

Income Statement



£m	July 2014	July 2013	Full Price
Revenue	1,850	1,677	+ 10.3% +11.5%
Operating profit	339	285	+ 19.0%
Interest	(15)	(13)	
Profit before tax	324	272	
Taxation	(66)	(55)	
Profit after tax	258	217	+ 18.6%
EPS	173.3p	142.1p	+ 22.0%

Income Statement



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Interest	(15)	(13)		
Profit before tax	324	272		
Taxation	(66)	(55)		
Profit after tax	258	217	+ 18.6%	
Ordinary interim dividend	50.0 p	36.0p		
Ordinary dividend full year (e) 150.0p	129.0p	+ 16.3%	

Cash Flow



£m	July 2014	July 2013
Profit before tax	324	272
Depreciation / disposals	57	61
Capital expenditure	(54)	(53)
Working capital / other	(16)	(13)
Tax paid	(75)	(75)
ESOT	(36)	(63)
Special dividends paid	(149)	-
Share buybacks	(105)	(170)
Net cash flow	(54)	(41)

Cash Flow



£m	July 2014	July 2013
Profit before tax	324	272
Depreciation / disposals	57	61

Capital expenditure

Full Year

- Warehouse & other
- Refurbishments
- New & extended

Jan 2015(e) **£117m**

£34m

£12m £71m Jan 2014

£105m

£22m

£13m

£70m

Cash Flow

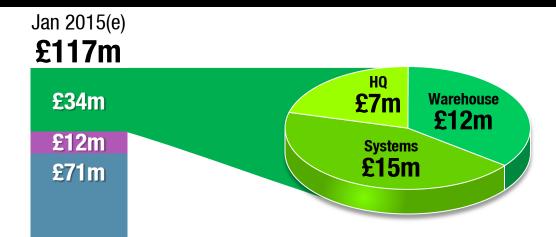


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Capital expenditure

Full Year

- Warehouse & other
- Refurbishments
- New & extended



Balance Sheet

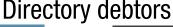


£m	July 2014	July 2013
Fixed assets	513	536
Goodwill and intangibles	44	45
Stock	428	372
Debtors	780	716
Creditors	(867)	(847)
Dividend payable	(212)	(111)
Pension surplus	69	68
Buyback commitment	(62)	(48)
Net debt	(571)	(533)
Net assets	122	198

Balance Sheet



£m	July 2014	July 2013		
Fixed assets	513	536		
Goodwill and intangibles	44	45		
Stock	428	372		
Debtors	780	716	+ 9%	
Directory debtors				



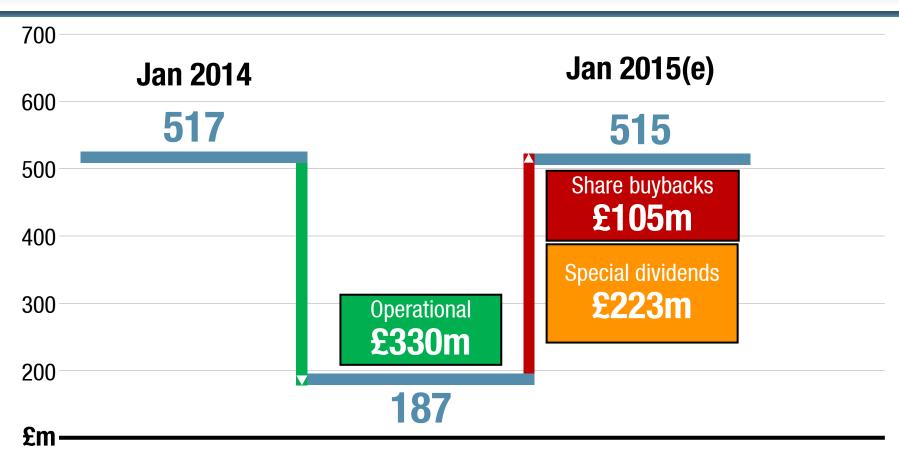


Credit sales increase

July 2014 +10% July 2013

Full Year Debt, Cash Flow and Buybacks









Retail: Sales Analysis



£m July 2014 July 2013

Revenue (statutory sales) 1,075.6 1,000.6 + 7.5%

Operating profit 152.3 124.3

Sales from new space

Sales growth from net space 3.8%

Average net space growth (sq. ft.) 4.4%

Return on space 86%



Retail: Profit Analysis



July 2014 July 2013 £m

Revenue (statutory sales)

1,075.6

1,000.6 + 7.5%

Full Price +9%

Markdown - 4%

Operating profit

152.3

124.3 + 22.6%

% to revenue

14.2%

12.4%

Lower stock for Sale

Margin movement

Markdown

+ 0.3%

Bought-in gross margin

Achieved gross margin

+ 0.2%

+ 0.5%

- 1%



Retail: Profit Analysis



£m July 2014 July 2013

Revenue (statutory sales) 1,075.6 1,000.6 + 7.5%

Operating profit 152.3 124.3 + 22.6%

% to revenue 14.2% 12.4%

Margin movement

Achieved gross margin + 0.5%

Store payroll + 0.2%

Store occupancy + 0.9%

Warehouse + 0.2%

Margin movement + 1.8%





Directory: Sales Analysis



£m July 2014 July 2013

Revenue (statutory sales) **694.3** 597.6 + 16.2%

Operating profit 172.1 156.1



Sales analysis

UK

Overseas

Sales growth

Contribution to growth

+ 10.8%

+ 5.4%

+ 16.2%



Directory: Sales Analysis



£m July 2014 July 2013

Revenue (statutory sales) **694.3** 597.6 + 16.2%

Operating profit 172.1 156.1



Active customers		Increase on last year	Contribution to customer growth
UK credit	2,700k	- 80k	
UK cash	810k	+ 190k	
Overseas	430k	+ 210k	
Active customers	3.9m	+ 320k	+ 9%



Directory: Profit Analysis



Full Price

+ 16%

Markdown

+ 15%

July 2014 July 2013 £m

597.6 **Revenue** (statutory sales) **694.3**

Operating profit 156.1 172.1 + 10.2%

24.8% 26.1% % to revenue

Margin movement

Markdown - 0.2%

Bought-in gross margin

Achieved gross margin

Higher stock for Sale

+ 26%

+ 16.2%

- 0.1%

- 0.3%



Directory: Profit Analysis



013

Revenue (statutory sales) **694.3** 597.6 + 16.2%

Operating profit 172.1 156.1 + 10.2%

% to revenue **24.8**% 26.1%

Margin movement

Achieved gross margin - 0.3%

Interest income - 0.5%

Marketing - 0.4%

Creation and print - 0.3%

Central overheads + 0.2%

Margin movement - 1.3

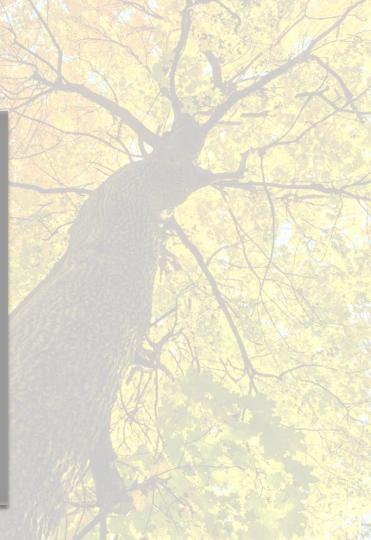




Five Growth Drivers

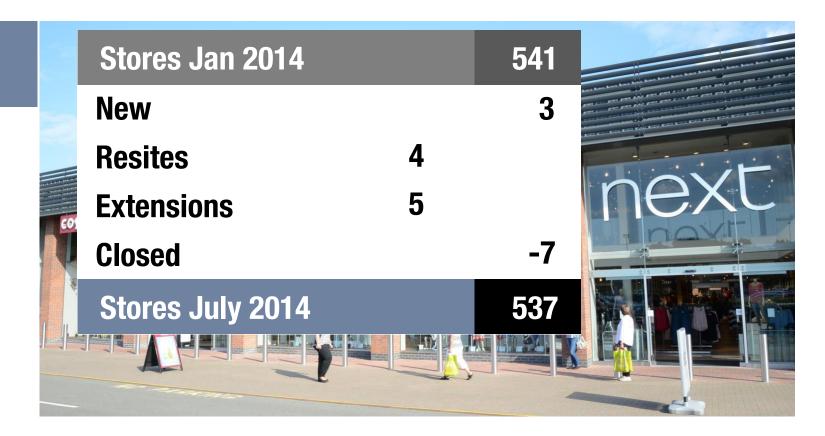
New space	2.4%	Total Retail
Existing stores	2.3%	+ 4.7%
Directory UK	3.2%	Total Directory
Directory overseas	2.0%	+ 6.0%
Brands	0.8%	

Total
NEXT
Brand
sales
+ 10.7%



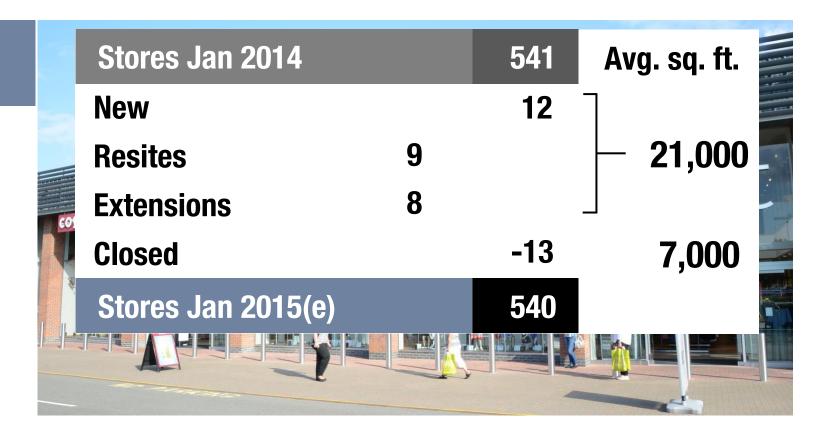
Stores July 2014

New space



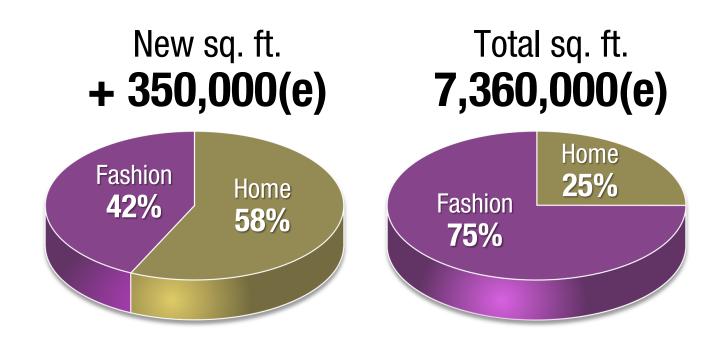
Stores Jan 2015(e)

New space



Jan 2015(e) Space Allocation

New space



Large Format

New space



Large Format

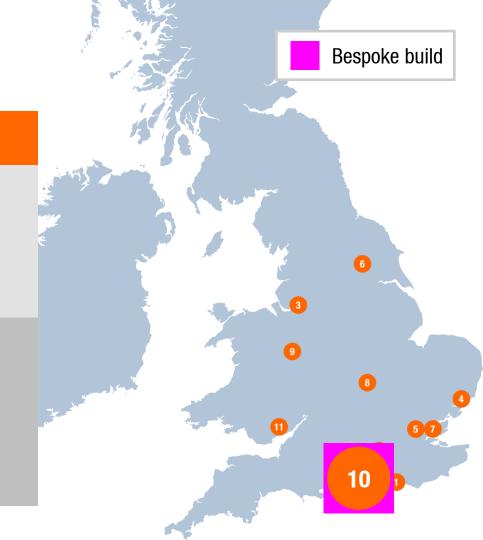
New space

11 open

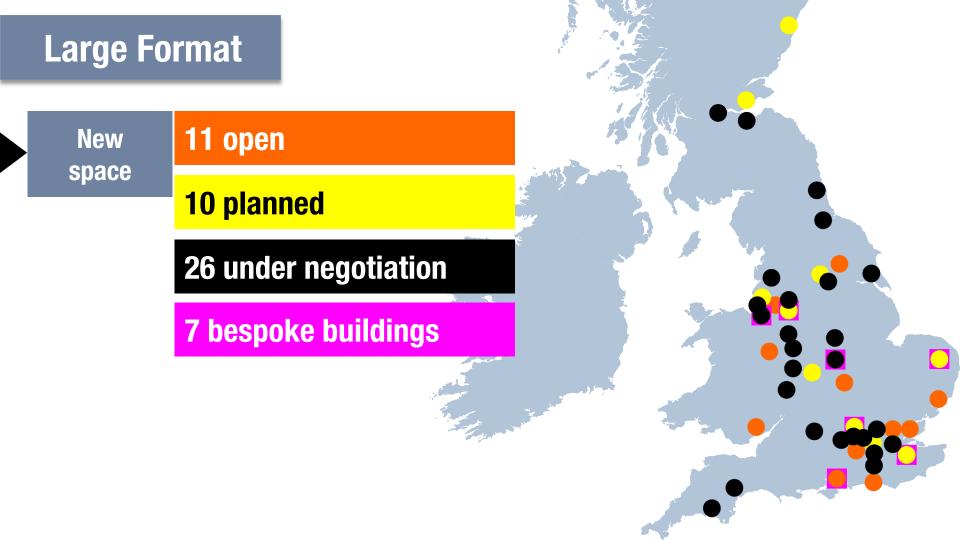
- 1. Shoreham
- 2. Camberley
- 3. Warrington
- 4. Ipswich
- 5. Romford
- 6. York
- 7. Basildon
- 8. Northampton
- 9. Shrewsbury

2014

- 10. Hedge End
- 11. Cwmbran







Town Centre Projects

New space



Town Centre Projects

New space

25 proposals



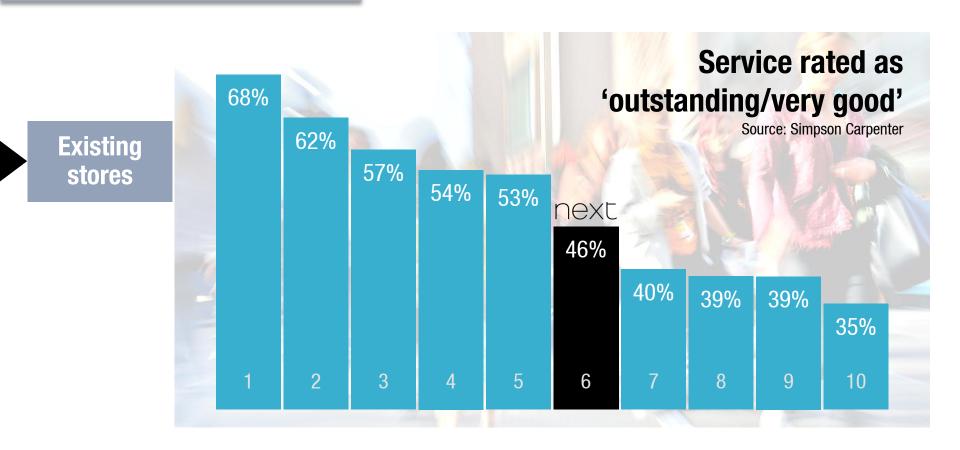
New Space Performance*

New space



^{*} Forecast for stores opened or extended in the last 12 months

Service June 2013



Service Improvements

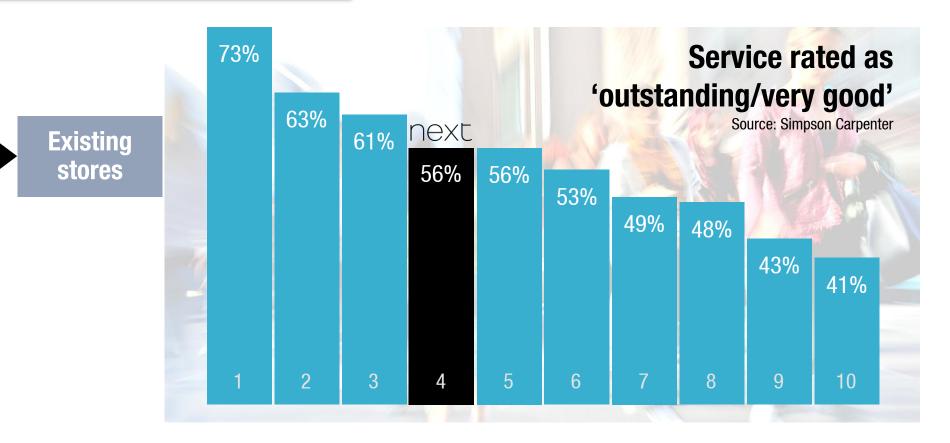
Existing stores

Changed...

Recruitment
Staff bonus scheme
Training
Appraisal system
Manhour planning
Rates of pay

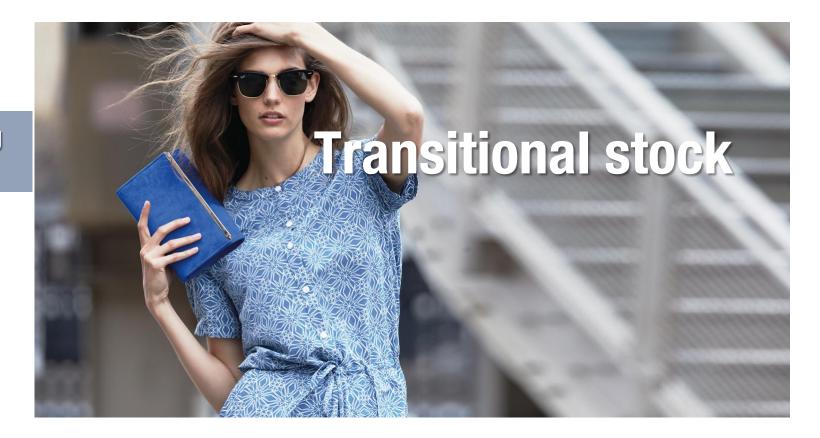


Service June 2014



Transitional Stock

Existing stores



Transitional Stock

2013

Spring / Summer Autumn / Winter

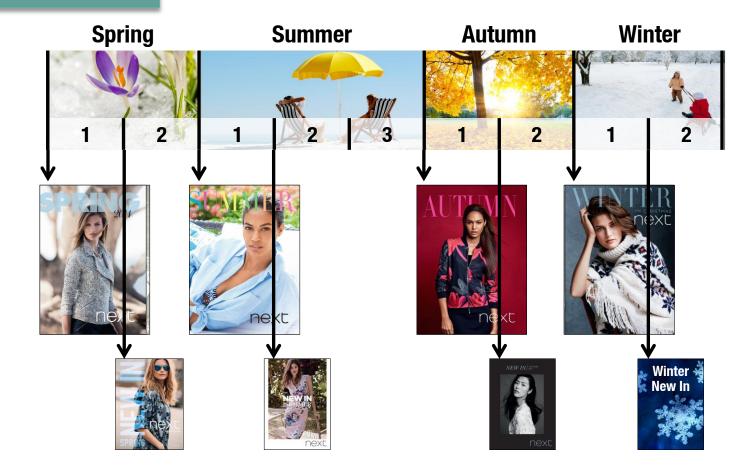
1 2 3 4 5 1 2 3 4

Existing stores

2014



2014 Publications



Directory UK

Next Day to Store

	No. of stores	Coverage
October 13	327	72%
May 14	406	83%
September 14	490	94%

Directory UK



Next Day to Store





*Next day to store not available during end of season Sale 2013

Overseas Sales

Done / In Progress

2014/15

14 New countries

China

👺 Saudi Arabia

iii Oman

🔀 Egypt

Malta

S Cyprus

Brazil

👺 Belarus

🗻 Lebanon

Libya

📴 Azerbaijan

Bosnia

Serbia

Macedonia

14 New local languages

French

Polish

Spanish Hebrew

Mainland Chinese

Arabic

Ukrainian

Slovak

Slovene

Czech

Japanese

Dutch

Italian

Romanian

3 New tender types





14 New domestic currencies

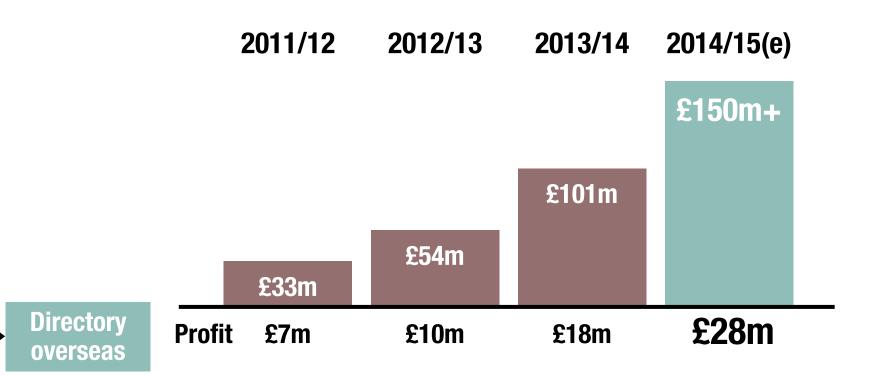
UAE Dirham
Singaporean Dollar
Qatari Riyal
Lithuanian Lita
Romanian Leu
Bulgarian Lev
Croatian Kuna

Danish Krone Turkish Lira Indian Rupee Swiss Franc Kuwaiti Dinar Gibraltar Pound

Malaysian Ringgit

Directory overseas

Overseas Sales



Overseas Sales



Directory overseas

Speed of Delivery

Northern Ireland

10pm

for next day
October 2014

Eire

10pm

for next day

December 2014

October 2014

Belfast hub



- Fully stocked
- Replenished daily
- Emergency airfreight

Directory overseas

SS14 Label Trial

400,000 books

Profitable

No evidence of deflection



Commercial Terms

Wholesale

or

Commission

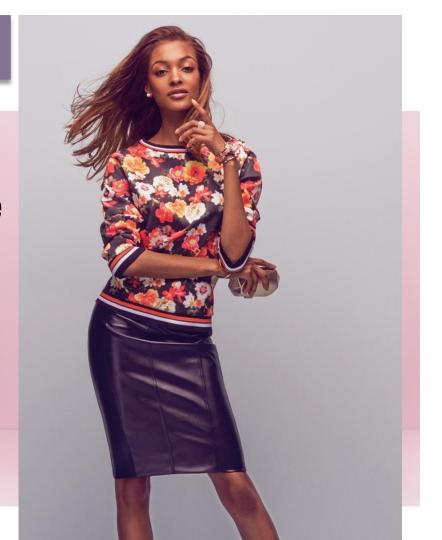
LABEL



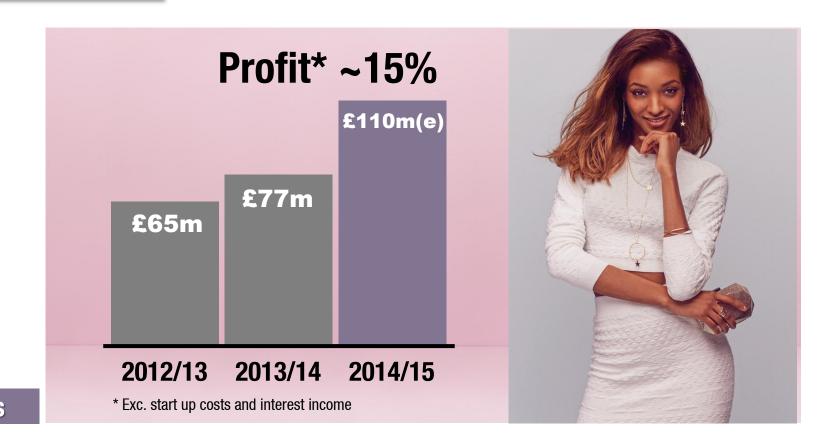
Advantages to Brand Partners

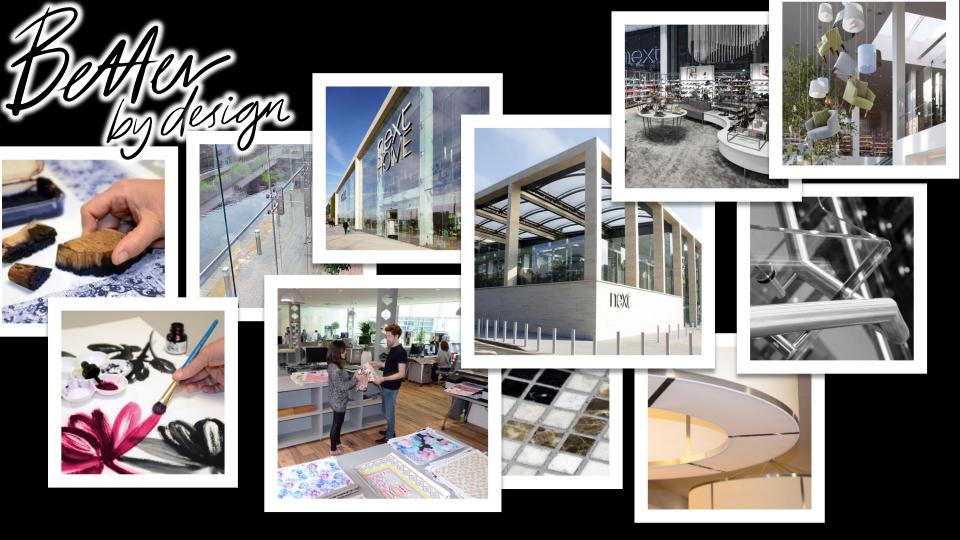
4m customer base
NEXT delivery service
Deliveries to store
Catalogue production
Price integrity

LABEL



Branded Sales

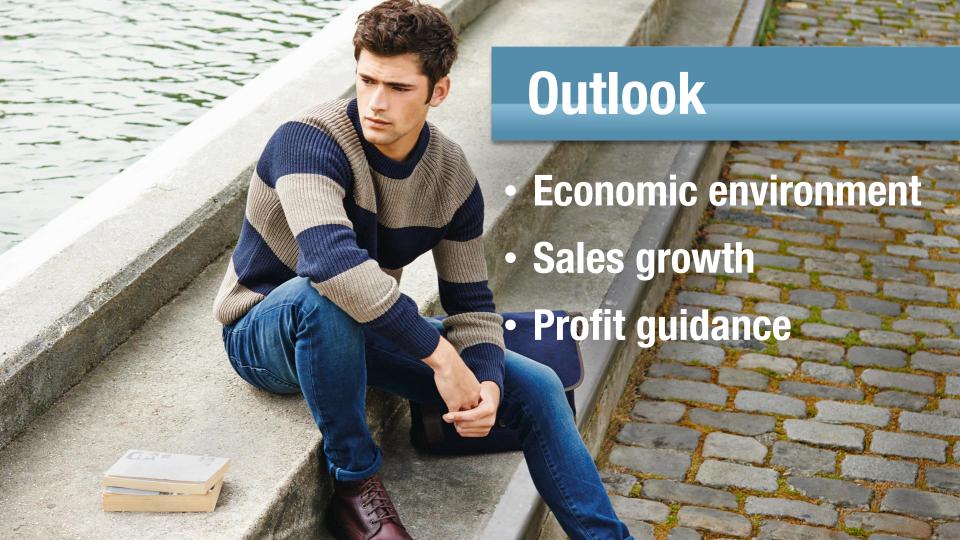




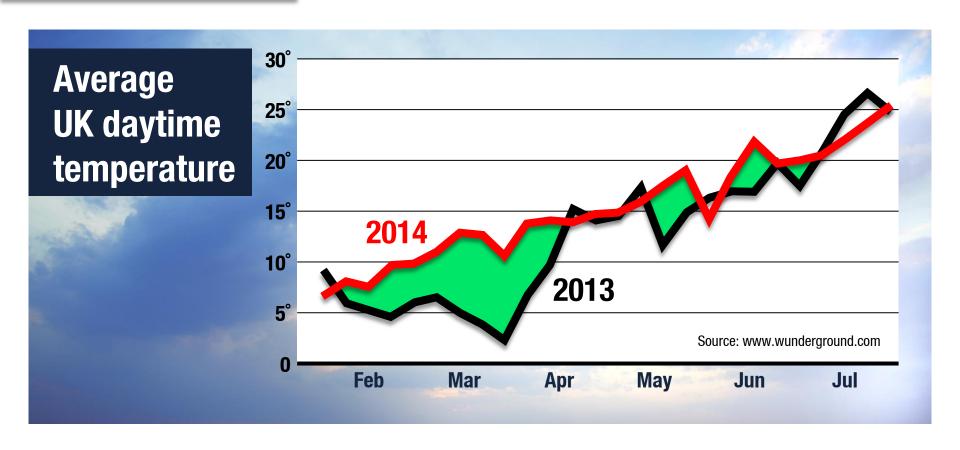
Better by design

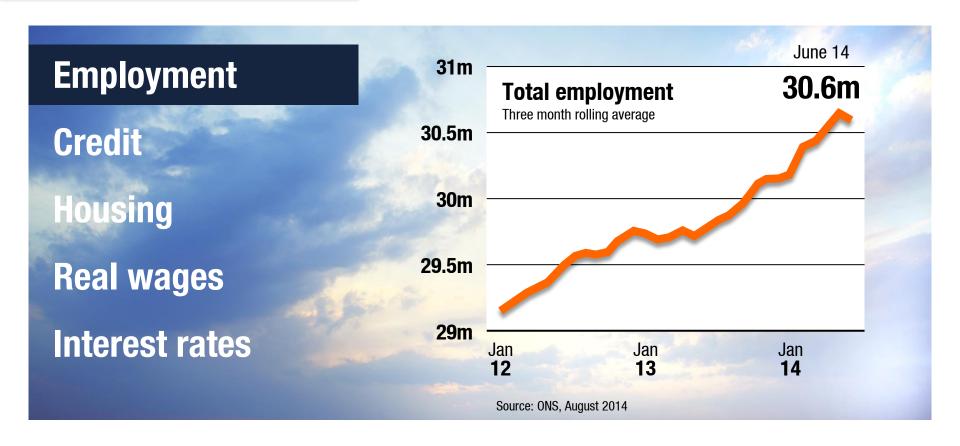


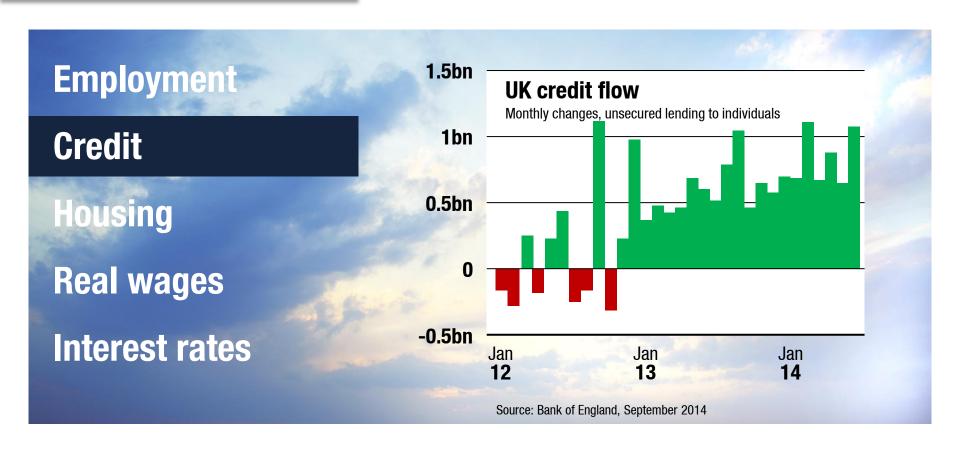


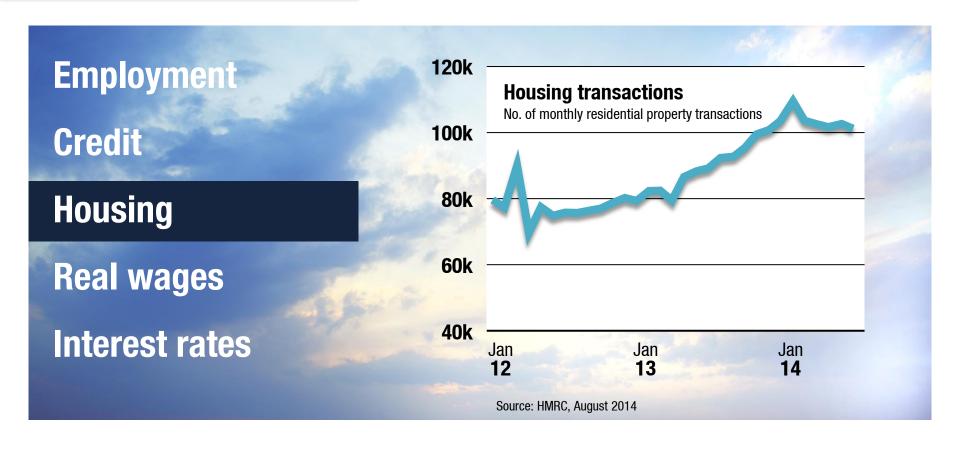


The Weather









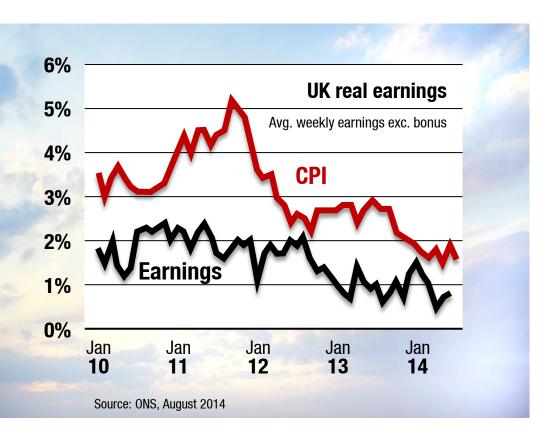


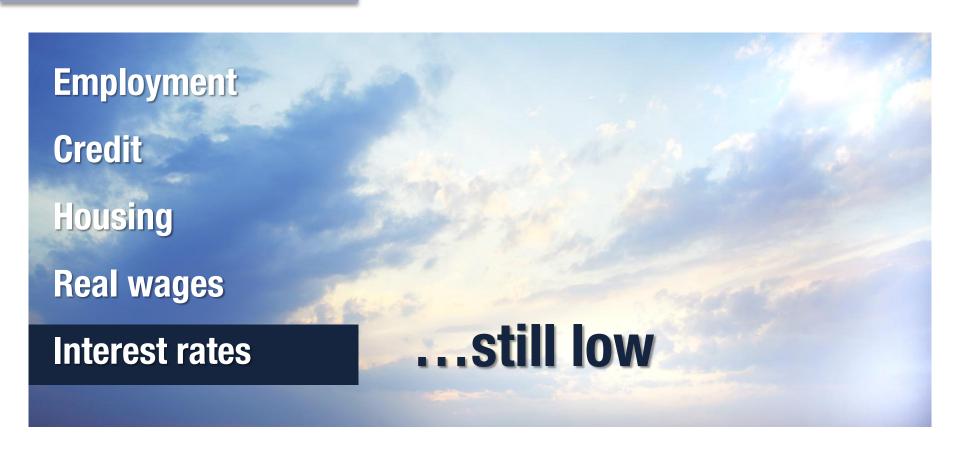
Credit

Housing

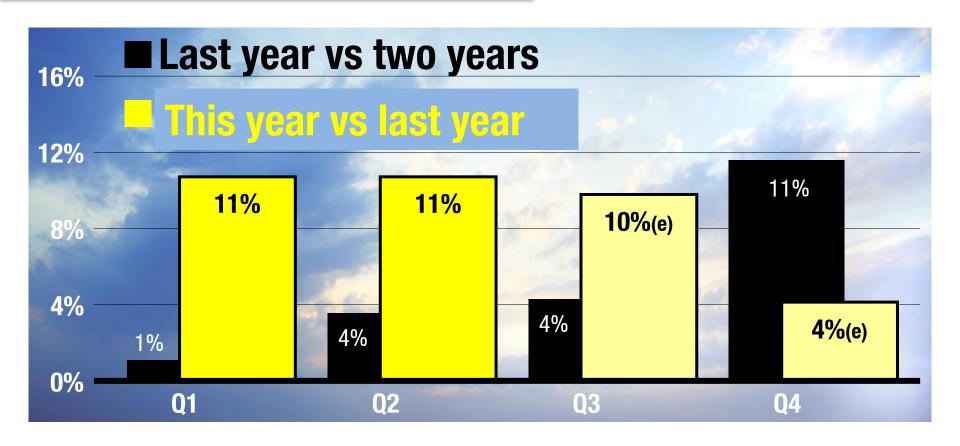
Real wages

Interest rates

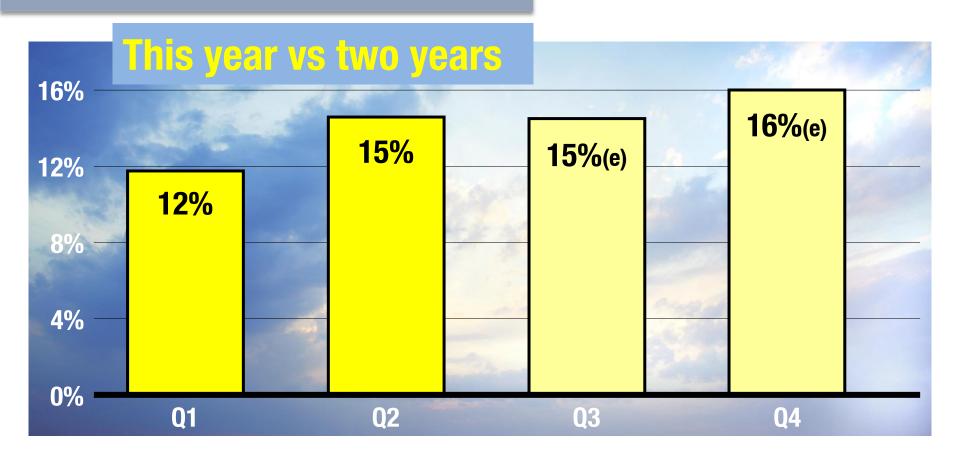




Brand Sales Growth by Quarter



Brand Sales Growth by Quarter



Sales and Profit Guidance 2014/15



Full year Brand sales		+ 7%	to	+ 10%
Profit before tax		£775m	to	£815m
Growth in profit		+ 11%	to	+ 17%
Buyback enhancement	~ +2%			
Growth in EPS		+ 13%	to	+ 19%
Ordinary dividend yield*	~ +2%			
Special dividend yield*	~ +2%			
TSR underlying (at constant PE r	atio)	+ 17%	to	+ 23%

^{*} Based on a share price of £70

Long Term TSR Assuming constant PE ratio



