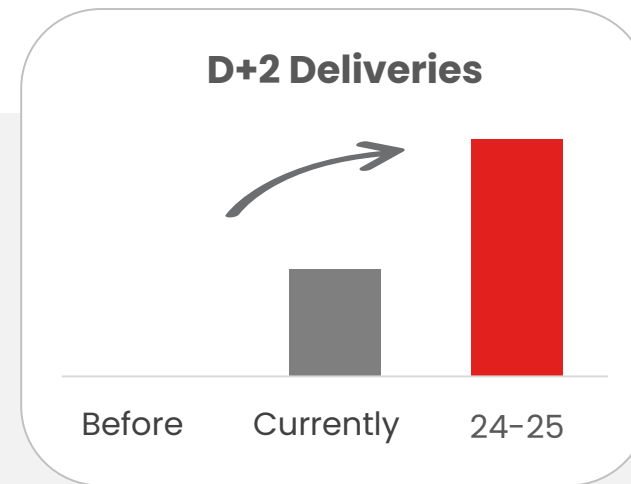
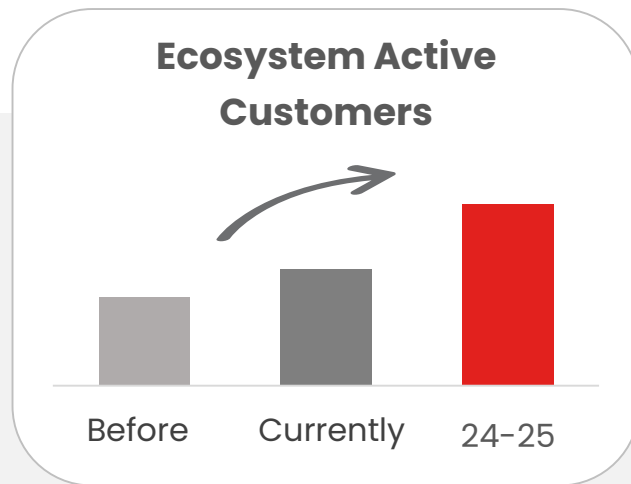
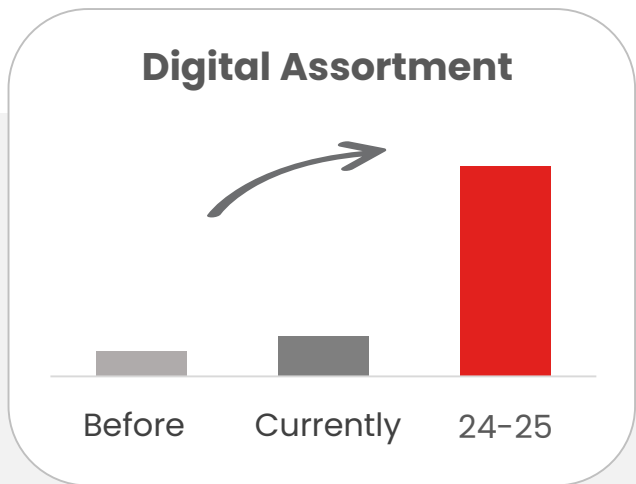
Exceeded the goal of **reducing CO₂** emissions by **20%** of the 2017 inventory

Dow Jones Sustainability Index, based on the S&P Global ESG Scores (highest score among global retail companies)

1st circular store among Brazilian retailers



We have already taken great strides on the **Ecosystem** development, but there is still a lot more to come...



And so forward to 2022! We still see uncertainties on the economic and health fronts, however, we know we are more prepared and very alert to the opportunities which may arise

• **Net Revenue**
Continued robust and above-market growth

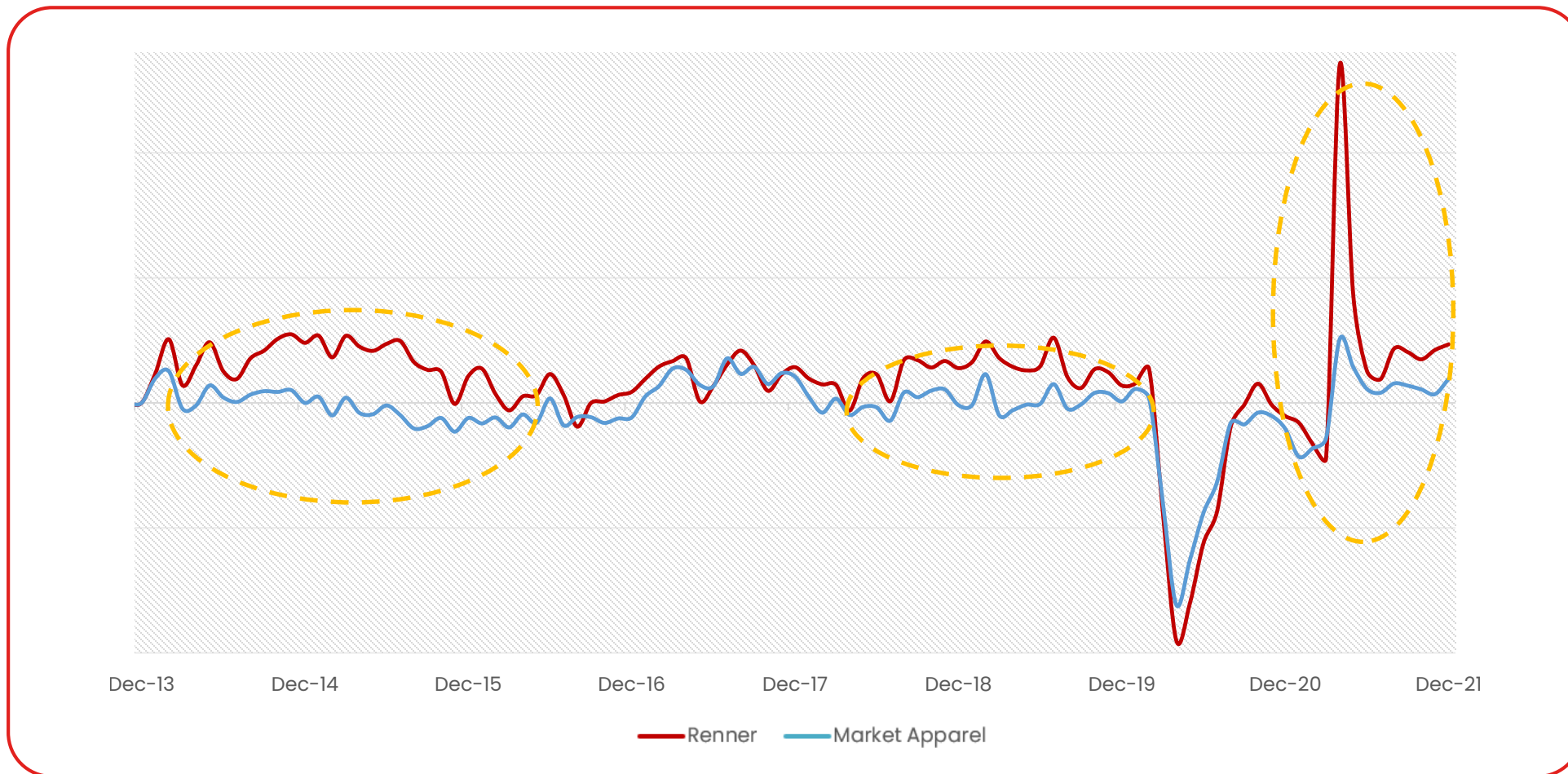
• **Gross Margin**
We will continue to seek sequential improvement

• **Total EBITDA***
Absolute value close to 2019 levels

• **Retailing EBITDA**
Maintenance of investments, with gains in scale and efficiency

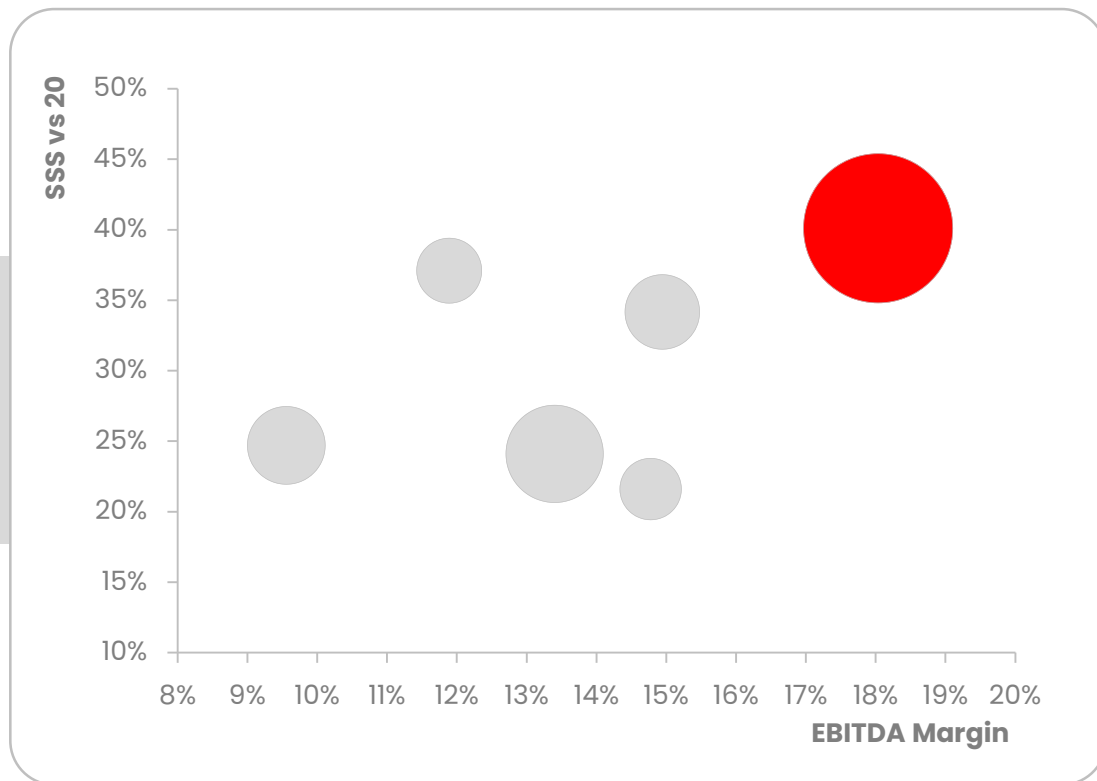
• **Financial Services EBITDA**
Credit portfolio growth with controlled delinquency

We believe that **brands with meaning** and a **clear value proposition** generate competitive differentials and create conditions for **gains in market share**, mainly in a more difficult macro scenario as well as one of consolidation such as we are experiencing

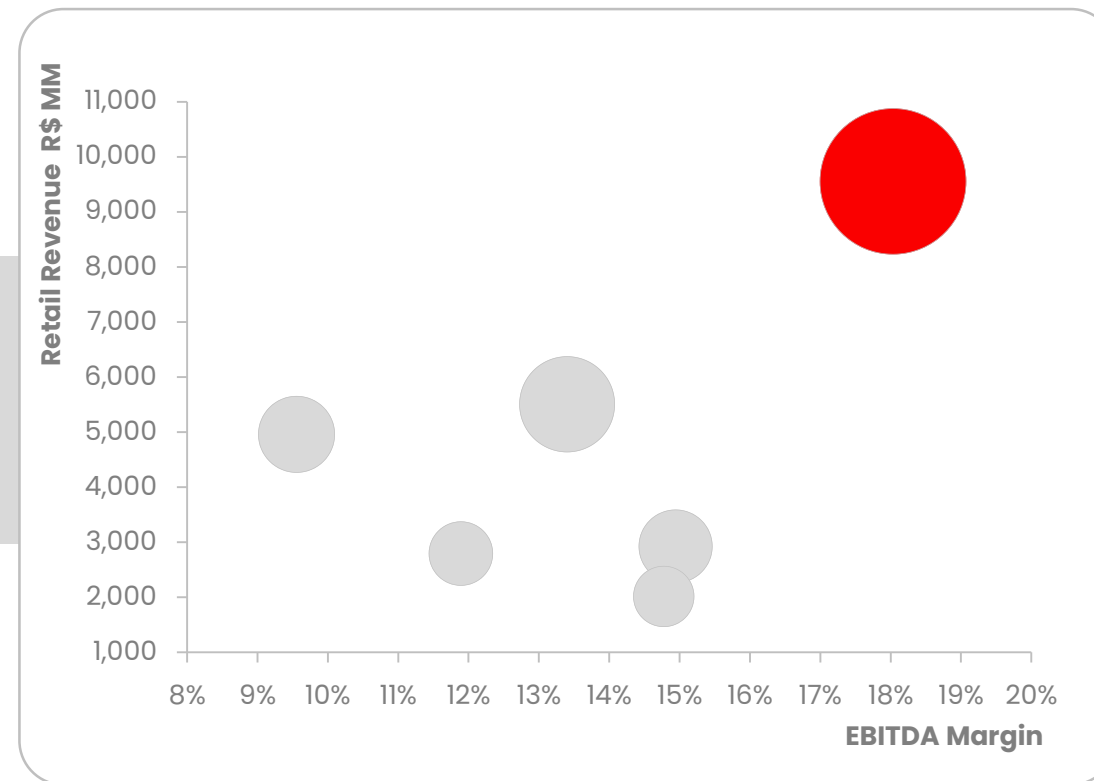


We are the **largest omni player** in the fashion business in Brazil, with major online relevance

SSS x EBITDA Margin
x EBITDA 2021



Retail Revenue x EBITDA Margin
x EBITDA 2021



● Lojas Renner S.A. EBITDA ● EBITDA other players

Source: Includes information from listed players and data based on earnings reports released 12M21, adjusted to comparable basis.

...and we continue committed to our proposition, to increasingly consolidate ourselves as the leading ecosystem in the segment



R\$ 1 bi in Capex Investment priorities

- Omni journey
 - Opening of ~40 stores:
20 Renner, 10 Youcom, 5 Camicado and 5 Ashua
 - Growth in online operation
- Logistics platform
- Technological platform
- Better time to market
- Initiatives at Realize

“All this with great focus, striving for greater productivity and efficiency in the operations”

...to maximize customer enchantment and generate return for our shareholders

Expansion of addressable market

Significant potential increase in the customer base

Strengthening of the **culture of enchantment**

Increase in **life time value**

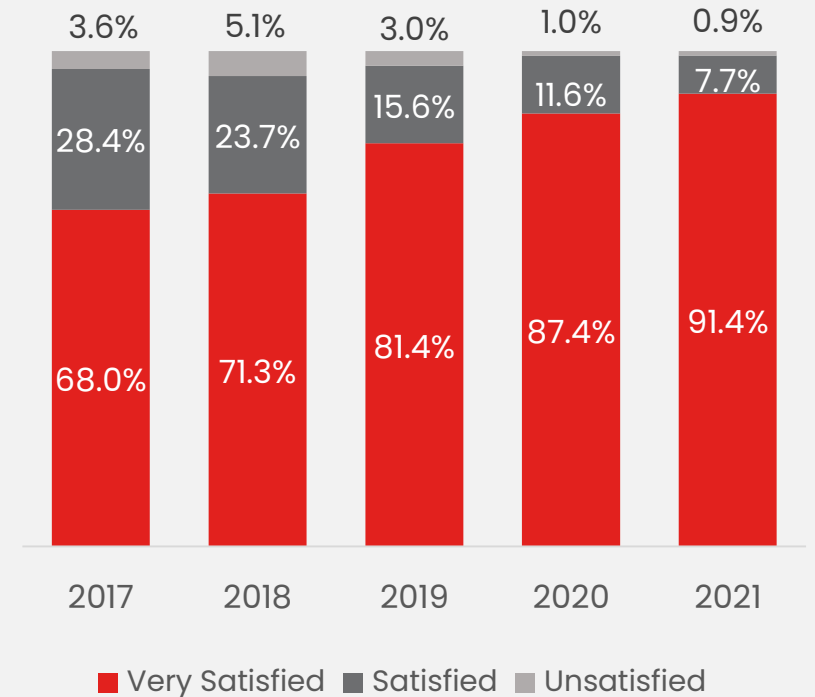
Ecosystem leader in fashion and Lifestyle retailing

Creation of a **single platform** of brands, partners and sellers

To be a **benchmark** in attraction and retention of fashion talents, retailing, technology, data, fulfillment and innovation



Customer Satisfaction Level
Enchantmeter



Questions and Answers

For live questions via **audio**, raise your hand to join the line. On being announced, a request to **activate your microphone** will appear on the screen, upon which you should activate your microphone to ask the questions. Please note that all questions should be made at one time.



Raise Hand

Or if you prefer, **write** your question directly in the Q&A icon which can be found in the lower part of the screen



Q&A

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All variations presented herein are calculated on the basis of numbers in thousands of Reais as well as those numbers which have been rounded.