

WELCOME

Our journey has commenced

Cees 't Hart, CEO Copenhagen, 12 October 2017

Get to know the team and their focus

Setting the scene

- SAIL'22 from a Group perspective
- **Delivering shareholder value**
- Step-changing commercial approach
- Winning in craft & speciality
- **Driving margins in Western Europe**
- Building a world class integrated supply chain Ph

Transform to win in Eastern Europe

Grow in Asia

Cees 't Hart Chris Warmoth Heine Dalsgaard Jessica Spence Paul Davies Michiel Herkemij Phil Hodges Jacek Pastuszka

Graham Fewkes







The What – Our ambition

Succesful

Delivering sustainable organic top- and bottom-line growth

Professional

Being the preferred supplier of our customers

Attractive

Delivering value for shareholders, employees and the society



The How – SAIL'22 to deliver shareholder value



STRENGTHEN THE CORE

Leverage our strongholds Excel in execution Optimising efficiency and cost



POSITION FOR GROWTH

Win in growing categories Target big cities Grow in Asia



Team-based performance Contribute to a better society Compass (applying our codes and policies)



DELIVER VALUE FOR SHAREHOLDERS

Organic growth in operating profit ROIC improvement Optimal capital allocation



Delivering shareholder value by targetting consistent improvement of key financial metrics



Organic operating profit



Pay-out ratio (%) & net debt/EBITDA





The health of the business has significantly improved



- Delivered in 2016
 - 3% price/mix
 - 5% organic growth in operating profit
 - Pay-out ratio increased to 39%
- State of the business at H1 2017 is solid
 - Positive price/mix in all three regions
 - Funding the Journey delivering according to plan
 - Operating profit guidance of mid-single-digit confirmed
 - Financial leverage of 1.57x

SAIL'22 will result in a sustainable business model, generating top- and bottom-line growth



Our ambition is to come closer to the nearest competitor in the race



2016 EBIT margin





The Why Some have to dig deep to find their purpose...

...beers that stand at the heart of moments that bring people together...

We pursue perfection everyday...





but for us it has always been there ----



Group

11

FILM

BREWNING arlsber)DAY Group

STRATEGY

SAIL'22 from a Group perspective

Chris Warmoth, Executive Vice President, Group Strategy Copenhagen, 12 October 2017

SAIL'22 builds on a diversified regional footprint with 24 #1 or #2 market positions





Each region provides differentiated opportunities for development

WESTERN EUROPE

- Market leading positions
- Strong portfolio of brands
- Price/mix and margin opportunities

EASTERN EUROPE

- Strong no. 1 positions
- Unique local, regional and national brands
- Well placed for market rebound

ASIA

- Highly profitable positions in strongholds
- Attractive foothold in Vietnam, India and China but clear upside potential
- Premiumisation opportunities



Well placed to meet multiple consumer needs via a healthy portfolio of brands

Consumer needs vary in beer depending on the occasion

Refresh and Replenish	Knowing the Best	Part of the Group	Reward and Indulge
Unwind and Unplug	Fuelling Fun	Carefree Time	Shared Treat

We have a healthy portfolio to meet this range of needs





An organisation well-balanced between global and local responsibilities

RESPONSIBILITIES OF LOCAL ORGANISATION

- Full ownership of local consumers and customers
- Full responsibility for sales and marketing of local brands
- Joint responsibility with Group Commercial on international brands

RESPONSIBILITIES OF REGIONAL/ CENTRAL ORGANISATION

- Central ownership where scale pays (procurement, shared services, research)
- Carlsberg centre of expertise for knowledge management (breweries, cons. research, portfolio management, research etc)
- Centralised commercial team for international brands



Proprietary technologies from the Carlsberg Research Laboratory provide competitive advantage

MORE THAN 120 PATENTS FILED DURING THE LAST 20 YEARS

DraughtMaster
 Dispense systems
 New Fermentation Organisms
 Barley Straw BioMaterial
 Null-LOX1,2-Null-MMT barley
 Null-LOX1,2 barley
 Low-LOX1 barley

✓ New Fermentation Technologies for AFB production





Clearly defined SAIL'22 priorities – alongside Funding the Journey



STRENGTHEN THE CORE (1+8)



Leverage our strongholds

- Revitalise core beer
- Transform our business in Russia

Excel in execution

- Drive brands and portfolio
- Excel at point of purchase
- Manage complexity
- Step-change with digital
- Master value management
- Win with consumer-driven R&D



Win in growing categories

- Build craft & speciality
- Actively shape alcohol-free beer

Big cities

• Target big cities

Asia

Grow in Asia



SAIL

Team-based performance

• Build team-based performance

Contribute to a better society

• Together towards ZERO

Compass

• Applying our codes and policies

A structured approach to move our strategy from words to actions

SAIL'22 governance structure

- 1. Group strategy is the overall PMO 'owner'
- 2. All priorities have leaders
- 3. Each priority has an EVP or SVP as sponsor



Our winning culture drives SAIL'22 implementation

ALIGNMENT

We drive a proactive alignment with the emphasis on one team with one aspiration

ACCOUNTABILITY

We hold people accountable for their actions and areas of responsibility

ACTION

We ensure that decisions are implemented with speed and rigour



Alignment: Key strategies and plans are captured in a focused and action-oriented way

RIGOUR AND DISCIPLINE WITHOUT BUREAUCRACY

Strategic overview (3-5 years)

Outlines overall direction and approach



Updated approx. once a year

Operational plan (2-3 years)

Provides understanding of timing of critical milestones

AFB WE Status by key market

Several times a year, depending on the category

9-grid (1 year)

Secures right sequencing and focus among priorities



Updated once a year



Alignment: Ensuring SAIL'22 strategies and plans are fully understood and deployed – along with FtJ progress

With the top management team

Continuous communication

TOP 60

- Meetings three times per year
- Monthly calls
- Team Site

TOP 200

- Regular mailings
- Via local team and entity leadership teams

To the whole organisation

Clear communication of our strategy





The SAIL'22 communication has helped developed engagement and alignment across the organisation ...



Employee engagement



Carlsberg is making the necessary changes



Kept informed of matters affecting them



Score has increased across all three regions and central functions (+4pts vs 2016 and +10pts vs FMCG norm¹)

Change management agenda understood and appreciated (+5pts vs 2016 and +9pts vs FMCG norm¹)

People feel more informed on matters affecting them (+5pts vs 2016 and +9pts vs FMCG norm¹)... ... and 90% have a clear understanding on what is expected from them

The Triple A message appears to be accepted by employees



... and delivered positive trends

- Increased performance management by managers
- Breaking down silos: Strong score on collaboration

	2017	Change 2017 vs 2016			
	OVERALL SCORE	GROUP	WESTERN EUROPE	EASTERN EUROPE	ASIA
In my team we focus on customers and consumers.	89%	+1%	+2%	+1%	0%
Senior management provides clear sense of direction	78%	+7%	+8%	+5%	+2%
Manager inspires me to do my best work	87%	+4%	+4%	+4%	0%
Receiving on-going feedback to help me improve	73%	+5%	+5%	+4%	-1%
People collaborate for good of company rather than own team or department	73%	+5%	+5%	+4%	+2%



Accountability: Routinely track actual progress versus plans

FtJ Dashboard

Provides up-to-date information on realisation of savings



Monthly

Dashboards

15 SAIL'22 priority dashboards



Every quarter



Action: Expect to reinvest DKK ~1 bn in SAIL'22 by 2018 ...

DKK ~1b will be invested in SAIL'22 initiatives in 2018 vs 2015



FTJ GOALS REMAIN

- Net benefits of DKK 1.5bn to 2bn in 2018 vs 2015 at constant exchange – or better
 - ~ Half invested in Sail initiatives
- FtJ marketing efficiencies don't count as savings if spent back

SAIL'22 INITIATIVES

• Primarily marketing but includes some overhead costs and incremental depreciation



... behind strategic priorities across multiple regions

Investments

In multiple regions and priorities







In summary, SAIL'22 is moving into delivery, ensured by alignment, accountability & action

- Strong foundation for SAIL'22 to build on
 - Well balanced geographies and opportunities by region, brand portfolios, organisation and research
- Moving SAIL'22 from words to action by ensuring ... ALIGNMENT
 - Organised under a Project Management Office
 - Demanding clarity on strategy and plans

... ACCOUNTABILITY

• Tracking progress against the plans

... ACTION

- Detailed assessment of proposed investments and returns
- Process will continue in 2018 and beyond
- SAIL'22 well embedded across the organisation





DELIVERING SHAREHOLDER

Heine Dalsgaard, CFO Copenhagen, 12 October 2017



The How – SAIL'22 to deliver shareholder value



STRENGTHEN THE CORE

Leverage our strongholds Excel in execution Optimising efficiency and cost



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Deliver value For shareholders

Organic growth in operating profit ROIC improvement Optimal capital allocation



Driving a performance-based culture

CLEAR DIRECTION

- SAIL'22 sets the future direction
- The Golden Triangle ensures the balance

RIGOROUS FOLLOW-UP

- Monthly performance reviews of markets and regions
- MD letters
- Tracking of Funding the Journey elements
- Monthly follow-up on costs (OCM)
- Risk identification and gap-closing plans

SHORT TERM & LONG TERM INCENTIVE PROGRAMMES

• Designed to drive teamwork and performance





Funding the Journey on track to deliver in full by 2018

TARGETING FTJ BENEFITS OF DKK 1.5-2.0BN

• 50% of benefits to be reinvested in to SAIL'22 priorities to drive long-term growth.



FtJ benefits achieved





Funding the Journey from a project to a way of living...

	VALUE MANAGEMENT	SUPPLY CHAIN EFFICIENCIES	OPERATING COST EFFICIENCIES	RIGHT-SIZING
Ambition	 Optimise price, volume and mix to drive GPaL 	 Deliver efficiency improvements across the supply chain, reducing material and non-material cost per hl 	 Reduce sales and admin costs 	• Ensure an efficient Group structure
Activities	 Build culture of consistent focus on value across all commercial planning and execution Roll out Group-wide value management practices through standardardised tools and processes Track rigorously 	 Establish global, integrated end-to-end supply chain Improve end-to-end efficiency in production and procurement Reduce complexity Manage network Track rigorously 	 Embed routines for key cost drivers (e.g. FTEs) 	 Continuously streamline and optimise structures and businesses Perform annual review of portfolio of businesses



...with a focus on all operating cost items...

Cost of company cars



Flight tickets



Avg ticket price

STRICT FTE APPROVAL GOVERNANCE

- Monthly tracking of FTE changes
- ExCom approval of all positions above a certain level





... including reducing costs by step-changing IT and shared services

MODERNISE IT AND REDUCE COSTS

- Moving IT infrastructure to the Cloud
- Reduced vendors in Western Europe from +300 to 30
- Reduced applications from 850 to 350

MAKE WESTERN EUROPE ERP-PLATFORM (BSP) WORK OPTIMALLY

- Increasing system performance
- Increasing operational efficiency
- Standardising processes and upgrade user capabilities

SCALE UP CARLSBERG SHARED SERVICES

- Expanding functional scope and breadth and geographical footprint
- Providing value adding transformational services
- 400 FTEs moved to shared service center / external BPO provider since the beginning of 2016
- Next step: standardisation




Getting the basics right: New finance strategy driving increased business support and lower cost of finance



Business support Control Reporting Transaction processing



Getting the basics right: Continued reduction of net financial costs...

- Reduction in net interest costs driven by
 - Leverage reduction
 - Reduction in average coupon due to refinancing
- Continued reduction in 2017 from lower debt ...
- ...and in 2018 from debt reduction and refinancing
 - Recent EUR 500m bond issuance to partly refinance EUR 1bn bond will reduce interest costs by c. DKK 100m for 2018
- Duration: approx. 4 years after refinancing

Continuous reduction in financial costs



■ Net financials (excl. forex) ■ Net interests



...and opportunities to optimise our tax position

FOCUS ON TAX

- Strengthening tax compliance
- Optimising efficient tax rate

Effective tax rate





ROIC: Improvement through trade working capital...

- Strong improvement of DKK 8.5bn since 2008
- Key focus is to maintain from current levels
 - Internal benchmarking
 - Cross-border sharing of best practices
 - Strict governance and follow-up

Avg. trade working capital/revenue, global beverages



ATWC/net revenue





... balancing long-term growth and optimising assets utilisation...

- Well-invested across all regions
- We will invest what is required to drive sustainable long-term growth
- Clear process for capex spending established
- Key areas of capex spending
 - Draughtmaster
 - Coolers
 - Asian capacity expansion
 - Efficiency improvements and environment

Capex vs depreciation





... and also through right-sizing of business

CLEAR AMBITION

- Reduce management and financial resources for non-core assets
- Focus our efforts on key markets
- Reduce debt

MAIN ACTIVITIES SINCE FTJ INITIATION NOVEMBER 2015

- Disposal of business and activities delivering DKK +3.2bn in sales proceeds
- Closure or disposals of 18 sites in China
- Capacity reduction at four breweries in Russia
- Restructuring of Carlsberg UK, including exit from porterage business

Activities sold in 2016-2017

- Carlsberg Malawi
- Carlsberg Uzbekistan
- Carlsberg Romania
- Danish Malting Group
- Sejet plant breeding
- Vung Tau brewery in Vietnam
- Xinjiang Hops
- Ownership in Russian malting plants
- Nordic Getränke



ROIC improvement will mainly be driven by profit growth

ROIC (INCL. GOODWILL) IMPROVEMENT DRIVEN BY

- Earnings improvement
- Tax optimisation
- Optimise asset utilisation
- Capex below depreciation in the coming years
- Maintain trade working capital
- Right-sizing of businesses

APPROX. 60% OF CAPITAL EMPLOYED IS INTANGIBLES

• Remains unchanged (in constant currency)







Capital allocation: Clear priorities

OPTIMAL CAPITAL ALLOCATION¹

1. Invest in to our business to drive long-term value creation

2.NIBD/EBITDA < 2.0x

- 3. Dividend pay-out ratio of 50%
- 4.Excess cash to be redistributed through buy-backs and/or extraordinary dividends
- 5. Deviating from the above only if value-enhancing acquisition opportunities arise



¹In prioritised order

Reduced leverage and room for dividend growth



Dividend and pay-out ratio





In summary: Improve earnings, ROIC and shareholder returns

- ... by instilling a strong performance culture
- ... by embedding Funding the Journey principles
- ... by optimising below-EBIT costs
- ... by optimising asset utilisation
- ... by pursuing strict capital allocation principles
- Executing SAIL'22 priorities
- Embedding FtJ principles and ways of working
- Reducing net financial costs
- Optimising tax position
- Maintaining focus on trade working capital
- Ensuring strict capex discipline
- Right-sizing our business
- Ensuring optimal capital allocation



ROIC IMPROVEMENT

INCREASE SHAREHOLDER RETURN



GROUP COMMERCIAL

Step-changing commercial approach

Jessica Spence, Senior Vice President, Group Commercial Copenhagen, 12 October 2017



Driving brands and portfolio

- Global portfolio frame to drive category growth
- Brand building model to drive premiumisation
- Acceleration of scalable global propositions
- Focused spend brand & trade



The structure of our portfolio varies substantially by region

% of net revenue from brand type by region



■ Global Brands ■ Local Brands





FILM (DEMAND SPACES)

The Demand Spaces provide us with a frame for our portfolio – both global and local brands





This frame enables the codification and reapplication of best practice across local and global brands







OWNING PART OF THE GROUP WITH OUR LOCAL POWER BRANDS

"Part of the Group" is a critical demand space for us to win – and we see consistent trends across markets

- Majority of our local power brands lie in part of the Group: 45% of our total beer net revenue
- Core motivations around identification and connection
 - "Beer heartland" but changing occasions profile
- Within this demand space we see consistent trends
 - Increased need for security and belonging on a local scale
 - Freshness/unprocessed as a compelling "reason to believe"
 - Encroaching craft brands
 - Higher levels of non-alcoholic consumption





Lav – tapping into local insights within "Part of the Group" to drive refreshed look and feel













Feldschlösschen Braufrisch demonstrates the power of "fresh and unprocessed" to deliver sustainable growth over time

- Building on a very strong equity as the beer that brings all Swiss together
- Young brew masters' interpretation of the classic Swiss lager
 - Naturally cloudy, with fruity hop notes and slight sweetness
- Driving 11% net revenue growth YTD two years post launch
- 61% awareness, 44% penetration in total market









Fresh and unprocessed has rolled out in the last 18 months and is successfully driving premiumisation

Tuborg Rå Growth Rates 2016/2017









Crafty line extensions meet changing consumer preferences and profitably combat craft



Crafty Line Extension Index vs Core Lager Variant





Strong execution of crafty launches generating trial & awareness: 5th best selling wheat beer







Alcohol-free line extensions grow share of occasions and protect beer's strong position in "Part of the Group"

- Beer heartland, but increasing penetration of alcohol-free 1/3 of all serves are alcohol-free
- Strong brand positions provide the perfect platform to support alcohol-free variants
- Three priorities in 2017
 - 1. Launch alcohol-free line extensions with clear naming and differentiation vs. the core brand
 - 2. Ensure the right pack and brew line up to win
 - 3. Activate with advertising, influencer campaigns, events focus and heavy sampling





Alcohol-free delivers attractive revenue and GPaL growth

Beer CSD Water AFB

GPaL/hl Beer: Index 100 Average Western Europe

Net revenue/hl Beer: Index 100 Average

Western Europe







We have established clear and positive variant communication and expanded the brew range











2017 launches into new flavours and beer styles are enabling us to grow penetration and address standard beer rejectors







K1664 BLANC - FRANCE

AFB growing at 10.4% vs. LY 1664 AF volume growing at 35% vs. LY

UTENOS RADLER 0 – LITHUANIA

Number 1 SKU in AFB 13% Share of segment

BALTIKA O WHEAT - RUSSIA

B0 57% share of AFB segment 4.6% Volume growth vs. LY



Activation shows the new reality of "Part of the Group" with a heavy focus on sampling at relevant occasions





FIX ANEY - GREECE

- 32% share of alcohol-free category in first year of launch
- Driving 62% growth in category

SVYTURYS GO - LITHUANIA

- 32% volume growth in total portfolio 2017 YTD
- 50% share of total alcoholfree category
- Driving 76% growth in category



TUBORG WINNING GLOBALLY IN FUELING FUN



Tuborg has grown rapidly in Asia and in export and license markets to become our largest brand by volume





New high-impact look and feel being rolled out globally











FILM (ASIA REEL)





Tuborg Beat created by Major Lazer

Global and local artists work together to create tracks with the beat Journeys documented & published. Tracks released

Culminates in single global event



FILM (TUBORG)

China activation driving excellent results with strong local artist activation

- 88m music streams
- 29m video views
- Live event with 40k fans
- Positive impact on all target brand attributes
- Increased penetration amongst 18-24 consumers
- E-Comm sales +150%





RE-ESTABLISHING CARLSBERG IN KNOWING THE BEST


Carlsberg is delivering strong topline growth in focus markets

4% volume growth gaining market share in 7 of in 2016 top ten markets 9% 6% 20% growth in Russia growth in China growth in export in H1 2017 in H1 2017 & license in H1 2017





FILM (REBREW)

To reassert our right to win in "Knowing the Best", we are delivering a pipeline of innovations in lager







FILM (MADS 1883)

1883 has provided excellent opportunities for in-store activation and theatre to drive brand reappraisal











Leveraging the Laboratory will be key for the Carlsberg brand going forward

- The Carlsberg Laboratory will play a key role in driving our brand perception and quality going forward and has been under-utilised in the past
- Plans going forward are to leverage the Laboratory with much more intensity – based on the success of Re-Brew
- The Red Barley Experiment builds on a specific ancient Asian barley in our library, that can deliver a naturally red lager







- Clear model for governing our portfolio that meets our unique situation and needs
- Global brand building model, that drives brand value and enables us to transfer learnings across markets
- Delivering scalable innovations and activations that create value for consumers, customers, shoppers and Carlsberg





CRAFT BECKELLEY

Winning in craft & speciality

Paul T Davies, Vice President, Craft & Speciality Copenhagen, 12 October 2017



Craft & Speciality strategy executed from 2017

THREE LINKED STRATEGIC ENABLERS

"BEER FOR THE MANY NOT FOR THE FEW"









Craft & speciality growth accelerating & delivering premiumisation







Net revenue H1 2017 +32%

Net revenue / hl Index vs Core beer Net revenue H1 2017 +18%

Net revenue / hl Index vs Core beer Net revenue H1 2017 +41%

Net revenue / hl Index vs Core beer



Craft & speciality portfolio approach focuses on three segments





Global brands accelerating and entering more markets





Speciality: Leveraging distinctive brand assets to build a global brand

LOOK & FEEL





BREW & SERVE



Speciality: 1664 Blanc aims to own blue across all touch points







FILM

Speciality: 1664 Blanc performance driven by strong execution in Asia









Speciality: Grimbergen has grown over 400% since 2008







FILM

Speciality: Grimbergen growth accelerating in key markets











Authentic craft: Play in global & local segments selectively

IMPORTED CRAFT







Authentic craft: Two approaches to market entry

1. ACROSPIRES JV = BUILD OR BUY

2. STAND ALONE = DEVELOP ORGANICALLY







FILM

Authentic craft: We have defined <u>our</u> approach to craft



CARLSBERG'S WAY OF DOING AUTHENTIC CRAFT

Inner

Mark

Lens

17

Operational Handbook: clarity regarding brewery operating model and governance

	CSC managed	Acrospires	Independent	Other (< 10kHL)	
ly Chain	Principles defined in Craft COH (Carlsberg Operating Model) incl. a section on Procurement principles Craft COH developed by Group HanTedh and Group Procurement and governed by Group Production		as CSC led and Acrospires breweries once fully	 Part of Craft COM (technical equipment, HBSS and guality) to apply Support from CSE to implement Annual audits 	
vation & Scaling	Principles and processes: Craft Connecto network Innoplan light for Hero an Independent for Beta Bre Governed by Group I	d regular SKU's we chart ereneries - Oferating model (SELISEON	 Operating independently on a daily basis Scaling of bata brews 	
eting	 Principles defined in Developed and gove Commercial 		-	or breweries	
// face	 Por PI countries on allowate budy / all through CSC (small batchies can be bough provide) Porto(d) Porto(d) Porto(d) Cambang baby for Governance of Group companies applies 	local market. Formally t Principles • Brewpub purchase all goodss • Brewpub purchase baer (addi • Brewpub paylornal royabiant • Brewpub paylornal royabiant • LCC/LSC provide services to B	b be treated as a "third y uch as raw materials, peddaging ional assortment), wine, CSD an ter directly to a selected group of a UCC for utilizing relevant hams reexpub; HR and legal support with poort services externally, acous we to be himed in Brewpub, net L uppliers; Oth	party" with support from ti etc. directly from suppliers. Piggeb d water from CSC/LSC as a regular f on-trade accounts, payment direct de hen necessary + supply/handing o nting services, debt collection, have	r customer til y to Brewpub If steel keps, SLA to be developed.
					Cleaned keys
		Goods from LCC; B (add. assortment or Wine, CSD, Wate Goods from suppliers materials, packaging	r ; raw	Brewpub b, microbrewery and competence center)	Beta brews On-trade acc
		17		Royalties to LCC	



Empty kegs

artsberg

Building beer capability: to date we have trained 1,200+ colleagues in the "Art of Beer"





arlsberg

WESTERN EUROPE

Driving margins in Western Europe

Michiel Herkemij, Executive Vice President, Western Europe Copenhagen, 12 October 2017



Our Western Europe footprint # 1-2 position in 12 markets





A mature and competitive region that can still give growth opportunities

HIGH AND STABLE PER CAPITA CONSUMPTION

- Per capita consumption seems to be stabilising
- Forthcoming years expectation is flat

Per capita beer consumption in Europe (liters)



Positive

Consumers seek variety and are willing to pay more

- Growing premiumisation and craft agendas
- More complex beer environment

Huge profit pool to tap into

• Seizing any growth potential across Western Europe translates into meaningful profit impact

🗵 Negative

Challenging operating environment

- Beer markets becoming darker
- Alcohol taxes continue to grow
- Less sugar and alcohol drift

High maturity and competitiveness level

• The extra incremental potential in Western Europe is more difficult to capture



Strong footprint, great beer brands, strong presence in adjacent categories

Strong footholds to leverage but also room for growth





Leading positions in mainstream

 Strong leading position in mainstream, growing share of premium products.
 >30% of value in European mainstream

Local brands driven

 Dominating position of local power brands, in perfect sync with consumer trends today.
 > 50% of gross brand contribution derived from local power brands

Strong route to market

 High share of direct distribution leveraged to drive adjacent CSD products.
 > 40% of gross channel contribution comes from direct store distribution

Differentiated channel mix

 Playing in various on-trade vs. off-trade setups, depending on market
 Off-trade market share ranging from 15-54%



Focus on the right priorities to break the deadlock of operating profit stagnation

2017 IS FIRST YEAR OF SAIL'22









SAIL'22 priorities in Western Europe

PREMIUMISATION

- Restore core local power brand equity
- Accelerate craft & specialty
- Build strong presence in alcoholic-free beer
- On-trade
 - Regain on-trade momentum
 - Drive DraughtMaster

CRITICAL ENABLERS

- Value Management/FIT
 - Focus on execution
- Cost saving initiatives
 - Drive SG&A costs down and accelerate supply chain savings
- Change our Behaviours
 - Embed our joint behaviours to create a winning culture





Premiumisation is pivotal for all strategic initiatives in Western Europe

Carlsberg Group share of value across main Western Europe markets (2015 data)





Core Beer: Right investment decisions led to successful re-launches of chosen local power brands

Build winning premium offer with own brands

#2 Rebalance investments with priority on focus brands



UK re-launch of Carlsberg export

- +10,000 off-trade distribution points
- +20% retail sales value
- +10% price per litre
- 4 year high international free trade listings

POLAND re-launch of Okocim

- Brand renovation execution
- 360 communication with increased media budget
- Brew: All malt lager variant
- Focus of sales force on Okocim







FILM

Core Beer: Right investment decisions led to successful re-launches of chosen local power brands

Build winning premium offer with own brands

#2 Rebalance investments with priority on focus brands



BULGARIA Launch of Pirinsko Unpasteurized

- Renovation for Pirinsko Brand
- 360 media support
- 7k hl in year 1 / 20k hl in year 2
- 3% returnable glass bottle volume growth in a market declining 8%

SWEDEN re-launch of Falcon

- Improved brew
- New positioning and visual identity
- 360 degree communication and increased consumer facing investment
- Positive first results





Craft & speciality: Focus on winning in scalable segments while not neglecting the nicheness

Scale crafty line extensions





SWITZERLAND launch of Feldschlösschen crafty line extensions

- Approx. 21,000 hl sold since launch in March
- Gross profit/hl of Feldschlösschen crafty range at index 133 vs Feldschlösschen original
- Im packs will be sold by the end of the year

NORWAY launch of E.C. Dahls

- Successful launch of E.C. Dahls
 - 11,000 pre-bookings E.C. Dahls brewery pub
 - 9,000 followers on facebook
- "Happy many" concept: driving scale through numerous premium brands, e.g. Brooklyn, Nya
 - Carnegie etc





FILM
Alcohol-free beer: Actively shape the category as future pocket of growth

Drive alcohol free line extensions



#3 Prepare and develop Daytime refreshment

DENMARK launch of Nordic

- AFB segment growing +14.5% driven by Carlsberg Nordic (+54% growth)
- Carlsberg Nordic value market share of AFB segment: 50.3% YTD (+9%)
- Carlsberg Nordic is the 7th best selling 6-pack across the total beer category

FRANCE launch of Tourtel

- Excellent repeat rate of 52%
- Tourtel Twist is in the top 1% of FMCG innovations since 1999
- Volumes of 149k hl in 2016 with strong growth plan to double the size in three years





On-trade: DraughtMaster key enabler to regain on-trade momentum ...





Variety in sizes and 31 days shelf life allow for multiple taps / tap rotation enabling premiumisation



No added CO₂ enhances freshness and beer experience while being environment friendly



One-way kegs and improved cleaning system to decrease costs





FILM

Roll-out of DraughtMaster following plan and showing good results



Establish on-trade as true platform to build our brands

Focus on draught & accelerate Draught Master

#3 Focus on urban areas

ITALY business turnaround fuelled by draughtmaster

- 95% customer loyalty
- +10% revenue uplift (+6% volume and +4% mix)
- 20% space saved vs steel keg and CO₂ keg storage
- Poretti one the top 15 fastest growing beer brands in Europe in 2016

DENMARK successful start targetting full conversion from steel

- Full conversion of steel kegs to DraughtMaster in 2-2½ years
- Roll-out on track vs plan
- Strong customer acceptance
- Uplift in brand mix with premium priced brands





Premiumisation initiatives within core beer and craft & speciality stimulate the right side of the curve





Value management supporting positive price/mix development in a challenging pricing environment

Embed Brand & customer P&L





STRUCTURE

Move from ad-hoc/annual pricing tactics to multi-year pricing strategy

INSIGHTS

Develop analytics & tools to define optimal discount structure, promo levels and tactics per channel/brand

EXECUTION

Ensure implementation feasibility and continuously follow through / measure

CAPABILITY

Structure & Train organisation and define KPIs to support







Funding the Journey: Relentless focus on bottom-line becoming part of Western Europe DNA

Deliver OCM



#3 Supply chain efficiencies

OPERATING COST MANAGEMENT

- Headcount reduction exercise in 2016 with focus on tracking
- Rigorous OCM approach
- Savings on indirect projects e.g. cars, media

SUPPLY CHAIN EFFICIENCY

- Cost saving initiatives across procurement, production and logistics
- Tighter portfolio management and complexity reduction approach







Changing our behaviours: Strong team as a foundation for delivering

Anchor 3A across region





- Strong focus on performance based culture ...
- Reinforcement of sustainability agenda ...
- Strong behavioural and cultural push ...

... Delivering tangible increase in employee engagement results







ALIGNMENT ACCOUNTABILITY ACTION **75%** Employee engagement +4%

70%

My company is making the necessary changes to compete effectively +**5%**



Senior management provides a clear sense of direction **+8%**



In summary, Western Europe is on track to improve results and drive positive margin development

- SAIL'22 priorities allow the region to break free from long lasting operating profit deadlock
- Premiumisation agenda is key
- Big focus on execution and scrutiny around bottom-line are key drivers
- Rigorous focus on costs
- Dawn of successful change is visible across the whole region
- Western Europe will continue delivering on its current strategy, level of confidence is high





SUPPLY CHAIN

Building a world class integrated supply chain

Philip A. Hodges, Executive Vice President, Group Supply Chain Copenhagen, 12 October 2017



Integrated supply chain main objectives: enable growth, optimise cost and assets, master processes

Enable commercial growth agenda Optimise cost and asset utilisation Master cross-functional processes Quality, health & safety, environment Quality, health & safety, environment Image: Commercial processes

A winning culture: AAA



Building a world-class integrated supply chain

From: Patches of excellence



Health & safety routines



In-plant quality



Cutting down SKUs



Capacity solver projects



Top tier in customer service



World class brewing using Carlsberg Operating Manual



Traditional procurement levers



Reducing environmental costs



Maintain top-tier in customer service

ZERO accidents

Holistic portfolio

management

Total cost of

ownership

culture

To: Global, integrated, end2end



Strategic customer driven supply network development

On-shelf and

beer-in-hand

quality



E2E efficiencies using COM driven Lean/6Sigma



Environmental leadership





Health & safety: Inspiring a cultural change

Lost-time accident rate



- Eliminate unsafe situations¹
 - 2016 47,000 reported
 - YTD 2017 62,000
- Signage and visualisation at every site
- On premises traffic segregation

¹ Situations = unsafe conditions + behaviours + near misses

- Five life saving rules
 - 1. Lock-out/tag-out
 - 2. Safe driving
 - 3. Working at height
 - 4. Machine interlocks
 - 5. Confined space entry







Building on Jacobsen's heritage and extending beyond the brewery: From managing to eliminating defects

IN-BREWERY QUALITY CONTROL Internally focussed



FOCUS AREAS

- O₂
- Co₂
- Sulfites
- Right first time
- Chemical analysis
- Microbiological

END-TO-END QUALITY Cross-functional partnering



SUPPLIER

- Pack
- Raw

BREWERY

- O₂
- Co₂
- Sulfites
- Right first time
- Chemical analysis
- Microbiological

CONSUMER

- Off-trade on-shelf
- On-trade in-hand



Together with Commercial, transitioning from SKU reduction to holistic portfolio management

Right brands/ sub-brands	Brand A Brand B	>	Brand A Brand B Brand B Brand B
Right SKUs	Sku Di Sku Di Sk	>	KU BSKU DI SKU D
Optimised & harmonised liquids and packaging		\sum	
Cost/price for complexity		\sum	

We will face increased fragmentation due to craft & specialities, alcohol-free beer line extensions ...

OUR RESPONSE

- PLAN FOR IT right technologies in right places
- MANAGE IT flexible processes
- CHARGE FOR IT correctly cost complexity





Develop customer driven supply network; adapt network to consumer demands and increase utilisation

FROM: PROJECT MANAGEMENT

Many capacity solving projects



TO: NETWORK MANAGEMENT

Optimising our network to meet future demands

- Long-term strategic forecast demand of: liquid, brand, format
- Define plant 'role' and line configuration
- Establish fit for purpose technology
- Design optimal network
- Execute against plan





Build on Carlsberg expertise and develop centrally driven Lean/6Sigma culture

CARLSBERG OPERATING MANUAL MANDATED BEST PRACTICE



- Differences between breweries' performance indicate potential for improvement
- Strong correlation between performance and Lean/6Sigma score
- Benchmarking internally and externally
- Loss tree analysis





Build on top tier brewing and processing and catch up in filling & packing through E2E efficiency

OEE % benchmark²

Brewing and processing yield losses



INITIATIVES

Product portfolio

- Eliminating unwanted complexity
- Brew streams and packaging materials harmonisation, standardisation

Planning accuracy

- Sales forecasting
- Production scheduling

Production execution

- Focus on filling & packing hall
- Centrally led, harmonised lean/ 6sigma roll-out

¹ Top tier benchmark quoted from Alectia brewing industry benchmarking report 2016. Losses% benchmarking Carlsberg Group and regional results based on 2016 Actuals.

² OEE – Overall Equipment Efficiency. Represents efficiency in usage of assets as well as operational resources. Carlsberg Group OEE based on FY 2016 Actuals result (weighted average of 3 regions). Industry (beverage) OEE benchmark quoted from BCG benchmarking report on beverage industry Top 10 percentile.



In procurement, maintain excellence in direct materials and increase opportunities in indirect spend





FILM

Carlsberg is already one of the global leaders on carbon and water



Note:

- 1. Source: Company annual report & CSR report.
- 2. Actual performance depends on intensity of efficiency programs, geographies of business and product mix. No data available on other groups' product mix.
- 3. No data published and no sustainability targets known for China SNOW and Tsingdao.

Carlsberg has set the most ambitious long-term environmental goals

CARBON FOOTPRINT



2022

- 50% reduction in carbon emissions at our breweries
- 15% reduction in beer-in-hand carbon footprint

2030

- 0% carbon emissions at our breweries
- 30% reduction in beer-in-hand carbon footprint

WATER WASTE



2022

- 25% reduction in water usage at our breweries
- Explore going below 2.0 hl/hl at all high-risk breweries

2030

- 50% reduction in water usage at our breweries
- Partner to safeguard shared water resources in high-risk areas



We measure ourselves through a Balanced Scorecard





In summary, building a world-class integrated supply chain ...

Frydenlu Frydenlu IPA

ENABLING GROWTH ...

... AND DELIVERING NET SAVINGS





EASTERN EUROPE

Transform to win in Eastern Europe

Jacek Pastuszka, Executive Vice President, Eastern Europe Copenhagen, 12 October 2017



Eastern Europe is the smallest region in the Group but with strong market positions

1-2 position: 5 markets







Carlsberg Ukraine holds a no. 1 position in a challenging market

#24 by volume globally#20 by value in Europe42 l per capita

Beer market development



Price segment shows indication of uptrading



Stable growth of modern trade





Carlsberg Ukraine has delivered market share growth while protecting margins

Volume market share



Operating margin







Carlsberg Ukraine – Our strengths support SAIL'22 initiatives

PORTFOLIO

- Balanced international and local brand portfolio in all important segments
- Strong non-beer portfolio with kvass, Somersby and Garage
- Strong portfolio of new products

ROUTE-TO-MARKET

- Optimum location of our breweries with high level of cross-production
- Effective distribution system
- Sales support through CRM and automatic route planning and tracking
- Significant investments in coolers

STRENGTHEN THE CORE

- Enhance our premium core beer
- Win over main competitors
- Win in-store with new strategy
- Drive value management

POSITION FOR GROWTH

- Lead in craft & speciality
- Improve positions of non-beer products

OPTIMISING EFFICIENCY AND COST

- Improve operating cost
 management
- Increase supply chain savings

National key accounts	21
Local key accounts	106
Delivery addresses	300
Traditional trade outlets	>68,000
Modern trade outlets	>7,000
Draught outlets	>27,000
Coolers	>86,000
Universe covered	89%







Different factors driving beer market decline

- 200% excise hike in 2010, followed by double-digit growth rates during the next years
- Macroeconomics
- Demographics
- Legal restrictions incl.
 - Beer advertising ban in H2 2012
 - Night sales and kiosk ban from H2 2013
 - EGAIS from January 2016
 - Trade law from January 2017
- Down-sizing by major players
- PET >1.5l ban as of 1 January 2017

Beer market volumes (m.hl)



■ Market volume (m.hl) ■ Avg. retail price (rub)



A significant channel shift is taking place, led by modern trade and draught-in-off-trade (DIOT)

Volume market share by channel



Source: CRM, June 2017 & AC Nielsen, June, 2017. Note: on-trade not covered by Nielsen; modern trade & traditional trade: only packaged beer

A complex retail landscape of ~317,000 outlets

Share of outlets (Jun'17)

MODERN TRADE







Share in Baltika volume (YTD HI'17)	46%	
Share of Baltika in channel (YTD HI"17)	32%	
TRADITIONAL TRADE		
Share of outlets (Jun"17)	56%	
Share in Baltika volume (YTD HI'17)	42%	
Share of Baltika in channel (YTD HI"17)	32%	

ON-TRADE

Share of outlets (Jun'17)	18%		
Share in Baltika volume (YTD HI'17)	2%		
Share of Baltika in channel (YTD HI"17)	N/A		
DIOT			
Share of outlets (Jun"17)	10%		
Share in Baltika volume (YTD HI'17)	10%		
Share of Baltika in channel (YTD HI"17)	16%		



16%

Growth of local and regional players driven by "more local & fresh" consumer perception and lower price

Volume market share







Source: Nielsen retail audit, National Urban+Rural

PET limitation 2017 – we adopted a value-driven approach

- Ban on +1.5l PET from 1 January 2017
- Impacting approx. 20% of beer market
- Estimated market decline in 2017 from PET limitation: approx. 5%
- Baltika PET shelf price increased by 6% vs previous year driven by price increase and PET mix move to 1.42l resulting in...
 - Market share loss in PET segment of approx. 5%-point
 - Strong margin improvement



Shelf price dynamics of PET packaging per litre (rub)



Top 4 players weighted PET price growth (YTD)



Source: Nielsen retail audit, June 2017 (Zhigulevskoe excluded)


We fully leverage a unique national brewery footprint and route-to-market set-up

BRANDS

- More than 40 beer brands
- 8 non-beer brands
- 6 out of top-15 brands in the market
- Over 15 regional portfolios

PRODUCTION CAPACITY

 8 breweries across the country

POINT OF SALE

- > 175,000 traditional trade outlets
- > 50,000 modern trade outlets
- > 29,000 DIOT outlets
- > 57,000 on-trade outlets

SALE FORCE

- > 5,000 sales representatives
- > 115 distributors
- > 200,000 coolers
- 90% of the universe is covered by sales force
- 97% of the universe has our products

TRANSPORT

- 217 trucks
- 147 brewers
- 2,023 cars
- 447 loaders
- 1,659 wagons
- 54 special vehicles





Carlsberg owns six out of top-15 national brands





Maintaining strong margin driven by increasing value/hl, offsetting significant volume decline

- Net sales price up 35% during past five years
 - Value-enhancing activities
 - Price increase
- Sales volume decline mainly due to
 - Regulatory changes
 - Increasing excise duties
- Strong operating margin in spite of challenging environment
 - Extraordinary margin level in 2009-2010 driven by favourable COGS



Operating margin





TRANSFORM TO WIN IN RUSSIA

Phase I Restoring commercial momentum

Phase 0 Operational clean-up

SAIL'22

Funding the Journey

Efficiency & cost

Phase II Grow operating profit

Priorities to deliver growth

1	Grow the 'bucket' of billion-rouble- brands	by strengthening the brand equity of the biggest brands by focusing investments and resources
2	Develop alcohol- free brew (AFB)	by reinforcing Baltika leadership in AFB segment by driving AFB volume and value growth
3	Build strong regional portfolio	by bringing regional portfolio management to the next level by providing consumer relevant brand propositions
4	Win with winning modern trade customers	by providing best brands & SKUs in channel-relevant demand spaces by driving category value / size with key customers
5	Gaining fair share in DIOT	by exploiting strong consumer insights to drive portfolio solutions by diversifying portfolio to meet consumer demand in all product / price segments





Bucket of billion-rouble-brands growing, both in volume and GBC share





Baltika – brand no. 1 in Russia and largest brand in our Russian portfolio

- Market share leader with 10.9%
- Present with strong sub-brands in premium and main-stream segments & leading in AFB segment
- Market and company value driver with avg. price +10% vs weighted market price
- Strong bottom-line growth: GBC +19.5% (H1 2017)



Avg. retail price/litre (rub)





Source: Nielsen retail audit, National Urban & Rural, June 2017

Strongest international portfolio in the market

- Carlsberg and Tuborg in top-5 international brands in the market
 - Combined market share of 4.3%
- Tuborg maintaining high value
- Carlsberg value significantly up following price repositioning
- Strong bottom-line growth: GBC +92.2% (H1 2017)

Avg. retail price/litre (rub)



Top international brands market share











Zatecky Gus – The biggest brand in Russia with Czech proposition

- Largest single brand in the market
 - 4.0% of total market volumes and growing
- Company value driver with avg. price +2.5% vs market price
- Strong bottom line growth: GBC +18.3% (H1 2017)





Market share









Baltika is the key player in alcohol-free segment with strong and high value portfolio

BALTIKA 0

- Alcohol-free beer segment leader
- Premium priced
- Strong bottom-line growth: GBC +16% (H1 2017)

FLASH UP

- Absolute leader in affordable segment
- Strong bottom-line growth: GBC +49% (HI 2017)



Volume share of AFB segment





Volume share of energy drinks segment





Source: Nielsen retail audit, internal estimate

Carlsberg owns five out of top-15 regional brands





DIOT demonstrates steady growth, while Baltika is leading the segment

DIOT growing share of market



■ DIOT ■ Packaged beer

Top 10 players in DIOT market share







Modern trade: Focus on the most-potential clients, applying our winning commercial capabilities

STRONG COLLABORATION WITH KEY ACCOUNTS

- High external assessments of business partnership
- Joint business plans with key accounts

COMPREHENSIVE EXPERTISE IN BEER CATEGORY

- Business intelligence: shopper/consumer studies, category/client researches, big data analysis
- Educational support of key accounts: category reviews, beer expert seminars
- Smart shopper-marketing and category development activities **EFFICIENT PORTFOLIO MANAGEMENT**
- Strong portfolio (national and regional)
- Co-brands launched with key accounts
- DIOT deployment in modern trade channel **EXCELLENCE IN IN-STORE EXECUTION**
- Driving on-shelf availability and visibility



Draft in MT

Beer expert





Customised promo





In summary, Baltika continues to be a strong and profitable FMCG company operating in Russia

CLEAR PLAN IN PLACE FOR OUR RUSSIAN BUSINESS

- Restore commercial momentum
- Grow operating profit

STRONG MARGIN MAINTAINED

• Driven by increasing value/hl, offsetting significant volume decline

PRIORITIES TO DELIVER GROWTH

- Grow the 'bucket' of billion-rouble-brands
- Develop alcohol-free brew
- Build strong regional portfolio
- Win with winning modern trade customers
- Gaining fair share in DIOT





Grow in Asia

Graham Fewkes, Executive Vice President, Asia Copenhagen, 12 October 2017



Our Asian footprint # 1-2 position in 7 markets

28% Share of Group volumes Share of Group net revenue <4% Share of Group operating profit 28%



LAOS Lao Breweru #1 in the market 96% market share 2 breweries



CAMBODIA Cambrew #1 in the market c. 55% market share l brewery



SRI LANKA Lion Breweru Ceulon #1 in the market 81% market share 1 breweru Associated company

CHINA (Western)

25 breweries

INDIA

7 breweries

NEPAL

1 brewery

Gorkha Brewery

#1 in the market

67% market share

Carlsbera India

#3 in the market

#1 in Western China

6% national market share

19% national market share



International premium brands

HONG KONG Carlsberg Hong Kong #2 in the market 27% market share

Core local brands



VIETNAM Carlsberg Vietnam #4 in the market 9% national market share 2 breweries

MYANMAR Myanmar Carlsberg First brew in Q2 2015 #3 in the market l breweru

MALAYSIA Carlsberg Malaysia #2 in the market 39% market share 1 breweru

SINGAPORE

OM

Carlsberg Singapore #2 in the market 21% market share

Associated company





Asia historical performance shows strong delivery of growth

2008-2014

- Buoyant market growth
- Phased acquisitions, management control & integrations
- Launching pan-Asia portfolio
- Establishing supply chain & sales infrastructure

2015-16

- Slowing market momentum
- Professionalising, consolidating & right-sizing

2017 ->

- Organic value growth
- Accelerate mix premiumisation





Operating profit (DKKbn)



Net revenue (DKKbn)



Operating margin¹



¹ Margin impacted in 2014 due to Chongqing integration



Asia remains a very diverse region





Revenue growth outlook varies by market type





SAIL'22: Grow in Asia



S

- ... by **cost savings** and **value management** to improve our margins...
-whilst **reducing complexity** and **disposals** of non-core assets...

 …for reinvestment in faster organic revenue growth via mix premiumisation

...to drive a **sustainable balance of market share, GPaL margin & EBIT growth**...

2017 OBJECTIVE

"To win a bigger share of sales and profit pools in Asia"









Turning strategy into results

THE	2014 = Index 100	2014	2016
funding th Journey	COGS % NS	100	95
	SG&A % NS	100	95

	Operating margin	17.6%	19.1%
S	NS/hl	100	114
SAIL*22	Premium volumes	100	118
	Brands marketing	100	128





Funding the Journey – Examples of complexity reduction

NETWORK

Right capacity in the right places

- Exited direct operations in six China provinces & Indian states
- 22 breweries & malting plants closed or sold since Nov. 2015
- DKK 100m capex saved via equipment relocation
- Net COGS/hl -5%

PEOPLE

Right staffing levels in the right roles

- 24% reduction in FTEs
- 23% admin. FTEs centralised into shared service centres
- 8% white-collar FTEs relocated into front-office roles

PORTFOLIO

Right support for the right brands, packs & brews

- Concentrated portfolio around seven core demand spaces
- 71% A&P in top 5 brands
- ...with top 5 brands delivering 90% of net revenue growth
- Significant brew stream & bottle pool consolidation
- 238 'pain & tail' SKUs removed



Reinvesting to accelerate revenue growth

Retail sales

price index

SHARE OF VOICE

... Restoring competitive share of voice with digitally connected Asian consumers

- Brand marketing +28% vs 2014
- Tighter investment focus on winning brand/market combinations
- Digital media now >40% of spend

CORE BEER

... Still >95% of Asian consumption

International premium brands

- A competitive advantage
- Index 125-170 GPaL margins

Carlsberg TUBORG

• Up-trading ladders on a tighter range of six local brands

ioo 125 160

CRAFT & SPECIALITY

... For a growing urban middle class with broader horizons & more adventurous tastes

- Focus on two core brands
 - K1664 Blanc in China:
 1% of volume = 8% of gross
 brand contribution
 - Cider market leader in four new markets at index 135 GPaL margins



 Seeding phase for Grimbergen and Brooklyn



A focused & simple winning portfolio The Carlsberg portfolio in Asia vs demand spaces





Case study: Tuborg



- "Open for Fun" with unique pull off cap
- Simple winning proposition, easily visualised, scalable & culturally adaptable
- Special appeal for a younger generation of Asian consumers with fewer social constraints
- Accessibly priced in growing sub-premium segment
- Launched in India in 2011 and China in 2012
- Promising 2016 launches in Vietnam, Cambodia, Laos and Myanmar

Tuborg volume growth 2012 = Index 100



- **~18%** of Asian sales
- **No. 1** brand in Nepal
- No. 2 brand in India
- **No. 2** international brand in China
- 150 Net sales price/hl index
 20% of Asia GPaL in 2016¹



¹ Impacted by country mix

Case study: Carlsberg Smooth Draught



- "The smoothness of draught beer, now available in a bottle"
- More accessible smoother brew for a younger generation
- Driving incremental share gains in Malaysia and Singapore
- ~15% of portfolio mix within 18 months

Price parity per bottle to consumers and distributors

Green Label = Index 100	Smooth Draught 580ml
Price/hl to distributor	111
Excise/hl	96
Net revenue/hl	113
COGS/hl	123
GPaL/hl	135

- 580ml bottle at 4.8% abv
- Value-managed to drive margin premiumisation for us and our customers



On-trade sales productivity: Project Lotus



CORE CHALLENGE

- Increase efficiency and effectiveness of 8,000 brand ambassadors
- High impact asset, if correctly deployed:
 - 76% consumers say staff recommendations can influence their drink choice
 - 50% of consumers finish a session with the brand they start with
 - Brand-building role in regulated markets
 - Recruitment, retention and sales productivity challenges to fix

PROGRAMME

- CUP (Convert, Upsell, Premiumise) three steps to win at the moment of truth
- Higher variable pay, linked to handheld CRM system, measuring CUP KPIs
- CSR support, incl. home transport
- ~20% of brand ambassadors relocated to higher return outlets



RESULTS

- Employee engagement scores +9%-points
- Staff retention +33%
- Sales productivity per FTE +9%
 - Tuborg sales x4 in brand ambassador outlets
 - Sales +14% in shared accounts
- Mix premiumisation +9%-points in brand ambassador outlets vs control sample



'Win in VIC' to make a difference





Vietnam focus on premiumisation and margin





- >50% share in central Vietnam, led by Huda
- Growth focus on premium brands in big cities in northern and central Vietnam
- Tuborg launched in 2016
- Positive organic and inorganic margin opportunities from market consolidation



RESULTS 2016 VS 2013

Volume	+7%
Net Sales	+46%
Operating profit	+51%
TWC as % of net revenue	-19pp



Strong organic share growth in India



- Production footprint
 - Eight owned breweries
 - Five contract breweries



- Focus on tight, winning portfolio of preferred brands
- Share of voice / share of market index 130

RESULTS 2016 VS 2013

Volume	+132%
Net Sales	+164%
Operating profit	+181%
TWC as % of net revenue	-23pp
Market share	+11.2 ppt

No. 2 Tuborg is the no. 2 brand in India

- **39** Cities with #1-2 positions
- **9** States with #1-2 positions
- Big southern states with significant growth potential



CHINA

Carlsberg's evolving footprint in China

- One national HQ in Guangdong
- Four managed businesses with No.1 positions in Chongqing, Yunnan, Xinjiang and Ningxia
- Partner-run JVs in Tibet, Qinghai and Gansu
- China International Brand unit, focused on big cities



• 83% of sales concentrated in six strong-hold provinces

HI 2017

volume split

4 controlled

businesses.

73%

JVs, 10%

CIB, 17%

 71% of revenue growth from China International Brand (CIB) unit and east China big cities

> Share of growth, past two years





Carlsberg China has outperformed since 2014

RESULTS 2016 VS 2014

Industry volume	-9%
Carlsberg Group volume	Flat
Premium volume	+22%
Net Sales	+17%
Operating profit	+37%
TWC as % of net revenue	>- 30pp
FTEs	-4,500
No of sites	-18
Brewery utilisation	+29pp

Volume mix





Chongqing (CBC) integration case study



- 60% stake secured November 2013
- Full management control from mid-2014
- Chongqing Brewery results 2016 vs 2013

Volume sales-10%Net sales/hl+13%EBIT+71%EBIT margin+710bp





Our growth reflects the changing China beer market

China beer consumption is slowing ...

China beer market volume (m.hl)

... but consumers are trading up ...

 +9%
 -9%

 464
 485
 486
 505
 490
 472
 459

 464
 485
 486
 505
 490
 472
 459

 2010
 2011
 2012
 2013
 2014
 2015
 2016



... WITH THE MAIN WINNERS BEING INTERNATIONAL BRANDS ...





... converting into disproportionate profit pool capture for players with the right brands and routes-to-market

Mainstream = Index 100	Retail sales price	Net sales/hl	Gross profit/hl
Super premium	500+	700	900
Premium	250+	300	500
Sub-premium	150	150	175
Mainstream	100	100	100

... AND SUPER-PREMIUM SPECIALITIES





Mix premiumisation driving net revenue/hl in China

Stronger and tighter portfolio

• More investment focused on top 3 brands

International brands driving revenue and margin gains ...

• Off-setting adverse channel mix impact on margins as modern off-trade and e-commerce grow





... whilst improving local brand margins by +100bps via up-trading ladders within the brand families







THE REAL	
BALL	



Still room for future premium growth in China

Pricing, repertoires and category innovation still lag benchmark markets ...



...... but more "granularity" required on how to unlock superpremium growth

INSIGHT

 More people live in big cities More of them will be economically prosperous (>50% classified middle-class or above) 	 Dedicated team and premium portfolio plans for new big cities Disruptive new route-to-market solutions
 100m Chinese tourists abroad and digital media are broadening tastes and horizons Increased interest in brands with authenticity and origin 	 Develop portfolio of differentiated craft & speciality brands without losing focus and efficiency
 As more people own and take pride in their homes, in-home beer consumption will rise 	 Aggressive plans for modern off-trade and ecommerce stream

ACTION



In summary, we have strong business in Asia, well positioned to capture volume and value growth

- An enviable footprint of market-leading businesses across Asia
- Well-integrated region with tight cost control and process discipline
- Well-exposed to a blend of category consumption growth and accelerating mix premiumisation
- Tight, winning portfolio of well-funded premium brands
- Local scale, supply chain and route-to-market networks in place to execute



Disclaimer

FORWARD-LOOKING STATEMENTS

This presentation contains forward-looking statements, including statements about the Group's sales, revenues, earnings, spending, margins, cash flow, inventory, products, actions, plans, strategies, objectives and guidance with respect to the Group's future operating results. Forward-looking statements include, without limitation, any statement that may predict, forecast, indicate or imply future results, performance or achievements, and may contain the words "believe", "anticipate", "expect", "estimate", "intend", "plan", "project", "will be", "will continue", "will result", "could", "may", "might", or any variations of such words or other words with similar meanings. Any such statements are subject to risks and uncertainties that could cause the Group's actual results to differ materially from the results discussed in such forward-looking statements. Prospective information is based on management's then current expectations or forecasts. Such information is subject to the risk that such expectations or forecasts, or the assumptions underlying such expectations or forecasts, may change. The Group assumes no obligation to update any such forward-looking statements to reflect actual results, changes in assumptions or changes in other factors affecting such forward-looking statements.

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