

## Strong 6.9% EBITDA growth in a disrupted environment

Amid a volatile and unprecedented disrupted environment due to the spread of the coronavirus pandemic, Carrefour's multi-format and omni-channel strategy allowed it to deliver 12.5%\* sales growth in Q1, to R\$ 15.9 billion, and strong 6.9% adjusted EBITDA growth to R\$1.1 billion, supported by pre-crisis momentum and additional cost dilution, with resilient margin of 7.7%.

- ✓ **Atacadão:** Sales up 13.6%, driven by 6% expansion and 7% LfL. Adjusted EBITDA up 9.3% to R\$694 million, a 7.1% margin, as the pre-existing positive trends accelerated after a surge in food demand as of mid-March, leading to strong dilution of expenses.
- ✓ **Carrefour Retail:** LfL sales of 9.1%\* incl. GMV in Q1 (8.9%\* ex-GMV). Total Retail EBITDA of R\$213 million, up 4.9%, with margin at 4.6%. In Multifformat, strong LfL of 8.5%\* and further productivity gains resulted in strong adjusted EBITDA growth of 24.1%, despite a weak contribution from petrol and shopping galleries in March.
- ✓ **Banco Carrefour:** 26.4% growth in billings in Q1 and credit portfolio rising by 34.4% to R\$11.9 billion. Adjusted EBITDA up 2.9% to R\$252 million, reflecting a conservative approach on credit in the face of the potential impacts of COVID-19.
- ✓ **Adjusted Net income at R\$401 million** (2.8% margin) reflecting a resilient performance combined with a higher tax rate at Banco Carrefour.

In R\$ million	CONSOLIDATED			ATACADÃO			CARREFOUR RETAIL			BANCO CARREFOUR		
	Q1 20	Q1 19	Δ%	Q1 20	Q1 19	Δ%	Q1 20	Q1 19	Δ%	Q1 20	Q1 19	Δ%
Gross sales	15,881	14,159	12.2%	10,795	9,505	13.6%	5,086	4,654	9.3%			
Gross sales ex petrol.	15,197	13,506	12.5%	10,795	9,505	13.6%	4,402	4,001	10.0%			
<b>Net sales</b>	<b>14,420</b>	<b>12,856</b>	<b>12.2%</b>	<b>9,791</b>	<b>8,630</b>	<b>13.5%</b>	<b>4,629</b>	<b>4,226</b>	<b>9.5%</b>			
Other revenues (1)	961	786	22.3%	37	34	8.8%	100	103	-2.9%	829	654	26.8%
<b>Total Revenues</b>	<b>15,381</b>	<b>13,642</b>	<b>12.7%</b>	<b>9,828</b>	<b>8,664</b>	<b>13.4%</b>	<b>4,729</b>	<b>4,329</b>	<b>9.2%</b>	<b>829</b>	<b>654</b>	<b>26.8%</b>
Gross profit	3,121	2,869	8.8%	1,503	1,373	9.5%	1,105	1,025	7.8%	518	476	8.8%
Gross Margin	21.6%	22.3%	-70 bps	15.4%	15.9%	-50 bps	23.9%	24.3%	-40 bps			
SG&A Expenses (2)	(2,016)	(1,839)	9.6%	(812)	(741)	9.6%	(899)	(832)	8.1%	(266)	(231)	15.2%
SG&A of Net Sales	14.0%	14.3%	-30 bps	8.3%	8.6%	-30 bps	19.4%	19.7%	-30 bps			
<b>Adj. EBITDA (1) (2)</b>	<b>1,115</b>	<b>1,043</b>	<b>6.9%</b>	<b>694</b>	<b>635</b>	<b>9.3%</b>	<b>213</b>	<b>203</b>	<b>4.9%</b>	<b>252</b>	<b>245</b>	<b>2.9%</b>
Adj. EBITDA Margin	7.7%	8.1%	-40 bps	7.1%	7.4%	-30 bps	4.6%	4.8%	-20 bps			
<b>Adj. Net Income, Group share</b>	<b>401</b>	<b>407</b>	<b>-1.5%</b>									
Adj. Net Income Margin	2.8%	3.2%	-40 bps									

(1) Includes intragroup elimination of R\$ -5 million between Bank and Retail (2) Includes global functions expenses of R\$ -35 million in 2019 and R\$ -39 million in 2020  
\* ex-petrol

## COVID-19: Mobilizing the entire ecosystem to respond to strong customer demand

- ✓ **Priority focus on employee and customer safety:** Early and rapid implementation of a comprehensive set of measures in stores and distribution centers, exceeding public health requirements (social distancing, masks for all employees, hydroalcoholic gel, plexiglass screens at checkouts, thermometers at store entrance, ...); teleworking for headquarter employees
- ✓ **Ensuring the continuity of food distribution amid changing shopping behavior:** Increased inventory for the most sensitive and priority products, recruitment of 5,000 employees to strengthen store and DC teams, accelerated development of our e-commerce capacities.
- ✓ **Purchasing power protection:** Systematic negotiations with suppliers to avoid or contain price increases, decision to freeze prices for 2 months on 200 private-label products
- ✓ **Solidarity actions to help vulnerable people:** Donation of R\$15 million in basic products through a program supported by NGOs, "Buy-and-give" campaign, "Community masks" initiative

**Noël Prioux, CEO of Grupo Carrefour Brasil, declared:** "Grupo Carrefour Brasil turned in a very solid performance in a quarter that was marked by unprecedented disruption in trading conditions linked to the spread of the Covid-19 pandemic. Our sales growth reflects our ability to meet a surge in demand in March through all our formats and channels, and we posted very resilient profitability despite higher costs to ensure the health and safety of our employees and customers. I would like to renew my gratitude to our teams for their exceptional adaptability and to our customers for their confidence, which attests to the strength of our brand. Carrefour is fully mobilized to meet the needs of Brazilian consumers and protect their purchasing power in a very volatile environment."

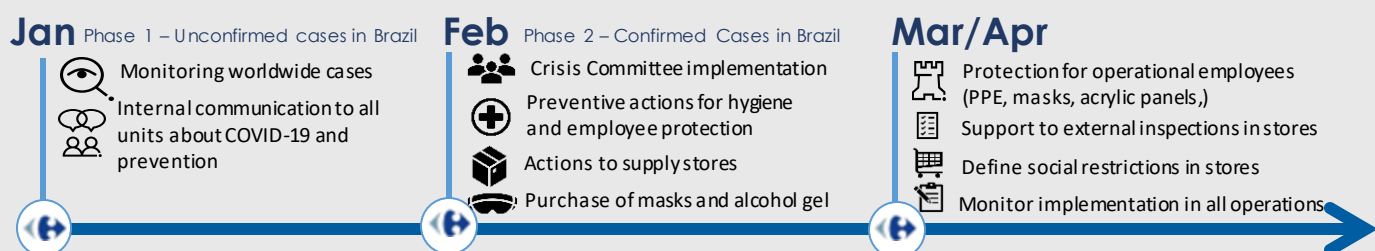
## CARREFOUR MOBILIZED IN THE FACE OF THE COVID-19 PANDEMIC

As a major food retailer, Grupo Carrefour Brasil plays a strategic role in ensuring that consumers have access to food during lockdown measures that have been implemented to fight the spread of the Covid-19 pandemic. Convinced of our social responsibility, even more so in this particular moment, we also initiated several solidarity actions, aiming at helping society as a whole, and notably those most vulnerable, to cope with the pandemic and its consequences.

### Protection of employees and customers

In the face of this unprecedented situation, Carrefour's immediate and paramount priority is to ensure the health and safety of its employees and of its customers. Throughout its operations, Carrefour has taken stringent measures to protect its employees and allow consumers to shop in safe conditions. These measures were in full compliance with, or even went beyond, rules recommended by health authorities and were shared with the industry.

To protect our employees, we have installed plexiglass panels at cash registers to minimize human contact, distributed face masks and gloves to employees, ensured a steady supply of hand sanitizer gel and equipped stores with thermometers to take the temperature of both clients and employees.



In stores, Carrefour is enforcing strict disinfection protocols for all equipment, implementing signage to maintain social distancing between customers, making gloves and hand gel available at the entrance of stores, extending the number of preferential check-out counters for senior citizens and providing information to customers in stores and on social networks.

### Ensuring the continuity of food distribution

Carrefour teams mobilized in an exceptional manner to ensure the continuity of food distribution in a complex and unexpected context. As an essential priority, we quickly implemented several actions to keep the supply chain running as smoothly as possible:

- ✓ Plans to secure supply in stores and warehouses, with specific measures for the most sensitive and priority products
- ✓ Crisis unit dedicated to steering the supply chain and working with suppliers to increase direct flows
- ✓ Rationalization of supplier ranges (reallocation of SKUs, new suppliers, etc.), risk mapping, especially of shortages, and monitoring of alerts
- ✓ Recruitment of 5,000 employees to strengthen store teams

### Mobilization in favor of our customers' purchasing power

Our commercial teams mobilized immediately to avoid or contain price increases and initiated systematic negotiations with suppliers to incite them to maintain prices stable or, where absolutely necessary, to limit price adjustments as far as possible.

To preserve the purchasing power of our customers at this delicate time, we froze the price of 200 products of our private label for at least two months.

### Solidarity actions to help vulnerable people

Carrefour is donating R\$15 million in basic products and its distribution has already started in the states of São Paulo, Rio de Janeiro and Pernambuco. The program is supported by NGOs linked to humanitarian causes and benefits the most vulnerable population. In parallel, we are working on a specific partnership with suppliers and with the Carrefour Group Foundation, aiming at increasing this donation.

Through the “Buy-and-give” (“Compra solidária”) campaign, customers can also contribute at the check-out counter or on the [www.comprasolidaria.carrefour.com.br](http://www.comprasolidaria.carrefour.com.br) website with a value that will be converted to food stamps for vulnerable people and families.

We also launched the “Community masks” project (“Máscaras solidárias”), under which Grupo Carrefour Brasil supports low-income women by buying protective home-made textile masks.

Grupo Carrefour Brasil's management wishes to thank all its employees for their exceptional commitment, continuing to work in very challenging times in order to continue serving our customers.

## Q1 2020 CONSOLIDATED FINANCIAL RESULTS

### Sales & other revenues

Grupo Carrefour Brasil's consolidated sales reached R\$15.9 billion in Q1 20, growing by 12.5% (excluding petrol) versus the same quarter last year. Excluding petrol, LFL sales grew by 7.6%, as a result of robust pre-crisis momentum and the surge in demand seen since mid-March. Our expansion strategy in Cash and Carry and proximity formats over the last 12 months added another 4.3% of growth, with the opening of 4 Cash & Carry and 1 proximity store in Q1 20. Grupo Carrefour Brasil's total store network reached 698 stores at the end of March 2020.

In Q1, Grupo Carrefour Brasil's sales growth of 7.6% (or 8.7% less a favorable calendar effect of 1.1%) on a like-for-like basis (ex-petrol) was boosted by 20.9% growth in the last two weeks of March from consumer stockpiling. It is made of a very balanced equation of 8.9% growth in the Retail division (9.8%, less a 1.0% favorable calendar effect) and 7% at Atacadão (8.2%, less a 1.1% favorable calendar effect), strongly supported by food, which saw demand for basic products surge as a result of lockdown measures.

Gross billings at Banco Carrefour reached R\$9 billion, representing an increase of 26.4% and reflecting previous actions taken to support growth. Over the last two weeks of March, growth slightly decelerated due to a more restrictive credit policy to reduce exposure and limit increases in the delinquency rate in the face of the COVID-19 pandemic.

	Q1 2019	Q1 2020					
	LFL	Gross Sales (R\$MM)	LFL ex. Calendar	LFL*	Expansion	Total Growth	Growth (14-31 March)
Like-for-Like ex-calendar							
Atacadão	6.8%	10,795	7.0%	8.2%	6.0%	13.6%	18.6%
Carrefour (ex-petrol)	6.1%	4,402	8.9%	9.8%	0.2%	10.0%	26.3%
Carrefour (inc petrol)	3.7%	5,086	8.1%	8.9%	0.4%	9.3%	15.6%
<b>Consolidated (ex-petrol)</b>	<b>6.6%</b>	<b>15,197</b>	<b>7.6%</b>	<b>8.7%</b>	<b>4.3%</b>	<b>12.5%</b>	<b>20.9%</b>
<b>Consolidated (inc petrol)</b>	<b>5.7%</b>	<b>15,881</b>	<b>7.4%</b>	<b>8.4%</b>	<b>4.1%</b>	<b>12.2%</b>	<b>17.6%</b>
<b>Banco Carrefour Billings</b>	<b>n.a.</b>	<b>9,019</b>	<b>n.a.</b>	<b>n.a.</b>	<b>n.a.</b>	<b>26.4%</b>	<b>6.9%</b>

\* Positive calendar effect explained by one day more in February: +1.1% at Atacadão, +1.0% at Carrefour and +1.1% in consolidated

Other revenues grew by 22.3% in Q1, reflecting the acceleration of billings at Banco Carrefour, increasing by 26.8% in Q1. At the Retail division, the decline of 2.9% in other revenues mostly reflects our decision to help our tenants in the face of the Covid-19 crisis, postponing the collection of rent in galleries and shopping centers from March to May, which led to a very cautious and conservative approach for revenue accounting. Gallery rent represents approximately 30% of other revenues, while the remaining 70% are related to other services provided at our hypermarkets, such as fast-cash and extended guarantee, as well as marketplace take rate.

## Consolidated Financial Results

The strong sales performance led to gross profit of R\$3.1 billion, +8.8% in Q1, and gross margin of 21.6%, 70 bps lower y/y on a lower contribution from petrol and rent from galleries as well as an increase in provisions at Banco Carrefour in March, reflecting our very cautious stance in a volatile environment.

In R\$ million	CONSOLIDATED			ATACADÃO			CARREFOUR RETAIL			BANCO CARREFOUR		
	Q1 20	Q1 19	Δ%	Q1 20	Q1 19	Δ%	Q1 20	Q1 19	Δ%	Q1 20	Q1 19	Δ%
Gross sales	15,881	14,159	12.2%	10,795	9,505	13.6%	5,086	4,654	9.3%			
Gross sales ex petrol.	15,197	13,506	12.5%	10,795	9,505	13.6%	4,402	4,001	10.0%			
<b>Net sales</b>	<b>14,420</b>	<b>12,856</b>	<b>12.2%</b>	<b>9,791</b>	<b>8,630</b>	<b>13.5%</b>	<b>4,629</b>	<b>4,226</b>	<b>9.5%</b>			
Other revenues (1)	961	786	22.3%	37	34	8.8%	100	103	-2.9%	829	654	26.8%
<b>Total Revenues</b>	<b>15,381</b>	<b>13,642</b>	<b>12.7%</b>	<b>9,828</b>	<b>8,664</b>	<b>13.4%</b>	<b>4,729</b>	<b>4,329</b>	<b>9.2%</b>	<b>829</b>	<b>654</b>	<b>26.8%</b>
<b>Gross profit</b>	<b>3,121</b>	<b>2,869</b>	<b>8.8%</b>	<b>1,503</b>	<b>1,373</b>	<b>9.5%</b>	<b>1,105</b>	<b>1,025</b>	<b>7.8%</b>	<b>518</b>	<b>476</b>	<b>8.8%</b>
Gross Margin	21.6%	22.3%	-70 bps	15.4%	15.9%	-50 bps	23.9%	24.3%	-40 bps			
<b>SG&amp;A Expenses (2)</b>	<b>(2,016)</b>	<b>(1,839)</b>	<b>9.6%</b>	<b>(812)</b>	<b>(741)</b>	<b>9.6%</b>	<b>(899)</b>	<b>(832)</b>	<b>8.1%</b>	<b>(266)</b>	<b>(231)</b>	<b>15.2%</b>
SG&A of Net Sales	14.0%	14.3%	-30 bps	8.3%	8.6%	-30 bps	19.4%	19.7%	-30 bps			
<b>Adj. EBITDA (1) (2)</b>	<b>1,115</b>	<b>1,043</b>	<b>6.9%</b>	<b>694</b>	<b>635</b>	<b>9.3%</b>	<b>213</b>	<b>203</b>	<b>4.9%</b>	<b>252</b>	<b>245</b>	<b>2.9%</b>
Adj. EBITDA Margin	7.7%	8.1%	-40 bps	7.1%	7.4%	-30 bps	4.6%	4.8%	-20 bps			
<b>Adj. Net Income, Group share</b>	<b>401</b>	<b>407</b>	<b>-1.5%</b>									
Adj. Net Income Margin	2.8%	3.2%	-40 bps									

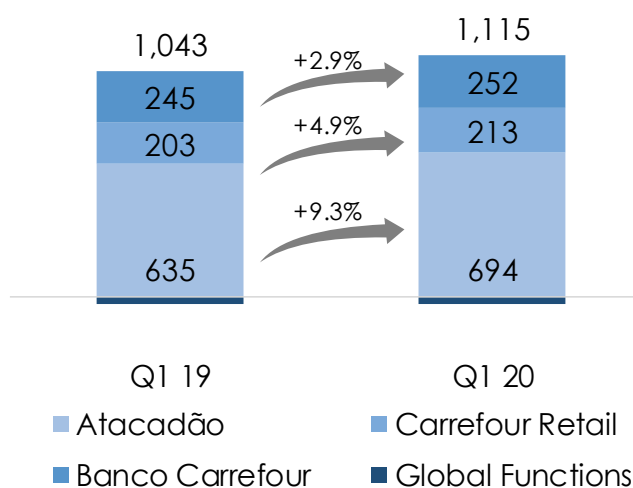
(1) Includes intragroup elimination of R\$ -5 million between Bank and Retail (2) Includes global functions expenses of R\$ -35 million in 2019 and R\$ -39 million in 2020

SG&A expenses in Q1 were up 9.6%. As a percentage of net sales, they improved by 30bps across all divisions, on the back of (i) significant dilution of fixed costs thanks to strong top line growth; (ii) continued efforts in the Retail division to improve supply chain efficiency, generating 108 bps of distribution cost dilution in our Multiformat division; and (iii) additional costs related to Covid-19 measures to ensure the health and safety of employees and customers.

## Adjusted EBITDA

Consolidated adjusted EBITDA grew by a strong 6.9% in Q1 to R\$1.1 billion, for 7.7% margin, 40 bps lower year-on-year. This resulted from the combination of : (i) robust pre-crisis momentum; (ii) a surge in food demand since mid-March; (iii) SG&A dilution and efficiency gains in Multiformat, partly offset by Covid-19-related additional operating costs; and (iv) an increase in risk provisions at Banco Carrefour on the back of a more challenging economic environment towards end-March. This underscores our commitment to delivering consistent results while guaranteeing a secure environment for all and business continuity in a volatile environment.

### Adjusted EBITDA breakdown



## OPERATING PERFORMANCE BY SEGMENT

### Atacadão

Atacadão's gross revenues reached R\$10.8 billion in Q1, representing total growth of 13.6%. This reflects its expansion strategy and its strong positioning in the basic food business, which offers the most cost-effective solution, both for consumers seeking to stockpile basic products at low prices and B2B, especially corner shops, which help supply families with food while minimizing transportation. Calendar impact in Q1 was +1.1%. LFL growth was 8.2% or 7.0% excluding this favorable calendar impact, despite a challenging comparable base (+6.8% in Q1 19). Expansion contributed an additional 6.0% growth. With 4 new openings across different Brazilian regions in Q1, Atacadão ended the quarter with 190 stores.

Before the COVID-19 crisis, LFL at Atacadão was experiencing a robust trend, on the back of the strong momentum seen in Q4 2019, partly due to a very successful Black Friday. The current environment led to atypical sales patterns for Atacadão in the last two weeks (from March 14 to 31), with particularly strong growth of 18.6%.

As an effect of the pandemic, we saw increased shopping during weekdays, a decrease in the number of tickets but a sharp increase in average ticket, as people shop on behalf of others and stockpile to reduce visits. The drop in sales to restaurants and bars has been more than offset by the significant increase in B2C sales and in B2B sales to food businesses.

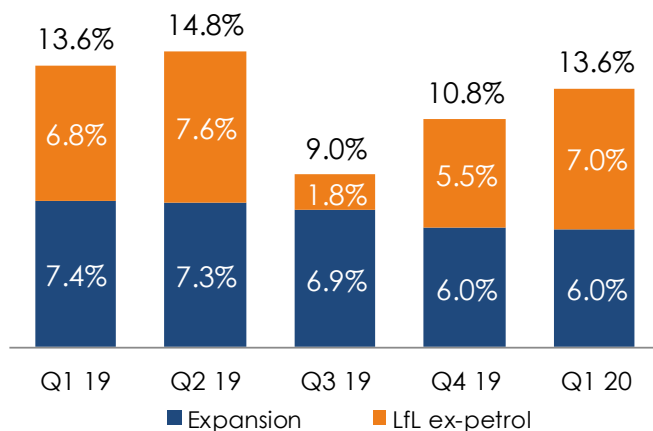
Product mix during March was mainly concentrated on basic and essential goods. As an example, dry grocery grew 5.2%, personal hygiene items 17.3% and cleaning products 10.4%.

Atacadão's nationwide presence and large range of basic products, combined with its ability to reach not only B2B but also end-consumers, positions it well in the current environment despite the steep reduction of business from restaurants and other such activities.

Our priority remains the health of employees and customers and the supply of food for Brazilians, and we will continue taking sanitary measures to make sure we ensure a secure environment for all while guaranteeing business continuity.

We believe Atacadão is ideally positioned to cope with a potentially tougher economic context, as proven in the past. As announced in February, the acquisition of 30 stores from Makro Atacadista, all in premium locations, will further boost our growth and extend our reach to thousands of new customers. The transaction, currently under anti-trust review, is expected to close in the second half of this year.

### Atacadão sales performance



In R\$ million	Q1 20	Q1 19	Δ%
Gross sales	10,795	9,505	13.6%
<b>Net sales</b>	<b>9,791</b>	<b>8,630</b>	<b>13.5%</b>
Other revenues	37	34	8.8%
<b>Total revenues</b>	<b>9,828</b>	<b>8,664</b>	<b>13.4%</b>
<b>Gross profit</b>	<b>1,503</b>	<b>1,373</b>	<b>9.5%</b>
Gross margin	15.4%	15.9%	-50 bps
<b>SG&amp;A expenses</b>	<b>(812)</b>	<b>(741)</b>	<b>9.6%</b>
SG&A of net sales	8.3%	8.6%	-30 bps
<b>Adj. EBITDA</b>	<b>694</b>	<b>635</b>	<b>9.3%</b>
Adj. EBITDA margin	7.1%	7.4%	-30 bps

In Q1 20, gross profit was 9.5% higher at R\$1.5 billion, for a gross margin of 15.4%, 50bps lower y/y and virtually flat versus Q4 19. This reflects a tough comparable base (Q1 was the best quarter in 2019), as well as our strategic decision to strengthen price competitiveness.

Including new stores, SG&A expenses increased 9.6%, generating efficiency gains of 30 bps. Adj. EBITDA rose 9.3% and margin stood at 7.1% as pre-existing positive trends accelerated after surge in food demand as of mid-March, resulting in a strong dilution of expenses, offsetting extra costs associated with COVID-19.

## Carrefour Retail

Excluding a 1.0% favorable calendar impact, Carrefour LfL sales ex-petrol were up 8.9% (or 9.1% including the marketplace) in Q1 20, compared to 6.1% in Q1 19, with total sales reaching R\$4.4 billion ex-petrol (or R\$4.5 billion including the marketplace).

Like Atacadão, Carrefour Retail also experienced a sharp increase in average ticket and a reduction in the number of tickets, reflecting stockpiling and more concentrated shopping. Petrol sales posted a 3.4% increase over the quarter, including a significant drop as from mid-March, as a consequence of the lockdown measures taken in various states.

The volume increase in the quarter, in particular in food, was also supported by a strategic decision to maintain prices, containing price increases sought by suppliers and freezing prices on 200 private-label products for at least two months.

This quarter, food growth surpassed non-food for the first time since 2017. The 11.2% increase in food sales was the highest quarterly increase in the last five years, supported by the surge in demand in late March, which saw LfL growth of 26.3% (from March 14 to 31 – Retail ex-petrol). Non-food categories continued experiencing significant growth in Q1, with 5.4% LfL.

In e-commerce, we saw a surge in online demand for food, with LfL up 187.2%. This increase does not consider the contribution from last-mile delivery, which adds another 100 bps to our store LfL. More than ever, the combination of our omnichannel initiatives such as e-commerce, last-mile delivery and other digital initiatives were key in supporting our performance in the current environment. Total food GMV grew 235% (including last-mile delivery)

	Q1 20 (R\$MM)	LFL	Q1 19 (R\$MM)	Total Growth
<b>Multi-format</b>	<b>4,009</b>	<b>8.5%</b>	<b>3,655</b>	<b>9.7%</b>
Food	2,689	10.1%	2,414	11.4%
Nonfood	1,320	5.4%	1,242	6.3%
<b>Carrefour (ex-petrol): Multi-format + E-comm</b>	<b>4,402</b>	<b>8.9%</b>	<b>4,000</b>	<b>10.0%</b>
Food	2,733	11.2%	2,429	12.5%
Nonfood	1,669	5.2%	1,571	6.2%
<b>Carrefour + GMV (ex-petrol)</b>	<b>4,522</b>	<b>9.10%</b>	<b>4,101</b>	<b>10.2%</b>

### (i) Multi-format

Our multi-format recorded LfL growth of 8.5%, with volumes up by 5.6% and average ticket increasing 8.5%, more than offsetting the reduction in traffic in late March as consumers reduced their visits in the face of the spread of the COVID-19 pandemic. Food was up 10.1% (20.5% in March), with strong sales in all formats.

We continued to gain market share in the quarter in hypermarkets and in multi-format retail, supported by our excellent execution. During this quarter we have: (i) focused on our people to ensure their safety and prevent absenteeism; (ii) increased inventory to reduce out-of-stock levels; (iii) negotiated with suppliers to ensure the lowest possible price increases, including freezing prices on 200 private-label products; and (iv) prioritized investments in essential activities to guarantee business continuity and financial strength.

Healthy food aisles were implemented in 89 hypermarkets, offering ~3,000 SKUs of organic and healthy products (+19% y/y), and more than 2,500 SKUs of private label products, representing 13.3% of total food net sales in Q1, 80 bps higher y/y.

The impressive efforts by our teams since the very beginning of the pandemic enabled us to deploy a comprehensive set of protective measures in stores and distribution centers very quickly: All our units are equipped with masks, gloves, hydroalcoholic gel, plexiglass screens at checkouts, thermometers at the store entrance etc., since mid-March. In this very particular context, customers acknowledged our many initiatives to ensure safe shopping, as clearly showed by the acceleration in sales, the increase in our Net Promoter Score and by a survey showing Carrefour to be the only food retailer among the 10 top-of-mind brands for Brazilians amid the COVID-19 pandemic (according to research by consultants Croma published in Exame magazine).

## (ii) E-commerce and Digital initiatives: An increasingly popular channel

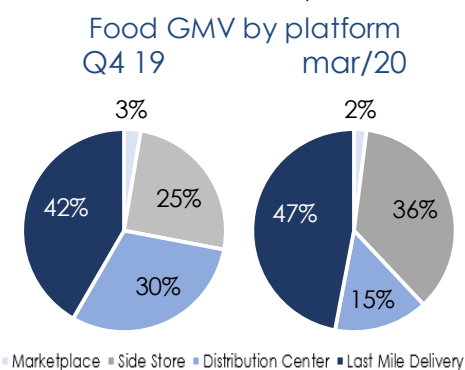
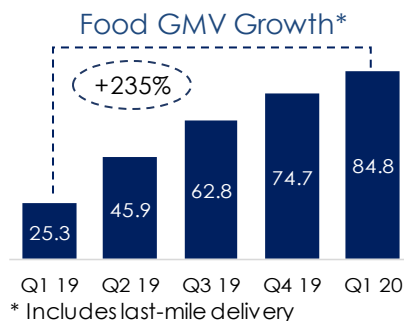
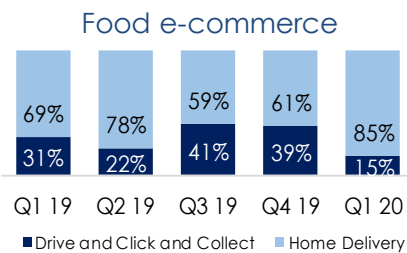
E-commerce emerged as one of the most popular sales channels in the current environment and we enjoyed scale gains in our recently-launched food operations, which posted impressive sales growth.

Total GMV growth was largely driven by strong food e-commerce sales, which saw sales triple, and the resilience of non-food sales, which continued to grow (+5.7%), despite the current disrupted environment, accounting for 23% of total non-food retail sales. The marketplace accounted for ~23% of total GMV.

The number of orders in our food business grew strongly, reaching a record rate of 4,269 orders in a single day, which compares with an average of 1,674 orders in the first 14 days of March. We also started seeing repeat visitors, which helps to reduce customer acquisition costs and leverage results.

In the current environment, we saw a shift in e-commerce food delivery channels. Home delivery represented 85% (vs. 61% in Q4 19) the highest level since the launch of food e-commerce.

Also as a consequence of the COVID-19 pandemic, we saw significant growth in both last mile delivery, whose penetration reached 47% in March (vs. 42% in Q4 19) and side stores, whose penetration reached 36% in March (vs. 25% in Q4 19). Our investments over the last 12 months in our side stores allowed us to cope with increasing demand while maintaining a high level of service.



	Q1 20 (R\$MM)	LFL	Q1 19 (R\$MM)	Total Growth
<b>1P</b>	<b>393</b>	<b>12.6%</b>	<b>345</b>	<b>14.0%</b>
Food	45	187.2%	16	189.3%
Non-food	348	4.5%	329	5.7%
<b>3P</b>	<b>120</b>	<b>18.1%</b>	<b>101</b>	<b>18.1%</b>
<b>E-commerce</b>	<b>513</b>	<b>13.6%</b>	<b>446</b>	<b>14.9%</b>

## (iii) Results

Carrefour Retail's consolidated gross profit reached R\$1.1 billion, 7.8% higher yoy. Margin in Q1 stood at 23.9% versus 24.3% in Q1 19. The quarter's 40 bps decrease comes from a lower contribution of petrol and galleries revenues, partially compensated by an ongoing and pre-existing trend of gross margin improvement in our stores, reflecting several actions taken over the last two years.

In Q1, distribution costs (SG&A) generated 30 bps of efficiency gains and reflect natural dilution of fixed costs due to strong LfL growth. Productivity gains in our stores, already observed in previous quarters, kept generating margin expansion (108 bps of distribution cost dilution in the Multiformat business), which more than offset investments linked to COVID-19, resulting in adjusted EBITDA growth of 24.1% in Multiformat. Total Retail adjusted EBITDA reached R\$213 million, 4.9% higher than Q1 last year, with margin of 4.6%.

In R\$ million	Q1 20	Q1 19	Δ%
Gross sales	5,086	4,654	9.3%
Gross sales ex-petrol	4,402	4,001	10.0%
<b>Net sales</b>	<b>4,629</b>	<b>4,226</b>	<b>9.5%</b>
<b>Total revenues</b>	<b>4,729</b>	<b>4,329</b>	<b>9.2%</b>
<b>Gross profit</b>	<b>1,105</b>	<b>1,025</b>	<b>7.8%</b>
Gross margin	23.9%	24.3%	-40 bps
<b>SG&amp;A expenses</b>	<b>(899)</b>	<b>(832)</b>	<b>8.1%</b>
SG&A of net sales	19.4%	19.7%	-30 bps
<b>Adj. EBITDA</b>	<b>213</b>	<b>203</b>	<b>4.9%</b>
Adj. EBITDA margin	4.6%	4.8%	-20 bps

## Banco Carrefour

In Q1, Banco Carrefour posted total billings growth of 26.4% y/y to R\$9 billion. Carrefour credit card billings were up 17.5% to R\$6.1 billion. At Atacadão, billings reached R\$2.7 billion, up 52.4% in Q1. With 2.1 million credit cards, the Atacadão card's penetration rate reached 13.7%. The credit portfolio rose by a strong 34.4% to R\$11.9 billion, continuing its solid performance.

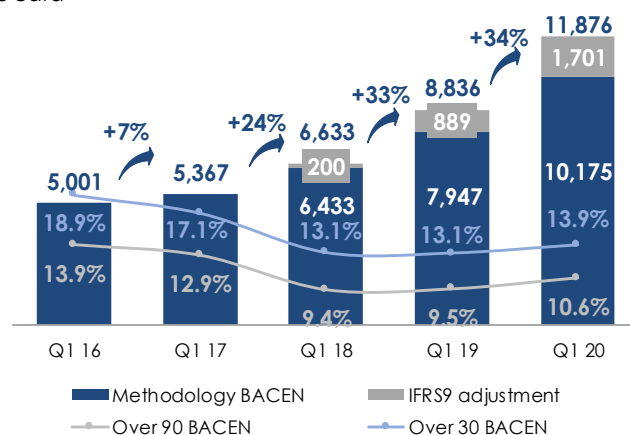
The Covid-19 pandemic and its expected economic consequences resulted in an early decision to contain credit expansion as from mid-March, thus protecting the high quality of our portfolio; over the last two weeks of March, growth in overall billings decelerated as we adopted a more conservative approach on credit to prevent customers from becoming excessively indebted and to limit our exposure to a higher default rate. Our solid financial ratio and the fact that clients primarily use their credit card to buy food give us a much more defensive profile, making us well-positioned to continue implementing our long-term strategy, supporting future growth.

In R\$ million	Q1 20	Q1 19	Δ%	March 14-31
Billings Carrefour credit card	6,141	5,228	17.5%	-3.3%
Billings Atacadão credit card	2,736	1,795	52.4%	38.2%
Other products*	143	112	27.4%	-20.9%
<b>Total billings</b>	<b>9,019</b>	<b>7,135</b>	<b>26.4%</b>	<b>6.9%</b>
Total Credit portfolio	11,876	8,836	34.4%	n.a.

\* Other products include personal loans and payment of bills using the card

On a comparable basis, loans overdue by more than 90 days ("over 90") reached 10.6% of the total portfolio in Q1, slightly up year-on-year while loans overdue by more than 30 days ("over 30") stood at 13.9% of the total portfolio in Q1 versus 13.1% in Q1 19.

On a comparable basis, credit risk provision is at R\$1.25 billion, up 34% year-on-year, as a result of recent economic developments in the face of COVID-19. The coverage ratio represented 12.3% of the total portfolio in Q1. We will maintain our conservative approach on credit while maintaining an adequate and cautious provisioning strategy in a highly volatile environment.



Provision	798	818	781	933	1,251
Coverage Ratio	16.0%	15.2%	12.1%	11.7%	12.3%

In R\$ million	Q1 20	Q1 19	Δ%
<b>Net operating revenues</b>	<b>829</b>	<b>654</b>	<b>26.8%</b>
Risk Charges	(311)	(178)	74.6%
<b>Gross profit</b>	<b>518</b>	<b>476</b>	<b>8.8%</b>
SG&A expenses	(266)	(231)	15.2%
<b>Adjusted EBITDA</b>	<b>252</b>	<b>245</b>	<b>2.9%</b>
Depreciation and amortization expenses	(9)	(8)	12.9%
<b>Adjusted EBIT</b>	<b>243</b>	<b>238</b>	<b>2.3%</b>
Other revenues (expenses)	(14)	(15)	-3.5%
Net Financial results	(4)	(6)	-32.0%
Income tax	(98)	(85)	16.4%
<b>Net income (100%)</b>	<b>127</b>	<b>132</b>	<b>-4.0%</b>

In Q1, net operating revenues increased 26.8% and Adjusted EBITDA stood at R\$252 million, 2.9% higher year-on-year. This reflects a strong top line combined with an efficiency ratio of 33.8% in Q1, offsetting higher risk charges in the face of COVID-19 impact on expected delinquency ratios. Net income decreased 4.0% to R\$127 million in Q1 20, driven by the forementioned factors and a higher income tax rate.



## Other Income (Expenses)

In R\$ million	Q1 20	Q1 19
Restructuring costs	(6)	(10)
Net gains or losses on asset sale	(2)	(9)
Income and expenses related to litigations	42	71
M&A transaction fees and others	(33)	0
<b>Other income (expenses)</b>	<b>1</b>	<b>52</b>

Other income and expenses reached R\$1 million in Q1 2020 mostly related to (i) net income related to litigations, mostly coming from a lower cost on litigation over the tax on basic products settled over the quarter; and (ii) fees related to the Makro acquisition.

## Net Debt Profile and Net Financial Result

Loans amounted to R\$4.3 billion at end-March. Including discounted receivables, our gross debt was R\$6.7 billion and net debt was R\$4.9 billion (or R\$ 6.6 billion including Lease Debt). The increase versus March 2019 reflects: (i) the anticipated payment in 2019 of the 2020 dividend; and (ii) the strategic decision to increase the level of inventories in the face of the Covid-19 crisis.

As from January 1st, 2019, lease agreements are capitalized according to IFRS16 over the expected duration of use of the underlying asset. The publication of an interpretation by IFRIC in December 2019 led us to revise upwards our assessment of the expected duration of use of the underlying asset. As a consequence, total lease debt was re-assessed from R\$0.9 billion in March 2019 to R\$1.6 billion in December 2019.

In R\$ million	Mar. 2020	Dez. 2019	Mar. 2019
Loans	(4,299)	(2,856)	(2,634)
Cash and cash equivalents	1,746	5,619	1,048
<b>(Net debt) Net Cash</b>	<b>(2,553)</b>	<b>2,763</b>	<b>(1,586)</b>
Lease debt (IFRS 16)	(1,670)	(1,628)	(879)
<b>(Net Debt) Net Cash (incl. lease debt)</b>	<b>(4,223)</b>	<b>1,135</b>	<b>(2,465)</b>
Discounted receivables	(2,384)	(2,510)	(952)
<b>(Net Debt) Net Cash (incl. lease and discounted receivables)</b>	<b>(6,607)</b>	<b>(1,375)</b>	<b>(3,417)</b>
<i>Net Debt (incl. lease debt)/Adj. EBITDA LTM</i>	<i>-0.88</i>	<i>0.24</i>	<i>-0,56</i>
<i>Net Debt (incl. discounted receivables)/Adj. EBITDA LTM</i>	<i>-1.37</i>	<i>-0.29</i>	<i>-0,78</i>

We maintained a very solid financial structure, with an extremely low net debt/EBITDA ratio, at 0.88x excluding discounted receivables and 1.4x net debt including them. We reinforced our liquidity with R\$ 1.5 billion debt issuance in April, which ensures the group financial strength. Grupo Carrefour Brasil loans are not subject to financial covenant clauses. Standard & Poor's reiterated on April 17th our credit rating at "brAAA" (stable outlook) for both Atacadão S.A and Banco Carrefour.

In R\$ million	Q1 20	Q1 19	Δ%
Cost of bank debt, gross	(49)	(42)	16.7%
Interest expenses on leases (IFRS 16)	(46)	(26)	76.9%
Cost of discounted credit card receivables	(32)	(27)	18.5%
Financial Revenue	6	7	-14.3%
<b>Cost of Debt, Net (incl. Lease debt and discounted receivables)</b>	<b>(121)</b>	<b>(88)</b>	<b>37.5%</b>
Net interests on provisions and judicial deposits	(23)	(7)	228.6%
FX gains or losses	(19)	-	n.m.
Others	(13)	(22)	-40.9%
<b>Net financial result</b>	<b>(176)</b>	<b>(117)</b>	<b>50.4%</b>

Net financial result in Q1 20 reached R\$176 million, an increase of R\$59 million, mainly due to higher interest expenses on lease debt IFRS 16 (R\$ 20 million), to an increase in interest on provisions related to litigation over the tax on basic products booked in Q2 19 (R\$16 million), and FX losses related to recent FX rate volatility in some service expenses denominated in euros (R\$19 million).

## Income tax

Income and social contribution tax expenses were up 11% in Q1 20 at R\$242 million. The tax rate in Q1 reached 36.3% (or 37% if adjusted by nonrecurring), impacted by an increase in financial institutions tax rate (from 40% in 2019 to 45% in 2020).

In R\$ million	Q1 20	Q1 19	Δ%
Income Before Taxes	667	723	-7.7%
Income and Social Contribution Tax	(242)	(218)	11.0%
Effective Tax Rate	36.3%	30.2%	610 bps

In R\$ million	Q1 2020	Other income (expenses)	Net income, Group share, adjusted
<b>Income before income tax and social contribution</b>	<b>667</b>	<b>1</b>	<b>668</b>
Income and Social Contribution Tax	(242)	(4)	(246)
Effective Tax Rate	36%		37%
<b>Net income</b>	<b>425</b>	<b>(3)</b>	<b>422</b>
Net Income - Non-controlling interests (NCI)	62		62
<b>Net income, Group share, adjusted</b>	<b>363</b>	<b>(3)</b>	<b>360</b>

## Net Income and Adjusted Net Income, Group Share

Adjusted net income provides a clearer view of the recurring net income performance. It is calculated as Net Income less Other income and expenses and the corresponding financial and income tax effect.

In R\$ million	Q1 20	Q1 19	Δ%
<b>Net income, Group share</b>	<b>363</b>	<b>441</b>	<b>-17.7%</b>
(+/-) Other income (expenses)	(1)	(52)	-98.1%
(+/-) Financial results (non recurring)	43	0	n.m.
(+/-) Tax income on other income (expenses) items	(4)	18	-122.2%
<b>Net income, Group share, adjusted</b>	<b>401</b>	<b>407</b>	<b>-1.5%</b>
Net margin	<b>2.8%</b>	<b>3.2%</b>	<b>-38 bps</b>

In Q1 20 adjusted net income post-IFRS 16 reached R\$401 million or 2.8% of net sales, down 1.5% year-on-year excluding other income and expenses mainly on higher financial expenses and taxes.

## Operating Working Capital

At the end of Q1 20, our operating working capital requirements were -R\$82 million vs -R\$289 million in Q1 19. Working capital variation was concentrated in suppliers, partly offset by a 4-day decline in inventories year-on-year. Number of days of suppliers stayed virtually in line with the annual monthly average. The y/y reduction is related to the postponement of Dia A (Anniversary), which normally pushes the indicator up on special negotiations. On the inventory front, the rapid sales speed observed in the last two weeks of March accelerated sales and inventory reduction

In Reais Million	Q1 20	days	Q4 19	days	Q3 19	days	Q2 19	days	Q1 19	days
(+) Accounts Receivable (*)	622	5	782	6	575	5	552	5	673	6
(+) Inventories	6,423	49	5,949	46	6,029	49	5,419	44	6,217	53
(-) Suppliers (**)	(7,128)	(54)	(11,490)	(90)	(6,255)	(51)	(6,585)	(54)	(7,179)	(61)
<b>(=) Working Capital Merchandise</b>	<b>(82)</b>	<b>(1)</b>	<b>(4,759)</b>	<b>(37)</b>	<b>350</b>	<b>3</b>	<b>(613)</b>	<b>(5)</b>	<b>(289)</b>	<b>(2)</b>

(\*) Commercial receivables excluding receivables from property and from suppliers, that were classified net from suppliers debt; (\*\*) Suppliers related to business, excluding suppliers of tangible and intangible assets, and net from discounts to be received from suppliers; Working capital ratios above are calculated using Cost of Goods Sold

## CAPEX

In Q1, we invested a total of R\$560 million, of which expansion-related capex accounted for about 85% of the total, mainly for investments in new Atacadão stores and for the R\$195 million downpayment on the Makro acquisition.

In R\$ million	Q1 20	Q1 19	Δ%
Expansion	475	343	38.2%
Maintenance	40	38	6.1%
Remodeling	17	13	32.3%
IT and other	29	28	2.3%
<b>Total Capex</b>	<b>560</b>	<b>422</b>	<b>32.8%</b>
Right-of-use assets	99	-	n.m.
<b>Total fixed assets addition</b>	<b>659</b>	<b>422</b>	<b>56.3%</b>

## STORE NETWORK – Q1 2020

In Q1, we opened four Cash & Carry stores, one Market store, one drugstore and one gas station. We closed one Carrefour Bairro store located in Belo Horizonte (Minas Gerais state) after its owner reclaimed the real estate. We now operate 698 stores for total sales area of 2,023,557 m<sup>2</sup>.

N° of stores	Dec.19	Openings	Closures	Mar.20
Cash & Carry	186	4		190
Hypermarkets	100			100
Supermarkets	53	1	1	53
Convenience Stores	125			125
Wholesale	28			28
Drugstores	124	1		125
Gas Stations	76	1		77
<b>Group</b>	<b>692</b>	<b>7</b>	<b>1</b>	<b>698</b>

Sales area	Dec.19	Mar.20	Δ Change Mar.20 vs Dec.19
Cash & Carry	1,170,350	1,187,313	1.4%
Hypermarkets	704,876	704,876	0.0%
Supermarkets	69,056	68,743	-0.5%
Convenience Stores	22,732	22,732	0.0%
Drugstores	7,921	8,035	1.4%
Gas Stations	31,389	31,858	1.5%
<b>Total sales area (m<sup>2</sup>)</b>	<b>2,006,324</b>	<b>2,023,557</b>	<b>0.9%</b>

## Q1 2020 RESULTS VIDEO CONFERENCE INFORMATION

Portuguese/English  
(simultaneous translation)

**May 12, 2020** (Tuesday)

10:00 am – Brasília  
09:00 am – New York  
02:00 pm – London  
03:00 pm – Paris

**The conference will be held via video streaming available in the following links:**

[English](#)

[Portuguese](#)

The audio file will be available in the company website for replay after the conference call.

## INVESTOR RELATIONS INFORMATION

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Vice-President of Finance (CFO) and Director of Investor Relations

### Natália Lacava

Investor Relations Director

### Ludimila Aiolo

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## Appendix I - Consolidated Income Statement

<i>In R\$ Million</i>	Q1 20	Q1 19	Δ%
<b>Gross sales</b>	<b>15,881</b>	<b>14,159</b>	<b>12.2%</b>
<b>Net sales</b>	<b>14,420</b>	<b>12,856</b>	<b>12.2%</b>
Other revenue	961	786	22.3%
<b>Net operating revenue</b>	<b>15,381</b>	<b>13,642</b>	<b>12.7%</b>
Cost of goods sold, service and financial operations	(12,260)	(10,773)	13.8%
<b>Gross Profit</b>	<b>3,121</b>	<b>2,869</b>	<b>8.8%</b>
Gross Margin	21.6%	22.3%	-700 bps
SG&A expenses	(2,016)	(1,839)	9.6%
<b>Adjusted EBITDA</b>	<b>1,115</b>	<b>1,043</b>	<b>6.9%</b>
Adjusted EBITDA Margin	7.7%	8.1%	-400 bps
Depreciation and amortization	(260)	(242)	7.4%
Net income from equity accounted company	(3)	-	n.a.
Other income (expenses)	1	52	-98.1%
<b>EBIT</b>	<b>843</b>	<b>840</b>	<b>0.4%</b>
Net financial expenses	(176)	(117)	50.4%
<b>Income before income tax and social contribution</b>	<b>667</b>	<b>723</b>	<b>-7.7%</b>
Income Tax	(242)	(218)	11.0%
<b>Net income</b>	<b>425</b>	<b>505</b>	<b>-15.8%</b>
<b>Net income, Group share</b>	<b>363</b>	<b>441</b>	<b>-17.7%</b>
Net Income - Non-controlling interests (NCI)	<b>62</b>	<b>64</b>	-3.1%

## Appendix II - Consolidated Balance Sheet

<i>In R\$ Million</i>	<b>March 2020</b>	<b>December 2019</b>
<b>Assets</b>		
Cash and cash equivalents	1,145	5,322
Marketable securities	243	287
Accounts receivable	977	1,206
Consumer credit granted by our financial solutions company	8,437	8,426
Inventories	6,422	5,949
Tax receivables	706	591
Income tax and social contribution recoverable	69	64
Derivative financial instruments	302	-
Prepaid expenses	196	83
Other accounts receivable	162	227
<b>Current assets</b>	<b>18,659</b>	<b>22,155</b>
Accounts receivable	4	5
Consumer credit granted by our financial solutions	451	440
Marketable securities	56	10
Tax receivables	3,688	3,612
Deferred tax assets	467	476
Prepaid expenses	30	28
Judicial deposits and collateral	2,440	2,382
Other accounts receivable	25	26
Investment properties	406	408
Investments in equity accounted companies	125	127
Property and equipment	13,288	12,915
Intangible assets and goodwill	2,318	2,328
<b>Non-current assets</b>	<b>23,298</b>	<b>22,757</b>
<b>Total assets</b>	<b>41,957</b>	<b>44,912</b>

## Appendix II - Consolidated Balance Sheet

<i>In R\$ Million</i>	<b>March 2020</b>	<b>December 2019</b>
<b>Liabilities</b>		
Suppliers	7,492	12,187
Borrowings	1,555	19
Lease debt	119	182
Consumer credit financing	5,389	5,941
Tax payable	240	282
Income tax and social contribution payables	81	239
Payroll, vacation and related charges	651	690
Dividends payable	90	90
Deferred income	19	10
Other accounts payable	515	414
Derivative financial instruments	–	5
<b>Current liabilities</b>	<b>16,151</b>	<b>20,059</b>
Borrowings	2,744	2,837
Lease debt	1,551	1,446
Consumer credit financing	1,519	986
Deferred tax liabilities	532	534
Provisions	3,793	3,847
Provisions (tax liabilities)	483	466
Deferred income	18	18
Other accounts payable	14	14
<b>Non-current liabilities</b>	<b>10,654</b>	<b>10,148</b>
Share capital	7,646	7,643
Capital reserve	2,180	2,178
Income reserve	3,966	3,966
Net effect of acquisition of minority interest	(282)	(282)
Retained earnings	363	–
Equity evaluation adjustment	16	(1)
<b>Shareholders' equity, Group share</b>	<b>13,889</b>	<b>13,504</b>
<b>Non-controlling interests</b>	<b>1,263</b>	<b>1,201</b>
<b>Total liabilities and shareholders' equity</b>	<b>41,957</b>	<b>44,912</b>

## Appendix III - Banco Carrefour

### Overdue Portfolio Analysis

#### BACEN Methodology

In R\$ million	March 20		December 19		September 19		June 19		March 19	
Total Portfolio	10,175	100.0%	10,098	100.0%	9,002	100.0%	8,430	100.0%	7,947	100.0%
On time payments	8,653	85.0%	8,663	85.8%	7,633	84.8%	7,150	84.8%	6,767	85.2%
Over 30 days	1,415	13.9%	1,300	12.9%	1,198	13.3%	1,095	13.0%	1,039	13.1%
Over 90 days	1,080	10.6%	1,002	9.9%	903	10.0%	793	9.4%	756	9.5%
Provisions for loan losses	1,251	12.3%	1,168	11.6%	1,035	11.5%	946	11.2%	933	11.7%
Provisions for loan losses / over 90 days	116%		117%		115%		119%		123%	

#### IFRS 9

In R\$ million	March 20		December 19		September 19		June 19		March 19	
Total Portfolio	11,876	100.0%	11,570	100.0%	10,287	100.0%	9,529	100.0%	8,836	100.0%
On time payments	8,359	70.4%	8,592	74.3%	7,560	73.5%	7,077	74.3%	6,711	76.0%
Over 30 days	3,233	27.2%	2,803	24.2%	2,510	24.4%	2,218	23.3%	1,942	22.0%
Over 90 days	2,734	23.0%	2,432	21.0%	2,147	20.9%	1,845	19.4%	1,596	18.1%
Portfolio until 360 days										
Over 30 days	1,599	15.6%	1,402	13.8%	1,291	14.2%	1,172	13.8%	1,099	13.8%
Over 90 days	1,099	10.7%	1,032	10.1%	928	10.2%	799	9.4%	753	9.4%
Provisions for loan losses	3,113	26.2%	2,819	24.4%	2,588	25.2%	2,339	24.5%	2,114	23.9%
Provisions for loan losses / over 90 days	114%		116%		121%		127%		132%	

## GLOSSARY

**Adjusted EBITDA:** EBITDA adjusted for the income statement line item “other income and expenses” (comprising losses on disposals of assets, restructuring costs, income & expenses related to litigations, and tax credits recovered related to prior periods).

**Adjusted EBITDA Margin:** Adjusted EBITDA divided by net sales for the relevant period, expressed as a percentage.

**Adjusted Net income:** Net Income, excluding Other Income and Expenses and the corresponding financial and income tax effect.

**Billings:** Represents the total amount related to an operation transacted by credit card.

**EBITDA:** Net income (for the year or for the period) adjusted for “financial result, net”, “income tax and social contribution” and “depreciation and amortization”. EBITDA, Adjusted EBITDA and Adjusted EBITDA margin are not measures of financial performance under Brazilian GAAP or IFRS, and should not be considered as alternatives to net income or as measures of operating performance, operating cash flows or liquidity. EBITDA, Adjusted EBITDA and Adjusted EBITDA margin have no standardized meaning, and our definitions may not be comparable with those used by other companies.

**Free Cash Flow:** net cash provided by our operating activities, less interest received from short-term investments, plus cash used in changes in judicial deposits and judicial freeze of deposits (and opposite), and unrealized interest income from marketable securities, less cash provided from the disposal of non-operational assets, less cash used in additions to property and equipment, less cash used in additions to intangible assets.

**FMCG:** Fast-moving consumer goods

**Global Functions:** Central costs in relation to our central functions and headquarters. These comprise the activities of (i) the cost of our holding divisions, (ii) certain expenses incurred in relation to certain support functions of our parent company which are allocated to the various segments proportionately to their sales, and (iii) cost allocations from our parent company, which are not specific to any segment.

**GMV:** Gross Merchandise Volume refers to all online sales (own sales + marketplace sales) as well freight revenues. It excludes marketplace commissions, but includes sales taxes.

**Gross Profit Margin:** Gross profit divided by net sales for the relevant period, expressed as percentage.

**Gross Sales:** Total revenues from our customers at the Group's stores, gas stations, drugstores and on our e-commerce platform.

**Like for Like:** LFL sales compare gross sales in the relevant period with those in the immediately preceding period, based on gross sales provided by comparable stores, which are defined as stores that have been open and operating for a period of at least twelve consecutive months and that were not subject to closure or renovation within such period. As petrol sales are very sensitive to market prices, they are excluded from the LFL computation. Other retail companies may calculate LFL sales differently from us, and therefore, our historical and future LFL sales performance may not be comparable with other similar metrics used by other companies.

**Net Income Margin:** Net income for the year divided by net sales for the relevant period, expressed as a percentage.

**Net Promoter Score (NPS):** management tool used to gauge customers' satisfaction. Depending on their satisfaction level, customers are classified as “Promoters”, “Passives” or “Detractors”; NPS is calculated as the difference between Promoters and Detractors.

**Net Sales:** Gross sales adjusted for taxes levied on sales (in particular PIS/COFINS and ICMS).

**Other Revenue:** Comprises revenue from our Financial Solutions segment (including bank card fees and interest from consumer credit activities), shopping mall rents and commissions related to other services provided in the stores, fast cash and handling fees.



## Disclaimer

This document contains both historical and forward-looking statements on expectations and projections about operational and financial results of the Company. These forward-looking statements are based on Carrefour management's current views and assumptions. Such statements are not guarantees of future performance. Actual results or performances may differ materially from those in such forward-looking statements as a result of a number of risks and uncertainties, including but not limited to the risks described in the documents filed with the CVM (Brazilian Securities Commission) in particular the Reference Form. The Company does not assume any obligation to update or revise any of these forward-looking statements in the future.