

A SUCCESSFUL GROWTH STORY

VALUE DRIVERS AND DIGITAL OPPORTUNITIES

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PANDORA

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1982 COPENHAGEN

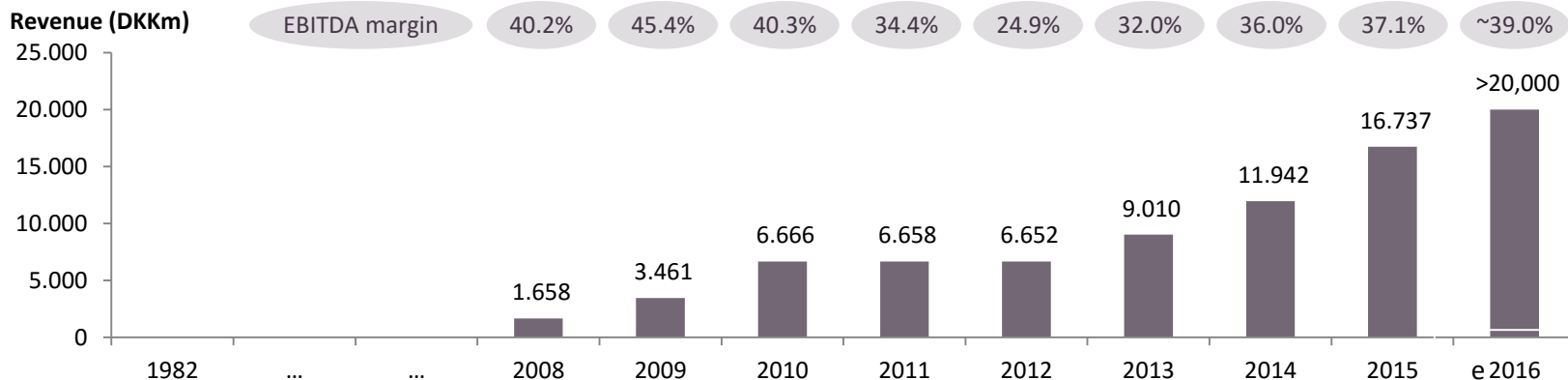


A family-run business...

THE PANDORA BRACELET INTRODUCED IN 2000



A FANTASTIC GROWTH STORY



The journey begins

❖ '82: Founded by Per

Consolidation

❖ '08: Axcel Acquisition

❖ '10: IPO

Globalisation

❖ '15: +15.000 employees

Next phase

❖ '05: Large scale production

❖ '10: Several large production facilities

❖ '15: 100m units produced

❖ '17: Production across Thailand

❖ '00: Signature bracelet

❖ '03-'05: Entry in US, DE, UK & AUS

❖ '11: 500 Concept stores

❖ '14: 1,000 Concept stores

❖ '16: 2,000 Concept stores

AGENDA AND KEY MESSAGES

Building a brand in an unbranded world

Affordable jewellery (25-125 EUR) for women
The 2nd most known jewellery brand in the world

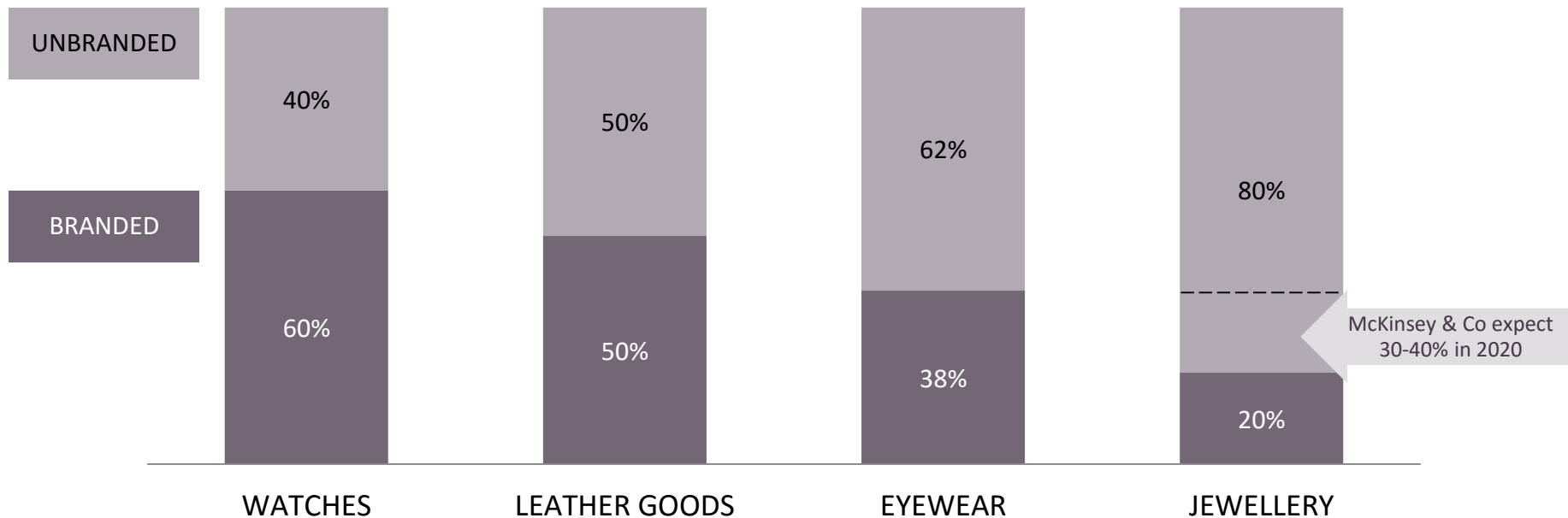
Providing a full jewellery offering

Focus on branded stores

Global expansion & scalable production



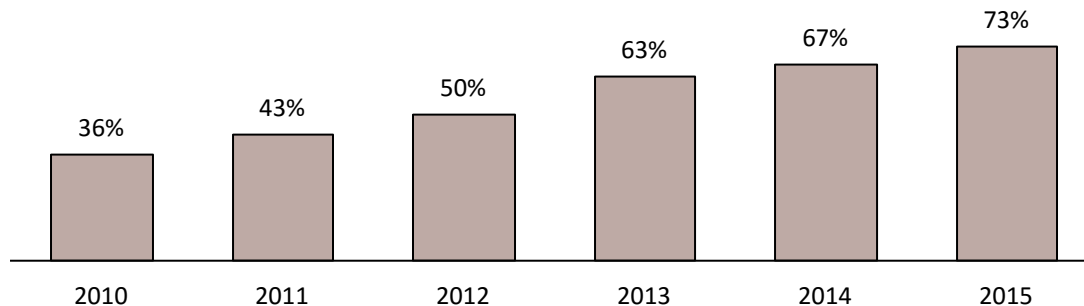
CONSUMERS INCREASINGLY BUY INTO BRANDS AND EXPERIENCES



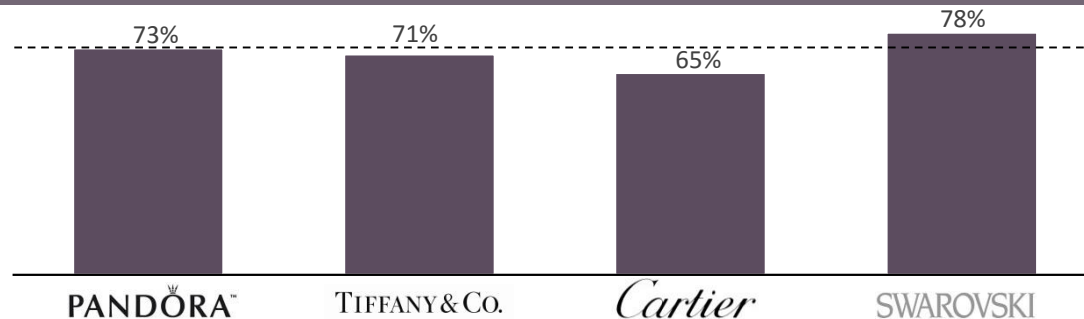
Based on PANDORA's analysis of multiple sources, including a market study commissioned by PANDORA from Bain & Company and information otherwise obtained from McKinsey, Verdict, A&M Mindpower Solutions and IBIS World.
Source: McKinsey projection in 'A multifaceted future: The jewellery industry in 2020'. February 2014

WE ARE THE SECOND MOST KNOWN JEWELLERY BRAND

AIDED BRAND AWARENESS DEVELOPMENT - GLOBALLY



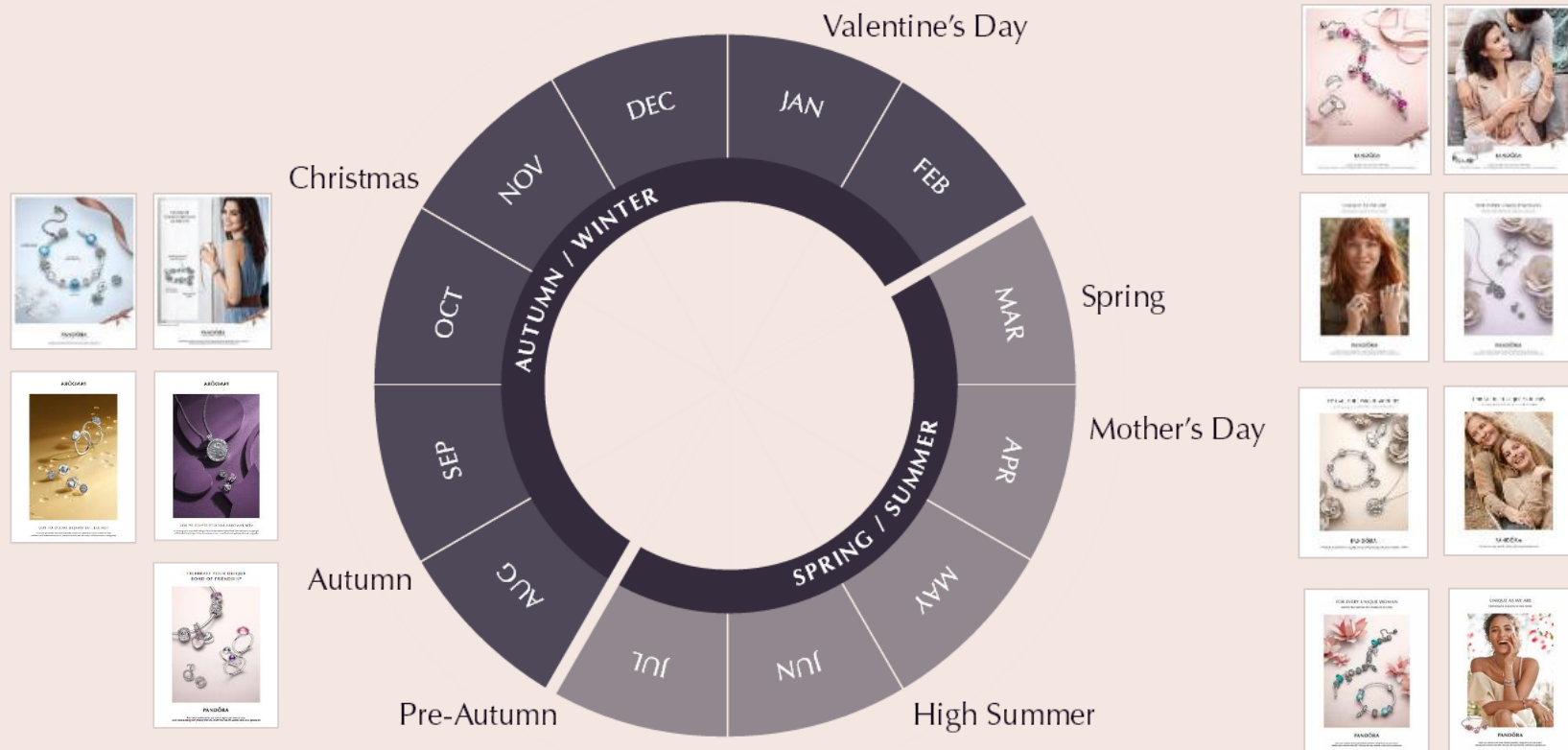
NOW THE 2nd HIGHEST - GLOBALLY



Based on brand tracking analysis carried out by Ipsos among women aged 18+ (previously carried out by IUM 2010-2013). Between 1,000 and 2,000 web interviews per country.

Markets included: 2010 (16 markets), 2011 (26 markets), 2012 (28 markets), 2013-2015 (25 markets) = Australia, Austria, Belgium, Brazil, Canada, Denmark, France, Germany, Greece, Hong Kong, Ireland, Israel, Italy, New Zealand, Poland, Portugal, Russia, South Africa, South Korea, Spain, Switzerland, the Netherlands, Turkey, United Kingdom and the USA. Sample in 2014 has been weighted with a 50% SSI sample in the US – Aided Awareness was 65% unweighted in 2014.

WE BRING NEWNESS IN OUR STORES BY SEVEN ANNUAL DROPS



AGENDA AND KEY MESSAGES

Building a brand in an unbranded world

Providing a full jewellery offering

Charms and bracelets as the spearhead product
Expanding to new categories – rings and earrings

Focus on branded stores

Global expansion & scalable production



SIGNATURE PRODUCT AND A REPEAT PURCHASE MODEL



In **2000**, we introduce our signature charm bracelet concept



Unique and **patented** functionality



Charms and bracelets account for around **80%** of our revenue



Some of the **original** charms are still part of our collection today



Our collection currently contains more than **700** different charms and clips



The silver heart – one of the original charms – is among our **best-selling** pieces



WE DIVERSIFY AND EXPAND ACROSS CATEGORIES



Focus on Earrings
Priced 25-75 EUR – 6% of revenue (Q3 2016)

Make Rings significant to PANDORA
Priced 50-125 EUR - 15% of revenue (Q3 2016)

Diversify Bracelets and Charms further
Priced 25-75 EUR - 75% of revenue comes from charms and bracelets (Q3 2016)

2000-

2013-

2016+

AGENDA AND KEY MESSAGES

Building a brand in an unbranded world

Providing a full jewellery offering

Focus on branded stores

From zero to 2,000 concept stores in 10 years
Mix of franchisee and PANDORA owned stores

Global expansion & scalable production



WE FOCUS ON CONCEPT STORES – OWNED OR FRANCHISED

CONCEPT STORES



Number of stores (end Q3 2016)

563 O&O

1,447 franchise

2,010 in total

Revenue contribution

62% of total revenue (excl. 3rd party)

SHOP-IN-SHOPS



Number of stores (end Q3 2016)

112 O&O

1,875 franchise

1,987 in total

Revenue contribution

14% of total revenue (excl. 3rd party)

MULTIBRANDED STORES









Number of stores (end Q3 2016)

4,924 in total (no O&O)

Revenue contribution

16% of total revenue (excl. 3rd party)

LIKE-FOR-LIKE AND ORGANIC GROWTH ARE BOTH IMPORTANT METRICS, HOWEVER DIFFICULT TO RECONCILE

	 LIKE-FOR-LIKE SALES (Sales-out only)	 ORGANIC GROWTH (Mix of sales-in and sales-out)	 PHASING (Sales-out and recognized revenue occur simultaneously)
 CONCEPT STORES	INCLUDED	INCLUDED	
PANDORA OWNED INCL. eSTORE	Retail prices Index 240	Retail prices Index 240	✓
FRANCHISE	Retail prices Index 240	Wholesale prices Index 100	✗
DISTRIBUTOR*	Retail prices Index 240	Distributor prices Index 70	✗
 SHOP-IN-SHOP	NOT INCLUDED	INCLUDED	✗
 MULTIBRANDED	NOT INCLUDED	INCLUDED	✗

COMMENTS

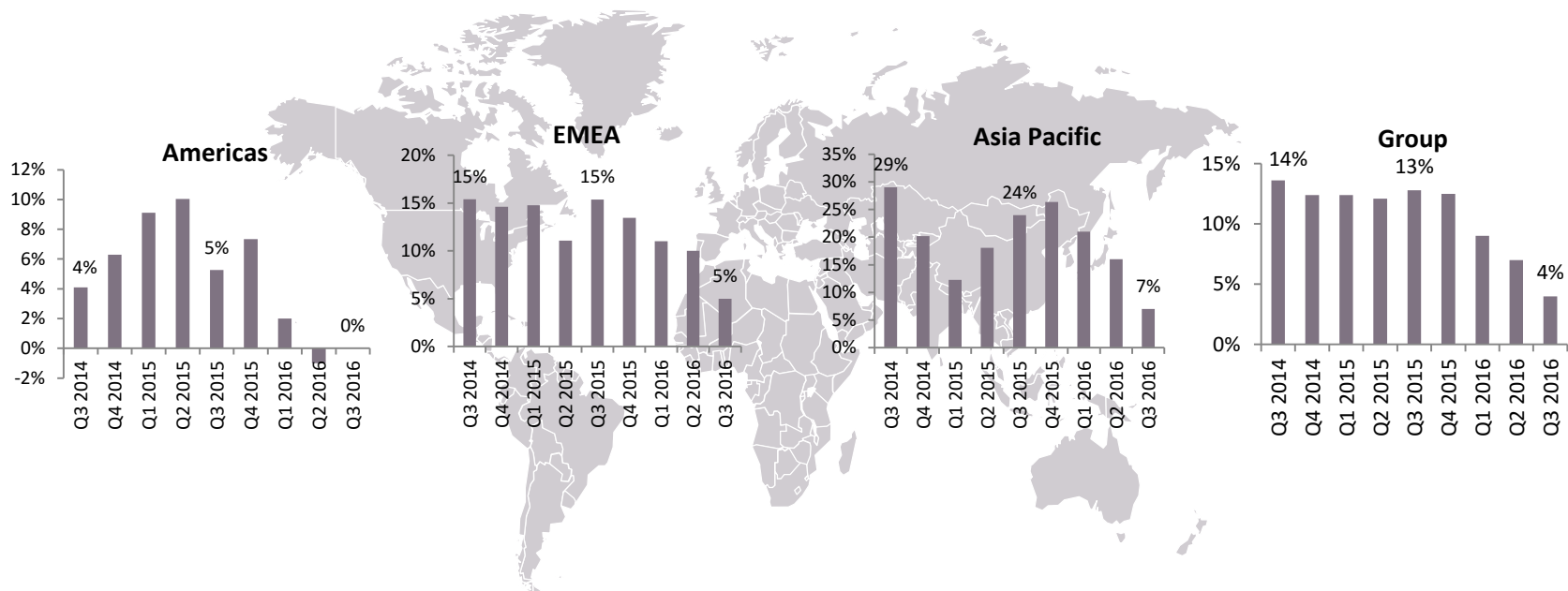
- Distributor sales have large impact on like-for-like but limited impact on PANDORA's reported revenue
- All store types are included in organic growth
- Sales-out and recognized revenue do typically not occur at the same time

* Not included in reported concept store revenue, as PANDORA sells to distributor warehouses, who then distributes to various sales channels

LIKE-FOR-LIKE SALES DEVELOPMENT BY REGION

LIKE-FOR-LIKE SALES DEVELOPMENT (Y/Y GROWTH)*

* Numbers do not include PANDORA eSTORES



AGENDA AND KEY MESSAGES

Building a brand in an unbranded world

Providing a full jewellery offering

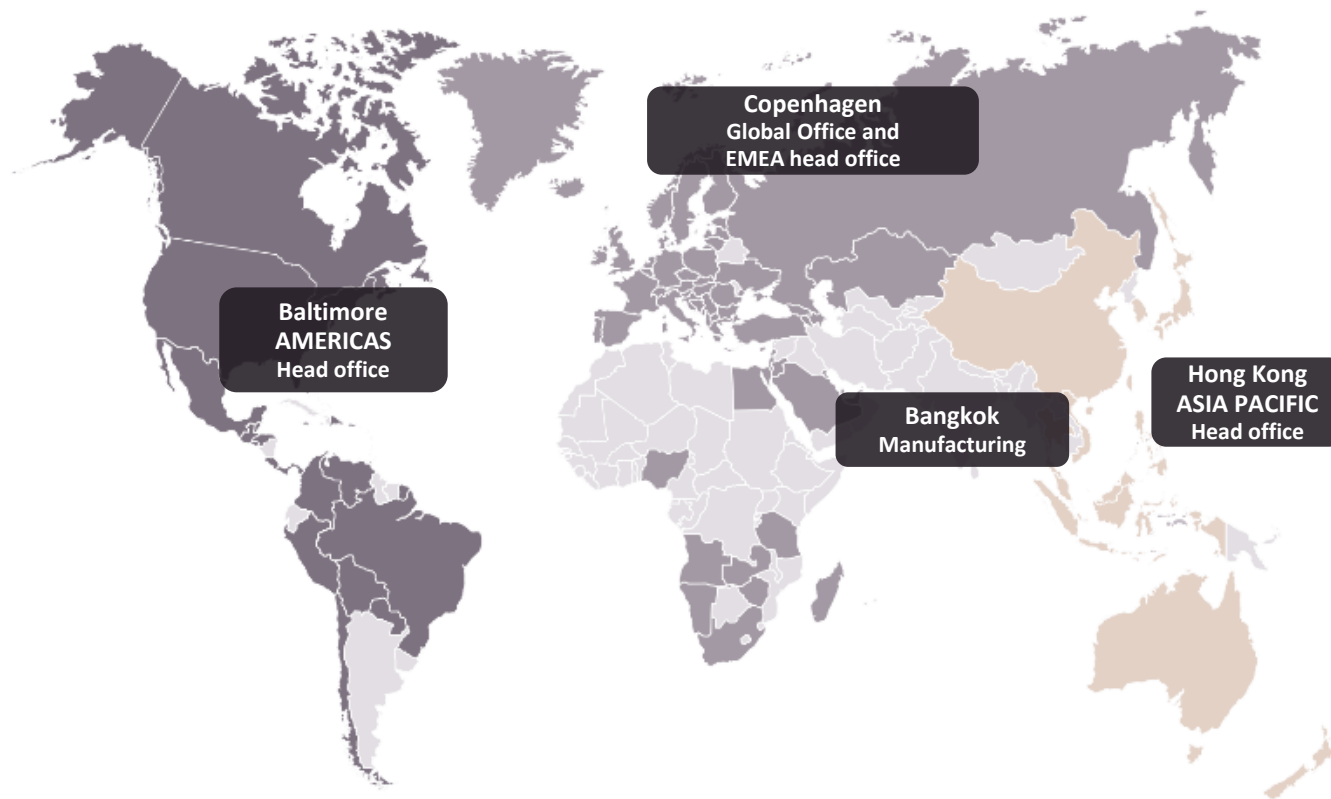
Focus on branded stores

Global expansion & scalable production

Global appeal for products and brand – 100 countries
12,000 colleagues in our production in Thailand



AVAILABLE IN 100 COUNTRIES



FY 2015

AMERICAS

DKK 6.5bn

501 concept stores
39% of revenue

EMEA

DKK 7.5bn

1,033 concept stores
45% of revenue

ASIA PACIFIC

DKK 2.7bn

268 concept stores
16% of revenue

WE CREATED MORE THAN 100 MILLION PIECES OF JEWELLERY

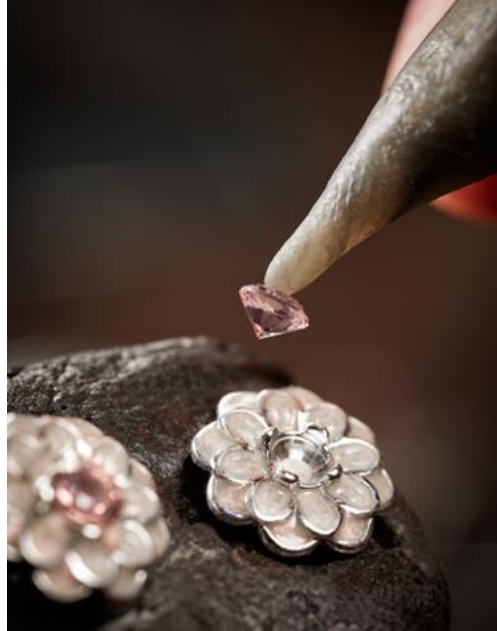
SCALABLE HIGH VOLUME PRODUCTION IN THAILAND



30 PAIRS OF HANDS

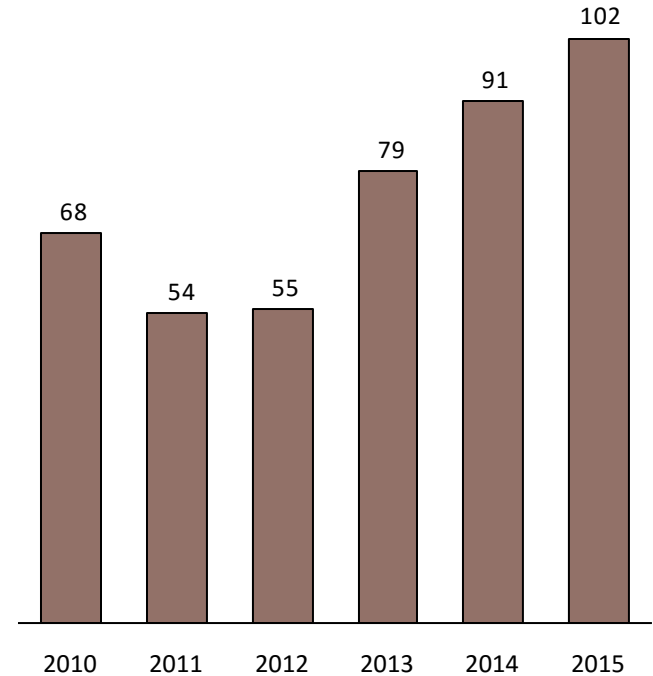


100 MILLION PIECES



2.6 BILLION STONES

MILLION PIECES OF JEWELLERY PRODUCED



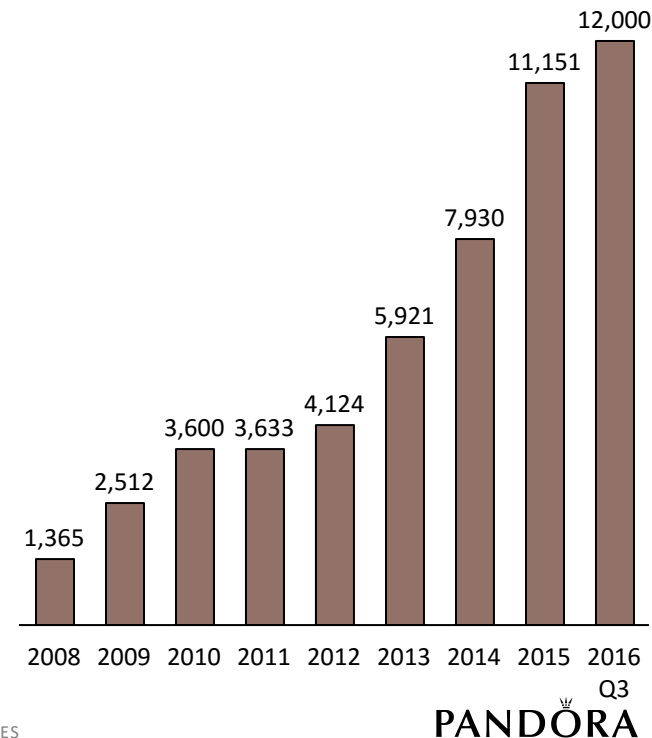
PANDORA

HAND FINISHED BY OUR 12,000 COLLEAGUES IN THAILAND

PRODUCTION IN GEMOPOLIS AND SOON IN LAMPHUN



OF COLLEAGUES IN THAILAND



DIGITAL OPPORTUNITIES WITHIN EACH OF OUR GROWTH DRIVERS

Building a brand in an unbranded world

Consumer insights
Marketing and branding

Providing a full jewellery offering

Products and services

Focus on branded stores

Distribution channels

Global expansion & scalable production

Organisational capabilities
Operations and infrastructure

DEEP DIVE ON DIGITAL OPPORTUNITIES

Products and services



- Customise jewellery (Bracelet designer)
- WiFi in stores
- Smart jewellery
- Design own jewellery
- Recognise customer in store

Consumer insights



- Retail insight
- Social Media listening
- Brand tracking
- Point of sale system
- Big data

Marketing and branding



- CRM
- PANDORA Club
- Bloggers, Key Opinion Leaders, Facebook, Instagram etc.
- Loyalty cards

Distribution channels



- Zero to 18 eSTOREs in 4 years
- Multilevel channel – same prices
- Omni-channel
- Experience products online in 3d

Organisation and capabilities



- Strong global IT function
- Weave digital thinking into:
 - Processes
 - Structures
 - Business decisions

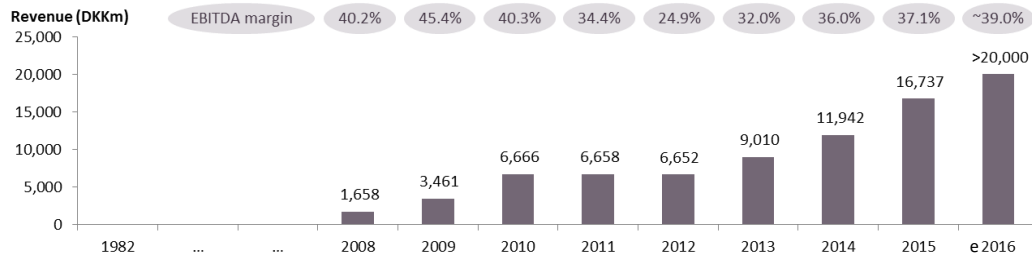
Operations and infrastructure



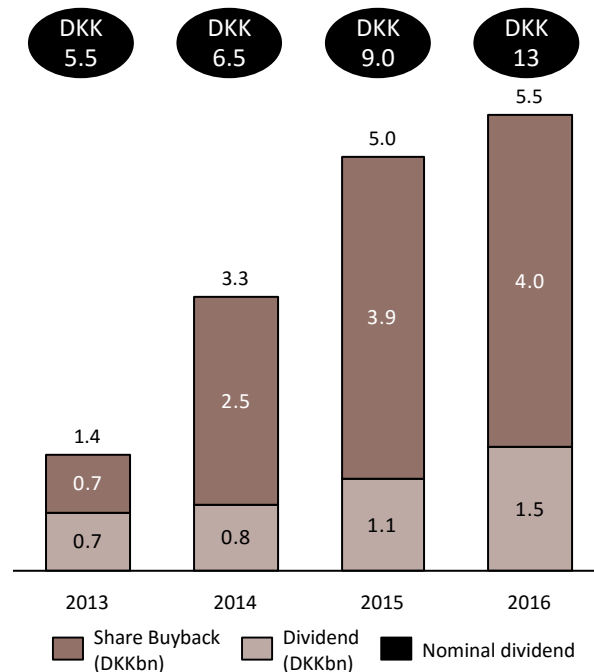
- Scalability
- Outsourcing
- 3d drawings
- 3d printing of prototypes
- 3d printing of masters
- 3d printing in stores

STRONG GROWTH AND CASH FLOW

GROWTH, NETWORK EXPANSION & BRAND BUILDING



WHILE RETURNING CASH TO OUR OWNERS



LOOKING AHEAD...

GUIDANCE FOR FULL YEAR 2016

	2016		2015
	GUIDANCE (current)*	GUIDANCE (previous)	ACTUAL
Revenue (DKK billion)	>20	>20	16.7
EBITDA margin	~39%	>38%	37.1%
CAPEX (DKK billion)	Approx. 1.2	Approx. 1.2	1.1
Effective tax rate	Approx. 21%	Approx. 21%	31.3%
Concept store, net openings	>325	>300	392

* Updated on 1 November 2016



GROWTH DRIVERS IN THE YEARS TO COME

- Open 200-300 concept stores annually
 - Enter new markets
 - Expand in existing markets
 - Develop and upgrade the network
- In-store execution and retail excellence
- Diversify across product categories
 - Focus on rings (2013)
 - Focus on earrings (2016)
- Innovate products
 - Pave (2012)
 - Disney (2014)
 - Rose (Global roll out: 2016)

NETWORK

SAME-STORE-GROWTH

KEY MESSAGES

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PANDORA – A SUCCESSFUL GROWTH STORY

