AUDITED GROUP RESULTS FOR THE YEAR ENDED 27 JUNE 2010

WOOLWORTHS HOLDINGS LIMITED



OVERVIEW

- South Africa
 - Early signs of economic recovery
 - Upper income customers in a better position
 - Continued improvement in bad debt environment
 - Short-term uplift from FIFA World Cup
- Australia
 - Tough trading conditions with heavy discounting
 - 6 interest rate increases
 - Impact of fiscal relief anniversaried



REVIEW OF THE YEAR

- Group
 - Strong year
 - Market share gains
 - Adjusted HEPS up 24.7%
 - ROE up from 26.3% to 39.4%





REVIEW OF THE YEAR CONTINUED

- Woolworths Retail
 - Clothing and General merchandise
 - Gross profit margin up, particularly in second half
 - Price inflation managed down in second half
 - Like-for-like volume growth in second half
 - Strong operating margin improvement
 - Food
 - · Good second half, with like-for-like volume growth
 - Price inflation down
 - Stores
 - Less aggressive expansion



RETAIL TURNOVER GROWTH

Clothing - Woolworths vs market growth (3mma)



Clothing and footwear 12mma market share at June 2010: 15.3%

Source: RLC



IL TURNOVER GROWTH *CONTINUED*

Food - Woolworths vs market growth (3mma)



Food 12mma market share at Jun 2010: 8.3%

Source: Nielsen



RETAIL TURNOVER GROWTH CONTINUED

	T	otal stor	es	Comp	arable	stores	Price	move	ment
	H1	H2	Total	H1	H2	Total	H1	H2	Total
Clothing & GM	9.7%	12.7%	11.2%	6.2%	7.2%	6.7%	11 .8%	5.6%	8.9%
Food	8.9%	10.8%	9.9%	4.7%	6.6%	5.6%	6.3%	4.2%	5.2%
SA Retail	9.1%	11.6%	10.4%	5.3%	6.9%	6.1%			

Clothing and GM benefited in the second half from longer school holidays,
the FIFA World Cup and a cold winter



REVIEW OF THE YEAR CONTINUED

- Country Road
 - Tough market
 - Heavy promotions impacted margin
 - Start-up costs of Trenery
 - Premium brands very successful in South Africa
- Financial Services
 - JV integration and relationship working well
 - Now compliant with compliance
 - Improvement in impairments
 - Low book growth



FINANCIAL REVIEW NORMAN THOMSON





FINANCIAL OVERVIEW

- Group turnover up 10.5% to R23.4 billion
 - H2 up 11.6%
- Diluted headline earnings per share up 48.2% to 159.3 cps
- Adjusted headline earnings per share up 24.7%
- Total distribution to shareholders up 23.5% to 105 cps
- ROE increased from 26.3% to 39.4%
- Non-comparable results



GROUP INCOME STATEMENT

	Jun 2010 Rm	Jun 2009* Rm	% change
SA Retail	1 459	1 186	23.0
Clothing and GM	1 014	780	30.0
Food	445	406	9.6
Abnormal forex profit/(loss)	79	(79)	
Country Road	119	140	(15.0)
Financial Services	74	129	
100% subsidiary (pre tax)	-	72	
JV (after tax)	74	57	
Treasury	28	50	
Profit before exceptional item	1 759	1 426	23.4
Exceptional item	-	380	
Profit before tax	1 759	1 806	(2.6)
Tax	491	546	(10.1)
Profit after tax	1 268	1 260	0.6
Effective tax rate	27.9%	30.2%	



^{*} Restated

GROUP INCOME STATEMENT COMMENTARY

- **1. SA Retail** Good profit growth driven mainly by gross profit margin expansion in Clothing and GM.
- 2. Forex Prior year forex loss reverses in full.
- **3.** Country Road Tough trading, exacerbated by Trenery start-up costs.
- **4. Financial Services** Non-comparable, as prior year comprises equity-accounted profit after tax for 9 months vs the full current year. The better quality book is driving lower impairment costs.
- 5. **Treasury** Non-comparable, as a result of capital transactions last year which included a R1bn special dividend and share buybacks
- **6. Taxation** Prior year effective tax rate reduced by non-taxable profit on WFS disposal; current year reduced by STC saving.



SA RETAIL INCOME STATEMENT

	Jun 2010 Rm	Jun 2009* Rm	% change
Turnover	20 897	18 936	10.4
Cost of sales	14 672	13 626	7.7
Gross profit	6 225	5 310	17.2
Other revenue	86	96	(10.4
Expenses	4 858	4 233	14.8
Store costs	2 928	2 585	13.3
Other operating costs	1 930	1 648	17.1
Operating profit	1 453	1 173	23.9
Earnings from assoc and JV	6	12	
Profit before tax	1 459	1 185	23.1
Gross margin - on turnover	29.8%	28.0%	
Operating margin - on turnover	7.0%	6.2%	
Return on equity	69.7%	43.3%	

WHL

SA RETAIL INCOME STATEMENT COMMENTARY

1. Turnover

	Tot	al store	es (Compo	arable	stores	Price	move	ment
	H1	H2 T	otal	H1	H2	Total	H1	H2	Total
Clothing & GM	9.7%	12.7%	11.2%	6.2%	7.2%	6.7%	11.8%	5.6%	8.9%
Food	8.9%	10.8%	9.9%	4.7%	6.6%	5.6%	6.3%	4.2%	5.2%
SA Retail	9.1%	11.6%	10.4%	5.3%	6.9%	6.1%			

- Gross profit Margins improved through better procurement and lower level of promotional activity.
- **3. Store costs** Includes 16 new corporate stores representing 4.4% more space. Comparable store costs grew faster than sales, but the gap narrowed significantly in H2.
- **4. Other operating costs** Current year includes incentive provisions of R132m and Trenery operating costs. Normalised cost increase is 7.8%.
- 5. Profit before tax Growth driven by sales growth and margin expansion.
- **6. Operating margin** 7.6% excluding current year incentive provisions.
- **7. Return on equity** Increase mainly due to improvement in operating margin and a more efficient balance sheet.



SA RETAIL SEGMENTAL PERFORMANCE

	Gross	margin	Operatir	ng margin
	Jun 2010 %	Jun 2009 %	Jun 2010 %	Jun 2009 %
Clothing and GM	40.1	36.8	12.2	10.4
Food	23.2	22.6	3.6	3.6
SA Retail	29.8	28.0	7.0	6.2

- Clothing and GM delivers most of the margin expansion
- Food margin disproportionately impacted by incentives



COUNTRY ROAD INCOME STATEMENT

	Jun 2010 A\$m	Jun 2009* A\$m	% change
Turnover	372	343	8.5
Cost of sales	159	139	14.4
Gross profit	213	204	4.4
Other revenue	8	4	
Expenses	203	186	9.1
Store costs	151	132	14.4
Other operating costs	52	54	(3.7
Operating profit	18	22	(18.1
Finance costs	1	-	
Profit before tax	17	22	(22.7)
Gross margin - on turnover	57.4%	59.5%	
Operating margin - on turnover	4.9%	6.3%	
Return on equity (A\$)	15.4%	21 .9%	

^{*} Restated



COUNTRY ROAD COMMENTARY

1. Turnover

A\$	Jun 20	10 Jun 2009	% change	Comparable stores
Retail	289	256	12.9%	0.8%
Concession	83	79	5.1%	3.5%
Wholesale	-	8	(100%)	

- 2. **Gross profit** Reduction due to higher promotional activity and the negative impact of hedging against a stronger A\$.
- 3. Store costs Driven by 11 new stores representing 11.8% more space.
- **4. Other operating costs** Well controlled and includes Trenery roll-out costs, offset by royalty received from South Africa.
- **5. Operating margin** Reduction due to gross margin deterioration.
- 6. Return on equity Negatively impacted by additional investments (including Trenery) and lower returns.



FINANCIAL SERVICES INCOME STATEMENT

Consolidated pro forma income statement	Jun 2010 Rm	% to book	Jun 2009 Rm	% to book	% change
Interestingene	1 1/7	10.5	1 420	02.0	(10.5)
Interest income	1 167	19.5	1 432	23.9	(18.5)
Interest paid	386	6.4	568	9.5	(32.0)
Net interest income	781	13.0	864	14.4	(9.6)
Impairment charge	308	5.1	451	7.5	(31 .7)
Risk-adjusted margin	473	7.9	413	6.9	14.5
Non-interest revenue	365	6.1	376	6.3	(2.9)
Operating costs	623	10.4	560	9.4	11.3
Profit before tax (before deduction of ABSA share)	215	3.6	229	3.8	(6.1)
Average financial services assets	5 995		5 989		0.1
Return on equity	13.9%		14.6%		

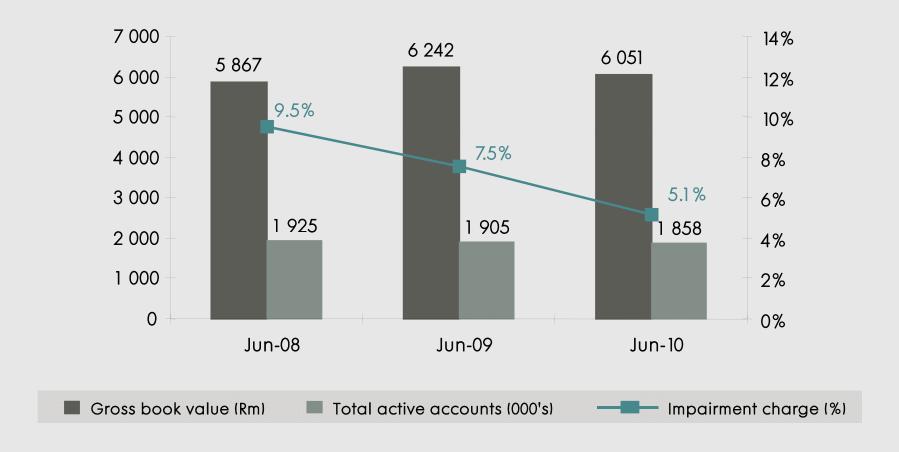


FINANCIAL SERVICES COMMENTARY

- 1. Average financial services assets Flat book growth with sound acquisition growth being offset by higher attrition and NTU (not taken up) rates.
- 2. **Net interest income** Margin squeeze resulting from rate declines, particularly in the Usury book.
- Impairment charge Continued improvement due to successful risk management and collection strategies.
- **4. Non-interest revenue** Lower transactional fee income due to lower card usage.
- 5. Operating costs Impact of investment in collection capacity and implementation of bank-related controls.
- 6. Profit before tax Yield down due to margin compression and negative book growth.



FINANCIAL SERVICES BOOK PERFORMANCE





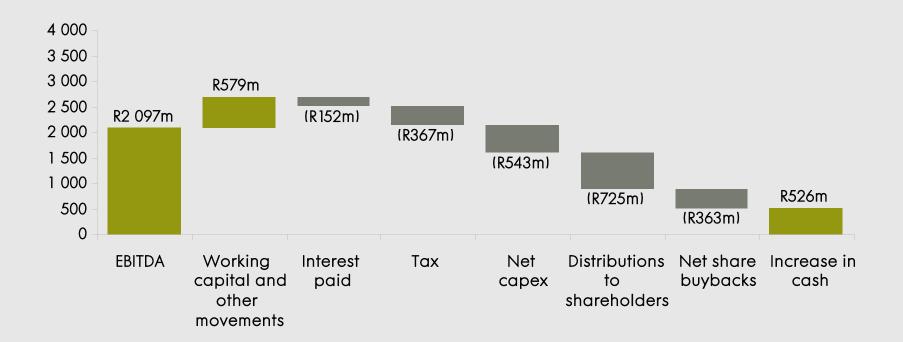
BALANCE SHEET

	Jun 2010 Rm	Jun 2009 Rm	% change
Assets			
ASSEIS			
Property, plant and equipment,			
intangible assets and loans	2 628	2 571	2.2
Investment in JVs and associates	614	570	7.7
Inventory	1 676	1 723	(2.7)
Accounts receivable and deferred tax	1 175	1 050	11.9
Net cash	1 417	891	59.0
	7 510	6 805	10.4
Equity and liabilities			•
Shareholders' funds	3 453	3 072	12.4
Other non-current liabilities	862	841	2.5
Accounts payable	3 195	2 892	10.5
	7 510	6 805	10.4

- Inventory down due to tighter controls and good sell through in Q4
- Cash increased balance due to reduced working capital and deferred capex



CASH GENERATION



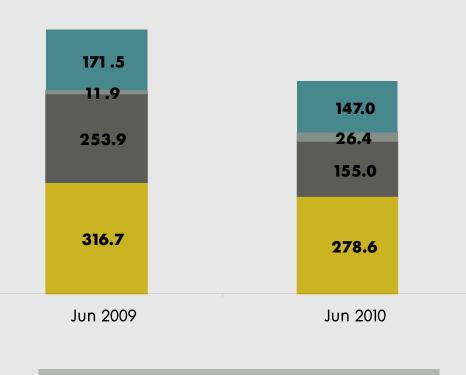
 Improved cash position due mainly to reduced working capital, no STC payments and deferred capex. This is partially offset by the share buybacks.



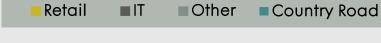
INVESTMENT IN THE BUSINESS

Capex (Rm)

R607m (Jun 2009: R754m)



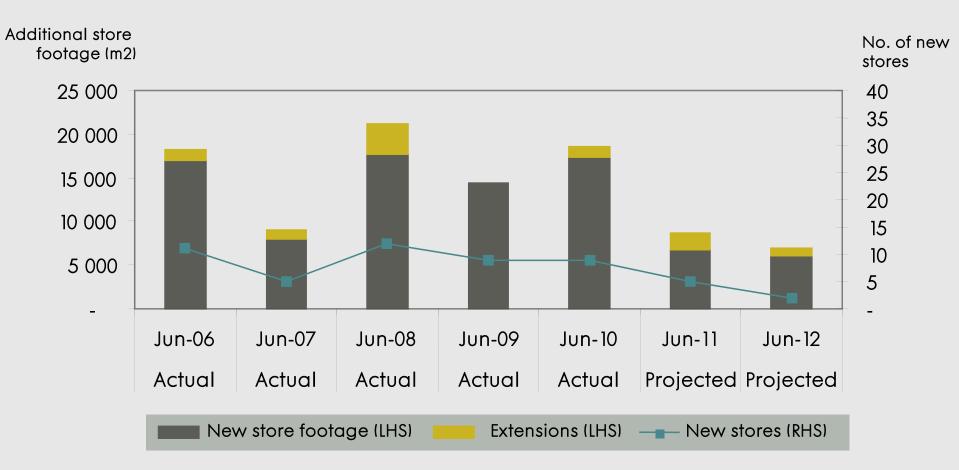
Depreciation	Jun 2010 Rm	Jun 2009 Rm
SA Retail	366	344
Country Road	76	57
Total group	442	401





SPACE GROWTH - CLOTHING AND GM

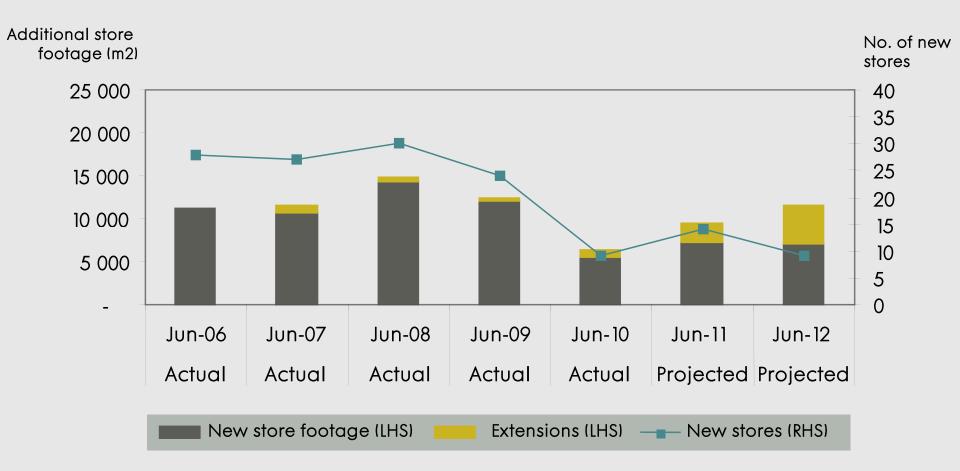
Slowdown in new store openings





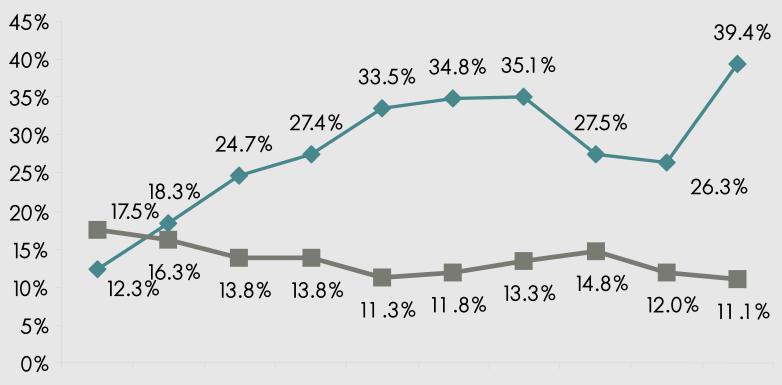
SPACE GROWTH - FOOD

Focus on bigger stores, including 'superwoolies'

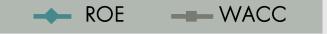




RETURN ON EQUITY

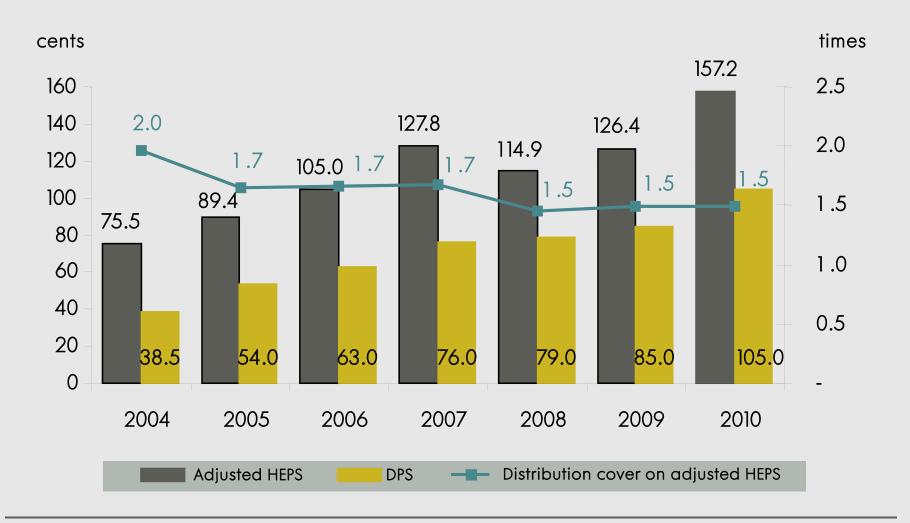


Jun-01 Jun-02 Jun-03 Jun-04 Jun-05 Jun-06 Jun-07 Jun-08 Jun-09 Jun-10





EARNINGS AND DISTRIBUTION





GUIDANCE

- SA Retail
 - Sales growth in line with FY2010 excluding World Cup benefit
 - Gross margin maintained at current level
 - Continued focus on expenses
 - Return on sales will improve further as move towards goal of 8% in 2 years
- Country Road
 - Sales growth will remain under pressure, particularly in the first half
 - Gross margin will be maintained at current levels, as discounting continues
 - Continued focus on expenses



GUIDANCE CONTINUED

- Financial Services
 - Book growth will remain challenging, but expect marginal growth in H2
 - Growth strategies to bear fruit in longer term
 - Impairments expected to remain at current levels
- Taxation
 - The effective rate will increase to approximately 33% as we resume paying STC on distributions
- Capex

- FY2011 R600m R80m

- FY2012 R650m R120m



OPERATIONAL REVIEW IAN MOIR





RETAIL - PERFORMANCE

Priorities		Progress
1. Leverage customer insights	1	Improved customer understanding has led to better profiling and cataloguing of stores, with an increasingly segmented offer.
2. Innovation – differentiation	1	Innovation continues to drive Woolworths differentiation in Food and Clothing. Customer market share gains in both categories.
3. Value/volume	1	Continued drive on price competitiveness. Essentials range launched in Food. Price movement +5.6% in Clothing and GM in H2 vs 11.8% in H1 and in Food +4.2% in H2 vs +6.3% in H1. Volume movement +4.2% in Clothing and GM in H2 vs -5.4% in H1 and +3.0% in Food in H2 vs -2.1% in H1.
4. Availability	>	Clothing availability in H2 below target due to Transnet strike. Food marginally below target levels.
5. Execute the service proposition	1	Increased Flexi-40's in stores. Introduced store-based performance bonuses.
6. Trading mindset	1	Location planners in place. Training programmes embedded. Trading managers in each region.
7. Productivity	1	Margin improvement in H2 in both Clothing and GM and Food. Structures reduced and realigned.



GROUP STRATEGY IAN MOIR





GROUP STRATEGY

- Continue with current strategies, but build and evolve
- Pursue growth opportunities
- Drive productivity across the business
- Improve integration within the group



9 GROUP PRIORITIES

- 1. Customer segmentation
- 2. Loyalty programme
- 3. Online strategy
- 4. Expand product categories with the most potential
- 5. Get store formats right
- 6. Sweat our investments
- 7. Value chain optimisation
- 8. Country Road
- 9. Financial Services



CUSTOMER SEGMENTATION

- Better understand current and future customer profile
- Build internal capabilities to interpret customer data
- Drive sub-brand review to make each brand:
 - Simpler
 - Clearer
 - Better segmented
- Further enhance and drive the 9 box grid in Clothing and GM



CUSTOMER SEGMENTATION CONTINUED



LOYALTY PROGRAMME

- CRM is a major opportunity for the brand
- Will be introducing a tiered loyalty programme, which will be designed to:
 - Build more profitable long-term relationships with more of our customers
 - Reward and retain our loyal customers
- This will provide a platform to:
 - Use our customer insights to drive sales and increase cross-shopping
 - Drive uptake and usage of our Woolworths cards through a tiered programme of benefits



ONLINE STRATEGY

- Online will become a significant selling channel
- Aim to provide an exciting and appealing site that allows a customer experience that matches our best stores
- Will offer Food, Clothing, Home and Beauty on the site the majority of our catalogue
- Have started building an e-commerce platform that is agile and scalable
- Will be integrated with our digital strategy



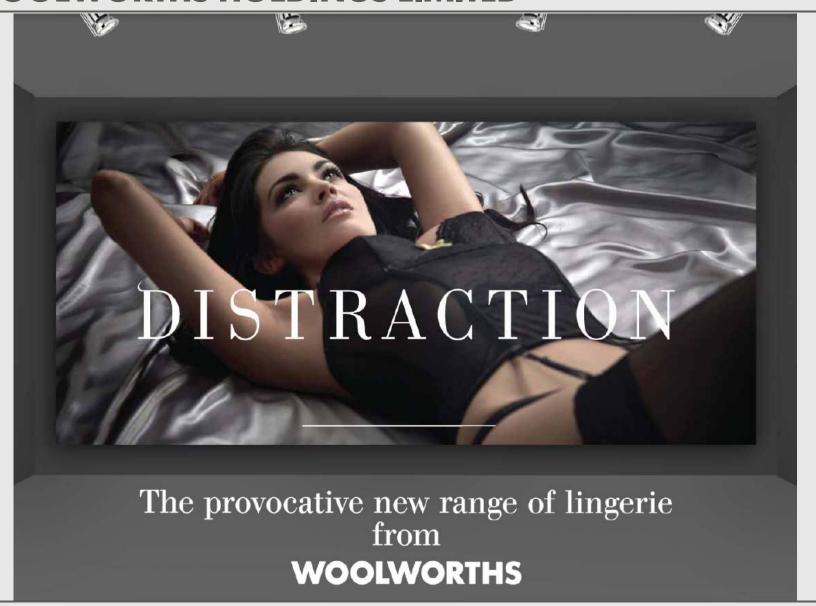
EXPAND PRODUCT CATEGORIES WITH THE MOST POTENTIAL

- Lingerie
 - Have lost market share and will aggressively seek to regain this
 - Expanded offer with a real focus on value
 - Consistent service and fit, better ranges of bigger sizes and more glamour
 - Instore presence stronger and space increased to become a destination









 WHL

EXPAND PRODUCT CATEGORIES WITH THE MOST POTENTIAL

- Babywear
 - Underweight in baby compared to kidswear
 - Aim to create a "Baby World" for the modern mother
 - Broader offer that will link essentials, outerwear and footwear
 - Complement offer with Mothercare hards and Early Learning Centre







EXPAND PRODUCT CATEGORIES WITH THE MOST POTENTIAL

- Footwear and accessories
 - Been growing this area strongly, but it still represents a real growth opportunity
 - Focus on Modern
 - Newness, desirability and value
 - Catwalk collection in 16 stores
 - Upgraded accessories areas within stores





WHL

GET STORE FORMATS RIGHT

- Introduce 'superwoolies' in Food through converting and expanding existing stores
 - Offer a comprehensive catalogue of food items as well as household and home basics
 - Have the mind of a **supermarket** and the soul of a deli
- Open fewer, but larger stores
 - 31 stores to be modernised / extended
 - 16 new stores to be opened



SWEAT OUR INVESTMENTS

- Optimise trading densities
 - Better space and catalogue management
 - Address underperforming stores
 - Drive location/parallel planning further
 - Leverage marketing opportunities
- Get the best from new systems (IPEX) and infrastructure



VALUE CHAIN OPTIMISATION

- Shorten the merchandise cycle and derisk
- Build rapid response capability capitalise on early reads and maximise best sellers
- Fix longlife availability once and for all



COUNTRY ROAD

- Stop the decline
- Focus on better balanced ranges in womenswear
- Open new stores and expand existing stores
- South African integration to continue and 2 new standalone stores
- Reduce cost of doing business



FINANCIAL SERVICES

- Integrate the business better with Woolworths
- Drive growth
 - Store card and credit card
 - Continue building our loans and insurance business
- Drive efficiency by leveraging the capabilities and expertise within the ABSA and Barclays Group



OUTLOOK IAN MOIR





OUTLOOK

- Coming off a strong second half which was boosted by the FIFA World Cup
- Current trading remains positive and in line with expectations
- The South African economy is slowly improving but remains tough
- The Australian economy has been tough, but is expected to improve in the second half
- The business is focused, strategies are delivering and we are cautiously optimistic



ADDITIONAL INFORMATION





GROUP INCOME STATEMENT

	Jun 2010 Rm	Jun 2009 Rm	change %
Turnover	23 393	21 175	10.5
Cost of sales	15 656	14 501	8.0
Gross profit	7 737	6 674	15.9
Other revenue	270	747	(63.9)
Expenses	6 178	5 784	6.8
Operating profit	1 829	1 637	11.7
Finance costs	150	281	(46.6)
Profit before earnings from JVs and assoc	1 679	1 356	23.8
Earnings from WFS	74	58	27.6
Earnings from JVs and associates	6	12	(50.0)
Profit before exceptional item	1 759	1 426	23.4
Exceptional item	-	380	
Profit before tax	1 759	1 806	(2.6)
Tax	491	546	(10.1)
Profit after tax	1 268	1 260	0.6
Gross margin - on turnover	33.1%	31 .5%	
Operating margin - on revenue	7.8%	7.7%	
Effective tax rate	27.9%	30.2%	



SA RETAIL – BALANCE SHEET

	Jun 2010 Rm	Jun 2009 Rm	% change
Assets			
Property, plant and equipment, investments,			
deferred tax, loans and goodwill	2 358	2 369	(0.5)
Inventory	1 417	1 474	(3.9)
Accounts receivable	980	866	13.2
Cash	459	213	115.5
	5 214	4 922	5.9
Equity and liabilities			
Shareholders' funds	1 451	1 617	(10.3)
Accounts payable, provisions and tax	3 763	3 305	13.8
	5 214	4 922	5.9



SA RETAIL – REVENUE ANALYSIS

	Jun 2010 Rm	Jun 2009 Rm	% change	% price movement
Clothing and General merchandise	8 253	7 423	11.2	8.9
Corporate (retail)	7 297	6 493	12.4	
Franchise (wholesale) – local	744	710	4.8	
Franchise (wholesale) – international	212	220	(3.6)	
Food	12 227	11 126	9.9	5.2
Corporate (retail)	11 198	10 200	9.8	
Franchise (wholesale) – local	957	857	11 . <i>7</i>	
Franchise (wholesale) – international	72	69	4.3	
Logistics	417	388	7.5	
Other revenue	86	96	(10.4)	
	20 983	19 033	10.2	



SA RETAIL – TRADING SPACE AND STORES

	Jun 2010 m2	Jun 2009 m2	% change/ growth	Projected Jun 2011 m2	% change/ growth	Projected Jun 2012 m2	% change/ growth
Trading space	525 403	507 277	3.6	547 474	4.2	570 719	4.2
Clothing & GM	375 629	362 529	3.6	386 548	2.9	397 748	2.9
Corporate	287 832	274 599	4.8	297 696	3.4	306 696	3.0
Franchise	87 797	87 930	(0.2)	88 852	1.2	91 052	2.5
Food	149 774	144 748	3.5	160 926	7.4	172 971	7.5
Corporate	137 047	132 185	3.7	147 119	7.3	158 414	7.7
Franchise	12 727	12 563	1.3	13 807	8.5	14 557	5.4
Aggregate no. of stores	419	410	9	444	25	454	10
Clothing & GM	235	229	6	246	11	250	4
Corporate	128	121	7	134	6	136	2
Franchise	107	108	(1)	112	5	114	2
Food	350	339	11	372	22	382	10
Corporate	254	245	9	269	15	277	8
Franchise	96	94	2	103	7	105	2
							7

FINANCIAL SERVICES – CONTRIBUTION TO SALES

% of sales spent on Woolworths cards	Jun 2010	Jun 2009
Clothing and General merchandise	30.6%	31 .3%
Food	15.1 %	16.6%
Aggregate	21.5%	22.4%



COUNTRY ROAD – BALANCE SHEET

	Jun 2010 A\$m	Jun 2009 A\$m	% change
Assets			
Property, plant and equipment	56	47	19.1
Trademarks *	11	11	-
Inventory	39	39	-
Accounts receivable	19	19	-
Cash	3	26	(88.5)
	128	142	(9.9)
Equity and liabilities			
Shareholders' funds	85	75	13.3
Accounts payable and provisions	43	67	(35.8)
	128	142	(9.9)
Year-end exchange rate (R/A\$)	6.7	6.4	



^{*} Eliminates on consolidation

COUNTRY ROAD – INCOME STATEMENT (IN RANDS)

	Jun 2010 Rm	Jun 2009 Rm	% change
Turnover	2 495	2 235	11.6
Cost of sales	1 062	875	21 .4
Gross profit	1 433	1 360	5.4
Other revenue	52	17	>100
Expenses	1 362	1 236	10.2
Store costs	1 012	885	14.4
Other operating costs	350	351	(0.3)
Operating profit	123	141	(12.8)
Finance costs	4	1	>100
Profit before tax	119	140	(15.0)



COUNTRY ROAD – TRADING SPACE AND STORES

	Jun 2010 m2	Jun 2009 m2	% change/ growth	Projected Jun 2011 m2	% change/ growth	Projected Jun 2012 m2	% change
Trading space	41 213	36 849	11.8	45 494	10.4	49 758	9.4
Retail	30 866	28 242	9.3	33 086	7.2	35 306	6.7
Concession	8 593	8 607	(0.2)	8 902	3.6	8 902	-
Trenery	1 754	-		3 506	99.9	5 550	58.3
Number of stores	160	149	11	174	14	186	12
Retail	72	67	5	77	5	82	5
Concession	82	82	_	85	3	85	-
Trenery	6	-	6	12	6	19	7

