## $C^{2} A$

## muito on. muito eu.

## Earnings Release 2021



Barueri, August 102021 - C\&A Modas S.A. (B3: CEAB3) a leading fashion retailer in Brazil, , hereby discloses its earnings for the second quarter of 2021 (2Q21). Unless otherwise stated, the financial and operating information that follows is presented on a consolidated basis, as per Brazilian Corporate Law. The statements are submitted in Reals, and unless stated otherwise all growth rates refer to the same period in 2020.

## Highlights

This Quarter we continued to feel the impact of the pandemic,
with stores remaining closed or opened for shorter hours. While our total net revenue was R\$ 1,175.6 million, $\mathbf{2 9 9 . 2 \%}$ higher than in 2Q20 it was $\mathbf{6 . 7 \%}$ lower than 2Q19, which in operational terms is a more relevant comparison.

Same store sales (SSS) were 303.9\% higher than in 2Q20
Omnichannel operations and our marketplace, Galeria C\&A, continue to evolve, and our online gross revenue (GMV 1P+3P*) reached R\$ 252.9 million, a 33.7\% growth.

Gross merchandise margin was 46.1\%, a 0.2 pp increase.
Operating Expenses were R\$ 462.7 million, 19.3\% higher.
As a result, adjusted EBITDA in the quarter was $\mathbf{R} \$ \mathbf{1 . 4}$ million.
The Company issued its first simple debentures in the amount of $\mathbf{R} \$ \mathbf{5 0 0}$ million.
Investments in 2Q21 totaled R\$ 141.6 million, a $\mathbf{2 1 2 . 6 \%}$ increase.

|  | 2Q21 | $2 Q 20$ | $\Delta$ | $6 \mathrm{M21}$ | 6 M 20 | $\triangle$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Online Gross Revenue (GMV 1P+3P)* | 252.9 | 189.1 | 33.7\% | 392.1 | 239.1 | 64.0\% |
| Total Net Revenue (R\$MM) | 1,175.6 | 294.5 | 299.2\% | 1,951.7 | 1,271.3 | 53.5\% |
| Same Store Sales** (\%) | 303.9\% | -77.0\% | 380.9p.p. | 55.4\% | -46.8\% | 102.2p.p. |
| Gross Merchandise Margin (\%) | 46.1\% | 45.9\% | 0.2p.p. | 44.0\% | 45.8\% | -1.8p.p. |
| Operating expenses (R\$MM) | (462.7) | (387.7) | 19.3\% | (982.8) | (914.0) | 7.5\% |
| EBITDA from Retailing Operation (R\$MM) | 213.5 | (97.1) | R\$310.6 | 142.6 | (35.9) | R\$178.6 |
| EBITDA (R\$MM) | 223.7 | (114.9) | R\$338.6 | 186.4 | (36.7) | R\$223.1 |
| EBITDA margin (\%) | 19.0\% | -39.0\% | 58.0p.p. | 9.5\% | -2.9\% | 12.4p.p. |
| Adjusted EBITDA*** (R\$MM) | 1.4 | (201.0) | R\$202.4 | (132.4) | (196.8) | -32.7\% |
| Adjusted EBITDA margin (\%) | 0.1\% | -68.3\% | 68.4p.p. | -6.8\% | -15.5\% | 8.7p.p. |
| Net Income (loss) (R\$MM) | 69.2 | (192.1) | R\$261.3 | (69.3) | (247.4) | -72.0\% |
| Investments | 141.6 | 45.3 | 212.6\% | 212.2 | 78.8 | 169.3\% |

(*) GMV: 1P - first-party relationship or direct sales, 3P - third-party relationship or marketplace sales
${ }^{(* *)}$ SSS: same store sales. This is the sales of stores active for more than 13 months compared to the same period of the prior year, including all forms of e-commerce sales and delivery ( $100 \%$ online, ship-from-store and click-and-collect).
${ }^{* * * *) P u r s u a n t ~ t o ~ A r t i c l e ~ 4, ~ C V M ~ I n s t r u c t i o n ~ 527, ~ t h e ~ C o m p a n y ~ h a s ~ c h o s e n ~ t o ~ s h o w ~ A d j u s t e d ~ E B I T D A ~ a s ~ i n ~ t h e ~ a b o v e ~ t a b l e ~ i n ~ o r d e r ~ t o ~ p r o v i d e ~ i n f o r m a t i o n ~ w h i c h ~ b e s t ~ r e f l e c t s ~ t h e ~}$ gross operational cash generation from its activities. The adjustement are: (i)Other net operating income (expenses); (ii) Financial Income of Supplier; (iii) Tax Credit Recovery; and (iv) Commercial Lease Payments (IFRS16).

At the close of the second quarter, we are optimistic that by the second half of the year sales will again be normal. The start of 2Q21 still suffered from the restrictions brought on by the pandemic, especially in our stronger markets of São Paulo and Rio de Janeiro, where our average operating hours available in April was only 49.3\%; nevertheless, recovery was quite good during the rest of the quarter with sales growth in May and June combined at $4.2 \%$. At the start of the third quarter sales improved even more, with an almost normal scenario and benefited by low winter temperatures, resulting in net revenue from merchandise sales (preliminary and unaudited numbers) in July of 14\% compared to 2019. This recovery makes us optimistic regarding the future, in particular the fourth quarter of the year, normally the most important. With the advance of vaccinations, sales are expected to experience strong recovery, not least to supply repressed demand after so many months of on-gain-off-again restrictions on our mobility. C\&A is prepared for a promising year-end.

We continue to deliver in all levers of our growth plan. In 2Q21 we invested R\$ 141.6 million, mostly in the digital transformation lever which is very important to build C\&A Fashion Tech. We are building a digital fashion company with the best understanding of Brazilian women, with B\&M stores and a lot of emotional connection. This document provides details on the progress made along each lever. In addition, this quarter we started a project to diagnose and realign C\&A's culture to the goal of becoming C\&A Fashion Tech.

This quarter we had two important events to celebrate. First our performance in apparel, with net income just $0.7 \%$ below 2019, the last pre-pandemic year. Second, the performance of our e-Commerce, which grew 36.9\%, despite being compared to a strong year, to R\$ 191.0 million or $16.8 \%$ of our net income from merchandise.

We are also celebrating the 30th anniversary of Instituto C\&A, with which we work very closely. Instituto C\&A's goal is to strengthen Brazilian communities through fashion. Right now, it works with Volunteering, Entrepreneurism and Humanitarian Help.

Finally, the third quarter will spearhead a major recovery. Our constant surveys show optimism and positivity among our customers, and our associates are energetic and confident as they return to our stores, distribution centers and office. We are currently in the midst of executing projects that are part of our growth plan and have the support of our suppliers for this new cycle of growth, when we will be working more closely and with more agility. We are excited about the prospect of a period without the oscillations brought on by the pandemic to demonstrate growth in our results as well.

The Management of C\&A Modas S.A.


# Growth <br> <br> Plan Levers 

 <br> <br> Plan Levers}

## New Stores and Formats

In 2Q21 we opened nine new stores, all click-and-collect, ship-from-store, endless-aisle, and WhatsApp sales omnichannel ventures.

| Date | Location | Slze (m²) |
| :---: | :---: | :---: |
| $\mathbf{2 0 2 1 / 0 4 / 1 5}$ | Shopping Norte Sul Plaza - Campo Grande/MS | 1,789 |
| $\mathbf{2 0 2 1 / 0 4 / 1 8}$ | Super Shopping Osasco - Osasco/SP | 1,442 |
| $\mathbf{2 0 2 1 / 0 4 / 2 2}$ | Shopping Park Sul - Volta Redonda/RJ | 1,695 |
| $\mathbf{2 0 2 1 / 0 4 / 2 6}$ | Shopping Cidade dos Lagos - Guarapuava/PR | 1,839 |
| $\mathbf{2 0 2 1 / 0 4 / 2 7}$ | Bragança Garden Shopping - Bragança Paulista/SP | 1,264 |
| $\mathbf{2 0 2 1 / 0 4 / 2 9}$ | Várzea Grande Shopping - Várzea Grande/MT | 1,682 |
| $\mathbf{2 0 2 1 / 0 4 / 2 9}$ | Shopping Rio Sul - Rio de Janeiro/RJ | 2,526 |
| $\mathbf{2 0 2 1 / 0 6 / 0 4}$ | Shopping Palladium Umuarama - Umuarama/PR | 1,512 |
| $\mathbf{2 0 2 1 / 0 6 / 1 4}$ | Shopping Carpina - Carpina/PE | 1,425 |

Our new stores are all Customer Value Proposition (CVP) stores and offer all our omnichannel initiatives.
They also seek to offer new experiences and be closer to the customer, as shown in the pictures below. The first is our store in Shopping Rio Sul, in Rio de Janeiro, with an open ship-from-store area that allows customers to watch as our associates assemble and ship their orders. The second picture is an area close to the fitting rooms in our Bragança Paulista store, in the interior of São Paulo, with panels showing some of the city attractions.


We also closed two stores, a $589 \mathrm{~m}^{2}$ store in Leblon, and a $2,241 \mathrm{~m}^{2}$ store in Recife. It is important to remember that we manage our stores as a portfolio, continuously reviewing their performance, developing action plans and taking action as necessary.

This brings our total to 304 stores across Brazil, 269 of which, or $88.5 \%$, have been in operation for more than 4 years.


## Digital Transformation

In digital transformation we are focusing on implementing projects in our new CRM (Customer Relationship Management) project to support our sales force, in particular our WhatsApp sales and PLM (Product Lifecycle Management). This system helps product development teams, so the entire product life cycle management is digital.

In 2Q21, we focused on digital transformation technology, and the team, currently made up of more than 620 professionals, intensified structuring deliveries and new implementations, deploying cross-functional squads. At this point we have dozens of initiatives underway, all of them orchestrated according to the governance defined by the Transformation Office. These initiatives are organized to enable corporate goals, in particular focusing on the Customer Experience. In this regard, the most important delivery was the consolidation of customer data into a single view, not only in terms of the registration data itself, but organizing it into Data Lakes associated with the behavior and profile of each customer.

To enable this digital transformation, we revised our technology architecture, making updates in our telecom infrastructure, including the main network (equipment and links to the cloud and C\&A Data Centers) and the network of B\&M store links, so stores are functionally mobile, for our customers involved in an OMNI journey, or for our associates to be more productive (e.g. inventory management via RFID). In 2Q21 we made important updates in the C\&A App, improving performance and response time, and enabling automatic monitoring of routines with automatic warnings in case of errors, such as navigation errors, and products and campaigns displayed in a clear, simplified way. We constantly strive to improve our customers' experience with our App and have a dedicated team for this.

Our WhatsApp sales have been a highlight this quarter. They are now available in all our stores and are a significant percentage of our online sales - about 35\% of the total in 2Q21.

Minha C\&A (My C\&A) experienced accelerated, structured growth this past quarter, having been assigned experienced leadership dedicated to this channel. The goal is to bring in new customers at a lower, more optimized cost of acquisition, adapting C\&A to the different parts of the country by assigning consultants of the correct profile, increasing recurring sales. By late in 2Q21 we had 4.5 thousand Minha C\&A stores. Our aspiration is to continue evolving, seeking more efficient profiles within and outside the C\&A base, and providing new tools that result in a better journey, making it possible for our consultants to work faster.

Our C\&A\&VC (C\&A\&You) relationship program now has 16.8 million registered customers, who account for $78 \%$ of sales. Still on the theme of our customer base, in the past 12 months our e-Commerce (including omnichannel) customer base doubled. It is important to mention that multichannel customers, who spend about twice as much as average customers, also increased 80\%.

| Omnichannel Indicators | Unit | 2Q21 | 2Q20 | A |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| App |  |  |  |  |  |
| MAU (monthly active users) | thousand end of period | 3,517 | 2,554 | $38 \%$ |  |
|  | App Installs | thousand total period | 4,203 | 4,585 | $-8 \%$ |

Relationship Program C\&A\&VC (C\&A \& YOU)

| \# custumer C\&A\&VC (C\&A \& YOU) | million end of period | 16.8 | 10.7 | $57 \%$ |
| ---: | :---: | :---: | :---: | :---: |
| $\%$ of revenues from C\&A\&VC customers | $\%$ | $78 \%$ | $53 \%$ | $25.0 p . p$. |

Galeria C\&A (marketplace)

440
23
1813\%
Source: Google Analytics (active users 28 days - Android + IOS);
Appsflyer (Android +10 S ); internal systems

Our Galeria C\&A marketplace had 440 sellers by the end of 2Q21. The focus this quarter was to adopt the seller portal, improving our relationships and the functionalities partners use to register their products. We also focused on integrating our campaigns.

Regarding our click-and-collect initiative, the OMNI team, which focuses on omnichannel, supported important improvements that reduced time to process so customers and can pick up their purchases in stores within 2 hours.

Another important front is our partnership with sealeup and startups to integrate our ecosystem. This identifies companies able to solve certain business challenges faster and cheaper. We use technology to quickly incorporate these solutions into our systems, test the solution incrementally and, if successful, scale it up in a manner that is transparent to Customers and Associates. In 2Q21 we ran tests with over 20 companies to help improve our goods and services. Because of our current technology architecture and multidisciplinary teams by business mission, the entire process was and is run without affecting deliveries or the customer journey.

## Modernizing

## our Supply Chain

This lever continues to move along as scheduled. Below are some of the deliveries across all three fronts: (i) distribution network; (ii) omnichannel operations; (iii) technology.

Distribution network: our second sorter (which enables distribution by SKU rather than packages) came on-stream as scheduled and is now in the operational ramp-up stage. With the arrival of the necessary parts our third sorter is being assembled. We are currently starting a Push-Pull pilot, integrating projects we already implemented with the new sorter and Manhattan WMS (Warehouse Management System), our new store distribution system. 100\% of the categories eligible for Push-Pull will be implemented by the second half of 2022.

Omnichannel Operations: by the end of the quarter, we had 23 hub stores for ship-from-store operations. By optimizing processes, infrastructure and training we are able to process up to 1,000 orders a day in the main hubs. In our shipping matrix we stabilized average time to deliver and delivery routes (local, state, national) across the entire country. Our current time to deliver is about 3 days between order capture and merchandise delivery. Finally, by the end of the year we will have automated (KNAPP OSR Shuttle) our e-commerce DC. This is on-schedule, and we are confident it will take us to another level by year-end and holiday sales.

Technology: we implemented WMS - Manhattan Active in our dedicated e-Commerce assortment. Suppliers worldwide recognized our success in terms of time to implement and time to reach stable operations. Right now, we continue with implementation, focusing on São Paulo distribution center, which operates according to the Push-Pull by SKU model, using our new sorters and supply system.

Another technology front is RFID (radiofrequency identification) labeling. Following a pilot in 2020, roll-out started early this year and is on schedule. Right now, nine stores have their entire assortment in the pilot phase. By the end of 2 Q 21 we had another 101 stores and 89 suppliers within the defined matrix implementation. By late this year we expect to have 200 stores with their entire supply covered by technology - apparel, cosmetics, fashiontronics and some accessories.

## Credit Offering

We are negotiating with our Bradescard partner to increase credit. Negotiations are in an advanced stage, and we believe this will be resolved by the end of this year.

As a result, we are preparing to work in this industry directly, speaking to partners and hiring professionals who will ensure we are well positioned to be competitive in credit offerings and can improve the customer journey.

# Comments on the Company's Financial Perfopmance 

Net Revenue

| RS million | 2,21 | 2Q20 | $\triangle$ | 6 M 21 | 6 M 20 | $\triangle$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Total Net Revenue | 1,175.6 | 294.5 | 299.2\% | 1,951.7 | 1,271.3 | 53.5\% |
| Revenue from Merchandise Sales | 1,133.9 | 275.1 | 312.2\% | 1.842 .3 | 1,180.6 | 56.1\% |
| Apparel | 951.3 | 194.3 | 389.6\% | 1.516 .8 | 908.0 | 67.0\% |
| Others - Fashiontronics | 182.7 | 80.8 | 126.0\% | 325.5 | 272.6 | 19.4\% |
| Financial Services - Bradescard Partnership | 37.7 | 15.9 | 137.2\% | 100.2 | 84.1 | 19.1\% |
| Other Revenues | 4.0 | 3.5 | 13.7\% | 9.2 | 6.7 | 37.7\% |
| \% | 2 Q21 | $2 \mathrm{C20}$ | $\triangle$ | 6M21 | 6 M 20 | $\triangle$ |
| Same Store Sales* (\%) | 303.9\% | -77.0\% | 380.9p.p. | 55.4\% | -46.8\% | 102.2p.p. |
| Apparel | 377.7\% | -79.7\% | 457.4p.p. | 66.3\% | -48.4\% | 114.7p.p. |
| Others - Fashiontronics | 125.7\% | -66.0\% | 191.7p.p. | 19.5\% | -40.5\% | 60.0p.p. |
| RS million | 2,21 | 2,20 | $\triangle$ | 6 M 21 | 6 M 20 | $\triangle$ |
| Online Gross Revenue (GMV 1P+3P)** | 252.9 | 189.1 | 33.7\% | 392.1 | 239.1 | 64.0\% |
| Online Net Revenue | 191.0 | 139.6 | 36.9\% | 297.6 | 178.1 | 67.1\% |

[^0]In the second quarter, net revenue was R\$ 1,175.6 billion, 299.2\% more than in 2Q20. We remind you that, due to the pandemic, all our stores were closed for over a month in 2Q20, which significantly affected our sales. Although not listed in the table, if we compare 2Q21 and 2Q19 net revenue actually dropped 6.7\%.

Revenue from apparel increased 389.6\%, and revenue from Others-Fashiontronics was up $126.0 \%$. It is worth adding that apparel sales are only $0.7 \%$ lower than they were in pre-pandemic 2Q19. The environment in the dominant Others-Fashiontronics category - cell phones and smartphones - remains competitive, impacting sales and margins, despite a three-digit growth compared to the same period in 2020. If we compare sales to the pre-pandemic period, they dropped 22.5\%.

Same Store Sales indicators are strong - $303.9 \%$ overall - $377.7 \%$ in apparel and $125.7 \%$ in Others-Fashiontronics. In a more normal comparison, SSS compared to 2Q19 dropped 9.4\%.

Focusing on online sales, Gross Revenue from Goods (online GMV), which includes our own sales and those of partners (sellers) on our marketplace, increased $33.7 \%$ to R\$ 252.9 million. C\&A's online net revenue was R\$ 191.0 million, a 36.9\% increase.

Revenue from Financial Services, our partnership with Bradescard, was R\$37.7 million, an increase of $137.2 \%$, primarily due to stores that remained closed in 2Q20.

Other revenue increased $13.7 \%$ in 2 Q21, to $R \$ 4.0$ million. This increase is primarily due to shipping revenue from customer deliveries and an increase in the commission from Galeria C\&A sellers and cell phone operators.


## Gross

## Profft and Margin

| RS million except margin | 2Q21 | 2,20 | $\triangle$ | 6 M 21 | 6 M 20 | $\triangle$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Total Gross Profit | 548.4 | 143.3 | 282.8\% | 899.4 | 619.6 | 45.2\% |
| Gross Profit from Merchandise Sales | 522.3 | 126.3 | 313.7\% | 811.2 | 540.2 | 50.2\% |
| Apparel | 485.9 | 106.8 | 355.0\% | 748.4 | 479.8 | 56.0\% |
| Others- Fashiontronics | 36.5 | 19.5 | 87.4\% | 62.8 | 60.3 | 4.1\% |
| Financial Services Gross Profit - Bradescard Partnership | 37.5 | 15.6 | 139.6\% | 99.7 | 83.6 | 19.3\% |
| Other Gross Profit | (11.4) | 1.4 | -R\$12.7 | (11.4) | (4.2) | 174.2\% |
| Total Gross Margin | 46.7\% | 48.6\% | -1.9p.p. | 46.1\% | 48.7\% | -2.6p.p. |
| Apparel Gross Margin | 51.1\% | 55.0\% | -3.9p.p. | 49.3\% | 52.8\% | -3.5p.p. |
| Others - Fashiontronics Gross Margin | 20.0\% | 24.1\% | -4.1p.p. | 19.3\% | 22.1\% | -2.8p.p. |
| Gross Merchandise Margin | 46.1\% | 45.9\% | 0.2p.p. | 44.0\% | 45.8\% | -1.8p.p. |

In 2Q21, gross profit totaled R\$ 548.4 million, 282.8\% above 2Q20. The total gross margin was 46.7\%, 1.9 pp lower due the drop in sales in some categories, partially offset by higher apparel sales.

Gross margin in apparel was $51.1 \%$, a 3.9 pp drop, primarily impacted by the exchange variation in imported goods, which are more relevant for the winter collection, and the domestic supply chain. The margin in Others-Fashiontronics was $20.0 \%$, a 4.1 pp drop, primarily due to a more competitive environment.

Gross profit from financial services increased $139.6 \%$, in line with the variation in revenue.

## Operating Expenses



In the second quarter, operating expenses were R\$ 462.7 million, $19.3 \%$ above what they were in 2 Q20.

Sales expenses were R\$ 456.8 million, a $64.9 \%$ increase. It is important to remember that, in 2Q20 we had to shut down our stores and consequently were able to negotiate major reductions in occupancy and personnel cost. If we compare this quarter to 2Q19, our sales expenses increased 4.0\%, despite the increase in our e-Commerce operations and the associated shipping and marketing costs, plus inflation for the period.

General and administrative expenses increased $19.4 \%$ to $R \$ 131.7$ million. We reinforced our team with contractors, especially to handle our e-Commerce growth, and also reinforced our executive team. Furthermore, our depreciation increased due to investments in our growth levers.

Our Other Operating Revenue (Expenses) amounted to revenue of R\$ 125.8 million due to tax credits from excluding ICMS from the basis for calculating PIS and COFINS between 2015 and 2017, which was finally ruled on by the Federal Supreme Court and recognized this quarter.

## Financial Services - Bradescard partnership

C\&A partnered with Bradesco to offer a number of financial products and services to its customers, such as C\&A card issuing and administration, personal loans, and insurance.

| RS million | $2 \times 21$ | $2 \times 20$ | $\triangle$ | 6 M 21 | 6 M 20 | $\triangle$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Financial Services Net Revenues - Bradescard Partnership | 37.7 | 15.9 | 137.0\% | 100.2 | 84.1 | 19.1\% |
| Financial Services Gross Profit | 37.5 | 15.6 | 140.1\% | 99.7 | 83.5 | 19.4\% |
| (-) Financial Services Expenses - Selling | (27.2) | (33.4) | -18.6\% | (56.0) | (84.4) | -33.7\% |
| (\#) Financial Services Result | 10.3 | (17.8) | R\$28.1 | 43.7 | (0.8) | R\$44.5 |
|  | $2 \times 21$ | $2 \times 20$ | $\triangle$ | 6 M 21 | 6 M 20 | $\triangle$ |
| Average Trade Receivables ( $\mathrm{R} \$$ bilions) | 2,6 | 2,7 | -3,7\% | 2,7 | 3,0 | -10.0\% |
| \% of sales | 15\% | 20\% | -5p.p. | 15\% | 21\% | -6p.p. |
| Number of new cards (thousand) | 199,0 | 18,5 | 975,7\% | 329,0 | 198,0 | 66.2\% |
| Number of active cards (million) | 2,5 | 3,4 | -26,5\% | 2,6 | 4,0 | -35.0\% |
| Delinquency Rate* (\%) | 10,2\% | 21,7\% | -11,5p.p. | 5,4\% | 13,7\% | -8.3p.p. |

In 2Q21 revenue from this partnership added up to R\$ 37.7 million, a $137.0 \%$ increase. It is worth mentioning that in 2Q20 we were forced to shut down our stores, and thus credit generation stopped. Furthermore, there was an initial aversion to risk and limits were tightened. Credit as a percent of sales remained constant compared to 1Q21, or $15.4 \%$.

Default rates are currently returning to normal, after dropping in the first quarter of the year as we sold our receivables portfolio. Default is calculated as annualized net recovery losses divided by the net average of accounts receivable in the quarter.

| Payment method | 2,21 | $2 \mathrm{C20}$ | $\triangle$ | 6 M 1 | 6 M 20 | A |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Cash payment | 33\% | 35\% | -2p.p. | 34\% | 34\% | Op.p. |
| Bradescard partnership Cards | 15\% | 20\% | -5p.p. | 15\% | 21\% | -6p.p. |
| Up to 5 installments | 8\% | 10\% | -2p.p. | 9\% | 10\% | -1p.p. |
| More than 5 installments | 3\% | 6\% | -3p.p. | 3\% | 5\% | -2p.p. |
| Other | 4\% | 4\% | Op.p. | 4\% | 5\% | -1p.p. |
| Third party Cards | 52\% | 45\% | 7p.p. | 50\% | 45\% | 5p.p. |
| Up to 3 installments | 28\% | 17\% | 11p.p. | 29\% | 22\% | 7p.p. |
| More than 3 installments | 14\% | 20\% | -6p.p. | 13\% | 16\% | -3p.p. |
| Other | 9\% | 7\% | 2p.p. | 8\% | 7\% | 1p.p. |

The 5.0 pp drop in the share of C\&A / Bradesco cards was partially offset by third-party cards.

## Adjusted EBITDA

| R\$ million except margin | $2 Q 21$ | $2 \times 20$ | $\Delta$ | $6 \mathrm{M21}$ | $6 M 20$ | $\triangle$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Profit (Losses) | 69.2 | (192.1) | R\$261.3 | (69.3) | (247.4) | -72.0\% |
| (+) Income Tax | 35.2 | (93.6) | R\$128.7 | (33.7) | (127.1) | -73.5\% |
| (+/-) Net Financial Result | (18.6) | 41.2 | -R\$59.8 | 19.6 | 80.1 | -75.5\% |
| (+) Depreciation and Amortization | 138.0 | 129.6 | 6.5\% | 269.7 | 257.7 | 4.7\% |
| $\Leftrightarrow$ EBITDA | 223.7 | (114.9) | R\$338.6 | 186.4 | (36.7) | R\$223.1 |
| (+/-) Other net operating income (expenses) | 47.6 | 11.6 | 310.8\% | 45.5 | 15.9 | 186.2\% |
| (+) Financial Income of Supplier | 2.4 | 0.9 | 170.3\% | 6.0 | 9.5 | -37.0\% |
| (-) Tax Credit Recovery | (173.3) | (11.2) | 1,453.5\% | (177.7) | (11.7) | 1421.9\% |
| (-) Commercial Lease Payments | (99.0) | (87.4) | 13.2\% | (192.6) | (173.7) | 10.9\% |
| (=) Adjusted EBITDA* | 1.4 | (201.0) | R\$202.4 | (132.4) | (196.8) | -32.7\% |
| Adjusted EBITDA Margin* | 0.1\% | -68.3\% | 68.4p.p. | -6.8\% | -15.5\% | 8.7p.p. |

*Pursuant to Article 4, CVM Instruction 527, the Company has chosen to show Adjusted EBITDA as in the above table in order to provide information which best reflects the gross operational cash generation from its activities. The adjustement are: (i)Other net operating income (expenses); (ii) Financial Income of Supplier; (iii) Tax Credit Recovery; and (iv) Commercial Lease Payments (IFRS16).

Adjusted EBITDA in 2Q21 was R\$ 1.4 million. Adjusted EBITDA margin was $0.1 \%$. This is the result of store closure and shorter working hours due to government restrictions to contain the pandemic, especially in the start of the quarter.

## Financial Results

| R\$ million | 2Q21 | $2 Q 20$ | $\triangle$ | 6 M 21 | 6M20 | $\triangle$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Foreign exchange variation | 2.9 | (0.3) | R\$3.2 | 1.3 | (12.7) | R\$14.0 |
| Total Financial Expenses | (55.1) | (55.7) | -1.1\% | (108.1) | (100.7) | 7.4\% |
| Interest on loans | (12.0) | (9.7) | 23.2\% | (24.8) | (9.7) | 155.3\% |
| Interests on Leases | (34.5) | (34.6) | -0.3\% | (66.3) | (67.5) | -1.7\% |
| Interest on taxes and contingencies | (3.5) | (6.6) | -47.5\% | (7.1) | (12.4) | -43.2\% |
| Other Financial Expenses | (5.2) | (4.8) | 8.0\% | (10.0) | (11.1) | -10.0\% |
| Total Financial Revenue | 70.9 | 14.9 | 377.3\% | 87.2 | 33.3 | 162.1\% |
| Interests | 68.7 | 13.5 | 407.1\% | 81.2 | 23.0 | 253.6\% |
| Other Financial Revenue | 2.2 | 1.3 | 69.9\% | 6.0 | 10.3 | -41.6\% |
| Net Financial Result | 18.6 | (41.2) | R\$59.8 | (19.6) | (80.1) | -75.5\% |

In 2Q21, financial revenue was R\$18.6 million, mostly due to a non-recurring amount of R $\$ 58.5$ million due to the exclusion of ICMS from the basis for calculating PIS and COFINS in 2015 and 2017. If we exclude this the Company would have had financial expenses of $\mathrm{R} \$ 39.9$ million in 2 Q 21 .

| ( |  |  | Ne4 Hectie |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| R\$ million except margin | 2021 | 2020 | $\triangle$ | 6 M 21 | 6 M20 | $\triangle$ |
| Net Profit (Losses) | 69.2 | (192.1) | R\$261.3 | (69.3) | (247.4) | -72.0\% |
| Net Margin | 5.9\% | -65.2\% | 71.1.p.p. | -3.6\% | -19.5\% | 15.9p.p. |

Net profit for the quarter was R\$ 69.2 million. Net margin was $5.9 \%$. This was impacted by the non-recurring recognition of credits. If this is excluded the quarter would have seen a loss of $\mathrm{R} \$ 83.8$ million.

## Adjusted Free Cash Flow

| R\$ million | 6 M 21 | 6 M 20 | $\triangle$ |
| :---: | :---: | :---: | :---: |
| Pro forma (Loss) Income before Taxes | (81.4) | (344.2) | R\$262.8 |
| Depreciation and Amortization | 116.9 | 121.1 | -3.5\% |
| (+/-) Others | (178.5) | 20.3 | -R\$198.8 |
| Non-cash Adjustment | (61.6) | 141.4 | -R\$203.0 |
| Income tax and social contribution paid | (1.8) | (21.4) | -91.6\% |
| Working Capital | (397.8) | (100.1) | 297.4\% |
| Trade Receivables | 210.1 | 785.4 | -73.2\% |
| Inventories | (243.0) | (276.9) | -12.2\% |
| Trade Payables | (320.9) | (392.7) | -18.3\% |
| Others | (44.0) | (216.0) | -79.6\% |
| Cash originated from operational activities | (542.6) | (324.3) | 67.3\% |
| (-) CAPEX | (207.1) | (76.5) | 170.7\% |
| (=) Adjusted Free Cash Flow | (749.7) | (400.8) | 87.1\% |

In 1H21 C\&A consumed R\$ 749.7 million in free cash. The main impact was working capital, with more cash used for suppliers and inventories due to the impact of the pandemic on sales early this quarter, as well as CAPEX.

Change in Cash Position - 2Q21

2 T21 Initial Balance Operational Financing 2T21 Final Balance

This quarter our operating activities consumed $\mathrm{R} \$ 142.8$ million in cash due to the restrictions early in the quarter, which had a negative impact on sales.

| RS milion | $2 \mathrm{C21}$ | $2 \times 20$ | A | 6 M 21 | 6 M 20 | $\triangle$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Total Investments* | 141.6 | 45.3 | 212.6\% | 212.2 | 78.8 | 169.3\% |
| New Stores | 15.3 | 7.1 | 115.5\% | 42.4 | 14.6 | 190.4\% |
| Revamp | 8.1 | 14.4 | -43.8\% | 11.8 | 28.8 | -59.0\% |
| Supply Chain | 30.9 | 2.1 | 1371.4\% | 45.2 | 4.2 | 976.2\% |
| Digital | 87.3 | 21.7 | 302.3\% | 112.8 | 31.2 | 261.5\% |

*The investment value corresponds to the investments acquired in the period, but not necessarily paid. The amount paid (cash outflow) is reported in the cash flow from investment activities

R\$ 141.6 million were invested this quarter, $212.6 \%$ more than in 2 Q20. Most of our investment this quarter focused on digital and technology. This includes numerous projects, the most important of which are investments in our telecom infrastructure, investments in cloud applications and our new CRM service that will provide a unique vision of customer data.

## Indebtedness

| RS million | 6 M 21 | 6M20 | $\triangle$ |
| :---: | :---: | :---: | :---: |
| Gross Debt | 1,349.3 | 1,205.2 | 12.0\% |
| Short-term debt | 69.1 | 375.9 | -81.6\% |
| Long-term debt | 1,280.2 | 829.3 | 54.4\% |
| (-) Cash and cash equivalents | 879.0 | 1,259.0 | -30.2\% |
| (=) Net Cash (Debt) | (470.4) | 53.8 | -R\$524.2 |

C\&A ended 2Q21 with a total gross debt of R $\$ 1.35$ billion and net debt of $R \$ 470.4$ million. The total debt has an average maturity of 3.12 years, and an average all-in cost of CDI $+1.98 \%$. In the second quarter one of our CCBs (Bank Credit Certificates), in the amount of R\$362.5 million (principal + interest) matured. In May C\&A issued its first simple, unsecured debentures in the amount of R\$500 million, maturing in 4 years and paying CDI+2.51\%, amortized as follows:

## Debt Amortization Schedule (R\$ million)

The amortization schedule refers to the principal only and excludes interest.

## DEBENTURES

${ }^{8} A$
PROMISSORY NOTESBANK CREDIT CERTIFICATES - CCB

|  | $\mathbf{8 5 . 0}$ |
| :--- | ---: |
| 19.0 | 40.0 |
| 2021 | 45.0 |
|  | 2022 |

682.5

# Capital 

C\&A joined the B3 "Novo Mercado" on 28 October 2019, at a starting share price of R\$ 16,50. The average daily volume traded in 2 Q21 was $R \$ 26.9$ million, with a $21.9 \%$ increase in the value of the shares. On June 30, 2021 the company's market cap was R\$ 4.4 billion.

*Source: Infomoney, 06/30/2021

The Company's capital stock is $308,245,068$ common shares, with $34.5 \%$ free-float. The Company's free-float and its main shareholders on June 30, 2021 are described below:

| Stockholding structure | Number of Shares (ON) | \% of total |
| :---: | :---: | :---: |
| Controlling shareholder | $201,319,336$ | $65.3 \%$ |
| Verde Asset Management S.A. | $15,888,100$ | $5.2 \%$ |
| Management | 531,097 | $0.17 \%$ |
| Others | $90,506,535$ | $29.4 \%$ |
| Total | $\mathbf{3 0 8 , 2 4 5 , 0 6 8}$ | $\mathbf{1 0 0 . 0 \%}$ |

## Attachments

## Consolidated Statement of Financial Position

| RS million | 2021/06/30 | 2020/12/31 |
| :---: | :---: | :---: |
| Total Assets | 6,963.6 | 7,309.6 |
| Current Assets | 2,898.3 | 3,520.0 |
| Cash and cash equivalents | 879.0 | 1,509.2 |
| Trade receivables | 849.9 | 1,063.8 |
| Derivatives | 0.0 | 0.2 |
| Related Parties | 0.9 | 0.1 |
| Inventories | 862.4 | 641.0 |
| Taxes recoverable | 270.4 | 271.7 |
| Income tax recoverable | 3.9 | 10.9 |
| Other assets | 31.8 | 22.9 |
| Noncurrent Assets | 4,065.3 | 3,789.7 |
| Long term Assets | 1,519.4 | 1,313.0 |
| Taxes recoverable | 1,363.6 | 1,157.4 |
| Deferred taxes | 105.3 | 71.5 |
| Judicial deposits | 48.4 | 81.5 |
| Related Parties | 0.2 | 0.0 |
| Other assets | 1.8 | 2.7 |
| Investment | 689.5 | 667.2 |
| Right-of-use assets | 1,492.2 | 1,514.4 |
| Intangible asset | 364.3 | 295.0 |
| RS million | 2021/06/30 | 2020/12/31 |
| Total liabilities and shareholder's equity | 6,963.6 | 7,309.6 |
| Current Liabilities | 1,585.6 | 2,251.7 |
| Lease liabilities | 435.8 | 390.6 |
| Loans | 69.1 | 390.6 |
| Trade payables | 848.0 | 1,158.9 |
| Derivatives | 5.8 | 6.8 |
| Labor Liabilities | 129.5 | 136.1 |
| Related Parties | 22.2 | 34.8 |
| Interest on shareholders' equity and dividends payable | 0.0 | 0.0 |
| Taxes Payable | 42.1 | 107.0 |
| Income Tax payable | 0.5 | 0.3 |
| Other liabilities | 32.6 | 26.6 |
| Noncurrent liabilities | 2,788.2 | 2,403.1 |
| Lease liabilities | 1,225.0 | 1,264.2 |
| Trade payables | 20.5 | 24.8 |
| Loans | 1,280.2 | 820.7 |
| Labor Liabilities | 6.4 | 4.4 |
| Labor, Civil, Security and Tax Provisions | 194.4 | 230.1 |
| Taxes payable | 27.8 | 25.0 |
| Other liabilities | 33.9 | 33.9 |
| Equity | 2,589.8 | 2,654.8 |
| Capital stock | 1,847.2 | 1,847.2 |
| Capital reserves | 23.2 | 19.4 |
| Accumulated profits (Losses) | (73.6) | - |
| Profit Reserve | 796.9 | 792.6 |
| Other comprehensive income (loss) | (3.8) | (4.3) |


| RS million | $2 \mathrm{C21}$ | $2 \times 20$ | $\triangle$ |
| :---: | :---: | :---: | :---: |
| Net Operational Revenue | 1,175.6 | 294.5 | 299.2\% |
| Apparel | 951.3 | 194.3 | 389.6\% |
| Others-Fashiontronics | 182.7 | 80.8 | 126.0\% |
| Revenue from Merchandise Sales | 1,133.9 | 275.1 | 312.2\% |
| Financial Services - Bradescard Partnership | 37.7 | 15.9 | 137.2\% |
| Other Revenue | 4.0 | 3.5 | 13.7\% |
| Cost of sales and services rendered | (627.2) | (151.2) | 314.7\% |
| Gross Profit | 548.4 | 143.3 | 282.8\% |
| Apparel | 485.9 | 106.8 | 355.0\% |
| Others - Fashiontronics | 36.5 | 19.5 | 87.4\% |
| Merchandise Gross Profit | 522.3 | 126.3 | 313.7\% |
| Financial Products - Bradescard Partnership | 37.5 | 15.6 | 139.6\% |
| Other Gross Profit | (11.4) | 1.4 | -R\$12.7 |
| Operating (expenses) income | (462.7) | (387.7) | 19.3\% |
| General and Administrative expenses | (131.7) | (110.3) | 19.4\% |
| Selling expenses | (456.8) | (277.0) | 64.9\% |
| Other net operating income (expenses) | 125.8 | (0.4) | R\$126.2 |
| Operating profit | 85.7 | (244.5) | R\$330.2 |
| Net Finance Results | 18.6 | (41.2) | R\$59.8 |
| Foreign exchange variation |  |  |  |
| Total Finance Expenses | (55.1) | (55.7) | -1.1\% |
| Interest on loans | (12.0) | (9.7) | 23.2\% |
| Interests on Leases | (34.5) | (34.6) | -0.3\% |
| Interest on taxes and contingencies | (3.5) | (6.6) | -47.5\% |
| Other Financial Expenses | (5.2) | (4.8) | 8.0\% |
| Total Financial Revenue | 70.9 | 14.9 | 377.3\% |
| Interests | 68.7 | 13.5 | 407.1\% |
| Other Financial Expenses | 2.2 | 1.3 | 69.9\% |
| Income before taxes | 104.4 | (285.6) | R\$390.0 |
| Income taxes | (35.2) | 93.6 | -R\$128.7 |
| Net Income (loss) for the period | 69.2 | (192.1) | R\$261.3 |
| (+) Income Tax | 35.2 | (93.6) | R\$128.7 |
| (+/-) Net Financial Result | (18.6) | 41.2 | -R\$59.8 |
| (+) Depreciation and Amortization | 138.0 | 129.6 | 6.5\% |
| $\Leftrightarrow$ EBITDA | 223.7 | (114.9) | R\$338.6 |
| (+/-) Other net operating income (expenses) | 47.6 | 11.6 | 310.8\% |
| $(+)$ Financial Income of Supplier | 2.4 | 0.9 | 170.3\% |
| (-) Tax Credit Recovery | (173.3) | (11.2) | 1453.5\% |
| (-) Commercial Lease Payments | (99.0) | (87.4) | 13.2\% |
| (=) Adjusted EBITDA | 1.4 | (201.0) | R\$202.4 |

## Consolidated

 Statement of Earnings

R\$ million

| 6M21 | 6M20 | $\boldsymbol{\Lambda}$ |
| :---: | :---: | :---: |
| $1,951.7$ | $1,271.3$ | $53.5 \%$ |
| $1,516.8$ | 908.0 | $67.0 \%$ |
| 325.5 | 272.6 | $19.4 \%$ |
| $1,842.3$ | $1,180.6$ | $56.1 \%$ |
| 100.2 | 84.1 | $19.1 \%$ |
| 9.2 | 6.7 | $37.7 \%$ |
| $(1,052.2)$ | $(651.8)$ | $61.4 \%$ |
| 899.4 | 619.6 | $45.2 \%$ |

Apparel
Others - Fashiontronics
Merchandise Gross Profit

| 748.4 | 479.8 | $56.0 \%$ |
| :---: | :---: | :---: |
| 62.8 | 60.3 | $4.1 \%$ |

Financial Products - Bradescard Partnership
Other Gross Profit
Operating (expenses) income
General and Administrative expenses
Selling expenses
811.2
$540.2 \quad 50.2 \%$
99.7
83.6
19.3\%

| Net Operational Revenue |
| :--- |
| Apparel |
| Others-Fashiontronics |
| Revenue from Merchandise Sales |
| Financial Services - Bradescard Partnership |
| Other Revenue |
| Cost of sales and services rendered |
| Gross Profit |
| Apparel |
| Others - Fashiontronics |
| Merchandise Gross Profit |
| Financial Products - Bradescard Partnership |

Other net operating income (expenses)

## Operating profit

| $(11.4)$ | $(4.2)$ | $174.2 \%$ |
| :---: | :---: | :---: |
| $(982.8)$ | $(914.0)$ | $7.5 \%$ |
| $(209.8)$ | $(219.6)$ | $-4.5 \%$ |

Net Finance Results
(19.6)

Foreign exchange variation
1.3

Total Finance Expenses

| $(108.1)$ | $(100.7)$ | $7.4 \%$ |
| :---: | :---: | :---: |
| $(24.8)$ | $(9.7)$ | $155.3 \%$ |
| $(66.3)$ | $(67.5)$ | $-1.7 \%$ |
| $(7.1)$ | $(12.4)$ | $-43.2 \%$ |
| $(10.0)$ | $(11.1)$ | $10.0 \%$ |
| 87.2 | 33.3 | $162.1 \%$ |
| 81.2 | 23.0 | $253.6 \%$ |
| 6.0 | 10.3 | $-41.6 \%$ |

Other Financial Expenses 6.0
Income before taxes
Income taxes

Net Income (loss) for the period
(+) Income Tax
(103.0)

| 33.7 | 127.1 | $-73.5 \%$ |
| :---: | :---: | :---: |
| $(69.3)$ | $(247.4)$ | $-72.0 \%$ |

(+/-) Net Financial Result
(33.7)
(127.1) -73.5\%
(+) Depreciation and Amortization
19.6
269.7
(=) EBITDA
(+/-) Other net operating income (expenses)
(+) Financial Income of Supplier
-
(-) Tax Credit Recovery
(-) Commercial Lease Payments
(=) Adjusted EBITDA

## 186.4

80.1
-75.5\%
Interest on loans
Interests on Leases
Interest on taxes and contingencies
(7.1)

Total Financial Revenue

# Consolidated Cash Flow 



Glossary

## of Terms

1P: Goods in our own inventory marketed by our e-commerce.
3P: Third-party (seller) goods marketed by our e-commerce.
Click and Collect: A solution whereby customers can buy online and pick-up their goods in one of our B\&M stores.
Fashiontronics Electronics and other related goods such as smartphones, tablets, watches and accessories. This includes earphones/pods and chargers. More recently beauty items and cosmetics were added to the category.

Galeria C\&A: C\&A Marketplace.
GMV (Gross Merchandise Volume): The total amount in Reals (R\$) sold by our e-commerce, including 1P and 3P goods.
Hunting and Farming: Prospecting and maintaining partner sellers for our marketplace.
Lead time: This is the time it takes for raw materials or goods to be delivered to C\&A from the supplier once they are ordered.

HUB stores: B\&M stores in privileged locations that work as hubs to ship goods to customers.
MAU (Monthly Active Users): Monthly Active Users measures how many users used our app for any action in the past 30 days.

Mindse7: Launched in November 2018, Mindse7 is a digital native project that presents weekly collections inspired on the main conversations and trends on the streets and on social networks, using a co-creation model between a multidisciplinary team comprised of C\&A and its suppliers. Focusing on versatile, timeless items aligned to the desires of Brazilian women, it has already launched some 200 collections, always focusing on innovative offerings of diverse and inclusive fashion for all styles, bodies and ages.

Onboarding: System, product and process integration.
Push and pull: A supply model that consists in replacing individual SKUs of different models, sizes and colors in our B\&M stores according to demand, making service to the demand for our fashion items more efficient.

RFID (Radio-Frequency Identification): enables identifying and locating each SKU in both stores and DCs.
Seller: partner sellers who market our goods on our marketplace.
Ship-from-Store: transforming B\&M stores into distribution centers, shipping goods purchased on our e-commerce directly to customers.

SKU : Stock keeping unit
Social selling: A process whereby relationships are developed, and sales made using social networks.
Sorter: Individual sorting/picking equipment.
SSS: Same store sales Growth in same store sales. This is comprised of sales in stores in activity for more than 13 months compared to the same period in the previous year. It includes all forms of e-commerce sales and deliveries (100\% online, ship-from-store and click-and collect).

Supply: Supply chain
WhatsApp sales: A type of online sale where C\&A associates interact with customers using Whatsapp.
WMS: Warehouse management system, an inventory management tool.

## About

$$
C \& A
$$

C\&A is a fashion company focused on suggesting experiences that go beyond dressing. Established in the Netherlands in 1841 by Clemens and August, C\&A believes in and defends Fashion as one of the most fundamental channels for people to connect with themselves and those around them. For this reason C\&A customers are the core of its strategy. C\&A is one of the world's leading fashion retailers and has been in Brazil since 1976, when it opened its first tore in Shopping Ibirapuera in São Paulo. On March 31, 2021 there were 297 stores in operation, with a total sales area of around 562 thousand square meters, plus its e-commerce. The Company has been listed on the Brazilian B3 exchange since October 2019, and innovates by offering digital and omnichannel services and solutions to expand customer online and offline experiences. With over 14 thousand employees all over Brazil, C\&A offers young, innovative, diverse and inclusive fashion for women, men and children. It also offers a line of Fashiontronics with a wide array of cell phone and smartphones, and has just added beauty care to its range. On 2021 it committed to becoming C\&A Fashion Tech, and in the coming years aims to become the digital fashion company that best understands Brazilian women, with B\&M stores and a lot of emotional connection.



[^0]:    * SSS: Growth in same store sales. This is comprised of sales in stores in activity for more than 13 months compared to the same period in the previous year. It includes
    e-commerce and all types of sales delivered ( $100 \%$ online, ship-from-store and click-and-collect).
    ** GMV - Gross Merchandise Value: 1P - first-party relationship or direct sales, 3P - third-party relationship or marketplace sales.

