

The leading, most trusted experts in flooring





**Chris Payne Chief Executive** 



Adam Phillips
Chief Financial Officer

### **INTRODUCTION**

Challenging market conditions weigh on performance

Cash and working capital well controlled

Strategic initiatives continue to deliver

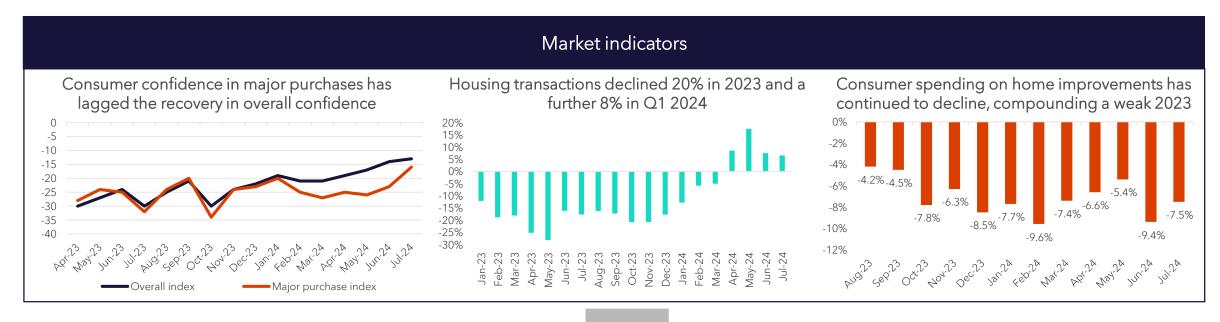
Acceleration of strategy with a 2-year transformation plan





### FLOORING MARKET REMAINS CHALLENGING

2024 has been the third consecutive year of volume decline in the flooring market



### Impact on flooring market in H1 2024

10 to 15%

year-on-year decline in H1 2024

25+%

decline in market volume versus 2019



#### Sources

- GFK consumer confidence www.gfk.com/products/afk-consumer-confidence-barometer
- UK residential property transactions year-on-year seasonally adjusted: www.gov.uk/government/statistics/monthly-property-transactions-completed-in-the-uk-with-value-40000-or-above
- Barclays consumer spending report www.barclayscorporate.com/insights/industry-expertise/uk-consumer-spending-report/
- Flooring market: management estimates in conjunction with external input

### FLOORING MARKET LEAD INDICATORS ARE MORE POSITIVE

Housing transactions in growth; consumer confidence and spending power improving

UK real pay in growth and household disposable incomes increasing

Consumer confidence improving in recent months

Interest rates reducing

Housing transactions in year-on-year growth for the last 4 months



Flooring market expected to return to growth at some point during 2025

However, the timing of recovery remains uncertain



### **REVENUE**

### Continued growth in strategic initiatives offset by weak market in Regional Distribution

	H1 2024 £m	H1 2023 £m	Year-on-year %
Larger Customers	39.9	39.0	2.3%
Trade Counters	49.3	45.9	7.4%
Regional Distribution	154.7	190.6	(18.8)%
Other	12.5	13.4	(6.7)%
UK	256.4	288.9	(11.3)%
Continental Europe	36.1	42.9	(15.9)%
Group	292.5	331.8	(11.8)%

- Continued growth in strategic initiatives of Larger Customers and Trade Counters, despite weak endconsumer demand in multiple retailer customers
- Trade Counter revenue in good growth; investments performing in line with business case despite market headwinds
- Regional Distribution impacted by weak residential market, but improving trend for four consecutive months
- Revenue decline in ceramics specification businesses (shown as "other" in the table) as timing of major projects is deferred
- In Continental Europe the market conditions have been even more severe than in the UK and revenue declined 15.9%



### **OPERATIONAL UPDATE**

### Continued growth in Trade Counters & Larger Customers offset by Regional Distribution

### Regional Distribution

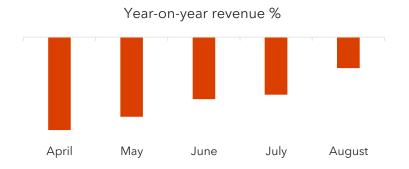
- Launch of Flexipod, enabling our customers to track their deliveries online in real time
- Network optimisation in North West England
- Launch of new value ranges towards end of H1 well received in market with strong demand
- Increase in own product brand mix
- Four consecutive months of improvement in yearon-year revenue:

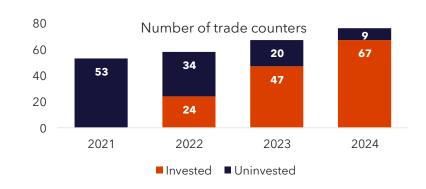
### Trade Counters

- Now annualising over £100m revenue
- 9 new sites opened and a further 11 refurbished in H1, taking the total to 76
- 1,600 new customer accounts opened in H1
- Invested sites collectively performing in line with business case, despite weak market

### Larger Customers

- A tough period for multiple retailer customers due to weak consumer demand
- Two multiple retailers have exited flooring in recent weeks: Carpetright and SCS; collectively this means c.£250m of flooring retail revenue will dissipate across other retailers, providing an opportunity for Headlam
- Two new customer wins: distribution as a service to a manufacturer (launched in Q2) and new multiple retailer (launched in Q3)





new large customer wins in recent months

### **INCOME STATEMENT**

### 12% revenue decline driven by weak residential market, resulting in a loss for H1

	H1 2024	% of	H1 2023	% of
	£m	revenue	£m	revenue
Revenue	292.5	100.0%	331.8	100.0%
Cost of sales	(202.9)	(69.4)%	(227.3)	(68.5)%
Gross Profit	89.6	30.6%	104.5	31.5%
Distribution costs	(69.7)	(23.8)%	(67.1)	(20.2)%
Administrative expenses	(33.0)	(11.3)%	(29.6)	(8.9)%
Other operating income	-	0.0%	0.4	0.1%
Underlying Operating (Loss)/Profit	(13.1)	(4.5)%	8.2	2.5%
Net finance costs	(3.3)	(1.1)%	(2.2)	(0.7)%
Underlying (Loss)/Profit Before Tax	(16.4)	(5.6)%	6.0	1.8%
Non-underlying items	(4.2)	(1.4)%	(1.5)	(0.5)%
Statutory (Loss)/Profit before tax	(20.6)	(7.0)%	4.5	1.4%
Basic (Loss)/Earnings Per Share	(20.2)p		4.6p	
Underlying Basic (Loss)/Earnings Per Share	(17.2)p		6.1p	
Interim dividend	0.0p		4.0p	

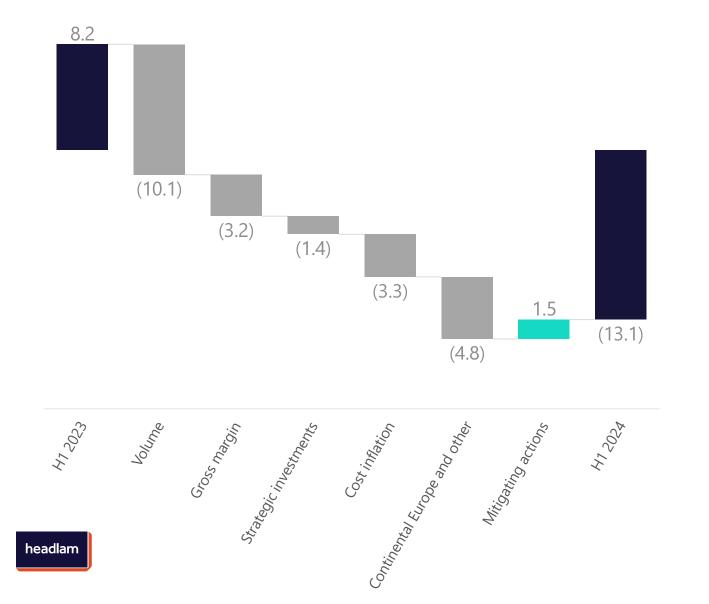
- Group revenue -11.8%; UK revenue -11.3% and Continental; Europe -15.9%
- Continued growth in Trade Counters and Larger Customers offset by impact of weak market on Regional Distribution
- Gross margin 86bps lower, primarily due to clearance activity
- Operating costs\* increased by 6.2%, reflecting cost inflation and strategic investments, partially offset by mitigating actions
- Operating loss of £13.1m is a reduction of £21.3m - see separate breakdown on next slide
- Increased net finance costs due to higher average borrowings

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<sup>\*</sup> Distribution costs and administrative expenses combined, excluding other operating income

### **UNDERLYING OPERATING PROFIT**

Volume and cost inflation, combined with a lack of price inflation, were the key factors affecting profit



- UK volume decline, reflecting weak residential market, contributed to £10m reduction in profit
- Gross margin movement had a £3m profit impact, principally due to increased clearance activity; lack of price inflation in the market for the second year in a row
- £1.4m profit impact from strategic investments to support future revenue growth; principally trade counter rollouts
- Cost inflation of £3.3m principally driven by people costs (10% increase in national minimum wage in UK)
- Market weakness in Continental Europe reduced profit by £1.4m and there was a further £3.4m impact from other items including non-repeat of one-off benefits in 2023
- Mitigating actions provided £1.5m of benefit

### **NON-UNDERLYING ITEMS**

### A net P&L expense of £4.2m, but a net cash inflow due to property sale proceeds

	H1 2024 Cash	H1 2024 Non-cash	H1 2024 Total	H1 2023 Total
	£m	£m	£m	£m
Amortisation of intangibles and other acquisition-related costs	-	(0.7)	(0.7)	(1.5)
Impairment of property, plant and equipment, intangible assets and right of use assets	-	(0.9)	(0.9)	-
Business restructuring and change-related costs	(1.6)	(3.3)	(4.9)	-
Profit on sale of property, plant and equipment	7.4	(4.2)	3.2	-
Cloud based ERP system development	(0.9)	-	(0.9)	-
Non-underlying income / (expense) before tax	4.9	(9.1)	(4.2)	(1.5)

- £0.7m of amortisation of acquired intangibles and other acquisition-related costs; lower due to acquisitions in prior year
- Asset impairments of £0.9m relating to network optimisation initiatives
- £4.9m of business restructuring and change-related costs associated with the transformation plan, principally comprised the non-cash impact of stock write-downs
- Disposal of surplus Stockport property in June generated a £7.4m cash inflow (net of agent fee) and a profit of £3.2m
- As guided earlier in the year, the ERP development costs are being treated as non-underlying during the implementation phase; £0.9m incurred in H1



### **CASH FLOW**

### Good operating cash generation and Net Debt lowered

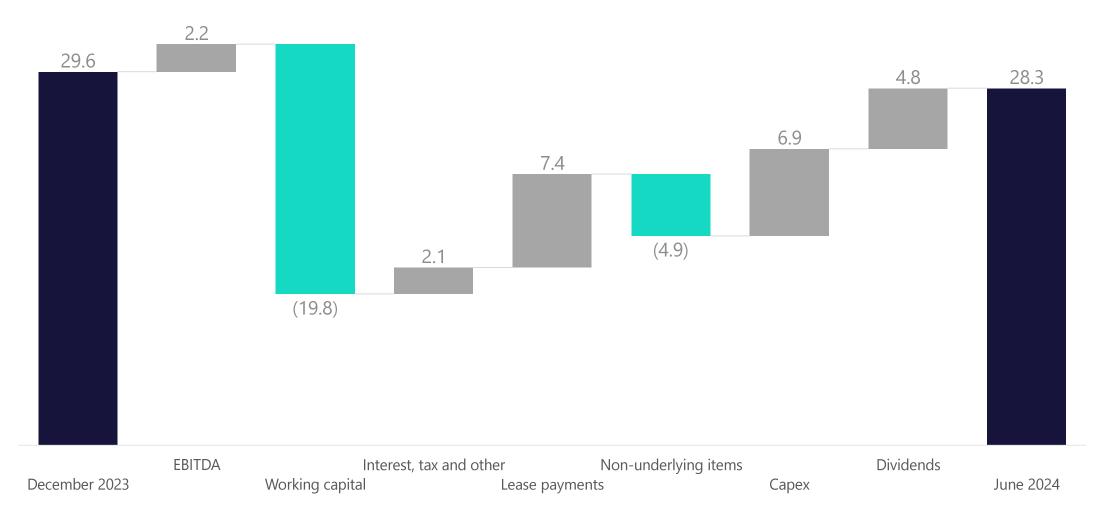
	H1 2024 £m	H1 2023 £m
Underlying EBITDA	(2.2)	18.0
Change in inventories	6.5	(6.9)
Change in receivables	12.4	4.0
Change in payables	0.9	4.0
Other	0.4	0.7
Underlying Operating Cash Flow	18.0	19.8
Interest and tax	(2.4)	(5.7)
Acquisition of subsidiary, net of cash acquired	-	(3.7)
Capital investment	(6.9)	(10.1)
Lease payments	(7.4)	(7.2)
Dividends and acquiring own shares	(4.8)	(14.2)
Property disposal	7.4	-
Non-underlying	(2.5)	(0.2)
Net cash flow before movement in borrowings	1.4	(21.3)
Movement in borrowings	-	36.8
Net cash flow	1.4	15.5

- Good operating cash generation with Underlying Operating Cash Flow of £18.0m, broadly flat year-on-year
- Inventories lower by £6.5m compared to December 2023 and £22.6m compared to June 2023, reflecting actions to reduce stock levels
- Receivables lower, reflecting revenue. Payables broadly flat compared to December 2023
- Capital investment of £6.7m principally including £3.1m trade counters and £0.9m solar panels
- £4.8m dividend payments in respect of the 2023 final ordinary dividend
- £7.4m of cash inflow from disposal of Stockport surplus property (£7.5m gross sales proceeds, less agent fee)
- £2.5m outflow in respect of other non-underlying items, comprising costs relating to the transformation plan and ERP development



### **MOVEMENT IN NET DEBT**

Net Debt lowered, reflecting working capital management and property disposal proceeds





### **BALANCE SHEET**

### Strong balance sheet underpinned by property portfolio and boosted by pension buy-in

	June 2024 £m	June 2023 £m	December 2023 £m
Property, plant and equipment	125.3	126.7	127.6
Intangibles	18.7	21.3	19.4
Inventories	124.9	147.5	131.5
Trade and other receivables	104.3	115.5	117.1
Cash	22.6	18.0	21.1
Trade and other payables	(134.5)	(154.9)	(129.1)
Borrowings	(50.9)	(37.6)	(50.7)
Other assets and liabilities	(10.3)	(16.6)	(16.5)
Net Assets	200.1	219.9	220.4
Share capital and premium	57.8	57.8	57.8
Other reserves	(15.6)	(15.7)	(15.5)
Retained earnings	157.9	177.8	178.1
Total Equity	200.1	219.9	220.4
Net debt pre lease liabilities	(28.3)	(19.6)	(29.6)

- Strong balance sheet position underpinned by property portfolio (valued at £142.1m in January 2023) and inventory (£124.9m at June 2024)
- Significant liquidity headroom: cash and undrawn banking facilities totaled £72.2m at June 2024
- Ongoing support from bank syndicate; revised covenant package agreed
- Further balance sheet strengthening provided by pension buy-in transaction completed in March

#### Pension buy-in

- Secures an insurance asset from Aviva that matches the remaining pension liabilities of the scheme, with the result that the Group no longer bears any material investment, longevity, interest rate or inflation risk
- Furthermore, the Group will no longer be required to contribute funding into the scheme; the Group's contributions have been £1 million per annum
- Transaction is positive for the Scheme's members and has the full support of the trustee



### **SUMMARY OF FINANCIAL PERFORMANCE**

Challenging market weighs on performance but working capital well controlled and debt lowered

# Challenging market conditions...

10-15% decline in H1

Cumulative 25+% decline vs 2019

# ...have weighed on performance

11.3% revenue decline in UK and 11.8% decline for the Group

Group loss before tax in H1 of £16.4m principally driven by volume decline

### Strategic growth areas performed well

Trade Counters +7%

Larger Customers + 2%

# Cash and working capital well controlled

Stock down £6.6m vs December 2023 and £22.6m vs June 2023

Net Debt of £28.3m, a reduction of £1.3m

# Strong balance sheet

£72.2m of cash and undrawn facilities

£142.1m property assets

Balance sheet further strengthened by pension buy-in





### SIGNIFICANT LONG-TERM MARKET OPPORTUNITY

Headlam operates in a market worth c.£3bn in the UK and there are large sections of the market in which Headlam is underweight, providing opportunity for significant growth

### c.£3bn UK market

Two-thirds residential, one-third commercial

Retailers

Tradespeople & Fitters

Tier 3
Contractors

Multiple Retailers

Larger Housebuilders Tier 1/2 contractors

Online (pure online retailers)

HIGH

**HEADLAM WEIGHTING** 

LOW



### **HEADLAM'S STRATEGY**

### Our strategy to drive long-term shareholder value creation

### Purpose

How we make a positive difference

Creating great places for our communities to live, work and play

### Vision

How we want to be seen

### The leading, most trusted experts in flooring

Areas of focus

How we will achieve our vision



Maximising sales through great service, solutions, pricing and range



Developing new opportunities for future growth



Improving our operational capabilities and effectiveness



Leading on sustainability and environmental responsibility



Making Headlam a great place to work



### **GOOD PROGRESS MADE**

Over the last two years we have made good progress on each of the 5 pillars of our strategy, a few examples of which are set out below



Maximising sales through great service, solutions, pricing and range



Developing new opportunities for future growth



Improving our operational capabilities and effectiveness



Leading on sustainability and environmental responsibility



Making Headlam a great place to work

Launched the awardwinning Everyroom brand

Increased presence in the rugs market with Melrose acquisition

Increase in Own Product Brand mix to 36.8% in H1 2024

34% of revenue in 2023 was through digital channels Increased Trade Counter footprint from 53 to 76

Trade Counter business now annualising over £100m revenue

Strong growth in revenue from Larger Customers

New account wins in Larger Customers

Transport integration

Dynamic route planning

Added Drop Ship Vendor capability

Live customer delivery tracking

Achieved ISO 14001 environmental certification at key sites

Solar panels installed at all major sites in UK

Over 85% of noncommercial vehicle fleet now hybrid or full electric

Trial of flooring take-back scheme

Investment in training and development

Launch of Wellbeing & Inclusion strategy

Rollout of safety enhancements, including telematics in vehicles

Launch of fitter training programme



### **HEADLAM'S STRATEGY**

### We have a track record of successful implementation of integration and simplification projects



- Successfully implemented in 2021/22
- All daily customer deliveries consolidated into one vehicle, supplied from nearest hub
- Previously, each of Headlam's regional businesses delivered to their customers independently, resulting in duplicated delivery routes and customers receiving multiple separate deliveries on the same day
- The integrated model reduced costs and carbon footprint and increased customer experience



- In early 2024 we consolidated the stock and operations in our Stockport distribution centre into our Gildersome (Leeds) site
- We opened a cross-dock facility in Irlam (Manchester) to replace Stockport
- The result was continued next-day service to our customers in the North West of England but at lower cost and lower capital requirement (due to reduced stockholding need)
- The Stockport distribution centre was owned by the Group and, after becoming surplus to requirements, was sold in June 2024 for f7.5 million



### STRATEGY ACCELERATION

We will accelerate and complement our existing strategy with a transformation plan to simplify the business

### **Existing strategy**



### 2-year transformation plan



- 1 Simplify our customer offer
- 2 Simplify our network
- 3 Simplify how we operate



























































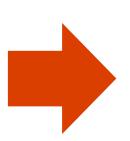














PART OF THE HEADLAM GROUP





Sales teams have more time to spend with customers

Access to broadest range of flooring through a unified product list

Order anywhere, collect anywhere

Dedicated residential and commercial sector expertise

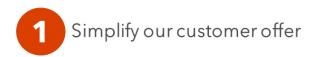
Investment in point-of-sale materials

Unified and enhanced online ordering



Significant customer benefits

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### Initial focus completed /



### Further improvements



### Ongoing

- Launch and embed the national Mercado business, consolidating 32 trading businesses
- Develop and launch unified product list
- Implement dedicated residential and commercial teams
- Launch "order anywhere, collect anywhere"
- Launch Mercado app and consolidate 32 online ordering portals

- Investment in display stands and other point-of-sale materials
- Re-platform the online ordering website

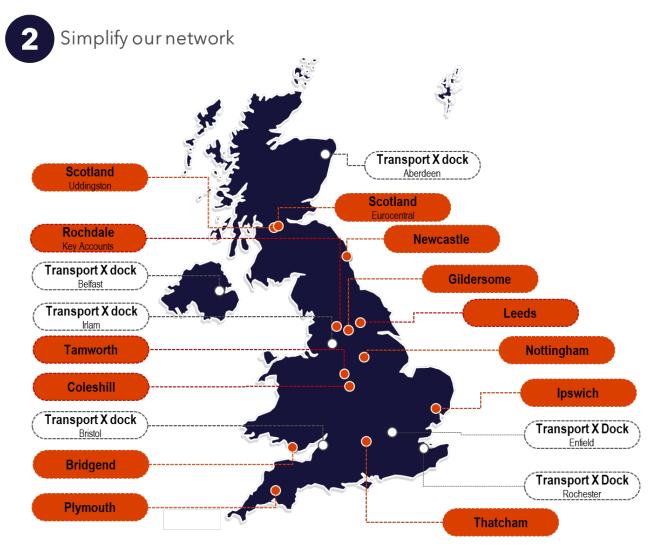
 We will continue to review and invest in our customer proposition for all customer types



1 Simplify our customer offer



Collectively over 3,000 years of flooring experience across the Mercado sales team



- Our current UK network (set out on the left-hand side) comprises 13 distribution centres and 6 cross-dock facilities
- Network structure inherited through acquisitions in the 1990s and 2000s
- Gradual optimisation over recent years, ensuring the network best serves the customer
- Opportunity to accelerate this optimisation

2 Simplify our network

### Phase 1 completed

- Earlier this year we opened a brand new cross-dock facility in Irlam (Manchester) and consolidated our Stockport distribution centre into other nearby sites
- The Stockport distribution became a surplus property
- Property sold in June for £7.5m, compared to book value of £4.2m and market valuation of £6.7m



### Phase 2

- New distribution centre to be opened in Q1 2025 in Rayleigh (Essex) and new cross-dock facility in Ipswich
- Existing Ipswich distribution centre will become surplus
- Consolidation of Glasgow distribution centres; Uddingston site will become surplus
- Ipswich and Uddingston properties now on the market. Combined valuation (January 2023) of £20.7m; offers already being received

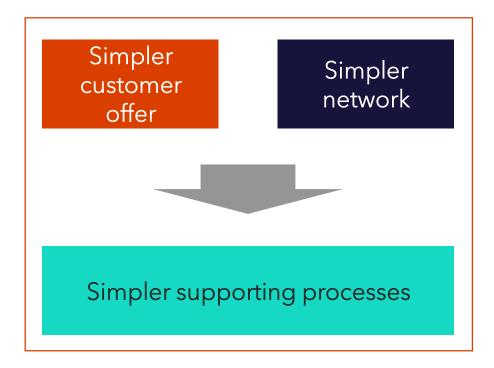
### Ongoing

 We will continue to review our network as we continually look to enhance customer service and improve operational efficiency

Our simplified network planning continues to prioritise leading customer service, unparalleled scale and growth ambitions

3 Simplify how we operate

- Simplification of sales structure and network significantly reduces complexity in supporting processes and functions, reducing cost as well as improving quality and control
- Also benefits the ongoing ERP replacement programme, by simplifying processes before transferring over to the new platform in the next 2-3 years
- Unified product file supported by a centralised buying and stock control team. Removes product duplication and simplifies supplier interaction
- Optimisation of stock ordering and holding, by centrally coordinating how much to buy and where to locate it





### TRANSFORMATION PLAN OBJECTIVES

The plan has three overall objectives, and we have set out the key actions over the next 12 months

### Objectives

Market share gains in our core distribution business

Unlock capital to deleverage and to fund the transformation

Structurally improve profitability

### Actions over the next 12 months

Consolidate and embed the consolidation of 32 trading businesses into Mercado

Launch contract team and proposition

Consolidate 32 transactional B2B websites and re-platform

Open Rayleigh distribution centre and Ipswich cross dock, and sell Ipswich distribution centre

Consolidate two distribution centres in Glasgow and sell Uddingston site

Implement central stock control

Centralise selected support functions

Centralise buying and range management processes

Cost and process review of non-goods purchases

### **Benefits**

Easier to do business with; ASMs have more time to spend with customers

Customer has access to sector expertise

Simpler digital infrastructure; easier for customers to transact and find what they need

Optimises customer service; more efficient footprint; cash proceeds from surplus property

More efficient footprint; cash proceeds from surplus property

Stock reduction from removing duplication in ranges and optimising stock holding locations

More efficient processes; greater control

Supports single product and price list; removes duplication of ranges

Cost efficiencies



### TRANSFORMATION PLAN BENEFITS

### We are targeting £15m+ of profit improvement and £70m+ of one-off cash benefits

### £70m+ one-off cash inflow

- Disposal of surplus property
- Working capital optimisation
- Cash inflow to have been achieved within 2 years

## £15m+ annual profit improvement

- Net of reinvestment in enhancing our customer proposition
- Profit improvement comprises:
  - Revenue increase from market share gains
  - Margin improvements from centralised buying and stock control
  - Cost efficiencies
- Benefits start to be realised in 2025

### £25m one-off cash costs

- Restructuring and relocation costs
- Fit-out of new sites
- Advisory / consultancy costs
- Investment in point-of-sale materials, such as display stands





### **SHORT-TERM OUTLOOK**

### Headlam trading improved, but little improvement expected in the weak market until 2025

# Current trading slightly improved

- Group revenue for July and August was 8.4% below last year, compared to 11.8% in the first six months of the year
- Improving trend in Regional Distribution as year-on-year revenue decline has reduced for four consecutive months

### Market remains weak

- The market has remained very weak in the UK and even more so in Continental Europe
- So far, little change in consumer spending on improvements compared to earlier this year

Lead indicators are more positive for market recovery but timing uncertain

- Lead indicators for consumer spending on home improvements are more positive
- However, the consumer spending recovery remains fragile and the timing uncertain; recent market data suggests this recovery will be later than previously anticipated
- We now expect limited change in market conditions throughout most of 2024, with the market returning to growth at some point in 2025



### **LONG-TERM OUTLOOK**

There is a material profit opportunity from the combination of the existing strategy, the transformation plan and market recovery

Existing strategic initiatives to broaden the base

Transformation plan

Market recovery



### **SUMMARY**

Challenging
market
conditions weigh
on performance



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## A&P

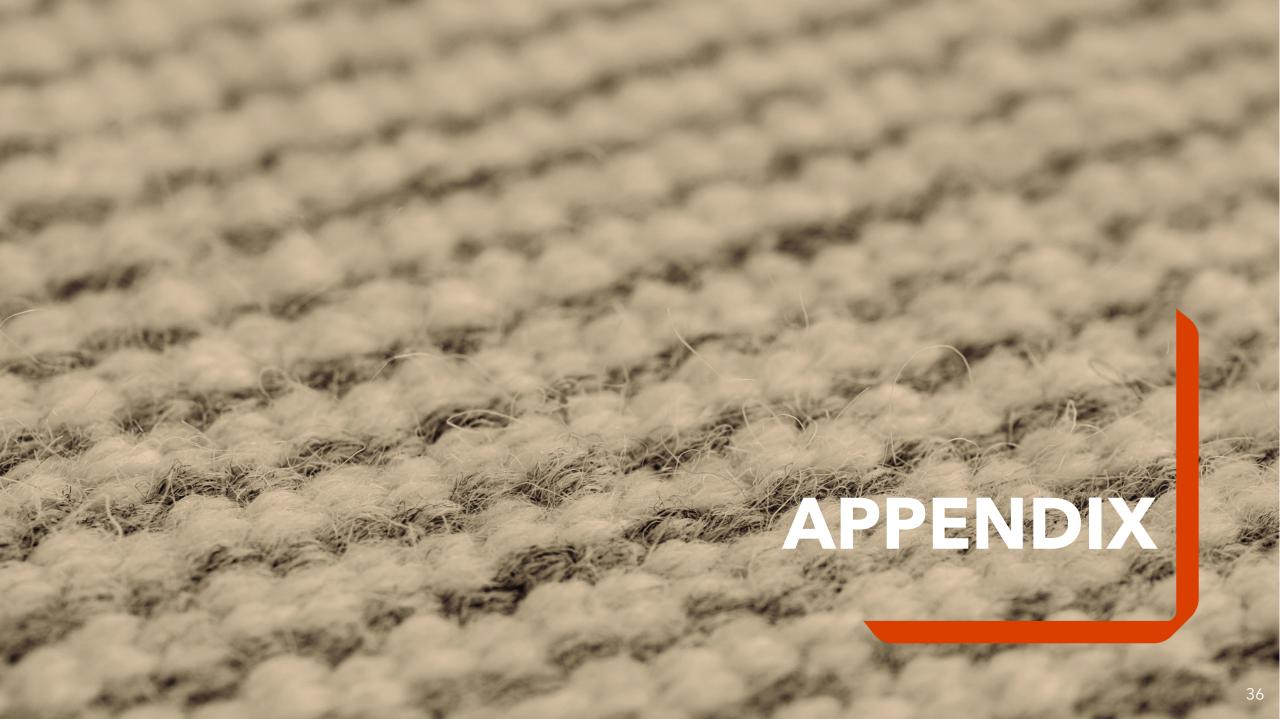


Chris Payne
Chief Executive



Adam Phillips
Chief Financial Officer





### **ABOUT US**

### Long heritage; strong and broadening foundations

### Over 30 years of operating excellence

- Knowledgeable and long serving colleagues
- Servicing a large and diverse trade customer base
- Long established supplier relationships across the globe

### **Broadest and largest product range**

- Spanning a wide spectrum of price points and product categories
- Large portfolio of exclusive own brand products, and well recognised brands
- New launches, including sustainable and recyclable products

### **Nationwide network and operations**

- Next day delivery from extensive distribution network
- Growing number of trade counter collection sites (76 at end of June 2024)
- Ability to service all sizes of customers from independent retailers to national retailers and housebuilders

### **Expanding an already leading customer service**

- Dedicated sales teams and marketing support
- Tailored service propositions for customer needs and comprehensive solutions
- Investing in ecommerce and industry leading digital channels





### **INVESTMENT CASE**

### Long heritage; strong and broadening foundations

Market leader with unrivalled scale and convenience

- Next day delivery from extensive distribution network
- Growing number of trade counter collection sites
- Ability to service all sizes of customers
- Broadest and largest product range, including exclusive own brands

- A strategy for growth through broadening the base
- £3bn UK market, of which Headlam has c.20% share overall
- Large segments of the market that Headlam is underweight in
- Trade Counter and Larger Customer strategy to serve these customers better
- Core market has declined c.25% in last three years providing good cyclical recovery underpin

- Opportunity to further simplify and modernise the business
- Headlam was built through acquisitions of regional distributors
- Opportunities to further simplify and modernise the business, to remove complexity and better serve our customers, unlocking £15m+ of profit
- ERP replacement programme, replacing 20+ year old system

Financial strength

- Strong asset backing, including £142m of property assets
- Transformation plan to release £70m+ of capital
- Good underlying cash generation characteristics
- £100m of borrowing facilities provided by supportive bank syndicate



### **ILLUSTRATIVE LONG-TERM REVENUE**

There is no change to the illustrative long-term revenue framework we set out in March 2024

2023			Illustrative long-terr	n view	
Larger Customers	£83m		Larger Customers	£200m	
Trade Counters	£97m		Trade Counters	£200m	
Regional Distribution	£371m		Regional Distribution	£500m	
Europe & Other	£105m		Europe & Other	to 	
Group revenue	£656m		Group revenue	£900m to £1bn	

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<sup>\*</sup> The range above reflects the different potential market recovery scenarios that could occur

### **REVENUE**

	£m	%	£m	%
H1 2023 Revenue:				
UK	288.9	87.1		
Continental Europe	42.9	12.9		
			331.8	100.0
UK incremental items:				
Like-for-like	(34.8)	(12.0)		
Change in working days	2.3	0.8		
			(32.5)	(11.3)
Continental Europe incremental items:				
Like-for-like	(5.8)	(13.5)		
Change in working days	(0.2)	(0.5)		
Translation effect	(0.8)	(1.9)		
			(6.8)	(15.9)
Total movement			(39.3)	(11.8)
H1 2024 Revenue:				
UK	256.4	87.7		
Continental Europe	36.1	12.3		



#### **TRADE COUNTERS NORTH** Carlisle 10 Huddersfield Leyland Stockton on Liverpool Aintree Darwen 1 Hull Warrington B Gateshead, Eleventh Av Leeds, Manchester, Wardley Point 20 Wirral Gildersome Gateshead, Second Av 21 York Leeds, Morley SCOTLAND Stockport Aberdeen Glasgow **CENTRAL** 2 Dundee Motherwell Belfast, Birmingham, 49 Lincoln Peterborough Edinburgh Airport Rd Nechells 50 Northampton 55 Sheffield Belfast, Birmingham, Falcon Rd Smethwick Norwich 56 Stoke, Etruria Birmingham, 46 Coventry 52 Nottingham, Bullwell Stoke, Longton Coleshill Derby 58 Telford Birmingham, SOUTH WEST 53 Nottingham, Kings Heath 48 Leicester Central Bridgend Plymouth Bristol, Poole **SOUTH EAST** Cribbs Causeway Portsmouth 69 Ashford 64 Chelmsford 69 Ipswich Bristol, Keynsham Reading 60 Barking 65 Epsom n Isleworth Bristol, St Phillips Swansea 61 Basildon 66 Guildford 1 Lewisham 26 Cardiff Swindon 62 Bedford 67 Hayes 2 Luton 2 Cheltenham 37 Taunton Cambridge 3 Strood 68 Hemel 28 Eastleigh 3 Thatcham 29 Exeter 70 Tonbridge Worcester 60 Kidderminster 75 Tottenham 76 Walthamstow **UK Trade** counter directory headlam