

## 

EARNINGS VIDEOCONFERENCE 2Q20

> AREZZO SCHUTZ ANACAPRI

FIEVER

AIMG VANS

BIRMAN





- **1. OPENING REMARKS AND RETAIL SCENARIO**
- 2. PILLARS OF OPERATION DURING THE CRISIS
- 3. 2Q20 FINANCIAL RESULTS
- 4. HIGHLIGHTS OF JULY
- 5. Q&A
- 6. CLOSING REMARKS



# REVARKS ALEXANDRE BIRMAN

## **MACRO SCENARIO: STRUCTURAL CHANGES IN RETAIL**

### 5 TRENDS BOOSTED BY THE COVID-19 CRISIS

CONSCIOUS CONSUMPTION



- CONSUMERS ARE MORE PRICE-SENSITIVE
- DECREASE IN IMPULSE SHOPPING
- PREFERENCE FOR BRANDS THAT MAKE A DIFFERENCE IN SOCIETY
- STRENGTHENING OF CIRCULAR ECONOMY AND SUSTAINABILITY





- CONSUMERS WILL SEEK MORE COMFORT: FOR THEMSELVES AND THEIR HOME (+ DELIVERY + HOME
- HOME OFFICE WILL
  GAIN MOMENTUM

LEISURE)

- COMFORTABLE
  CLOTHING AND SHOES
  TO WEAR AT HOME
- HOME IMPROVEMENT SHOULD DRIVE THE DÉCOR MARKET

DIGITAL EXPLOSION



 ACCELERATION OF THE OMNICHANNEL AND DIGITAL CONTENT DEVELOPMENT

 E-COMMERCE BECOMES MORE RELEVANT AS CONSUMERS GET MORE USED TO SHOPPING ONLINE ACCELERATED DEMAND FOR CONVENIENCE



- ACCELERATED ADDITION OF CONVENIENCE TO THE VALUE PROPOSAL
- COMPANIES OFFERING GREATER COMFORT WILL STAND OUT
- EASIER EXCHANGE,
  FAST DELIVERY, LOW
  SHIPPING FEES,
  EXCLUSIVE PRODUCTS
  ONLINE, PRE-SALE

#### ADJUSTED STORE EXPERIENCE

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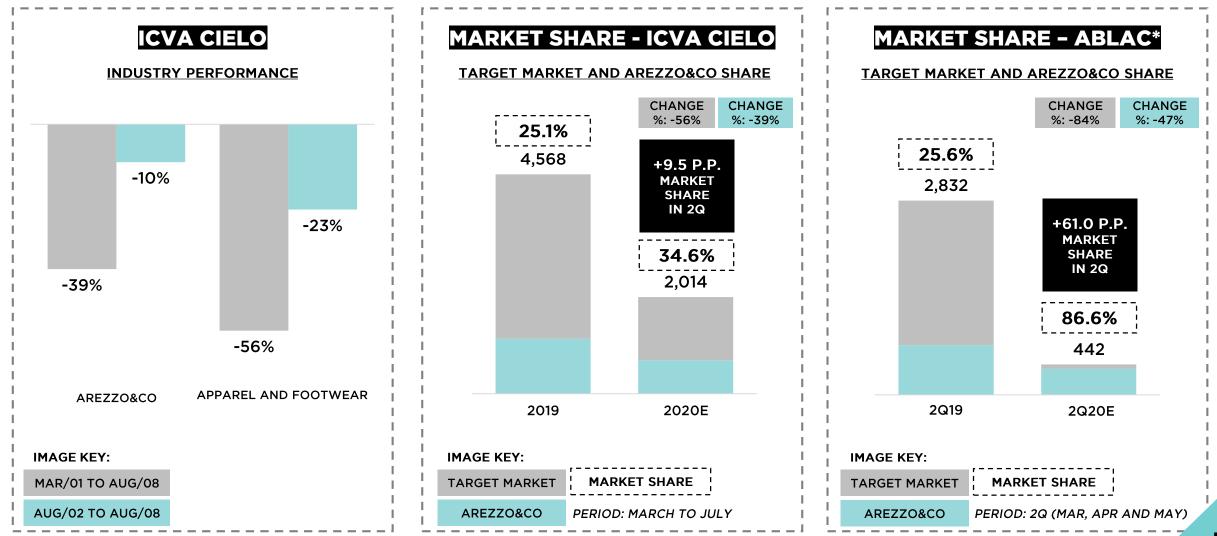
 $\mathbf{CO}$ 



- SOURCE OF DISTINGUISHED AND CUSTOMIZED EXPERIENCE, BASED ON EACH CUSTOMER'S SHOPPING PROFILE
- INVENTORIES ARE NOT NECESSARILY HIGH
- PREFERENCE FOR SAFER OPTIONS, WITH NO CLOSE CONTACT IN THE SHORT TERM (LOW TOUCH, DRIVE THRU)

## **RETAIL INDUSTRY AND MARKET SHARE**

## ALTHOUGH THE FOOTWEAR AND CLOTHING INDUSTRY WAS ONE OF THE MOST AFFECTED BY THE CRISIS, AREZZO&CO'S PERFORMANCE WAS ABOVE AVERAGE, TRANSLATING INTO SIGNIFICANT MARKET SHARE GAINS



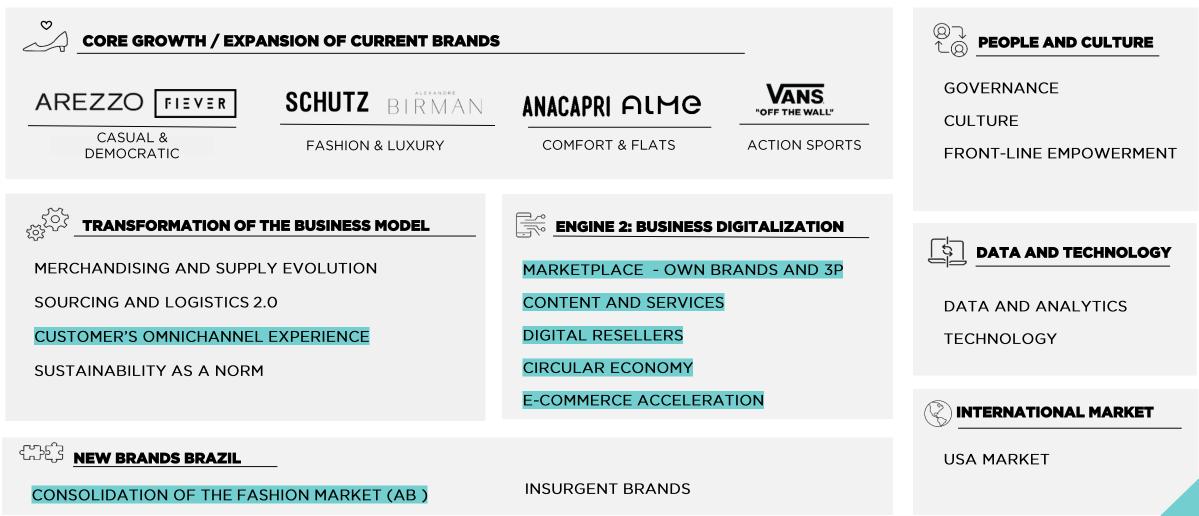
\*ABLAC: BRAZILIAN ASSOCIATION OF APPAREL AND FOOTWEAR STOREOWNERS

AREZZO

CCO.

## **STRATEGIC MAP - PILLARS AND LEVERS**

## OUR 7 PILLARS OF OPERATION WILL REMAIN THE SAME AFTER THE PANDEMIC, WITH THE ADDITION OR STRENGTHENING OF SOME FRONTS



AREZZO

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# PILLARS OF OPERATION DURING THE CRISIS



## 5 PHASES OF OPERATION DURING THE CRISIS





# DLARH OPERATIONAL CHANGES

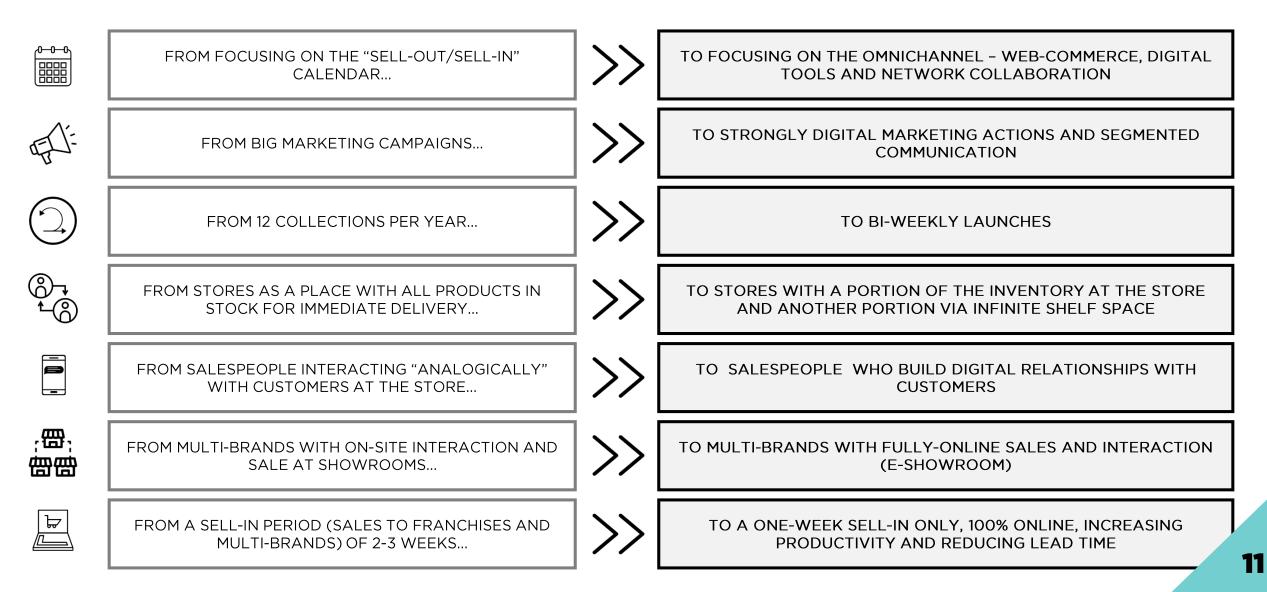
## **BUSINESS RE-STABILIZATION TO A NEW NORMAL**



- RIO GRANDE DO SUL BECOMES THE MAJOR OPERATING HUB
- POSITIONS RESTRUCTURED IN BRAZIL AND IN THE US, REDUCING LAYERS FOR GREATER AGILITY
- BI-WEEKLY COLLECTIONS SOLD REMOTELY
- NEW LEVEL OF ONLINE/WEB SALES
- FRANCHISEES PLAYING A NEW ROLE IN DIGITAL SALES
- ACCELERATION OF THE **FASHION PLATFORM WITH "3P" BRANDS** ALREADY IN THE FIRST YEAR OF OPERATION
- NEW POSITIONING OF THE SCHUTZ BRAND IN THE US
- FOCUS ON NEW BUSINESSES, NEW AVENUES OF GROWTH
  - APPEALING TO NEW FASHION BRANDS, INCLUDING ACCESSORIES AND CLOTHING
  - FOSTERING TECHNOLOGY, CONTENT AND TRAINING FRONTS RELATED TO THE PLATFORM
- **100% VIRTUAL** SHOWROOMS
- ACTIVATION SAMPLES FOR FRANCHISEES, WITH LOWER WORKING CAPITAL INJECTION
- ALME AND FIEVER = TEMPORARY DECREASE IN FOCUS, WITH REDUCTION OF THE DEDICATED TEAM
- FOCUS REMAINS ON THE CARIACICA DC VS. DECENTRALIZATION FOR FASTER DELIVERY (PHYSICAL STORES AS DISTRIBUTION HUBS)



#### FROM SELL-IN/SELL-OUT TO **"FROM DESIGN TO CUSTOMER"** VIA DIGITAL MEDIA



## ...WITH FULL SUPPORT FROM OUR FRANCHISEES



#### ENGAGEMENT SURVEY WITH FRANCHISEES IN THE NETWORK IN JULY

#### MAIN GOALS

- UNDERSTANDING THE PERCEPTION OF FRANCHISEES REGARDING AREZZO&CO'S MANAGEMENT OF THE BUSINESS DURING THE CRISIS;
- MEASURING HOW FRANCHISEES CLASSIFY THEIR OWN ENGAGEMENT LEVEL.

#### MAIN RESULTS

#### • 75% ADHESION;

• STRENGTHS: FAST RESPONSE TO THE CRISIS, PROXIMITY AND TRANSPARENCY, TRAINING AND SUPPORT MATERIALS, TRAINING OF "DIGITAL SALESPEOPLE," AID INITIATIVES TO GUARANTEE THE SUSTAINABILITY OF THE BUSINESS AND THE ROLE OF THE CEO – ALEXANDRE BIRMAN. FINAL AVERAGE AREZZO&CO (SCALE 0 TO 5) 4.2!



#### • QUOTES FROM FRANCHISEES:

"THE GROUP WAS QUICK TO DO SOMETHING TO HELP FRANCHISEES. I WORK WITH OTHER OPERATIONS AND NOTICED THAT AREZZO WAS AHEAD, JOINING PARTNERS IN SEEKING SOLUTIONS AND A POSITIVE OUTLOOK FOR THIS CHALLENGING SCENARIO"

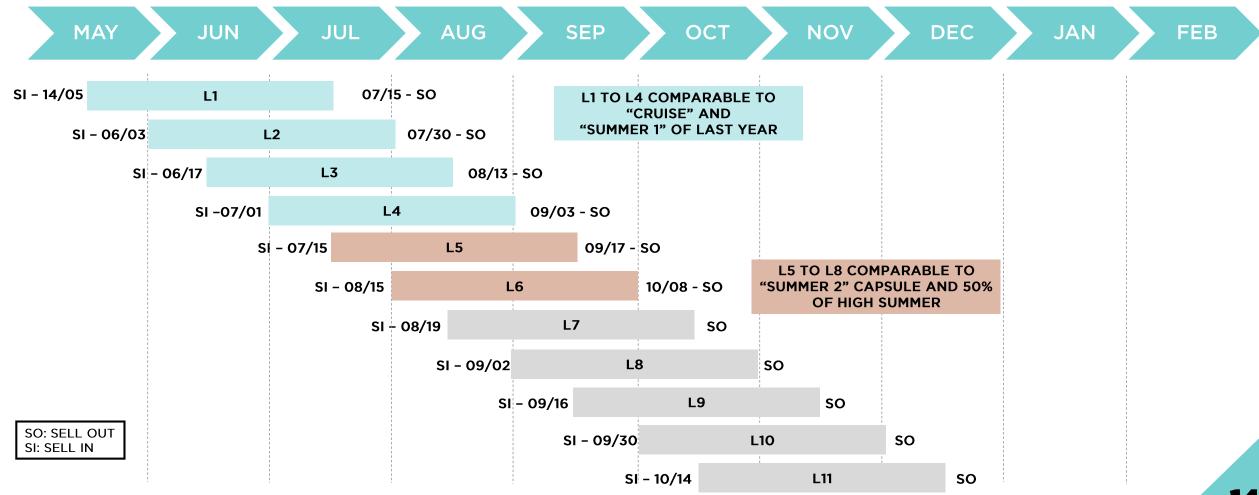
"CAUTIOUS AND TRANSPARENT POSITIONING, CONSTANT COMMUNICATION VIA DIGITAL CHANNELS, TRAINING TO ADHERE TO OMNICHANNEL SALES, FINANCIAL AID AND MAKING US BELIEVE WE WILL OVERCOME THIS CRISIS"



## PLLARE? FULL SUPPORT OF INNOVATION

## NEW CALENDAR OF SUMMER LAUNCHES THROUGH BI WEEKLY CICLES, WITH STRONG CREATION OF BEST SELLERS

#### EVERY TWO WEEKS WE MAKE THE ORDERS OF A LAUNCH ("CAPSULE COLLECTION"), THAT WILL BE ACTIVATED ON THE DIGITAL CHANNELS AND STORES.



AREZZO

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## **COORDENATION BETWEEN PRODUCT, SUPPLY, MARKETING AND BI-WEEKLY COLLECTION CYCLES**

- # COLLECTIONS: 11 **COLLECTIONS (6 UNTIL** NOW)
- # MODELS: 1,196  $\checkmark$ MODELS E 3,545 SKUS
- # PAIRS AND HANDBAGS: 2.5 MILLION OF PAIRS AND 355,7 THOUSAND OF HANDBAGS
- FINANCIAL VOLUME SOLD: R\$ 224.1 MILLION
- **VOLUME DELIVERED: 1** MILLION OF PAIRS AND 120 THOUSAND HANDBAGS
- ACTIVATIONS VOLUME:  $\checkmark$ APROX. 11 EACH BRAND
- NUMBER OF REPLACEMENTS ALREADY: APROX. 20 (130 THOUSAND PAIRS)























ZOV





QOV











splash









































































## HOMEWEAR: ADJUSTING TO THE NEW NORMAL

## 

### LAUNCH OF THE HOMEWEAR LINE DURING THE PANDEMIC

- FAST ADJUSTMENT TO THE NEW NORMAL;
- LAUNCH OF HOMEWEAR/ LOUNGEWEAR PRODUCTS IN ALL BRANDS; THE HIGHLIGHTS WERE "AREZZO HOME AND LIVE IN SCHUTZ"
- AFFORDABLE PRICE POINTS
  - ANACAPRI: STARTING AT R\$99.90
  - AREZZO: STARTING AT R\$159.90
  - SCHUTZ: STARTING AT R\$220.00
- SALE OF 15,000 PAIRS
- SELL THROUGH OF 50%



## FOCUS ON TRAINING AND PEOPLE ENGAGEMENT



#### LIVE SALES CONVENTION, 100% ONLINE

PRESENTATION OF THE **STRATEGY AND TRENDS** FOR UPCOMING COLLECTIONS TO SALESPEOPLE WITH STRONG ENGAGEMENT

#### IZZA – OUR DIGITAL SALESPERSON

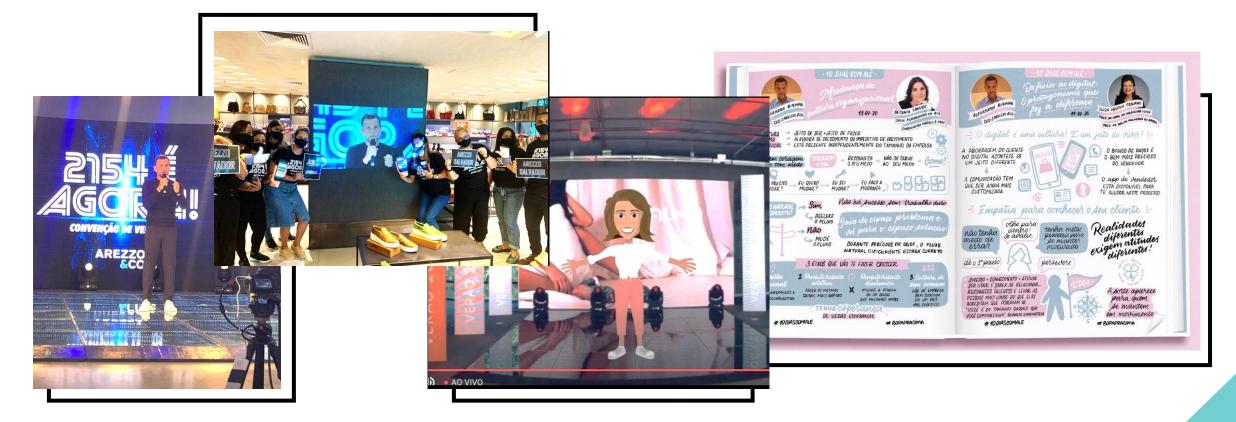
SUPPORT TO THE SALES TEAM ON A DAILY BASIS

#### 10 LIVE STREAMS WITH ALEXANDRE BIRMAN AT 6:26AM

SERIES OF 10 LIVE STREAMS ON THE @AREZZOTIME PROFILE, WITH GUESTS HELPING IMPROVE AND TRANSFORM THE AREZZO&CO TEAM SKILLS

#### AREZZO&CO UNIVERSITY

THE BEST DIGITAL CONSULTANTS DISSEMINATING GOOD PRACTICES LAUNCH AT THE END OF AUG 2020



## **INNOVATIVE ACTIONS FOR SELL-IN AND SELL-OUT**

## 

#### FULLY-DIGITAL AREZZO SELL-IN

- 100% ONLINE, STREAMING LIVE TO THE FRANCHISEE AND MULTI-BRAND NETWORK VIA YOUTUBE
- TIME, ENERGY AND FINANCIAL RESOURCES SAVED, WITH STRONG ENGAGEMENT



AREZZO | LANÇAMENTO 6 VERÃO FRANQUIAS

#### SCHUTZ LIVE SHOPPING

- LIVE STREAM ON YOUTUBE AND INSTAGRAM FOR SIMULTANEOUS PRODUCT SALES DIRECTLY TO END CONSUMERS
- REVENUE PEAKS IN WEB COMMERCE DURING THE LIVE STREAM, WITH A 15% INCREASE IN TRAFFIC ON THE DAY AND 22% INCREASE IN NEW CUSTOMERS - SELL-OUT OF R\$1 MILLION IN A SINGLE DAY (WEB)



## **INNOVATIVE ACTIONS**

## DIGITAL STORE AREZZO MORUMBI

- FIRST DIGITAL FLAGSHIP SHOPPING MORUMBI, IN SÃO PAULO
- INNOVATIVE AND TECHNOLOGICAL CONCEPT
  CUSTOMIZED EXPERIENCE BRINGING THE
  ONLINE AND OFFLINE UNIVERSES
  TOGETHER
- SERVICE AND ORDERS VIA QR CODE AVAILABLE
- DEDICATED AREAS:
  - SNEAKERS CATEGORY
  - PRODUCT CUSTOMIZATION
  - OMNICHANNEL SALES
- LAUNCHED AT A FULLY DIGITAL EVENT ON
  AREZZO'S INSTAGRAM PROFILE (LIVE)

PERFORMANCE AFTER OPENING

67% OF THE 2019 REVENUE



## **ZZ DIGITAL LAUNCH**

## AREZZO&CO'S DIGITAL INNOVATION HUB

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- THE COMPLEX WILL OPERATE INSIDE THE PLANT IN THE CITY OF CAMPO BOM, STATE OF RIO GRANDE DO SUL.
- FULLY-EQUIPPED PHOTOGRAPHY STUDIOS
  FOR CONTENT CREATION AND BRAND ACTIVATIONS.
  - INTEGRATIONOFTEAMS-PRODUCT,PLANNING,MERCHANDISINGANDTECHNOLOGYFORALLAREZZO&COBRANDS.





## DILARIS STRONG STRONG ACCELERATION OF THE ACCELERATION OF THE OMNI DEVELOPMENT

## **ACCELERATION OF DIGITAL CHANNELS**

### RELEVANT GROWTH IN E-COMMERCE

#### **CONSISTENT GROWTH DESPITE THE OPENING OF MOST PHYSICAL STORES**

#### **CHANNEL EVOLUTION\***

REFERENCE DATE: 08/09/2020

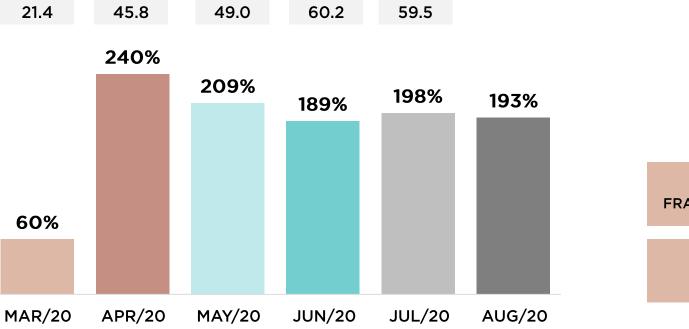
**R\$ MILLION** 

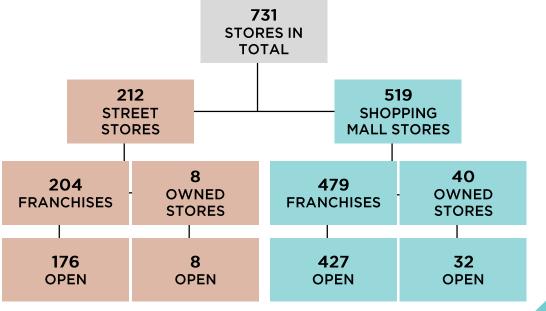
\*SSS OF THE WEB COMMERCE CHANNEL, INCLUDING THE VANS BRAND



REFERENCE DATE: 08/11/2020

#### 643 STORES OPEN (88% OF THE NETWORK)







## **ACCELERATION OF DIGITAL CHANNELS**

## AREZZO <u>SCO</u>

### STRONGER CHANNEL INTEGRATION

- ✓ ACCELERATION OF DIGITAL CHANNELS;
- ✓ LINK AND WHATSAPP SALE, SCHEDULED PICK-UP, STORE SHIPPING AND INFINITE SHELF:
- ✓ STRONG TRAINING OF FRANCHISEES AND SALESPEOPLE:
- ✓ MORETHANSALES SALE BY EMPLOYEES WITH EXCELLENT ENGAGEMENT:
- ✓ LOGISTICS AND DC HAVE ADAPTED WELL TO SERVE END FINAL CUSTOMERS WITHIN THE PRE-ESTABLISHED DEADLINES;
- CUSTOMER SERVICE RAMP-UP (MORE THAN 60 PEOPLE HIRED) FOR A BETTER CUSTOMER EXPERIENCE.

19%

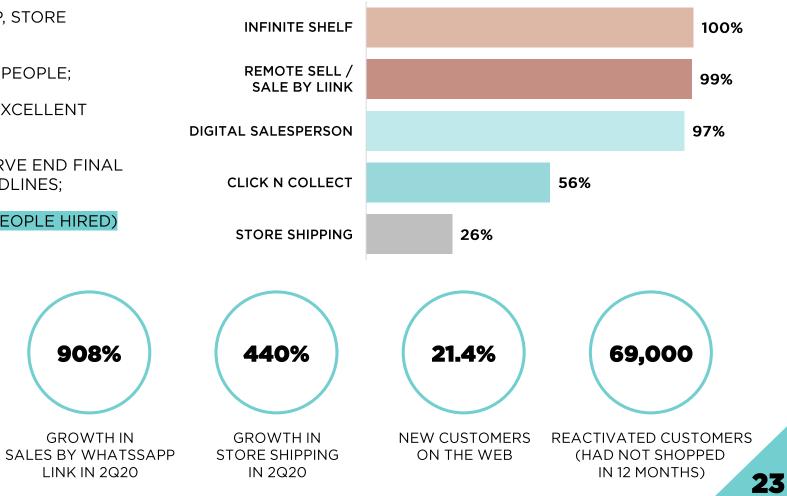
PENETRATION OF

REMOTE SALES IN THE

STORE SELL OUT

908%

#### **STORES ENABLED WITH OMNI INITIATIVES (% STORES)**



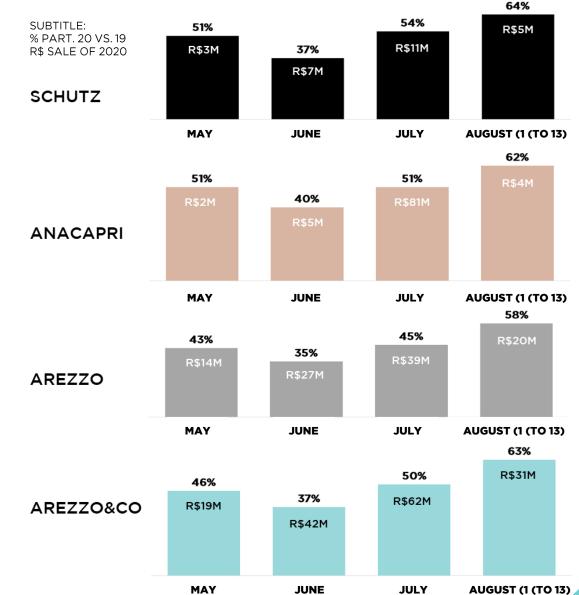
### **SELL OUT ACCELERATION**

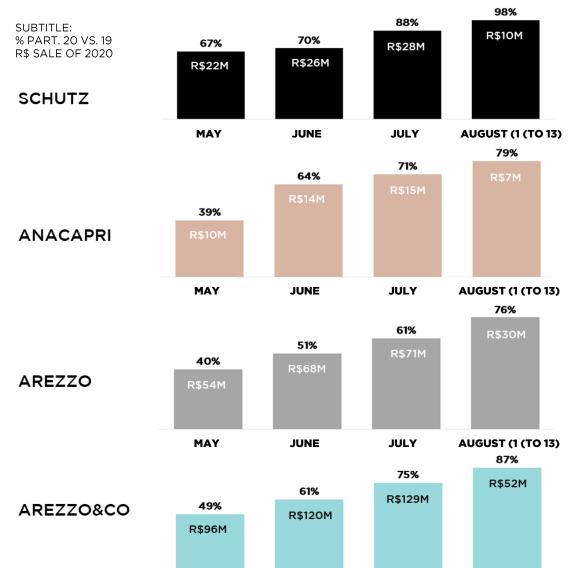
BY BRAND - OPEN AND CLOSED STORES

MAY



#### PHYSICAL STORES – ONLY OPEN STORES





JUNE

JULY

AUGUST (1 (TO 13)

24



## IN JUST 4 MONTHS OUR BRANDS ACHIEVED THE SAME WEB REVENUES OF 2019 (R\$ 215 MILLION)



## PLARHA RESTRUCTURING OF USA OPERATIONS

## **US OPERATIONS**

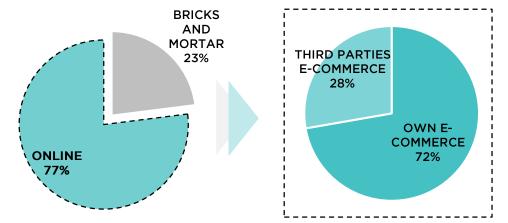


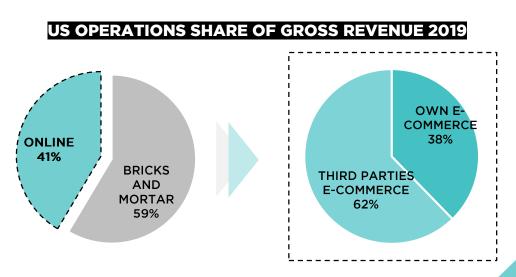
### STRUCTURAL CHANGES ENABLING BREAKEVEN IN JUNE AND JULY

+41.3% BRL GROWTH IN JULY

- GROWTH STRATEGY REVISITED INCREASINGLY FOCUSED ON THE DIGITAL CHANNEL (CLOSURE OF 5 STORES);
- NEW POSITIONING FOR THE SCHUTZ BRAND ADDRESSABLE MARKET EXPANDED;
- CORPORATE RESTRUCTURING LEADERSHIP UNIFICATION
  (BRAZIL/US), SIMPLIFICATION OF PROCESSES AND MIGRATION OF
  OPERATING POSITIONS TO BRAZIL;
- SELL-IN CALENDAR REVISITED, LEVERAGING THE BRAZILIAN STRUCTURE AND REDUCING LEAD TIME;
- STRONG ADHERENCE OF DEPARTMENT STORES TO THE NEW PRICING PROPOSED, WITH SIGNIFICANT INCREASE IN SELL-IN SALES WITH THE LARGEST CLIENTS IN THE WHOLESALE CHANNEL.

US OPERATIONS SHARE OF GROSS REVENUE 2Q20





## **US OPERATIONS**



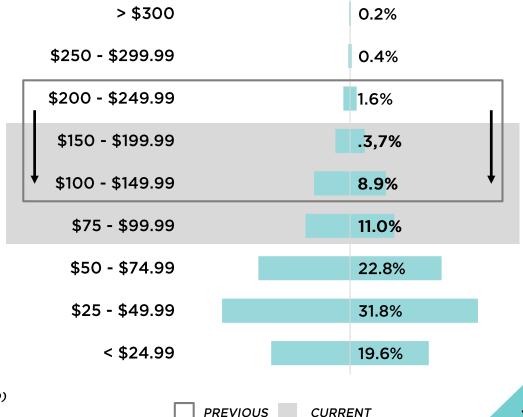
#### INCREASED EDGE AND EXPANSION OF ADDRESSABLE MARKET

#### AVERAGE PRICE



#### **SALES VOLUME BY PRICE RANGE\***

#### 66.2% INCREASE IN ADDRESSABLE MARKET

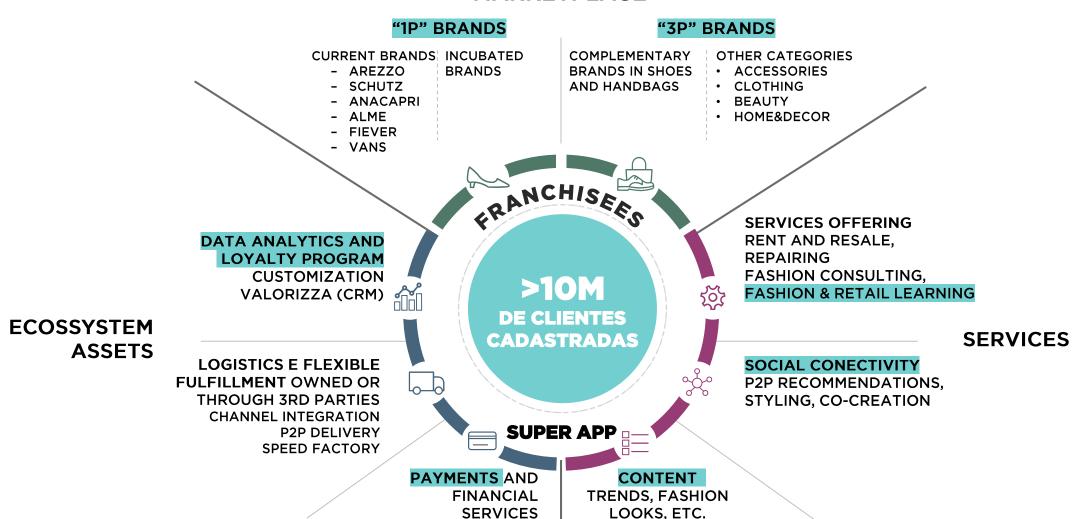




## DILLAR#5 ADVANCES TOWARDS BECOMING A BRAND PLATFORM

### A TRUE FASHION BRANDS PLATFORM: AREZZO&CO

#### MARKETPLACE WITH THE BEST CURATORSHIP, WITH CONTENT AND SERVICES AS PART OF THE ECOSSYSTEM



#### MARKETPLACE

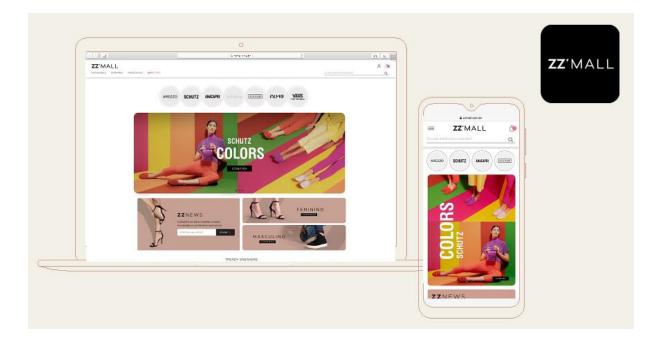




## ZZ MALL - AREZZO&CO'S FASHION PLATFORM

#### WE HAVE A BIG DREAM OF TRANSFORMING OUR BUSINESS, AND WE HAVE WHAT IT TAKES TO PURSUE

#### LEADERSHIP IN THE BRAZILIAN FASHION RETAIL MARKET!



- "SOFT OPENING" AUGUST 14 IN THE "1P" MODALITY
  - 7 BRANDS OF THE GROUP
- MID-SEPTEMBER 3P MODALITY (MARKETPLACE)
  - OFFERING "COMPLETE OUTFITS" (CLOTHES AND ACCESSORIES)
  - IN ADDITION TO CATEGORIES LIKE HOME & DECOR, BEAUTY, AMONG OTHERS.
- POSSIBLE ACTIVATION OF OVER 10 MILLION CUSTOMERS REGISTERED IN OUR CRM TO LEVERAGE TRAFFIC IN THE EARLY MONTHS OF OPERATION;
- ADDITION OF CIRCULAR ECONOMY IN THE PLATFORM;
- DIVERSE CONTENT POSTED DAILY BY EXPERT PROFESSIONALS AND JOURNALISTS, GUARANTEEING RECURRING ACCESS.

## WE WILL REVOLUTIONIZE THE FASHION MARKET FOR CLASSES







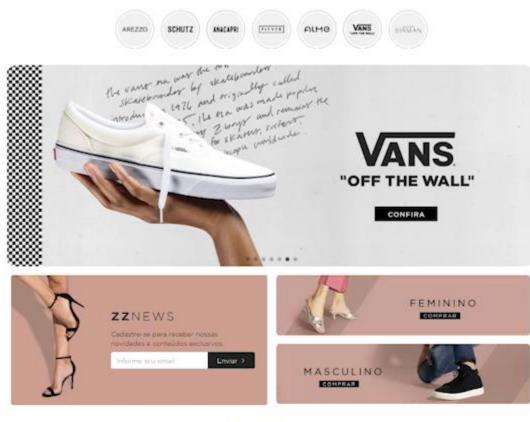
#### ZZ'MALL

NEWSAULU LEMINO PASCEND OUTLICK

a x

Q

10 due estil procurandu?



TRENDY SNEAKERS



12

BCHUTZ BOHUTZ BOHUTZ Tenis Schutz The Cuo Knit ... Tenis Schutz Knit Bold White R\$380 R\$380



ECHUTZ Tenis Sichutz High Kint Zipe-

R\$490



scientz Ténis Schutz High Black Stu. R\$490

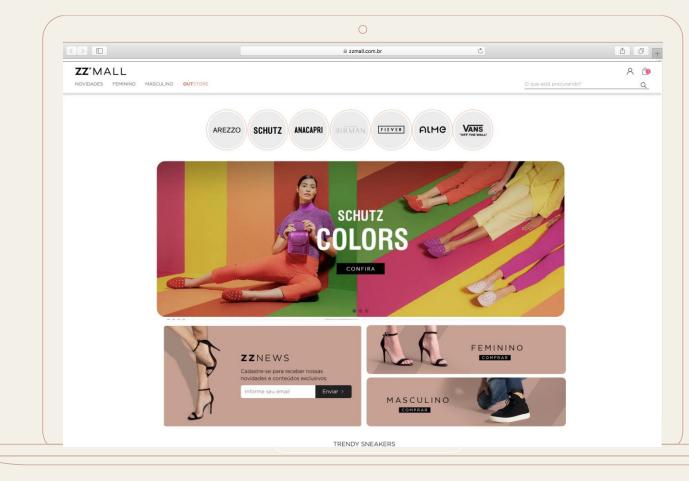
















# ZZMALL

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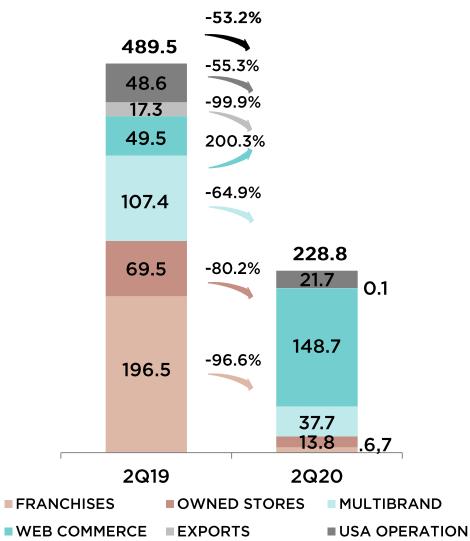


# 2020 FINANCIAL RESULTS RAFAEL SACHETE

### **2Q20 GROSS REVENUE**

#### BY CHANNEL – DOMESTIC AND EXPORT MARKET

(R\$ MILLION)



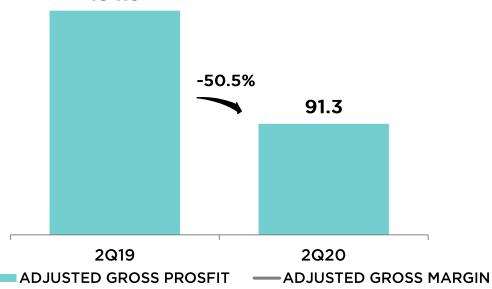
#### **RECORD-BREAKING GROWTH IN WEB COMMERCE OF 200.3%**

- 3X THE VOLUME SOLD IN 2019
- SELL-IN (FRANCHISES AND MULTI-BRANDS) IMPACTED BY PREVENTIVE ORDER CANCELLATIONS IN 1Q20
- 2Q20 GROSS REVENUE WAS R\$228.8 MILLION, 46.8% OF THE 2Q19 FIGURE;
- DECREASES IN THE DOMESTIC MARKET BY 51.1% AND EXPORT MARKET BY 67.0%
- 643 STORES CURRENTLY OPEN (88% OF THE NETWORK)
  - JULY: AVERAGE REVENUE OF **50%** COMPARED TO 2019
  - AUGUST: 63% COMPARED TO 2019

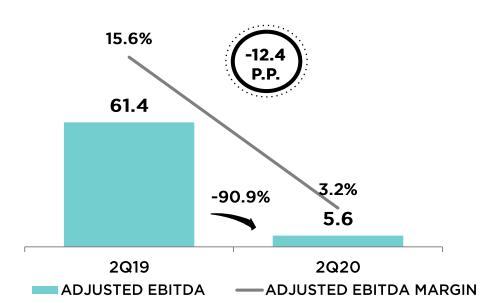
### **ADJUSTED GROSS PROFIT AND EBITDA - 2Q20**



184.3



- HIGHER SHARE OF THE WEB COMMERCE CHANNEL IN THE REVENUE MIX, ACCOUNTING FOR 71.8% OF REVENUE;
- GROWTH OF 200.3% IN THE ONLINE CHANNEL, WHICH HAS HIGHER GROSS MARGINS (SELL-OUT SALE);
- DECREASE OF 85.4% IN SELL-IN CHANNELS (MULTI-BRANDS AND FRANCHISES).



- STRUCTURAL DECREASE IN EXPENSES, IN BRAZIL AND THE US (TO BE MAINTAINED IN THE FOLLOWING QUARTERS);
- VANS BREAKEVEN IN BRAZIL.

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## **KEY FINANCIAL INDICATORS 2Q20**

KEY FINANCIAL INDICATORS	2Q20	NON RECURRENT ADJ.	2Q20 (ADJUSTED)	2Q19 (ADJUSTED)	∆ (%) 20 X 19 ADJ.
GROSS REVENUES	228.849	4.671	233.520	489.482	(52,3%)
NET REVENUES	154.443	21.547	175.990	393.546	(55,3%)
COGS	(74.283)	(10.396)	(84.679)	(209.215)	(59,5%)
D&A (COST)	(817)		(817)	(743)	10,0%
GROSS PROFIT	80.160		91.311	184.331	(50,5%)
GROSS MARGIN	51,9%		51,9%	46,8%	5,1 P.P
SG&A	(171.328)	66.502	(104.826)	(142.801)	(26,6%)
% OF NET REVENUES	(110,9%)		(59,6%)	(36,3%)	(23,3 P.P)
SELLING EXPENSES	(118.765)	56.797	(61.968)	(84.011)	(26,2%)
OWNED STORES AND WEB COMM.	(31.401)	4.879	(26.522)	(29.009)	(8,6%)
SELLING, LOGISTICS AND SUPPLY	(87.364)	51.917	(35.447)	(55.002)	(35,6%)
GENERAL AND ADM. EXPENSES	(33.793)	9.011	(24.782)	(37.842)	(34,5%)
OTHER OPER. REVENUES (EXPENSES)	(514)	694	180	(1.822)	(109,9%)
D&A (EXPENSES)	(18.256)		(18.256)	(19.125)	(4,5%)
EBITDA	(72.095)		5.558	61.398	(90,9%)
EBITDA MARGIN	-46,7%		3,2%	15,6%	(12,4 P.P)
NET INCOME	(82.299)		(31.048)	35.558	(187,3%)
NET MARGIN	(53,3%)		(17,6%)	9,0%	(26,6 P.P)

#### CONTINUED EFFORT TO PRESERVE CASH AND REDUCE EXPENSES

AREZZO

0.03

FOR 2Q20, WE IMPLEMENTED ACTIONS THAT RESULTED IN A DECREASE OF 30.0% IN SG&A VS. 2Q19

- SELLING, LOGISTICS AND SUPPLY EXPENSES
  - 63.6% DECREASE IN US (EQUIVALENT TO R \$ 12.2 MILLION)
  - 47.4% DECREASE IN BRAZIL, TOTALING R\$28.9 MILLION (EX-VANS).
- GENERAL AND ADMINISTRATIVE EXPENSES
  - DECREASE OF R\$13.0 MILLION (-34.5%).

## NON RECURRING EVENTS 2Q20 IMPACT ON EBITDA



#### **US OPERATIONS:**

EVENT	AMOUNT (MILLION)	CASH EFFECT	ІМРАСТ
ASSET WRITE-OFF	(R\$16,6)		SG&A
BUY OUT (RESCISSION)	(R\$14,8)	~	SG&A
TERMINATIONS (PEOPLE)	(R\$5,6)	~	SG&A
PDA	(R\$3,8)		SG&A
DISCOUNTS	(R\$1,3)	~	GROSS PROFIT
TOTAL NORTH-AMERICAN OPERATIONS		ONS (R\$42.1)	

#### **BRAZIL OPERATIONS:**

EVENT	AMOUNT (MILLION)	CASH EFFECT	ІМРАСТ
FRANCHISEES AID FUND	(R\$19,0)		SG&A
TERMINATIONS	(R\$12,4)	~	SG&A
RETURNS	(R\$6,6)	PARTIAL	GROSS PROFIT
PDA	(R\$6,1)		SG&A
DISCOUNTS	(R\$3,7)	~	GROSS REVENUE
ASSETS WRITE-OFF	(R\$3,0)		SG&A
EXTEMPORANEOUS TAX CREDITS	R\$15,2		SG&A
TOTAL BRAZILIAN	OPERATIONS	(R\$35.6)	



# **CONTINUED EFFORT TO PRESERVE CASH IS SHOWING FIRST RESULTS**

R\$12.4 MILLION

104%

#### **NET CASH POSITION IN JULY**

- NET DEBT 2Q20: R\$35.7 MM
- JULY: POSITIVE NET CASH

#### NON-DEFAULT RATE IN JULY

- 104% OF AMOUNTS PROVISIONED IN THE CASH FLOW FOR JULY WERE RECEIVED;
- 92% IN 2Q20

< CDI +2%

#### COST OF DEBT CONTRACTED BEFORE COVID-19

• AVERAGE INTEREST RATE BELOW CDI + 2% P.A., WITH AVERAGE TERM OF 18 MONTHS

# MAIN INITIATIVES

- FOCUS ON NETWORK MANAGEMENT
  (SUPPLIERS AND FRANCHISEES)
- RENEGOTIATION OF DEADLINES AND CREATION
  OF A FRANCHISEE AID FUND
- EXPENSE REDUCTION AND INCREASED
  PROVISIONS
- CUSTOMER CREDIT CONTROL

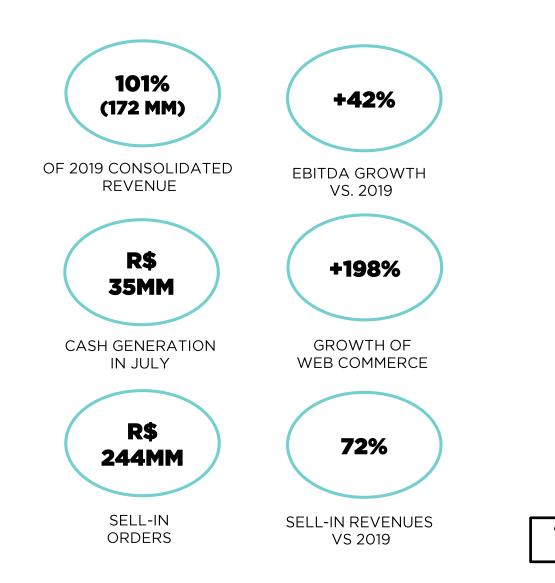


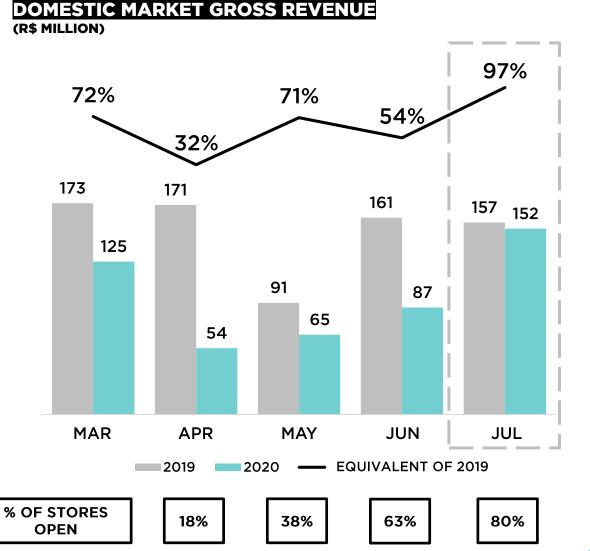
# HIGHLIGHTS OF JULY

### **PERFORMANCE RECOVERY VS. 2019**



#### JULY SAW DELIVERY OF SAME REVENUE LEVEL AS 2019





44







# CLOSING REMARKS

# Great Place To Vork®

CERTIFICATED 10/08/2020 - 10/08/2021

BRASIL

# A REASON TO CELEBRATE!

WE RECEIVED THE GPTW CERTIFICATION, QUALIFYING US AS ONE OF THE BEST PLACES TO WORK IN BRAZIL!

FOR 3 YEARS, AREZZO&CO HAS BEEN CONDUCTING THE GPTW SURVEY WITH THE PURPOSE OF LISTENING TO EMPLOYEES AND BETTER UNDERSTANDING ITS WORK ENVIRONMENT.

IN 2020, DESPITE THE MANY CHALLENGES IMPOSED BY THE PANDEMIC, WE WERE ABLE TO ACHIEVE THIS MAJOR MILESTONE! Somos ORGULHO Somos GPTW



