2022 Third Quarter Results (January–September)

November 10, 2022

Shiseido Company, Limited Takayuki Yokota Director, Executive Officer Chief Financial Officer



In this document, statements other than historical facts are forward-looking statements that reflect our plans and expectations. These forward-looking statements involve risks, uncertainties, and other factors that may cause actual results and achievements to differ from those anticipated in these statements.

2022 Q3 Key Headlines

Japan's solid recovery and EMEA's strong performance covered China affected by lockdowns. YTD LfL Net Sales turned to growth. Profit increased thanks to agile cost management and structural reforms.

- ➤ Like-for-like (LfL)* Net Sales YoY: <u>+2%</u>
 - Japan: recovered including mid-price range, EMEA: kept strong momentum
 - China: share increased despite slow market recovery
 - Consumer purchase recovered despite global retail inventory adjustments amid market uncertainties
- > Skin beauty brands sales ratio remained at a high level (74%*)
- E-commerce (EC) sales ratio: 31%, sales: +2%* Successful touch point expansion in China
- Core operating profit: ¥36.2 bn, +¥6.5 bn YoY
 - Company-wide agile cost management, structural reforms and FX
- Global transformation
 - Impairment loss on transfer of manufacturing business for Personal Care products: -¥12.7 bn
 - Gain on transfer of Professional Business: ¥10.9 bn

2022 Q3 YTD (January–September): Executive Summary

(Billion yen)	2021	% of Net Sales	2022	% of Net Sales	YoY Change	YoY Change %	YoY Fx- Neutral %	YoY LfL*2 %
Net Sales	728.4	100%	762.7	100%	+34.3	+4.7%	-4.1%	+1.8%
Core Operating Profit	29.7	4.1%	36.2	4.8%	+6.5	+21.9%		
Non-recurrent items	65.9	9.0%	-0.6	-0.1%	-66.4	-		
Operating Profit	95.6	13.1%	35.7	4.7%	-59.9	-62.7%		
Profit Before Tax	94.3	12.9%	43.6	5.7%	-50.7	-53.8%		
Income Tax Expense	45.6	6.2%	11.8	1.5%	-33.8	-74.0%		
Profit Attributable to Owners of Parent	47.0	6.5%	29.0	3.8%	-18.0	-38.2%		
EBITDA*1	67.5	9.3%	74.6	9.8%	+7.1	+10.5%		

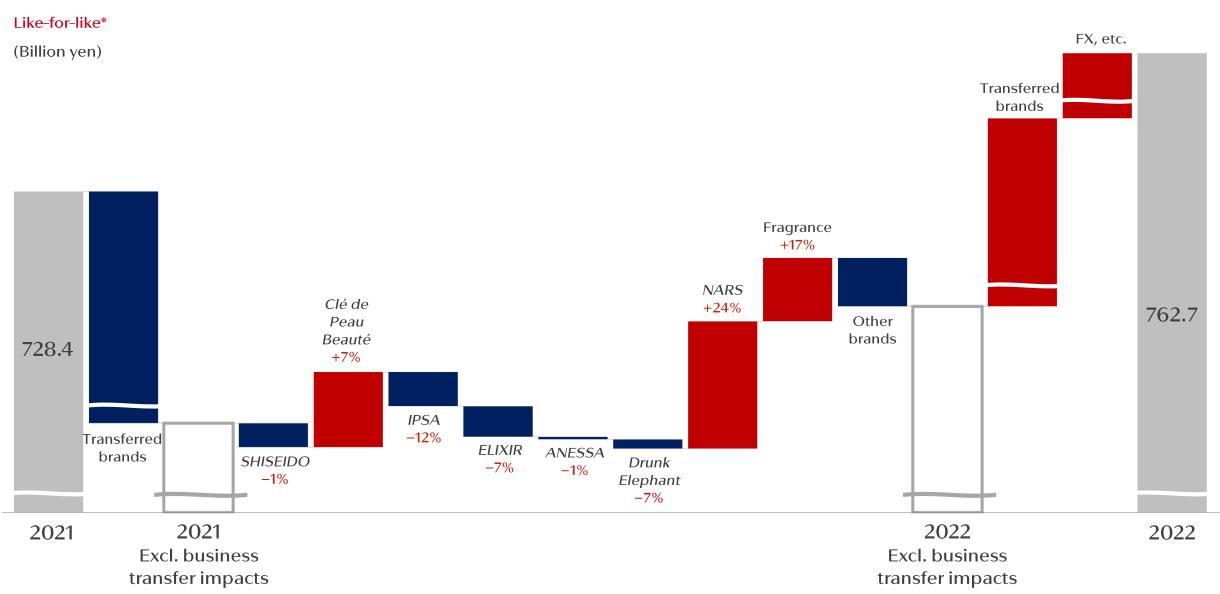
^{*1} Core Operating Profit + Depreciation and Amortization (excl. amortization of right-of-use assets) *2 Excludes impact from business transfer

- Net Sales: > Japan's solid recovery and EMEA's strong performance cover China still affected by lockdowns
 - > Strong consumer purchase in China outperforming market, despite ongoing global retail inventory adjustments amid market uncertainties
- Core Operating Profit: > Profit increased thanks to agile cost management, structural reforms and FX impacts, etc.
- Non-recurrent items: > 2021; gain on transfer of personal care business: ¥132.2 bn, impairment loss and structural reform expense related to *Dolce&Gabbana*: –¥33.9 bn

2022; impairment loss on transfer of personal care production business: –¥12.7 bn, gain on transfer of Professional business: ¥10.9 bn

- Profit Before Tax: Finance income: +¥4.9 bn, share of profit of investments accounted for using equity method: +¥3.3 bn
- Income Tax Expense: > Recorded valuation allowance for impairment loss on *Dolce&Gabbana* trademark rights in 2021

2022 Q3 YTD Net Sales by Brand



^{*} YoY change (%) for each brand is calculated based on foreign exchange rate assumptions as of Feb 2022 and excludes exchange rate differences etc.

Net Sales YoY: Growth Momentum Accelerated; Japan Turned to Growth from Market Recovery and EMEA Continued Strong Performance

for-like		2022									
		vs. 2	019		vs. 2021						
	Q1	Q2	Q3	Q3 YTD	Q1	Q2	Q3	Q3 YTD			
Japan	-37%	-35%	-31%	-34%	-3%	-2%	+9%	+1%			
China	+14%	+19%	+16%	+16%	-14%	-14%	-2%	-11%			
Asia Pacific	-13%	-8%	-5%	-9%	-0%	+20%	+12%	+10%			
Americas	+29%	+28%	+31%	+29%	+7%	+15%	+3%	+8%			
EMEA	+7%	+5%	+7%	+6%	+9%	+1%	+21%	+10%			
Travel Retail	+29%	+3%	+15%	+15%	+21%	+15%	+9%	+15%			
Total	-9%	-9%	-7%	-8%	-1%	-1%	+7%	+2%			
ex-Japan	+15%	+11%	+13%	+13%	+0%	-0%	+6%	+2%			

^{*} Excluding business transfer impacts

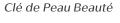
Japan: Prestige Growth Accelerated, Mid-Price Range to Recover

- Local Market:
 - ➤ All price ranges grew YoY, mid price range signs of recovery
 - Department sales on the uptrend, while not reaching 2019 levels in all channels except for EC



- Shiseido Consumer Purchases*1: Q3 YTD + low single digit% / Q3 +mid single digit%
 - ➤ Local: <u>+low single digit%</u> / +mid single digit%
 - Clé de Peau Beauté: +low teen% SHISEIDO: +high single digit%
 Number of loyal users increasing
 Department store share increase continues
 - ELIXIR momentum on recovery with successful renewal BENEFIQUE, PRIOR strong new product launches
 - EC: <u>+low teen%</u> / +high single digit%
 - ➤ Inbound: <u>-high single digit%</u> / +mid teen%





BEN FIQUE DUE ERLOCM MIGHT CREAM





BENEFIQUE

ELIXIR

PRIOR

^{*} Excluding business transfer impacts *2 Adjusted for the effects of consumption tax hike in 2019

Japan: Strong Sales from *ELIXIR* Renewal (Launched on Sep. 21st)

Stronger initial sales vs. previous renewal in 2018

Successfully captured new users Increased share and user base Contributed to mid-price skincare market recovery

+high teen% *1 Brand consumer purchases

Shares after launch *2

Lotion, emulsion skincare market

No.1 share



Largest-ever company-wide initiatives rolled out in collaboration with business partners

Promoted product trial at store front with personal beauty partner*3 and business partners

Boosted the mid-price range market in collaboration with business partners



Great reaction from consumers and KOLs on high efficacy Outstanding initial reaction from consumers;

"blends and absorbs into the skin instantly" <u>"Amazing value for money"</u> using the latest collagen technology "just like prestige

~Awarded Best Cosmetics~

department store cosmetics"

⟨MORE magazine⟩ 2022 Best Affordable **Price Cosmetics** Lotion Category No.1 *



and more to come...

Strengthen investments towards actions in Q4 to accelerate momentum

Multifaceted enhancement such as TV coverage, tie-up with magazines, in-store presentation, and digital communication









もっちり感

Enhance appeal at storefront reflecting feedback from customers

Encourage wrinkle cream usage from new lotion / emulsion consumers









Japan: Q4 Powerful Marketing to Capture the Market Recovery

- Market reopening: increased opportunities for going out / gathering events
- Equity enhancement in key brands: stimulate consumer demand backed by strategic investment
- Beauty Key: accelerate high quality 1-to-1 marketing through DX

Effective communication connecting digital and real store experiences





JHIJEIDO GINZA TOKYO



Tie-up with magazines and special web sites



Measure beauty circulation inside the skin with a contactfree device

ELIXIR



Multifaceted enhancement such as TV/ newspaper ads, digital, etc.



Special experiences unique to real stores

PRIOR



TV ads, newspaper ads



Store front promotion linked ads addressing skin concerns

MAQUILLAGE



Tie-up with SNS



Conduct personal beauty check

China: Outperformed Market Growth amid Challenging Environment Offline - Recovered to Last Year's Level Online - Accelerated Growth through Touch Point Expansion

- Market: tough competitive environment continues
 - Impact from lockdowns in multiple cities
 - ➤ Retail inventory adjustments due to uncertain outlook
 - Consumers focus more on savings



Total : <u>Q3 YTD -mid single digit%</u> / Q3 +high single digit%

➤ Mainland China: <u>-mid single digit%</u> / +high single digit%

• Prestige : <u>-mid single digit%</u> / +high single digit %

- SHISEIDO Future Solution performed well; capture trade-up needs
- SHISEIDO, NARS offline sales turned to growth
- EC : <u>+low teen%</u> / +high 20% Expand brand rollout at JD.com, TikTok, etc.

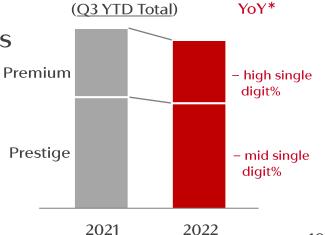




SHISEIDO Offline Promotion

Clé de Peau Beauté TikTok





China: Actions in 2H toward Brand Equity Enhancement

Increase loyal users by enhancing value appeal with additional investments



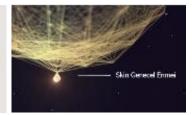


Strengthen investments in Q4 activities to accelerate growth momentum

Aim to increase high prestige line contribution to sales











^{*} SHISEIDO consumer purchase in Mainland China

China: Deliver Sustainable Growth

Shift from major event-driven growth model to a sustainable growth model of personalized brand value-based communication

- Reduce sales ratio from large-scale promotional events
 - Shift investments to normal times
- Optimize strategy for KOL utilization
 - Enhance promotions at Shiseido's EC flagship stores
 - Leverage our own expertise (R&D personnel and consulting)
 - Communicate effects and efficacy as our core strength



Live commerce at Tmall flagship store



Live commerce a cross border EC flagship store

- Diversify EC platforms
 - Expand growth at JD.com, TikTok, etc.









*IPSA, ANESSA*TikTok EC store

SHISEIDO, Clé de Peau Beauté newly started roll out at JD.com

Americas

NARS kept strong momentum

Market growth in all categories

- Shiseido External Sales *1 : Q3 YTD +8% / Q3 +3%
 - > NARS: Continued to gain share, climbed 5 ranks*2
 - EC: <u>+low single digit%</u> / +low teen%

EMEA

Overall strong momentum continued

Continued to grow in all categories

- Shiseido External Sales*1 : Q3 YTD +10% / Q3 +21%
 ex-Russia : +15% / +24%
 - narciso rodriguez : Musc Noir series strong
 - ➤ EC: <u>-mid single digit%</u> / +mid single digit%
 - Rebound from lockdowns in LY Q1

Travel Retail

Impacted by lockdowns in Hainan

Lockdowns in Hainan, gradual market recovery

- Shiseido Consumer Purchases*1:
 Asia Q3 YTD +low single digit% / Q3 +mid single digit%
 (Global +mid single digit% / +high single digit%)
 - ➤ EC (Asia): <u>-high single digit%</u> / +mid single digit%

Asia Pacific

South Korea and South-East Asia continued to grow

Recovery delay in some markets such as Taiwan

- Shiseido External Sales*1: Q3 YTD +10% / Q3 +12%
- ➤ ANESSA: Strong sales from Gold series renewal
- > EC*3: <u>+low single digit%</u> / -high teen%
 - Rebound from lockdowns in LY Q3

COGS Ratio

LfL: Improved from Favorable Product Mix Reported: Impacts from Impairment Loss on PC Manufacturing Business Transfer

	2021 Q3 YTD				2022 Q3 YTD	
COGS	26.8%				31.4%	
COGS LfL*1	<u>25.5%</u>				<u>24.8%</u>	
CO	GS					34.5%
CO	GS LfL*1			,	20.60/	
					30.6%	
				28.7%		
26.8%	26.6%	27.1%	27.1%			
•••	•••••				•••••	•••
	25.3%	24.3%	24.1%	23.8%	25.6%	24.8%
2021				2022		
Q1	Q2	Q3	Q4	Q1	Q2	Q3

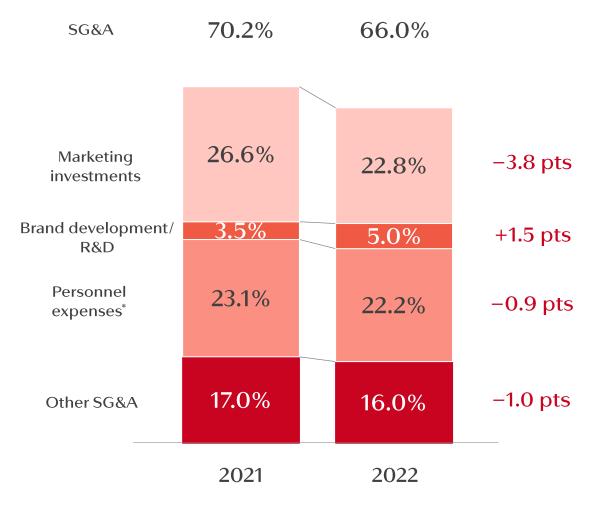
Q3 YTD Factors for increases/decreases

- (+) Favorable product mix from business transfers
- (+) Lower inventory write-offs
- (+) Higher productivity (lower fixed costs due to shift to in-house manufacturing)
- (+) Impairment loss from withdrawal from hyaluronic acid business in 2021
- (–) Higher fixed costs due to launch of new factories
- (–) Higher raw materials and logistics costs
- (-) Impairment loss of factories on transfer of personal care manufacturing business in 2022
- (-) Negative impact from MSA*2 for business transfers (4.9 pts)

^{*1} Excludes impacts from product supply due to business transfer and from impairment loss

Cost Structure in 2022 Q3 YTD: Continued Agile Cost Management, Cost Reduced due to Structural Reforms

(% of Net Sales based on Core Operating Profit)



Marketing investments

- Lower costs thanks to business transfers
- Agile cost management

Brand development / R&D

➤ Higher DX-related investments

Personnel expenses

Optimization of personnel expenses by structural reforms, etc.

Other SG&A

- Lower freight costs
- ➤ Higher DX-related investments (FOCUS, etc.)

* Including POS personnel expenses

2022 Q3 YTD Core Operating Profit by Reportable Segment Agile Cost Management Implemented; Americas, EMEA and TR Increased Profit

Japan: Declined mainly due to the impact of PC business transfer

China: Declined mainly due to lower margins coming from decline in sales

Asia Pacific: Maintained due to higher margins from increased sales despite increase in personnel and other expenses

Americas, EMEA: Increased thanks to higher margins coming from sales growth and decrease in fixed costs due to organizational and

structural reforms

Travel Retail: Improved thanks to sales growth and higher margins

Other: Enhanced investments in new factories and DX

Adjustments: Cost reduced from inventory and sample production control with market fluctuation

Core Operating Profit (Core OPM)	202	.1	202	YoY (Billion yen)	
Japan	7.5	(3.4%)	-5.9	(-3.2%)	-13.4
China	-5.2	(-2.7%)	-8.7	(-5.0%)	-3.4
Asia Pacific	4.1	(8.4%)	4.1	(8.0%)	-0.0
Americas	1.3	(1.3%)	6.8	(6.7%)	+5.5
EMEA	2.7	(3.2%)	8.6	(8.8%)	+5.9
Travel Retail	15.5	(17.4%)	26.8	(22.3%)	+11.3
Professional	1.1	(9.5%)	1.3	(15.0%)	+0.2
Other	12.6	(6.5%)	5.7	(2.6%)	-6.9
Adjustments	-9.9	-	-2.5	-	+7.4
Total	29.7	(4.1%)	36.2	(4.8%)	+6.5

Brand Enhancement in Q4 for Strong Growth in 2023 onwards













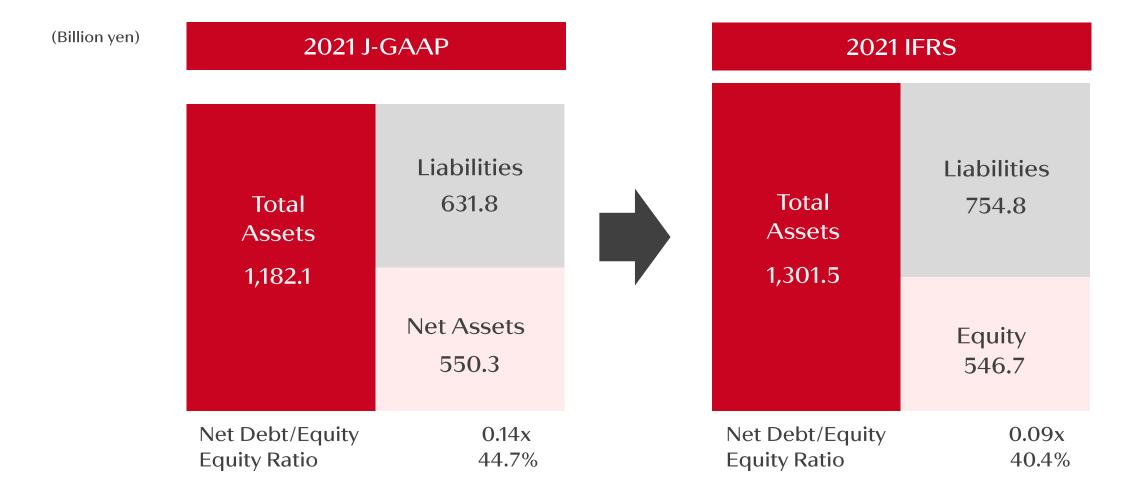






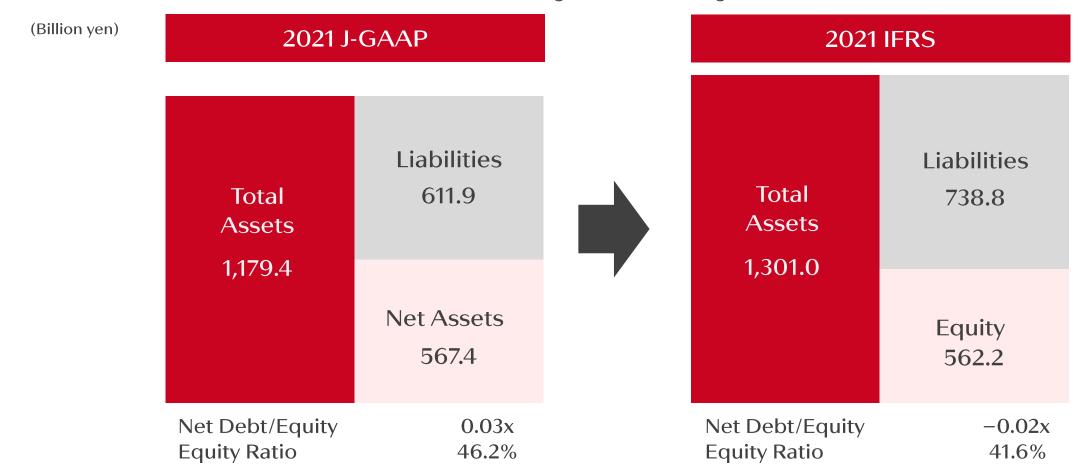
Supplemental Data 1-1 Impacts of Transition from J-GAAP to IFRS 2021 Q3 Consolidated Financial Position

- > Total Assets +119.4 : Right-of-use assets +100.1 reflected on the balance sheet, etc.
- ➤ Liabilities +123.0 : Lease liabilities +111.6 reflected on the balance sheet, Increase in liabilities due to increased retirement benefits +26.0, etc.
- Equity −3.6: Remeasurements of defined benefit plans −14.8, Differences in P/L due to changes in accounting standards +7.4

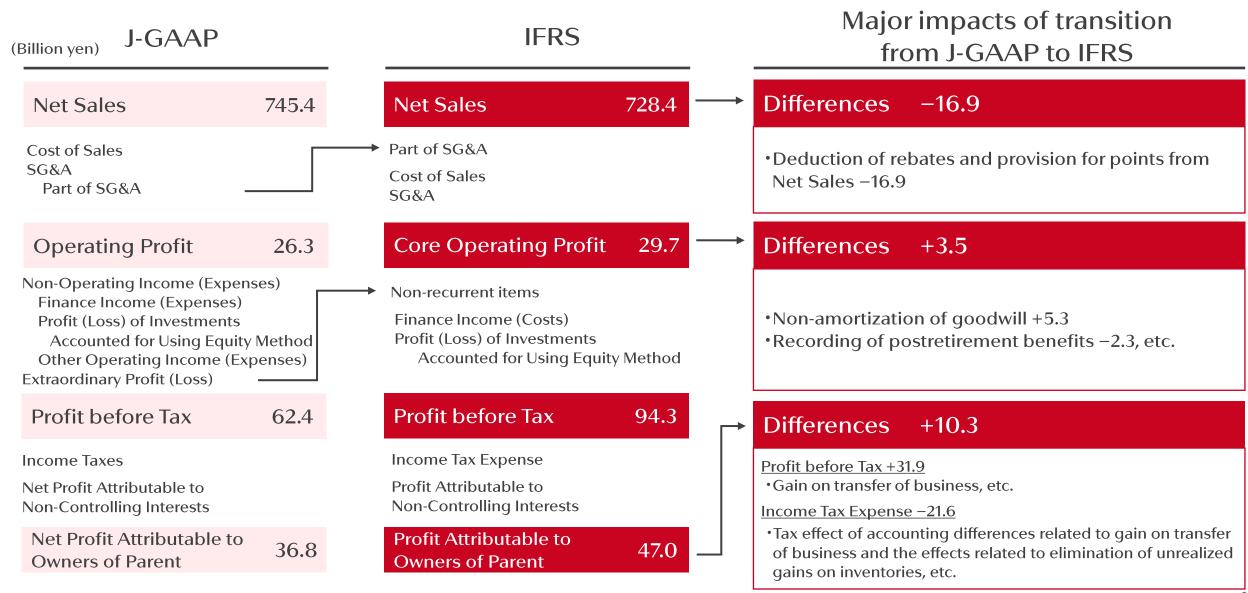


Supplemental Data 1-2 Impacts of Transition from J-GAAP to IFRS 2021 Consolidated Financial Position

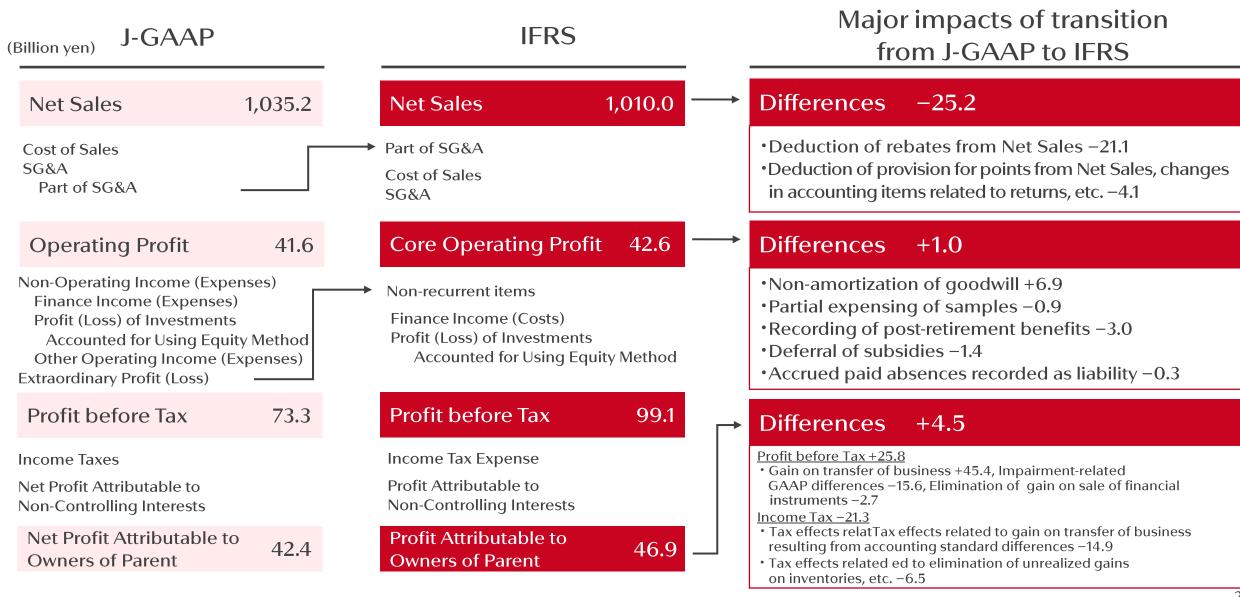
- ➤ Total Assets +121.6 : Right-of-use assets reflected on the balance sheet +98.8, Impacts of investments accounted for using equity method +19.3, etc.
- ➤ Liabilities +126.9: Lease liabilities reflected on the balance sheet +114.9, Increase in liabilities due to increased retirement benefits +22.7, etc.
- ➤ Equity -5.3 : Remeasurements of defined benefit plans -13.2, Measurements of financial instruments +3.9, Differences in P/L due to changes in accounting standards +1.6, etc.



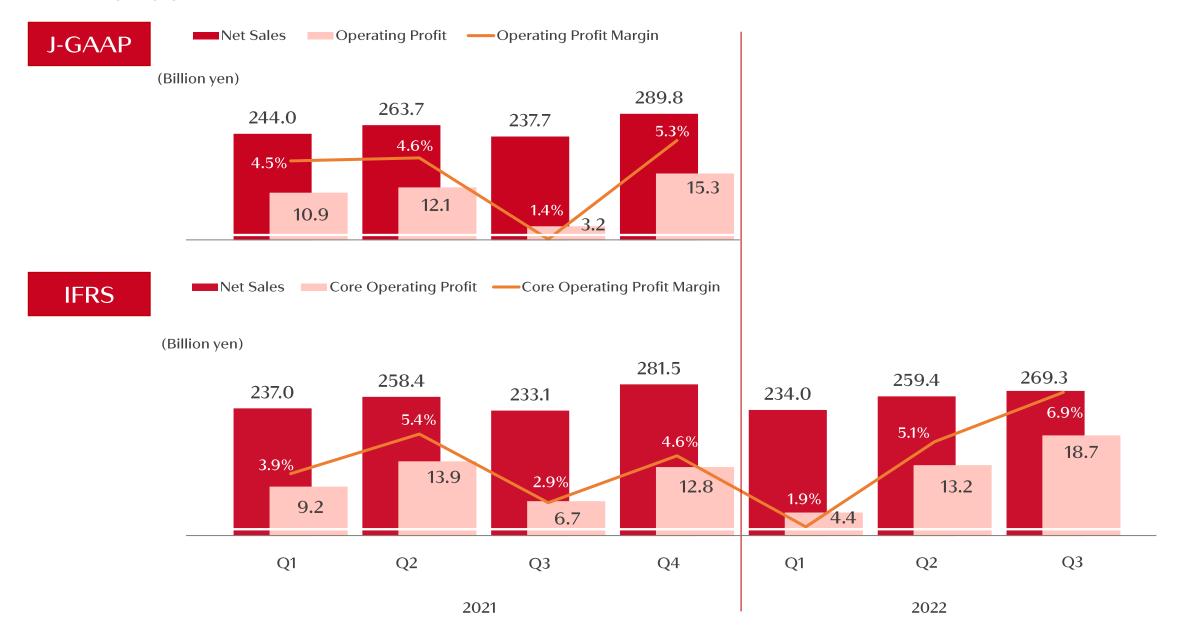
Supplemental Data 1-3 Impacts of Transition from J-GAAP to IFRS 2021 Q3 YTD Consolidated Statement of Profit and Loss



Supplemental Data 1-4 Impacts of Transition from J-GAAP to IFRS 2021 Consolidated Statement of Profit and Loss

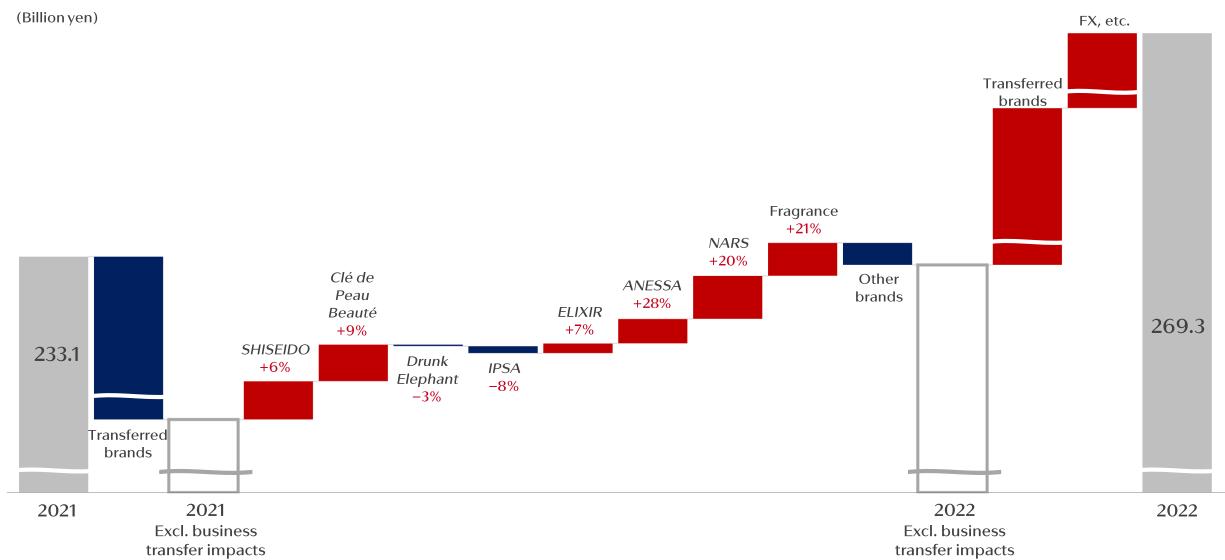


Supplemental Data 2 KPI Trends



Supplemental Data 3 2022 Q3 Net Sales by Brand





^{*1.} YoY change (%) for each brand is calculated based on initial exchange rate assumptions and excludes the impact of foreign currency exchange, etc.

Supplemental Data 4 2022 Q3 Net Sales and Core Operating Profit by Reportable Segment

Top: Net Sales Bottom: Core OP (Billion yen)	2021	% of Net Sales / Core OPM % ^{*1}	2022	% of Net Sales / Core OPM % ^{*1}	YoY Change	YoY Change %	YoY Change FX-Neutral %	Like-for-like % ^{*2}
Japan	58.0 -0.6		62.9 1.4		+4.8 +2.1	+8.3%	+8.3%	+8.7%
China	46.7 -7.6		56.2 -6.7		+9.4 +0.9	+20.1%	+0.1% -	-1.5% -
Asia Pacific	16.6 2.5		17.4 1.7	6.4% 9.2%	+0.7 -0.8	+4.4% -33.0%	-9 . 0% -	+12.2%
Americas	35.9 3.2		38.9 3.1		+3.0 -0.1	+8.4% -2.1%	-12 . 6% -	+3.0%
EMEA	28.0 2.8		34.0 6.0		+5.9 +3.2	+21.2% +115.3%	+13.3% -	+21.2%
Travel Retail	31.0 6.8		42.3 9.8		+11.3 +3.0	+36.3% +44.7%	+10.4% -	+9.4%
Professional	3.8 0.4		0.6 0.1		-3.2 -0.2	-84.9% -61.8%	-88 . 5% -	- -
Other	12.9 4.4		17.2 6.5		+4.3 +2.1	+33.0% +47.2%	+30.4%	+14.1% -
Subtotal	233.1 11.8		269.3 22.0		+36.3 +10.2	+15.6% +86.8%	+2.8%	+7.3% -
Adjustment	- 5.1 –	-	-3.3	- -	- +1.8	- -	-	- -
Total	233.1 6.7		269.3 18.7		+36.3 +12.0	+15.6% +180.0%	+2.8% -	+7.3% -

^{*1.} Core OPM is calculated using total sales including intersegment sales and internal transfers between segments. *2. Excluding business transfer impacts

Supplemental Data 5 2022 Q3 YTD Net Sales and Core Operating Profit by Reportable Segment

Top: Net Sales Bottom: Core OP (Billion yen)	2021	% of Net Sales / Core OPM % ^{*1}	2022	% of Net Sales / Core OPM % ^{*1}	YoY Change	YoY Change %	YoY Change FX-Neutral %	Like-for-like % ^{*2}
Japan	198.1 7.5	27.2% 3.4%	178.6 -5.9		-19.6 -13.4	-9 . 9%	-9 . 9% -	+1.3%
China	190.9 -5.2	26.2% -2.7%	171.9 -8.7	22.5% -5.0%	-19.0 -3.4	-9.9% -	-22.1% -	-10 . 7%
Asia Pacific	47.1	6.5%	48.7	6.4%	+1.6	+3.4%	-6.4%	+10.2%
	4.1	8.4%	4.1	8.0%	-0.0	-0.9%	-	-
Americas	89.8	12.3%	97.9	12.8%	+8.1	+9.1%	-7.3%	+7.7%
	1.3	1.3%	6.8	6.7%	+5.5	+427.5%	-	-
EMEA	79.4	10.9%	89.7	11.8%	+10.3	+12.9%	+7.8%	+10.0%
	2.7	3.2%	8.6	8.8%	+5.9	+213.9%	-	-
Travel Retail	88.7	12.2%	120.1	15.8%	+31.5	+35.5%	+16.5%	+15.2%
	15.5	17.4%	26.8	22.3%	+11.3	+73.1%	-	-
Professional	11.0	1.5%	8.4	1.1%	-2.6	-23.8%	-28.8%	-
	1.1	9.5%	1.3	15.0%	+0.2	+20.6%	-	-
Other	23.4	3.2%	47.4	6.2%	+24.1	+103.0%	+101.1%	+1.1%
	12.6	6.5%	5.7	2.6%	-6.9	-54.6%	-	-
Subtotal	728.4 39.6	100% 4.2%	762.7 38.7	100% 4.1%	+34.3 -0.9	+4.7% -2.2%	-4.1% -	+1.8%
Adjustment	-9.9	- -	- -2.5	-	- +7.4	- -	-	- -
Total	728.4 29.7	100% 4.1%	762.7 36.2		+34.3 +6.5	+4.7% +21.9%	-4.1% -	+1.8%

^{*1.} Core OPM is calculated using total sales including intersegment sales and internal transfers between segments.
*2. Excluding business transfer impacts

Supplemental Data 6 2022 Q3 YTD Net Sales by Category

(Billion yen) Japan	2021	% of Net Sales	2022	% of Net Sales	YoY Change	YoY Change % / YoY Change FX-Neutral % ^{*1}	Like-for-like ^{*2}
Prestige	45.6	23.0%	49.8	27.9%	+4.2		
Premium	106.9	53.9%	106.9	59.8%	-0.0	-0.0%	
Lifestyle	24.0	12.1%	-	-	-24.0	-	
Others	21.7	11.0%	21.9	12.3%	+0.2	+1.0%	
Total Japan Sales	198.1	100%	178.6	100%	-19.6	-9.9%	+1.3%
China							
Prestige	105.6	55.4%	112.0	65.1%	+6.3	-8.4%	
Premium	58.1	30.4%	52.9	30.8%	-5.2	-21.2%	
Personal Care	24.9	13.0%	-	-	-24.9	-	
Others	2.3	1.2%	7.1	4.1%	+4.8	+166.9%	
Total China Sales	190.9	100%	171.9	100%	-19.0	-22.1%	-10.7%
Asia Pacific							
Prestige	24.7	52.4%	28.8	59.0%	+4.1	+4.9%	
Premium	8.4	17.8%	9.8	20.0%	+1.4	+4.3%	
Personal Care	9.0	19.1%	2.3	4.7%	-6.7	-78.0%	
Others	5.0	10.7%	7.9	16.3%	+2.9	+48.4%	
Total Asia Pacific Sales	47.1	100%	48.7	100%	+1.6	-6.4%	+10.2%

^{*1.} YoY Change for Japan, and YoY Change FX-Neutral for China and Asia Pacific *2. Excluding business transfer impacts

Supplemental Data 7 2022 Q3 YTD SG&A

(Billion yen)	2021	% of Net Sales	2022	% of Net Sales	YoY Change	YoY Change %	Change FX- Neutral %
Marketing Investments*1	264.0	36.3%	245.8	32.2%	-18.3	-6.9%	-14.4%
Brand Development / R&D Investments	25.5	3.5%	37.9	5.0%	+12.4	+48.6%	+44.0%
Personnel Expenses	97.5	13.4%	97.7	12.8%	+0.2	+0.2%	-6.5%
Other SG&A Expenses	123.9	17.0%	122.4	16.0%	-1.5	-1.2%	-6.4%
SG&A (Core OP-based)	511.0	70.2%	503.7	66.0%	-7.3	-1.4%	-8.0%
Non-recurrent items ^{*2}	54.7	-	3.4	-	-51.4	-	-
SG&A	565.7	77.7%	507.1	66.5%	-58.6		-16.3%

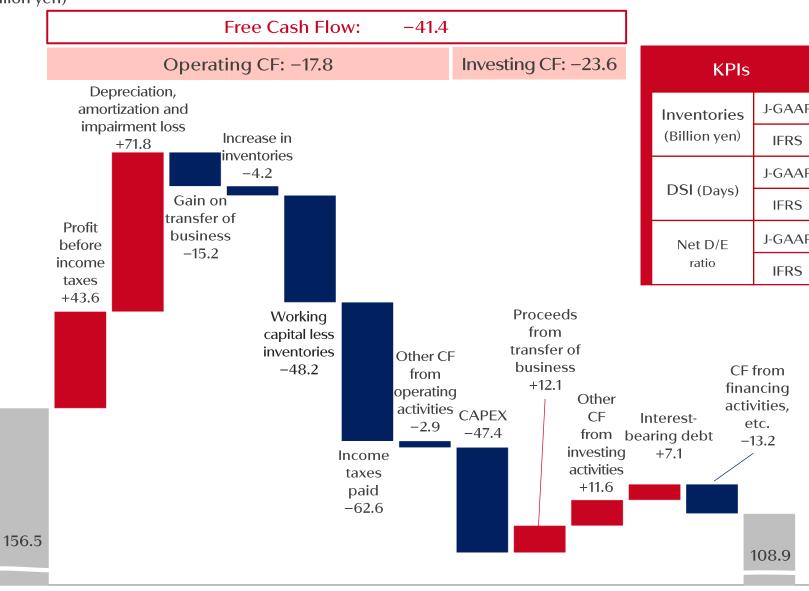
^{*1} Including POS personnel expenses

YoY

^{*2} Non-recurrent items attributable to SG&A

Supplemental Data 8 Cash Flow Management

(Billion yen)



KPIs		2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Inventories (Billion yen)	J-GAAP	167.2	165.5	149.0	143.8	-	-	-
	IFRS	-	-	-	134.1	139.6	151.6	148.2
501	J-GAAP	260	250	236	218	-	-	-
DSI (Days)	IFRS	-	-	-	200	185	185	163
Net D/E	J-GAAP	0.41	0.39	0.14	0.03	-	-	-
ratio	IFRS	-	-	-	-0.02	0.09	0.11	0.11

Supplemental Data 9 2022 Q3 YTD Non-recurrent Items

		2021 2022				
(Billion yen)	1H	Q3	Q3 YTD	1H	Q3	Q3 YTD
Core Operating Profit	23.0	6.7	29.7	17.5	18.7	36.2
Gain on Transfer of Business	-	132.2	132.2	4.3	10.9	15.2
Gain on Sales of Fixed Assets	-	-	-	-	3.7	3.7
Structural Reform Revenue / Expenses	-22.7	-1.9	-24.6	-3.5	0.1	-3.4
Impairment Loss	-19.1	-19.8	-38.9	-	-14.8	-14.8
Structural Reforms-Related	-41.7	110.4	68.7	0.7	-0.1	0.6
Profit (Subsidy income)	1.0	0.6	1.6	0.3	0.2	0.6
Loss (Salaries and allowances for employees, etc.)	-3.5	-0.9	-4.4	-1.6	-0.2	-1.8
COVID-19-Related	-2.5	-0.4	-2.8	-1.3	0.1	-1.2
Non-recurrent items	-44.2	110.1	65.9	-0.6	0.0	-0.6
Operating Profit	-21.2	116.8	95.6	17.0	18.7	35.7

JHIJEIDO