

### Agenda

**Greg Hicks** - President and CEO

Susan O'Brien - Chief Brand and Customer Officer

Aayaz Pira - President, Canadian Tire Financial Services and President & CEO, Canadian Tire Bank

John Koryl - President of Digital

### **BREAK**

TJ Flood - President of Canadian Tire Retail

**Gregory Craig** - Executive Vice-President and CFO

**Greg Hicks** - President and CEO

### Q&A

### Forward-looking information

This document contains forward-looking information that reflects Management's current expectations relating to matters such as future financial performance and operating results of the Company.

Specific forward-looking information included in this document includes, but is not limited to, information with respect to: Triangle Rewards memberships, including Triangle Select subscribers, credit card acquisitions and average member spend, electronic Canadian Tire Money issuances, and owned audience; Loyalty sales as a percentage of retail sales; the Company's capital expenditure intentions, including with respect to the connected omni-channel customer experience and store investments, supply chain fulfillment infrastructure and automation, and modernizing IT infrastructure; Owned Brands portfolio, including Owned Brands sales growth and increase penetration as well as the launch of new Owned Brand products; total addressable market growth; the Company's financial aspirations, including average annual consolidated comparable sales growth (excluding Petroleum), Retail ROIC and Diluted EPS; the Company's operational efficiency program; Retail gross margin; Helly Hansen sales and market share; and long-term dividend payout ratio.

Forward-looking information provides insights regarding Management's current expectations and plans, and allows investors and others to better understand the Company's anticipated financial position, results of operations and operating environment. Readers are cautioned that such information may not be appropriate for other purposes. Certain other information, other than historical information, may also constitute forward-looking information, including but not limited to, information concerning Management's current expectations relating to possible or assumed prospects and results, the Company's strategic goals and priorities, its actions and the results of those actions, and the economic and business outlook for the Company. Often, but not always, forward-looking information can be identified by the use of forward-looking terminology such as "may", "will", "expect", "intend", "believe", "estimate", "plan", "can", "could", "should", "would", "outlook", "forecast", "anticipate", "aspire", "foresee", "continue", "ongoing" or the negative of these terms or variations of them or similar terminology. Forward-looking information is based on the reasonable assumptions, estimates, analyses, beliefs and opinions of Management, made in light of its experience and perception of trends, current conditions and expected developments, as well as other factors that Management believes to be relevant and reasonable at the date that such information is disclosed.

By its very nature, forward-looking information requires management to make assumptions and is subject to inherent risk factors and uncertainties, which give rise to the possibility that management's assumptions, estimates, analyses, beliefs and opinions may not be correct and

that the Company's expectations and plans will not be achieved. Examples of material assumptions and management's beliefs, which may prove to be incorrect, include, but are not limited to, the duration and impact of COVID-19 on the Company's operations, liquidity, financial condition, or results, future economic conditions and related impacts on inflation, consumer spending, interest rates, and foreign exchange rates, current and future competitive conditions and the Company's position in the competitive environment, anticipated cost savings and operating efficiencies as well as anticipated benefits from strategic and other initiatives, and the availability of sufficient liquidity. Although the Company believes that the forward-looking information in this document is based on information, assumptions and beliefs that are current, reasonable, and complete, such information is necessarily subject to a number of business, economic, competitive and other risk factors that could cause actual results to differ materially from management's expectations and plans as set forth in such forward-looking information. Some of the risk factors, many of which are beyond the Company's control and the effects of which can be difficult to predict, but may cause actual results to differ from the results expressed by the forward-looking information, include: (a) credit, market, currency, operational, liquidity and funding risks, including changes in economic conditions, interest rates or tax rates; (b) the ability of the Company to attract and retain high-quality executives and employees for all of its businesses. Dealers, Petroleum retailers, and Mark's and SportChek franchisees, as well as the Company's financial arrangements with such parties; (c) the growth of certain business categories and market segments and the willingness of customers to shop at its stores or acquire the Company's owned brands or its financial products and services; (d) the Company's margins and sales and those of its competitors; (e) the changing consumer preferences and expectations relating to eCommerce, online retailing and the introduction of new technologies; (f) the possible effects on the Company's business from international conflicts, political conditions, and other developments, including changes relating to or affecting economic or trade matters as well as the outbreak of contagions or pandemic diseases: (a) risks and uncertainties relating to information management, technology, cyber threats, property management and development, environmental liabilities, supply-chain management, product safety, competition, seasonality, weather patterns, climate change, commodity prices and business continuity; (h) the Company's relationships with its Dealers, franchisees, suppliers, manufacturers, partners and other third parties; (i) changes in laws, rules, regulations and policies applicable to the Company's business; (i) the risk of damage to the Company's reputation and brand; (k) the cost of store network expansion and retrofits: (1) the Company's capital structure, funding strategy, cost management program and share price; (m) the Company's ability to obtain all necessary regulatory approvals; (n) the Company's ability to complete any proposed acquisition; and (o) the Company's ability to realize the anticipated benefits or synergies from its acquisitions and investments.

### Forward-looking information (2)

The following table sets out additional risks and assumptions applicable to the forward-looking information described below:

### Average Annual Consolidated Comparable Sales Growth (excluding Petroleum) of 4+ percent over the 4-year period

#### **Material assumptions:**

- Each individual business unit contributes positively to Consolidated Comparable Sales Growth
- Incremental sales growth generated from real estate investments
- Positive sales contribution from the continued focus and strategic investment in retail categories, assortment architecture and the omnichannel experience
- Continued engagement by customers in the Triangle Rewards program and personalized 1:1 offerings

#### Material risks:

- Decline in economic growth, consumer confidence, household spending and other market disruptions
- The occurrence of widespread economic restrictions, construction limitations or supply chain delays due to, among other events, a global pandemic resurgence
- Pricing pressure driven by growing competition from new and existing market players
- Accelerated disruption from eCommerce competitors
- Significant change in the retail landscape

#### Diluted EPS of \$26.00+ by 2025

#### Material assumptions:

- Realization of the Consolidated Comparable Sales Growth aspiration
- No major changes to retail gross margin rates
- Maintain SG&A discipline by institutionalizing Operational Efficiency (OE) program
- Positive contribution to earnings by the Financial Services segment from growth of first use accounts, and gross average accounts receivable (GAAR)
- No major changes to the Company's financial leverage and capital allocation approach

#### Material risks:

- Risks associated with the Consolidated Comparable Sales Growth aspiration described above
- Lower or lesser contribution from operational efficiency initiatives
- Increased costs related to global sourcing impacting the Company's ability to manage operating and/or supply chain costs
- Adverse economic or regulatory conditions which negatively impact GAAR growth and increases volatility of the impairment allowance for credit card receivables
- Short-term effects on EPS from unexpected changes to the Company's capital-allocation initiatives
- Negative impacts due to unfavourable commodity prices, interest rates, and foreign exchange fluctuations

#### Retail ROIC of 15+ percent by 2025

#### Material assumptions:

- Realization of Consolidated Comparable Sales Growth and Diluted EPS aspirations
- Prudent management of working capital and the Company's capital allocation priorities
- Continued successful investments in businesses to achieve organic growth and in projects and initiatives which yield improved asset productivity

#### Material risks:

- Lower than anticipated earnings growth (refer to risks associated with the Diluted EPS Growth aspiration described above)
- Unfavourable interest rates impacting the Company's asset value for new and renewed leases

### Forward-looking information (3)

#### Capital Expenditure Intentions: Expect to spend \$3.4B over the next 4 years (2022-25)

#### **Material assumptions:**

- No material changes in the Company's strategic and capital allocation priorities
- No material changes to the Company's earning prospects and financial leverage
- No significant changes to the retail landscape or regulatory environment
- Continued availability of skilled talent and source materials to execute on the capital investment agenda
- Continued successful investments in businesses to achieve organic growth and in projects and initiatives which yield improved asset productivity

#### Material risks:

- The occurrence of widespread economic restrictions, construction limitations, or supply chain delays due to, among other events, a global pandemic resurgence
- Shortages of raw materials and/or skilled labour required to execute capital investment plans
- Higher than expected cost inflation for materials, equipment, and labour required to execute capital investment plans
- Organizational capacity to execute capital agenda

#### \$100M in additional OE program run rate savings for a total of \$300M+ by end of 2022

#### **Material assumptions:**

- Realization of the forecasted benefits from both executed and new OE Initiatives
- Operational teams continue to be disciplined in maintaining savings from already executed initiatives

### **Material assumptions:**

- Lower or lesser contribution from both executed and new OE initiatives
- Organizational capacity to execute OE initiatives

For more information on the material risk factors and uncertainties that could cause the Company's actual results to differ materially from predictions, forecasts, projections, expectations or conclusions, refer to section 10.0 entitled "Key Risks and Risk Management" and all subsections thereunder in the Company's MD&A for the fourth quarter and full year ended January 1, 2022. For more information, also refer to the Company's other public filings, available on SEDAR at <a href="https://www.sedar.com/">https://www.sedar.com/</a> and at

https://corp.canadiantire.ca/English/home/default.aspx.

The Company cautions that the foregoing list of important risk factors and assumptions is not exhaustive and other factors could also adversely affect the Company's results. Investors and other readers are urged to consider the foregoing risks, uncertainties, factors and assumptions carefully in evaluating the forward-looking information and are cautioned not to place undue reliance on such forward-looking information. The forward-looking information contained herein is based on certain factors and assumptions as of the date hereof and does not take into account the effect that transactions or non-recurring or other special items announced or occurring after the information has been disclosed have on the Company's business. The Company does not undertake to update any forward-looking information, whether written or oral, that may be made from time to time by it or on its behalf, to reflect new information, future events or otherwise, except as is required by applicable securities laws.



### **Greg Hicks**

President and CEO

March 10, 2022





## Strive always to make things better.









## Brand trust is the new brand equity.



- 2021 Edelman Trust Barometer



## Those who **own** the most customer relationships win!

## Core to owning the relationship is access to customer data.

Deep data insights
allow us to create
personalized and unique
customer experiences.

These experiences create loyalty and an emotional connection to the brand...

## ...a connection that is hard to break!



### Our Strategic Direction

Modernize and create a more contemporary experience for our customers while unifying the customer connection points across all our banners, making the Triangle brand a trusted source for a variety of products and services.



### Strategic Pillars

9

### **CUSTOMER**

We will create
valuable
relationships
through the
power of the
Triangle.

 $\mathcal{Z}$ 

### **EXPERIENCE**

We will deliver Canada's **best** omnichannel experience. 3

### **PRODUCT**

We will design and deliver world class products through our sourcing and design capabilities.

4

### **COMMUNITY**

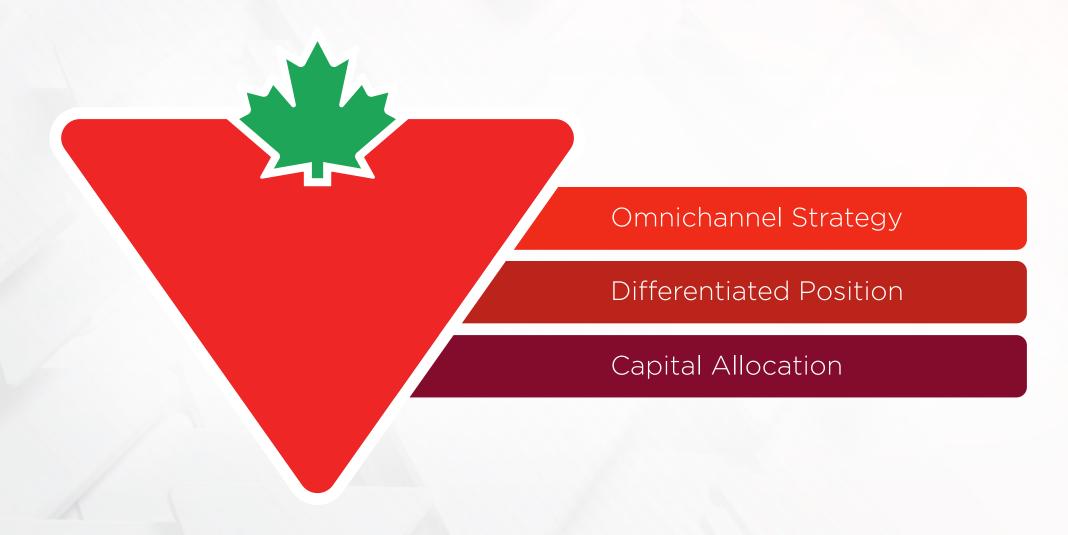
We will further our positive impact in Canada through our strong community relationships.

5

### PEOPLE & ENABLERS

We will change
the way we work
to develop
people,
capabilities and
systems to deliver
our strategy.

### CTC Investor Perception Study







### Susan O'Brien

Chief Brand and Customer Officer

March 10, 2022



### CTC Marketing capabilities powered by Triangle



1



Data driven

2



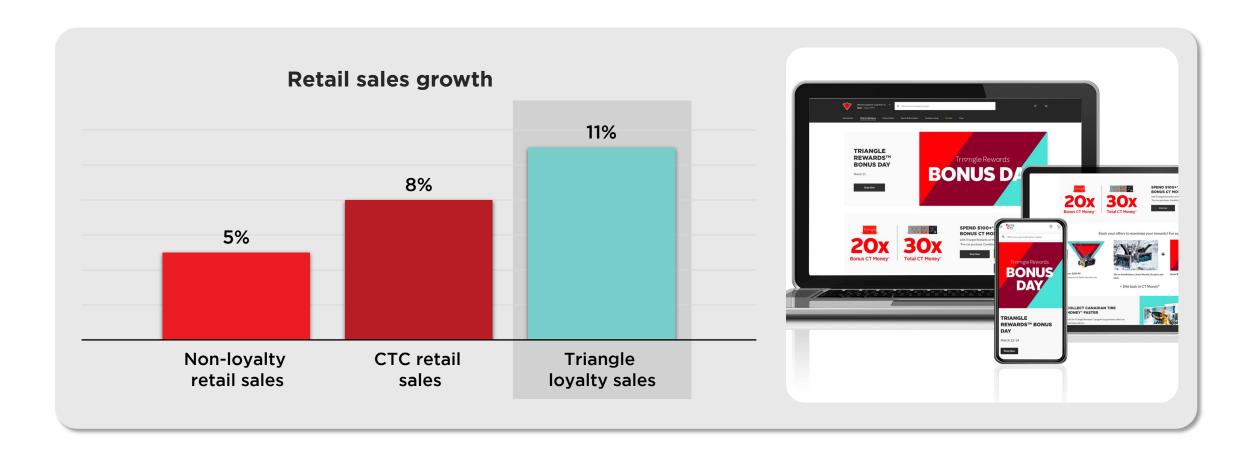
**Customer centric** 



Digital first

### Total sales

### Loyalty sales<sup>1</sup> saw strong growth, outpacing retail sales



<sup>&</sup>lt;sup>1</sup> This is a Supplementary Financial Measure. See Section 9.3 of the Company's MD&A for the Fourth Quarter and Full-Year 2021, ended January 1, 2022, which is available at www.sedar.com and incorporated by reference herein. Triangle loyalty sales is comprised of sales attributable to Triangle members. While non-loyalty retail sales is calculated by subtracting Triangle loyalty sales from Retail sales..



# We are here to make life in Canada better.

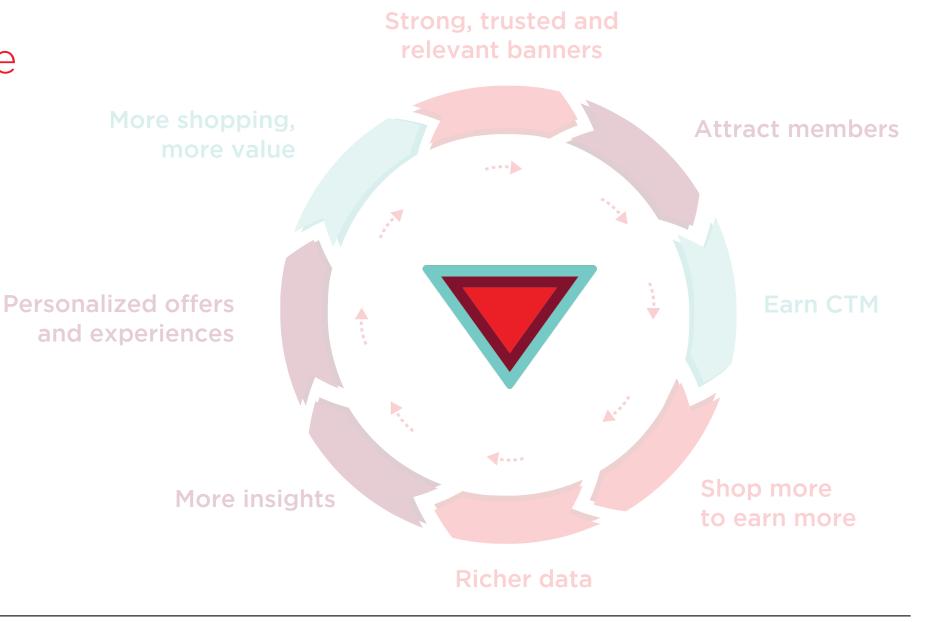
Can we continue connecting with Canadians?



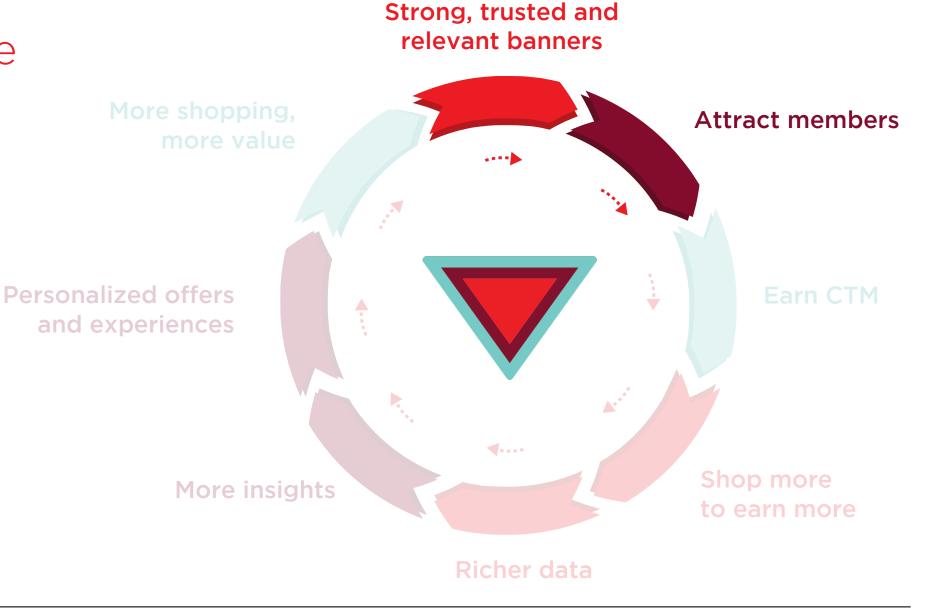
Can we continue connecting with Canadians?

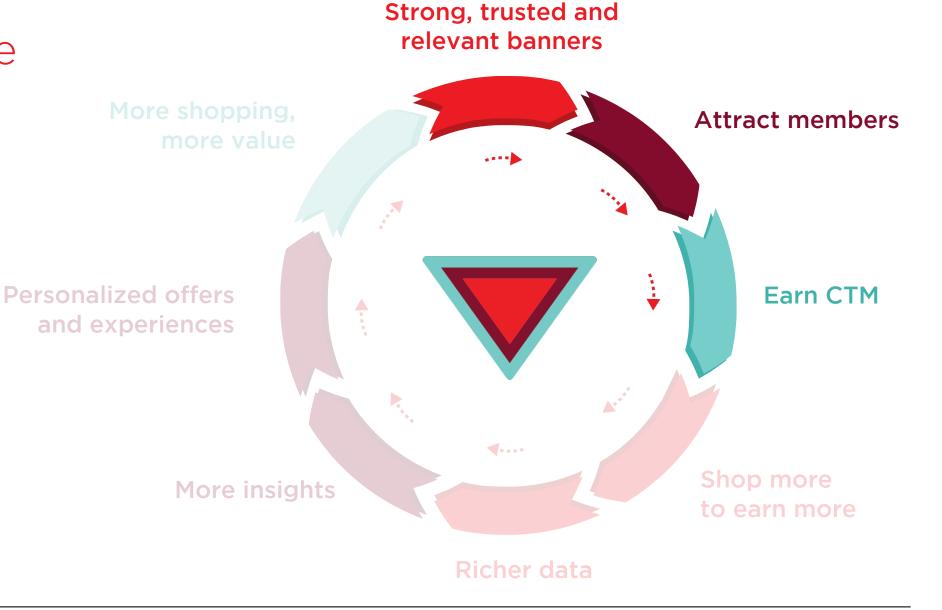
100% Yes.

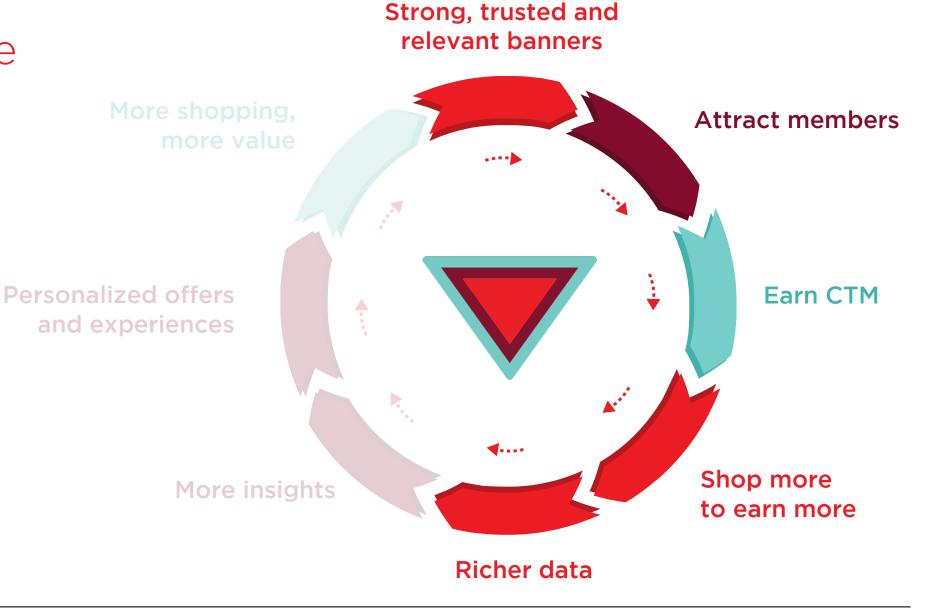


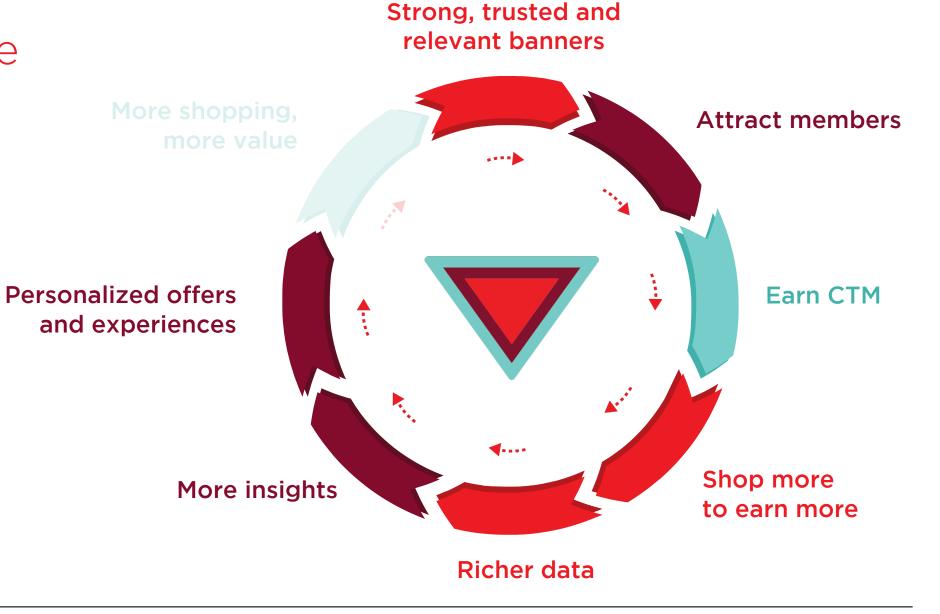










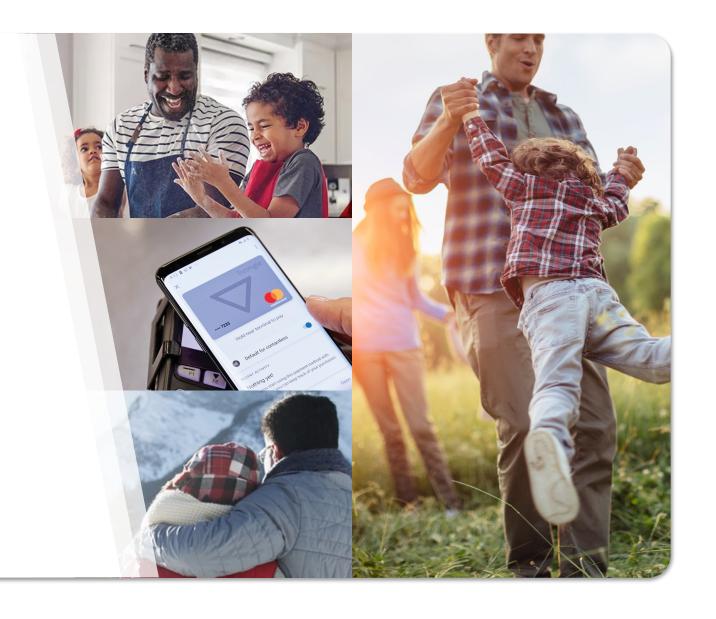






One of the top retail loyalty programs in Canada

One of the best customer data sets in Canada



Ways to participate in Triangle

**Base program** 

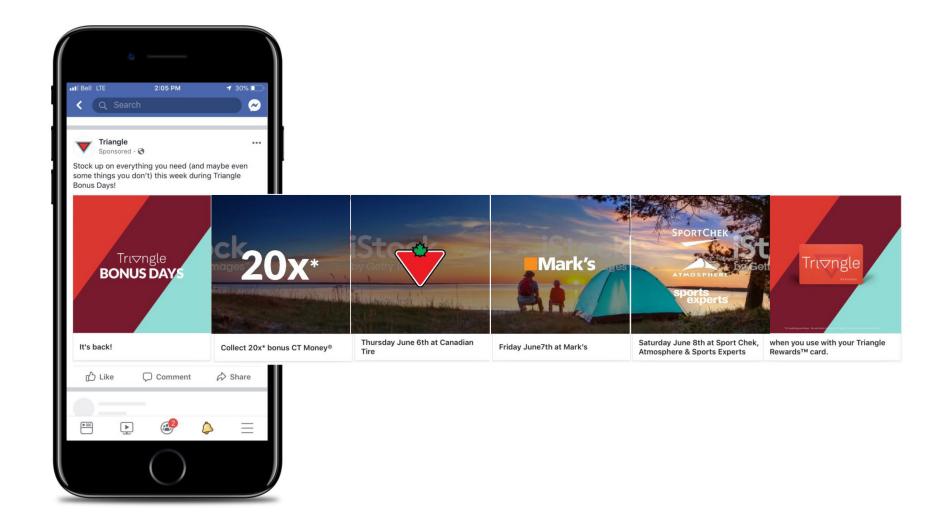


### **Credit card holders**



10 = 4%

Engaging members with bonus and multiplier offers



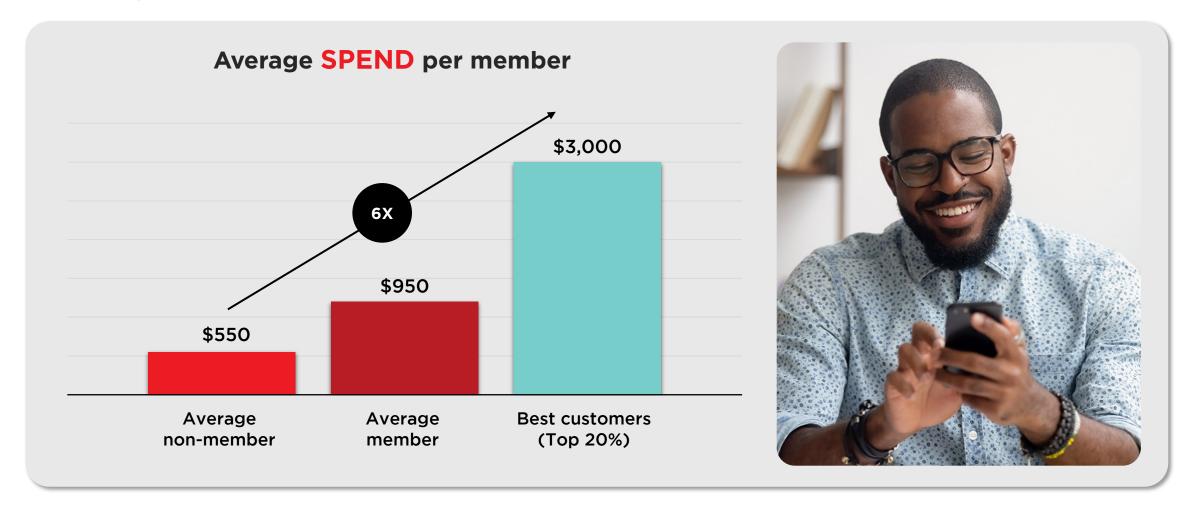
# Canadians enjoy tremendous value from Triangle

\$322M Issued in 2021

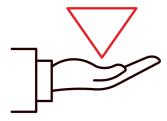




# Triangle members spend more... a lot more



One of Canada's top loyalty programs

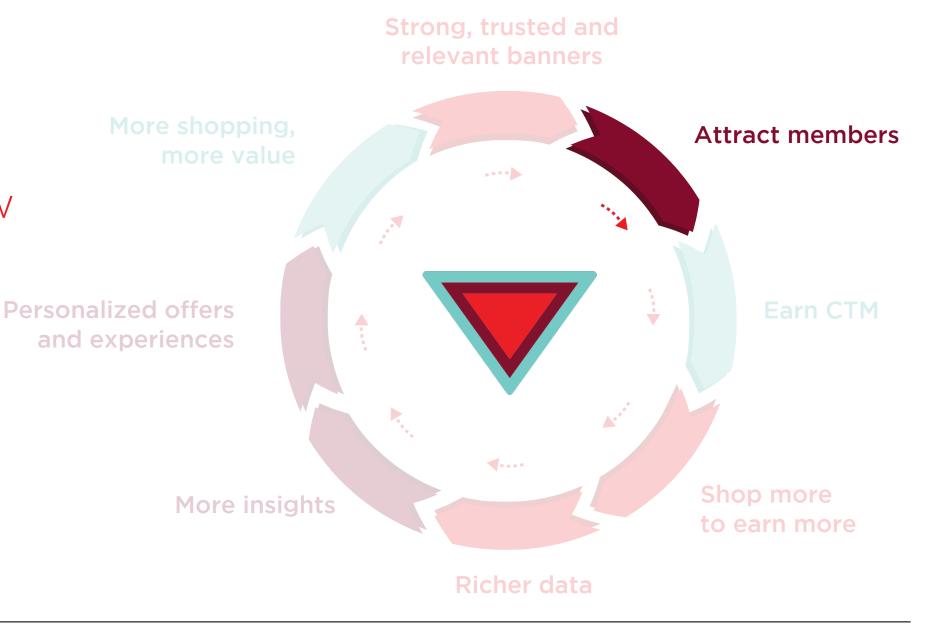


Active Triangle members

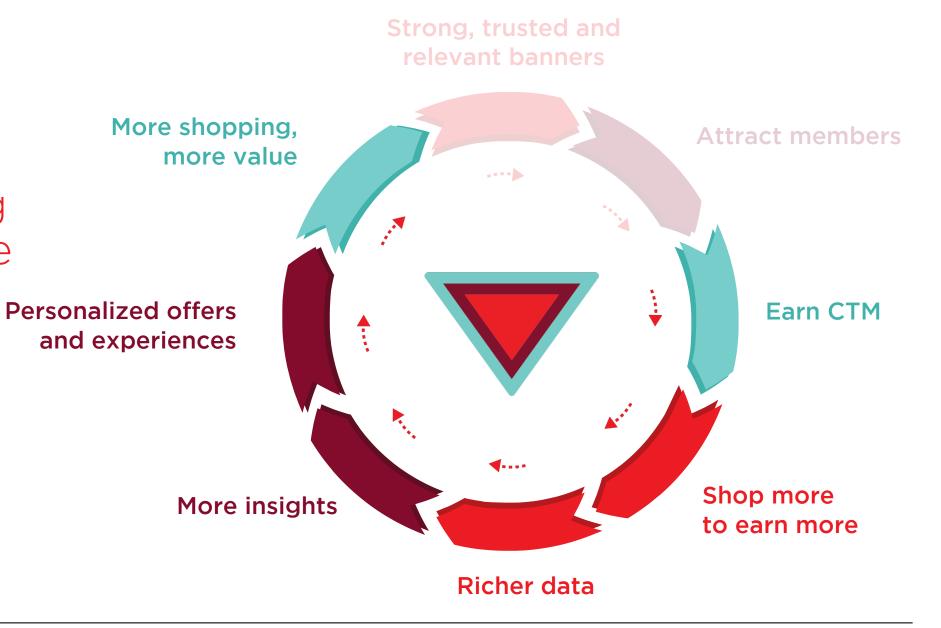




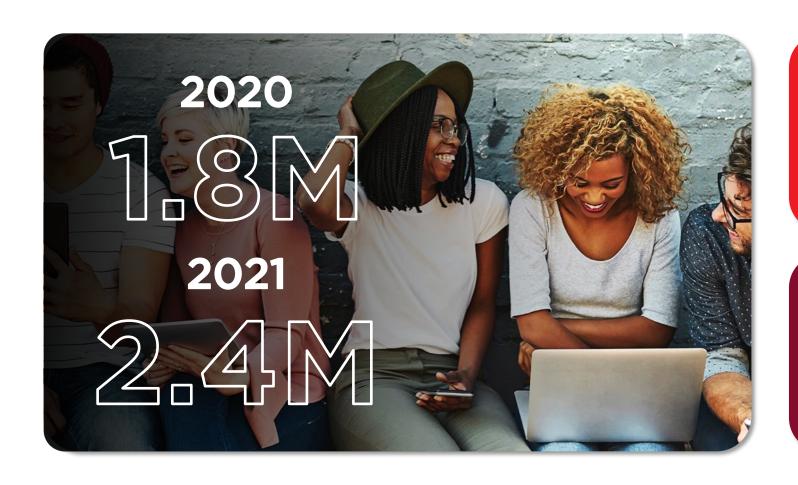
Stream 1: continue to attract and acquire new members



Stream 2: drive more spend from our existing loyalty base



## Attracting and retaining new members



All new 2020 members

**52%** Retained in 2021

Registered new 2020 members

**2%** Retained in 2021

Ways to participate in Triangle

**Base program** 



**Credit card holders** 



2.2M

**CTC customers\*** 

\$1,400

**Spend per member** 

# Ways to participate in Triangle

**Base program** 





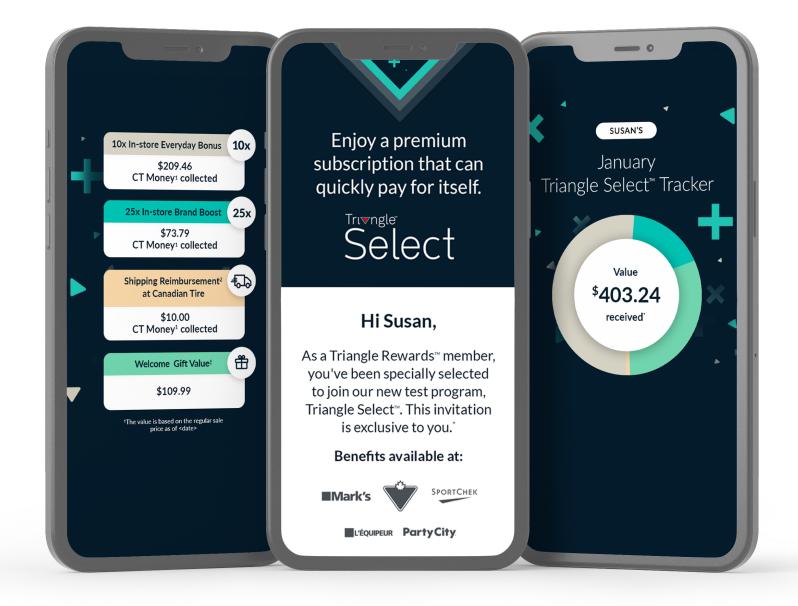
#### **Credit card holders**



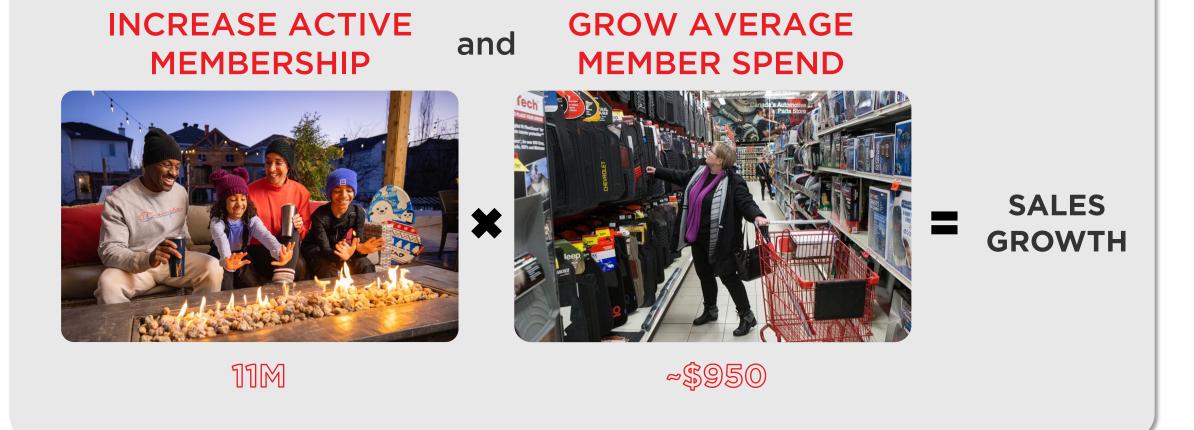
# Triangle Select

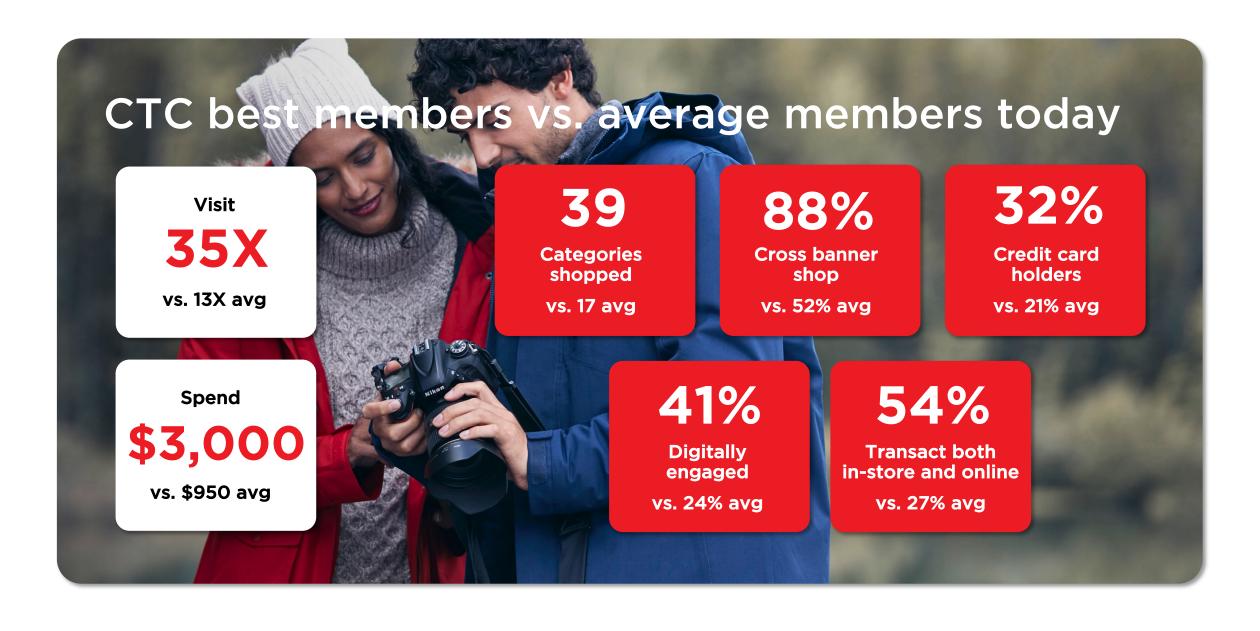
Initial pilot sales vs. forecast

420%

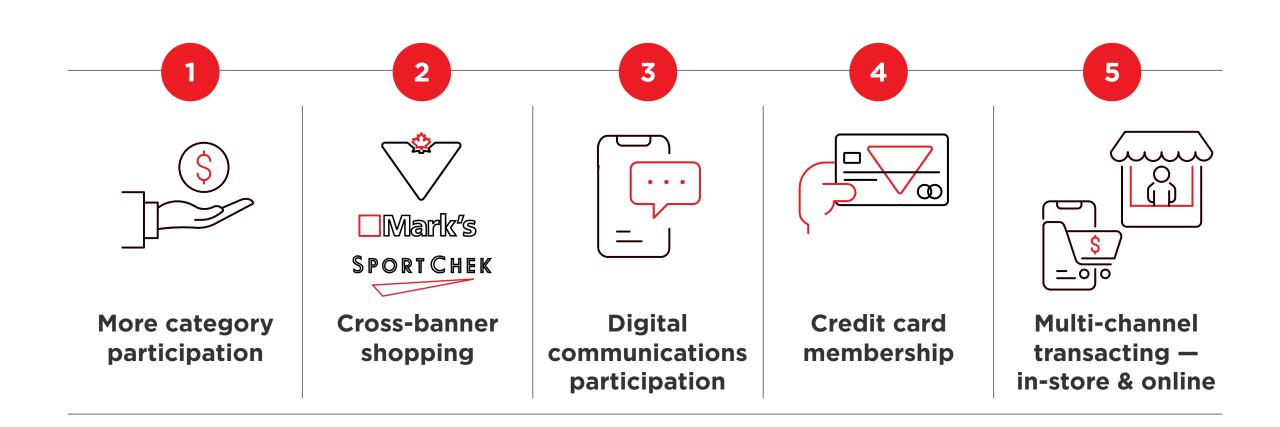


# Triangle growth strategy





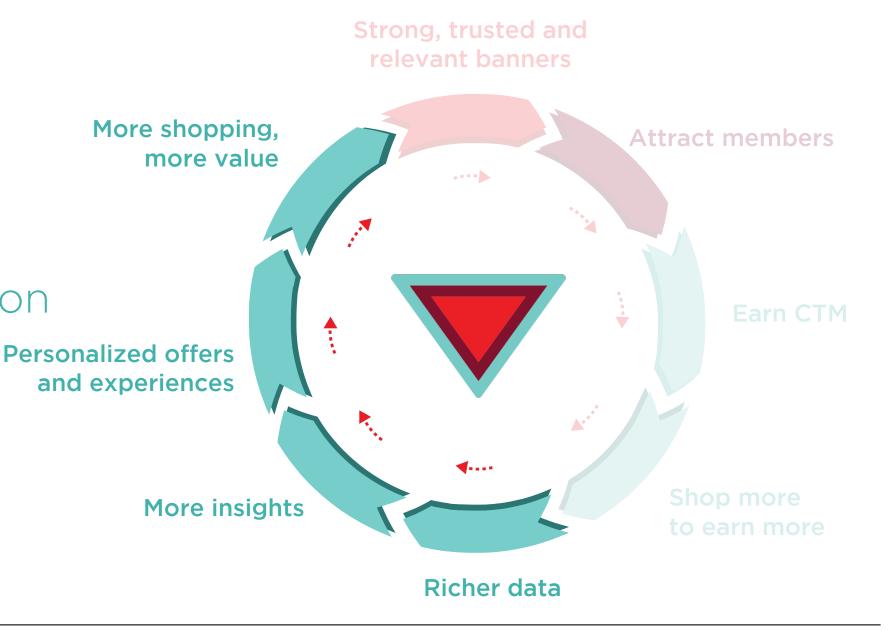
# CTC's 5 primary engagement levers



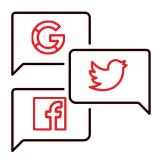
# Our best members engage more **Best members** \$3,000 Spend per member (low to high) **Increasing** participation across **levers** Participation in engagement levers (low to high)

Shop more categories	<b>✓</b>	<b>~</b>	<b>~</b>	<b>~</b>
Shop more CTC banners	<b>✓</b>	<b>~</b>	<b>~</b>	<b>~</b>
Shop in-store and online		<b>~</b>	<b>~</b>	<b>~</b>
Have Triangle credit card			<b>✓</b>	<b>~</b>
Participate in Owned Channels/1:1 program			<b>✓</b>	<b>~</b>

Kicking the flywheel into high gear through the power of personalization



### Foundations for personalization at scale



Scaled owned audience to communicate with



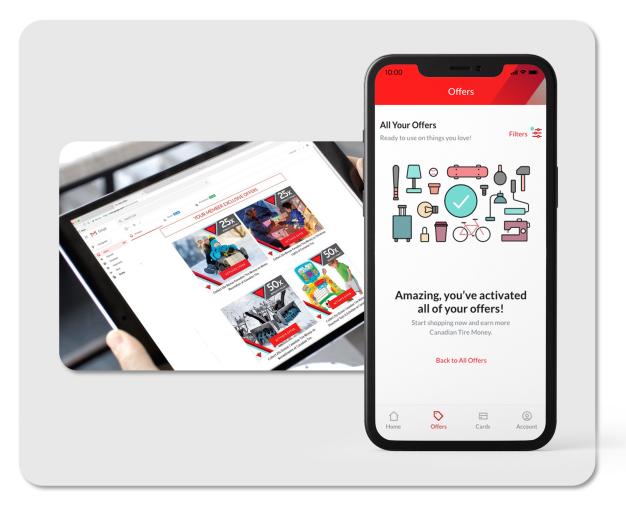
High volume and high quality first party data

# Scaled digital owned audience

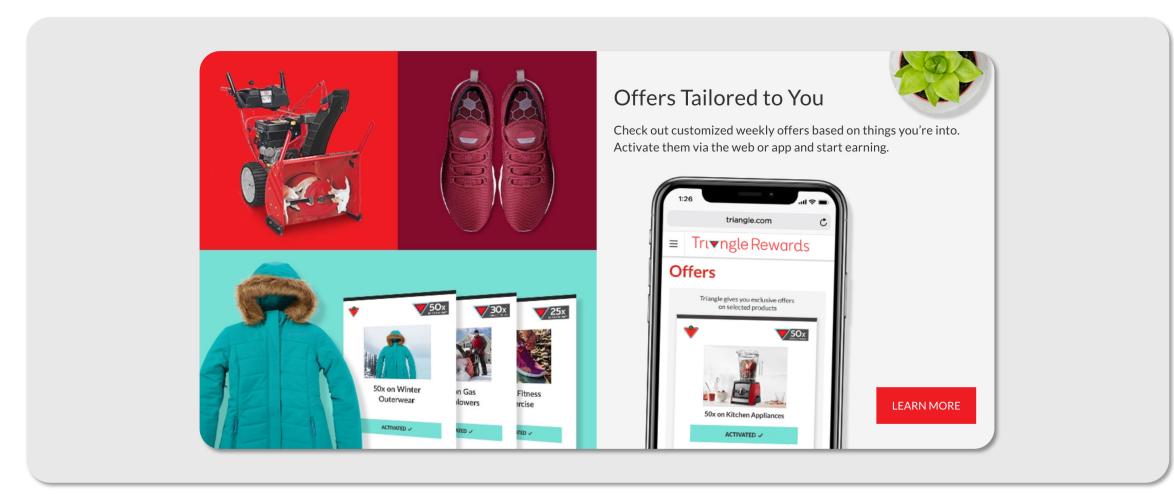


**14M** 

Contactable email subscribers and app users



# Personalizing messages through first party data



### One of the best customer data sets in Canada

300

**Business categories** 



Credit card internal and external spend



Digital visits per year across all banners

5|5|

Participating banners



Investment in customer data platform

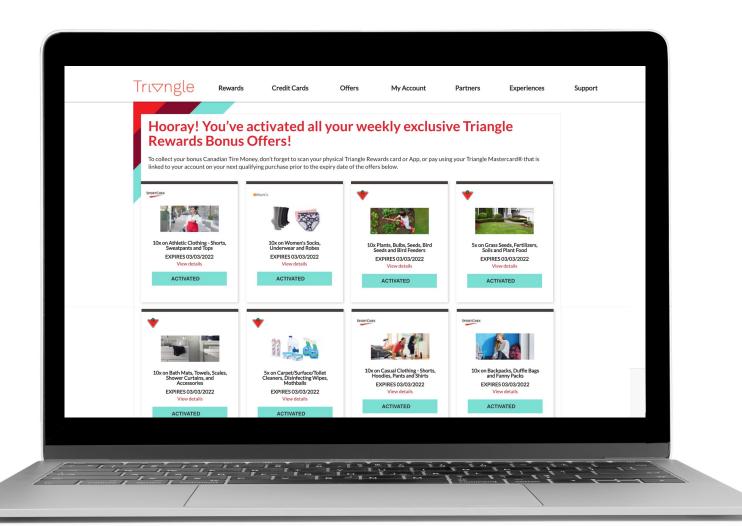


Critical data engineering and analytics talent

# Triangle 1:1 offers program



Sales associated with 1:1 offers in 2021





## Triangle's Path to Better

By the end of 2025, increase loyalty sales as % of retail sales<sup>1</sup> from

58% to >63%

- Use rich acquisition capabilities to drive even better member volume and mix
- Drive better program registration and marketing opt-in to increase member retention
- Launch Triangle Select nationally to drive more trip consolidation and better spend/member
- Continue to grow our owned digital audience to enable better program reach and efficiency
- Use our rich 1st party data to enable better personalization and even stronger connections in our customers' lives



### **Aayaz Pira**

President, Canadian Tire Financial Services and President & CEO, Canadian Tire Bank

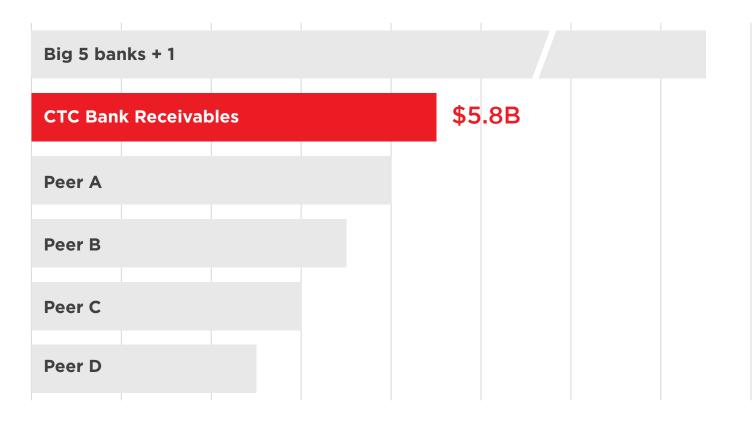
March 10, 2022





# Overview of Canadian Tire Financial Services

Credit card receivables 2020, by issuer



Service portfolio of more than

2 2 CTC customers\*

JD Power 2021 credit card customer satisfaction review

S400M of customer purchases financed in 2021

\$240M of eCTM issued in 2021

\*Credit card customers that transact at CTC 61

### Our no-fee credit cards

# **Triangle Mastercard**



# **Triangle Elite Mastercard**



Spend Spend					
Average spend at CTC group of companies	\$1,000	Average spend at CTC group of companies	\$2,000		
CTR as % of total CTC spend	67%	CTR as % of total CTC spend	58%		

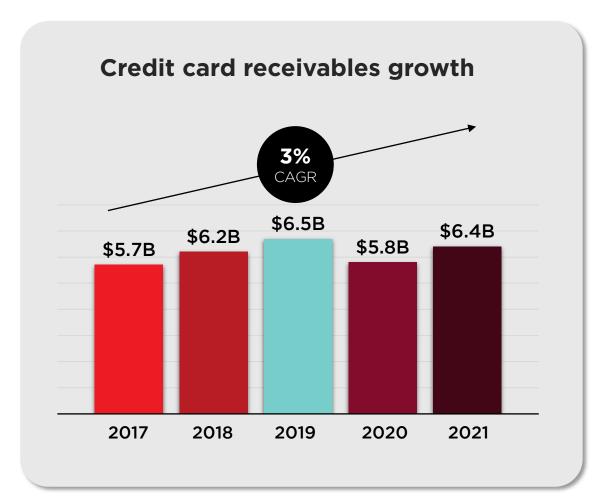
Earn Earn					
Earned rate at CTC banners	4%	Earned rate at CTC banners	4%		
Grocery	1.5%	Grocery	3%		
Cents per Litre at CTP	<b>¢</b> 5	Cents per Litre at CTP	up to $@7$		

<sup>\*</sup>Spend figures are based on point-of-sales transactions processed on CTB Credit Cards

# Unique benefits of our payment network



## Our core competencies



Focus on customer and account acquisition Risk management and collections capabilities Ample funding to support growth Will enable the growth in receivables going forward

Note: Based on gross receivables at year end 64

# Our most loyal and engaged shoppers

**2X** 

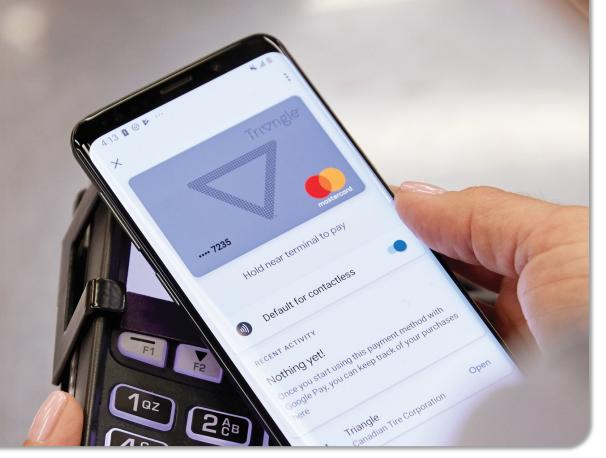
Base loyalty members

Shop more frequently

Hold higher tenures in our loyalty program Have higher

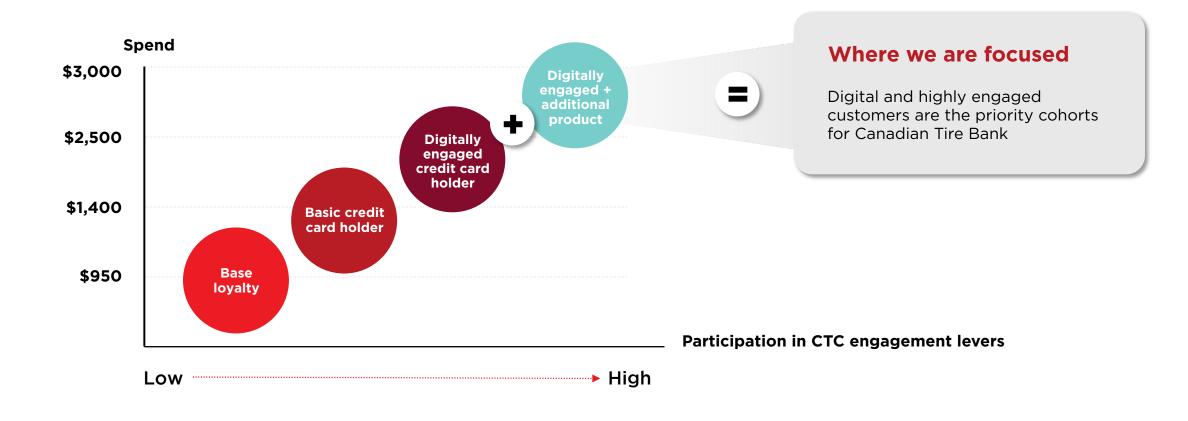
**NPS** 

scores



### Our member value continuum

#### Digital and highly engaged holders are a priority



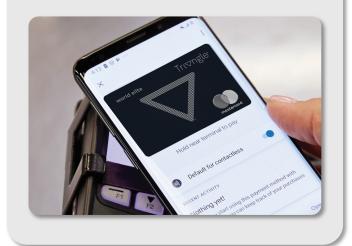
## CTFS' transformation journey

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Creating deeper retail customer connections



02 Going digital



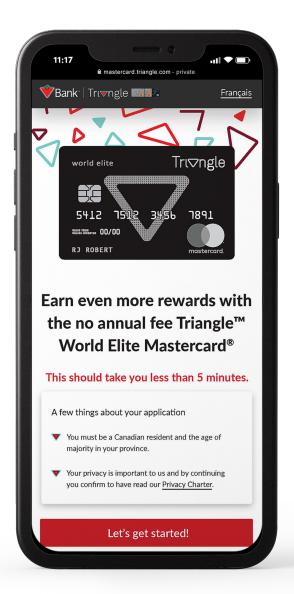




# Creating deeper enterprise customer connections

#### New customer acquisition shift to digital

- Using first party data to understand customer attributes and behavior
- Enhance ability for customers to apply for credit via ecommerce checkout experience
- Target younger customers who spend 2X more via digital channels





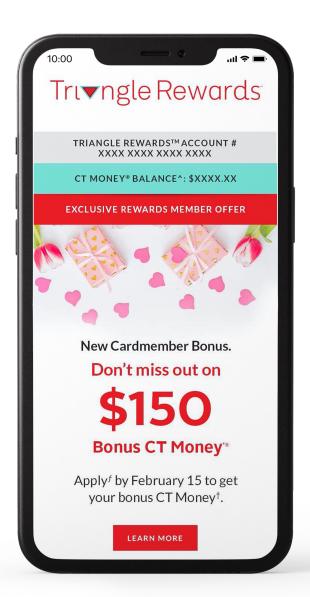
# Creating deeper enterprise customer connections

#### **Triangle upsell**

 Leverage owned channels to upsell CTC customers at a lower cost than other channels

#### Results we have seen:

- New customer average spend across CTC is higher in the first 90 days
- Number of trips to stores has doubled

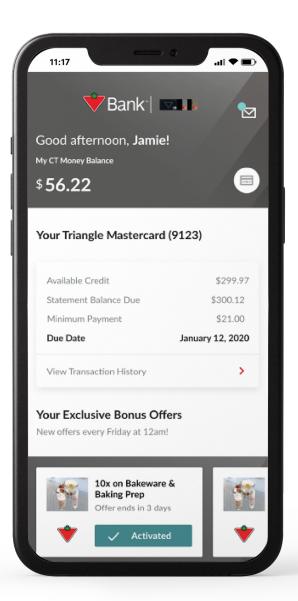




# Creating deeper enterprise customer connections

#### **Existing customer engagement**

- New onboarding program will provide incentives
- Stimulate additional spend through credit card usage
- Leverage buy now, pay later capability
- Enhance experience through first class customer engagement



## Going digital

Shift to digital acquisition

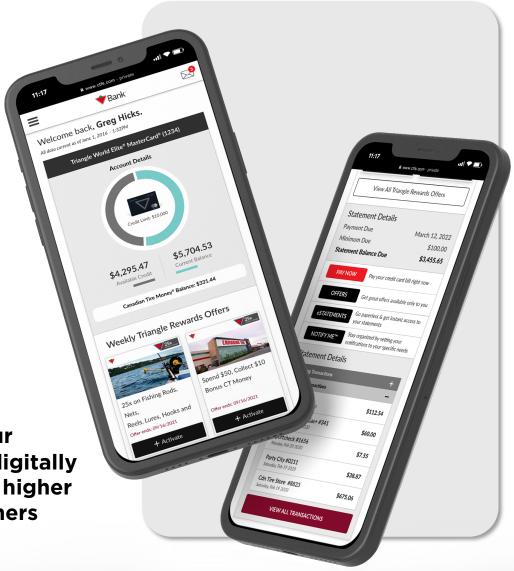
YoY growth for the Triangle mobile banking app

60%

Customers acquired through digital channels have basket sizes that are

2X larger

Our best retail customers are our credit card customers that are digitally engaged, with retail spend 85% higher than average credit card customers



02

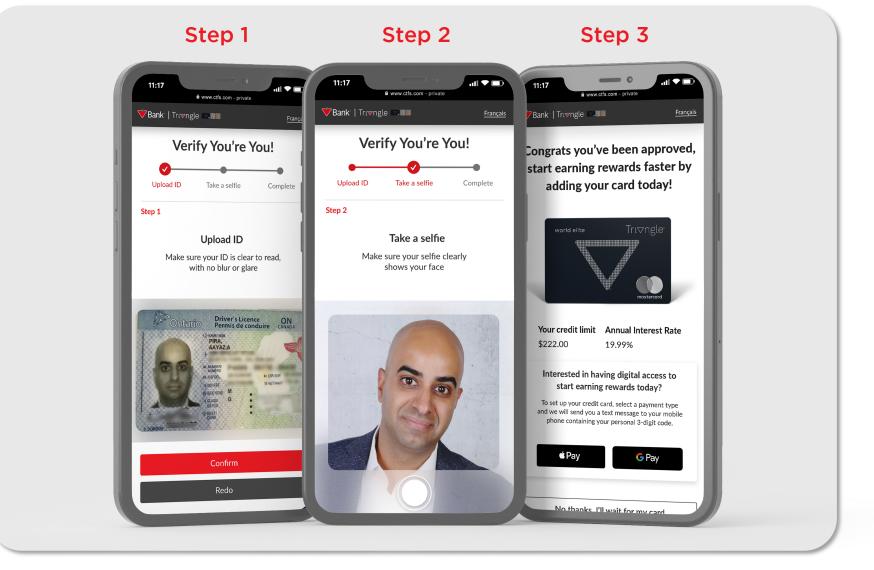
# Going digital

New banking core



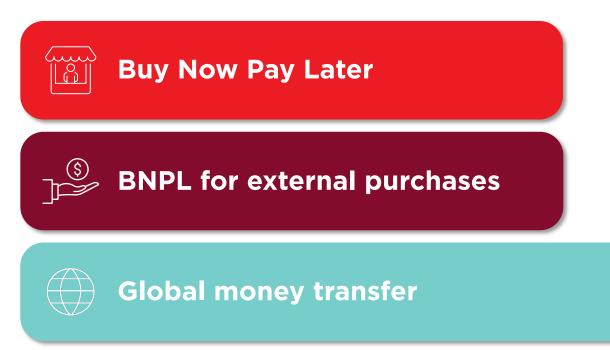
# ©2 Going digital

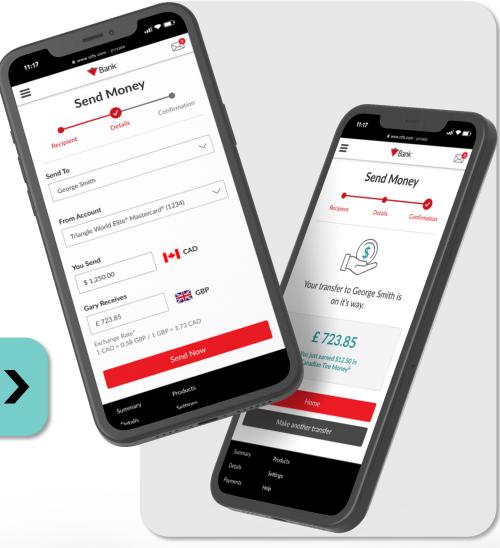
Mobile first





### Product innovation







#### Product innovation





Joint customer opportunities

#### CTFS' Path to Better

Building a leading digital bank based on a trusted Canadian brand

- Better integration with retail and loyalty
- Better customer engagement through digital and new core banking platform investment
- Better CTC customers, centered around Triangle credit card and new digital only products



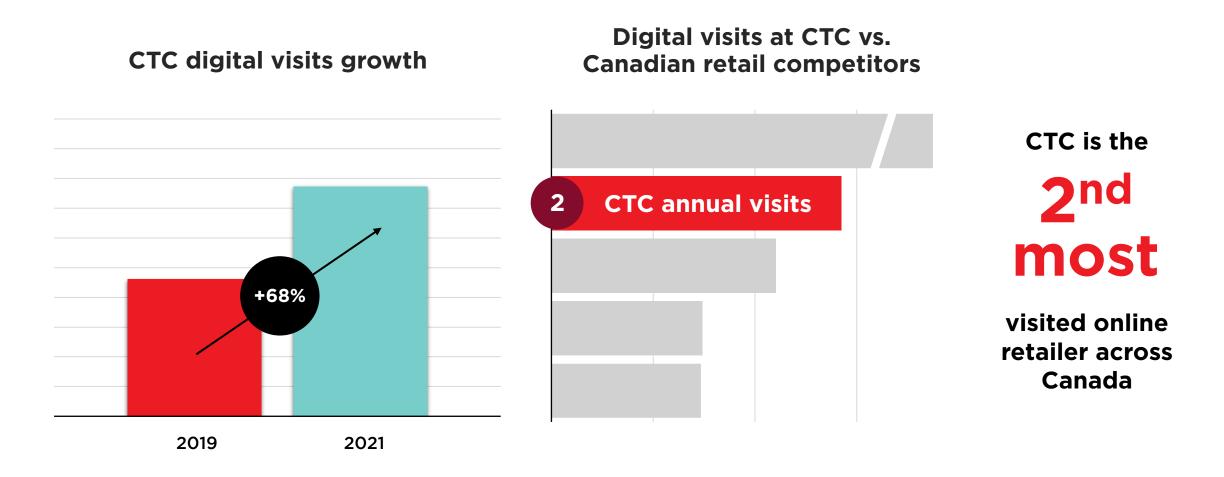
### John Koryl

President, CTC Digital

March 10, 2022

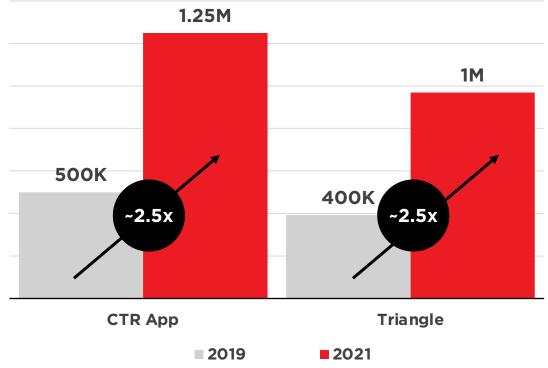


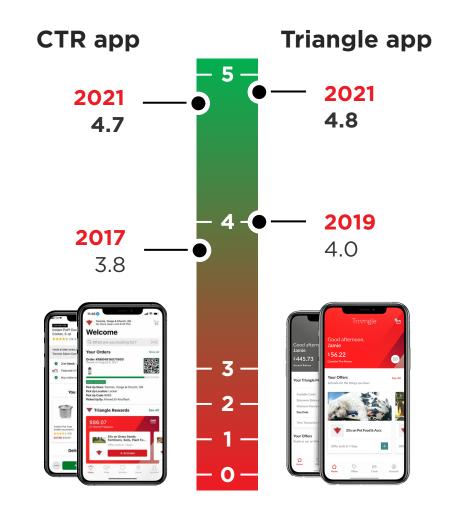
## Building off a strong foundation



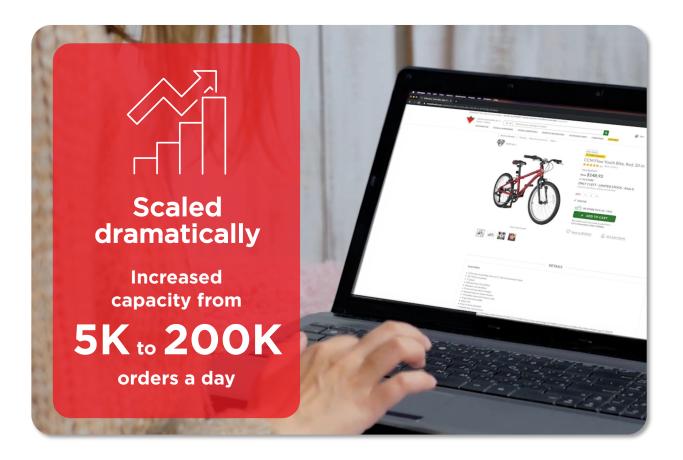
# Steadily increasing app scores







# Invested for an improved digital experience





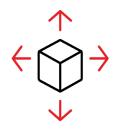
#### **Reduced friction**



Improved product data

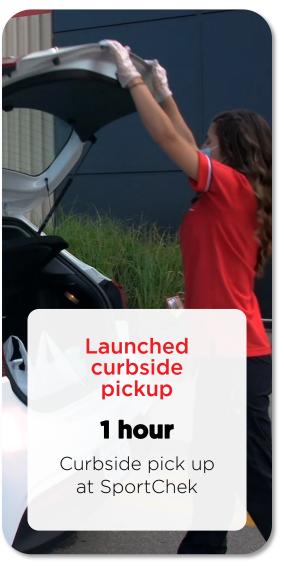


Better integrated with our partners



**Expanded our** inventory

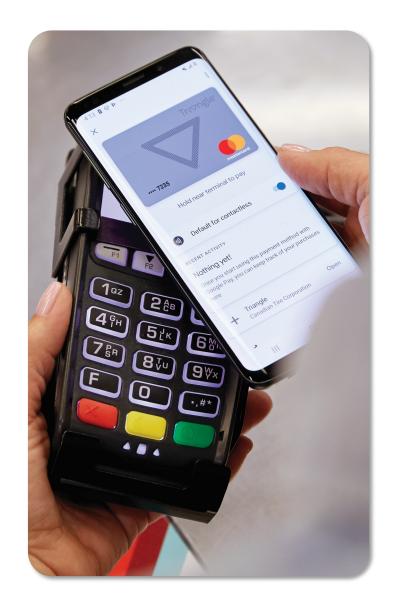
What we're capable of — and what consumers need







Embedding digital into the store experience



# 75-90%+

of all sales across our banners are **in-store purchases** 

90%+ CANADIANTIRE

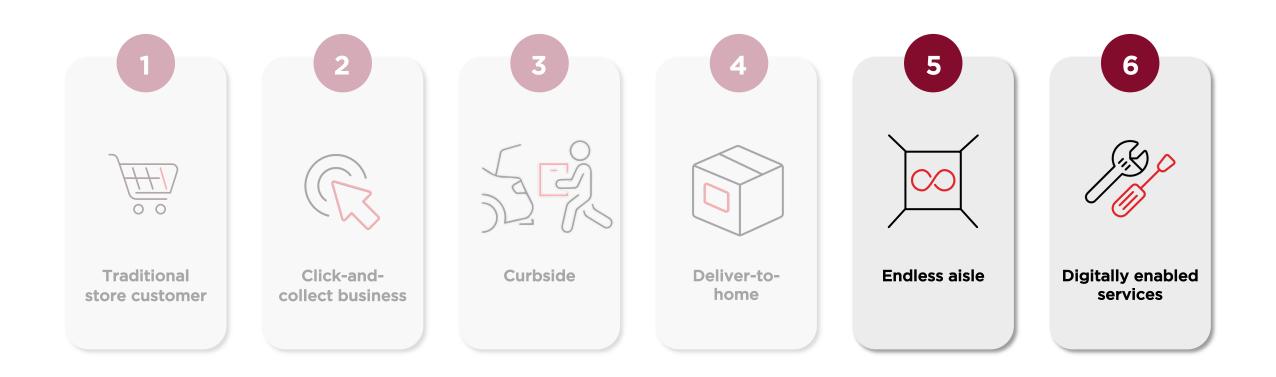
**85%+** ■Mark's

75%+ SPORTCHEK

The majority of in-store purchases can be **traced to a digital engagement** 

# Embedding digital in the customer experience

Today, we see this primarily through six different digital customer journeys:



# Near term priorities

1 One Digital Platform

2 App improvements

Expanding in-store digital capabilities











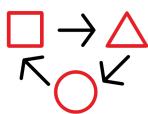


### The benefits of One Digital Platform

ODP will be live across CTR, Mark's and SportChek by the end of 2022



Reliability



Adaptability



Product discovery

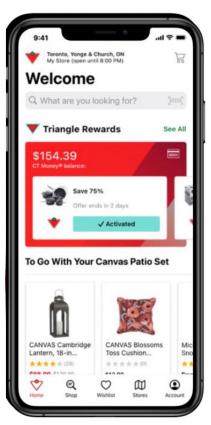


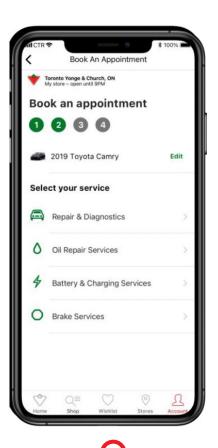
An improved user experience

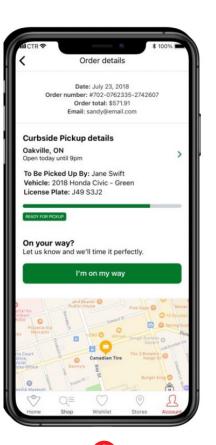
## Evolving our app

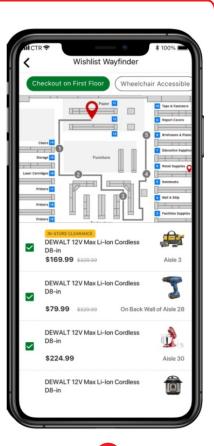
#### 2<sup>nd</sup> Half of 2022











Personalized offers and product recommendations

Automotive booking

Check-in for pickup

Wayfinding supported by flashing ESLs

# In-store capabilities



Customer apps



Employee-facing devices



In-store kiosks

of in-store CTR pickup orders see a subsequent purchase

### Digital Path to Better

Building off our investments to make our digital and in-store experiences even better connected

- Seamless and better integration between digital and physical channels
- New and better fulfilment and delivery options
- Better cross banner integration and connectivity through ODP



#### **TJ Flood**

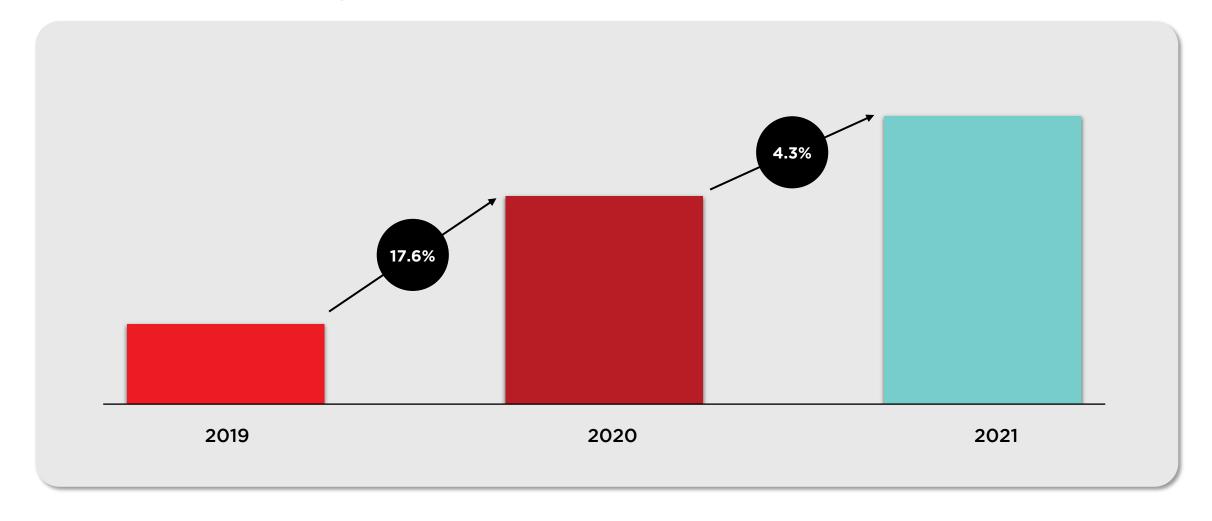
President, Canadian Tire Retail

March 10, 2022





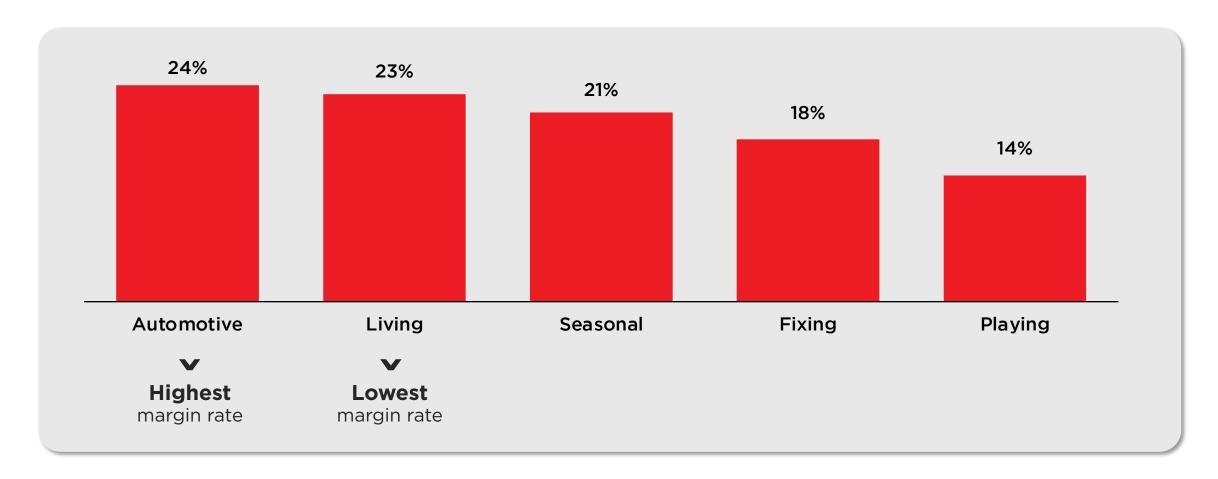
# CTR has strong retail sales<sup>1</sup> momentum



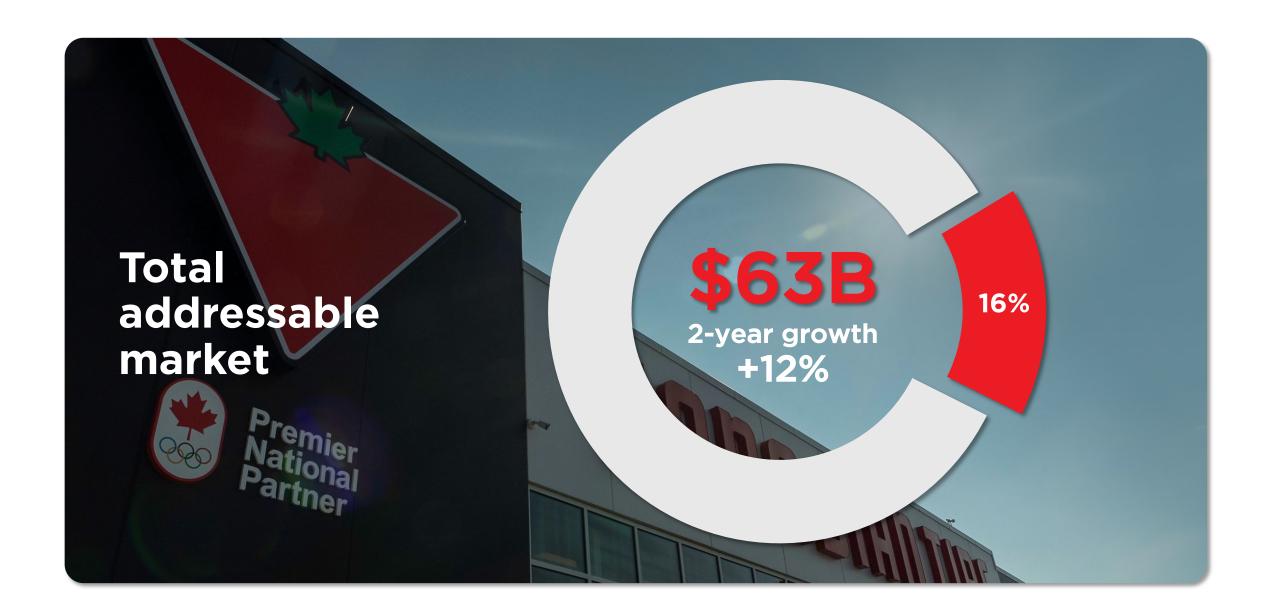
<sup>&</sup>lt;sup>1</sup>This is a Supplementary Financial Measure. See Section 9.3 of the Company's MD&A for the Fourth Quarter and Full-Year 2021 ended January 1, 2022, which is available at www.sedar.com and incorporated by reference herein.

### CTR has a differentiated multi-category assortment

#### Divisional sales<sup>1</sup> as a % of CTR retail sales



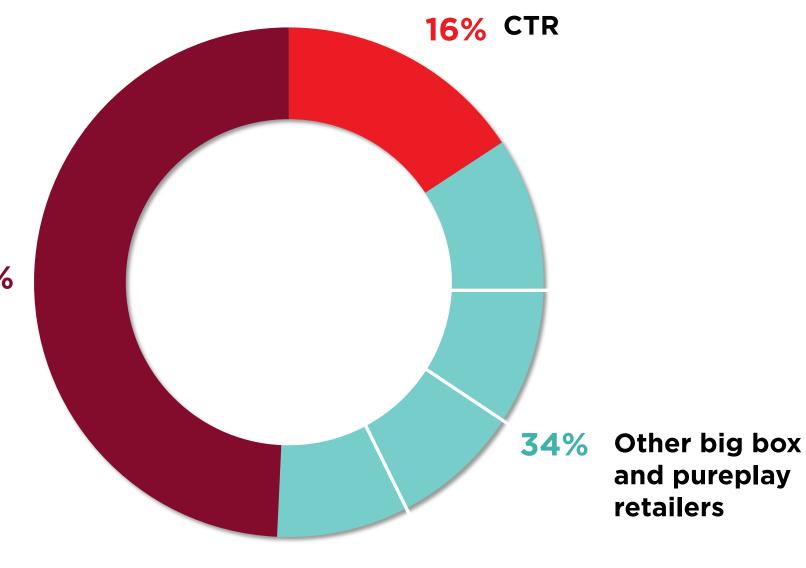
<sup>&</sup>lt;sup>1</sup>Divisional sales is a measure of sales for each of CTR's divisions as a percentage of CTR retail sales excluding Petroleum.



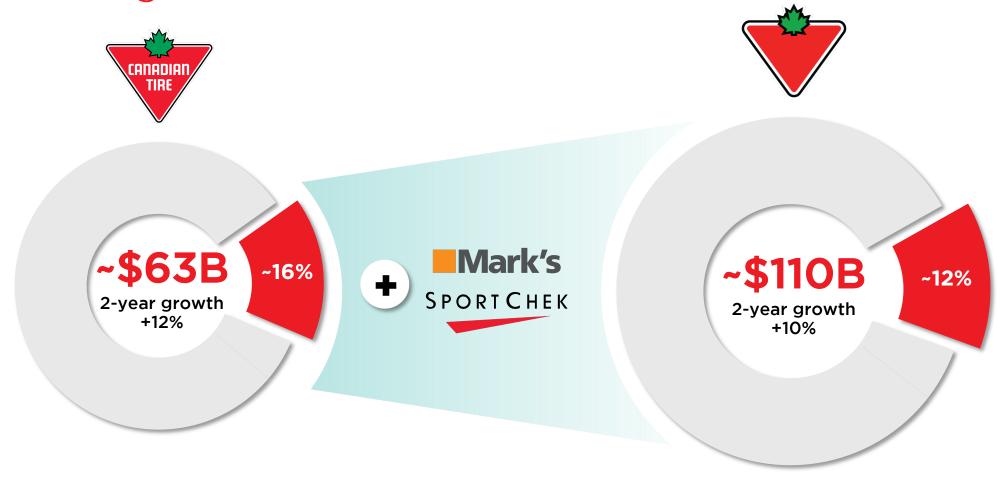
**Division market Category market** share share range 21% 9%-37% **Automotive** Division/ 3%-33% 10% Living category 16% market 16% 4%-56% Seasonal share range 20% **Fixing** 8%-50% 23% 4%-51% **Playing** 

CTR competes in a very fragmented market

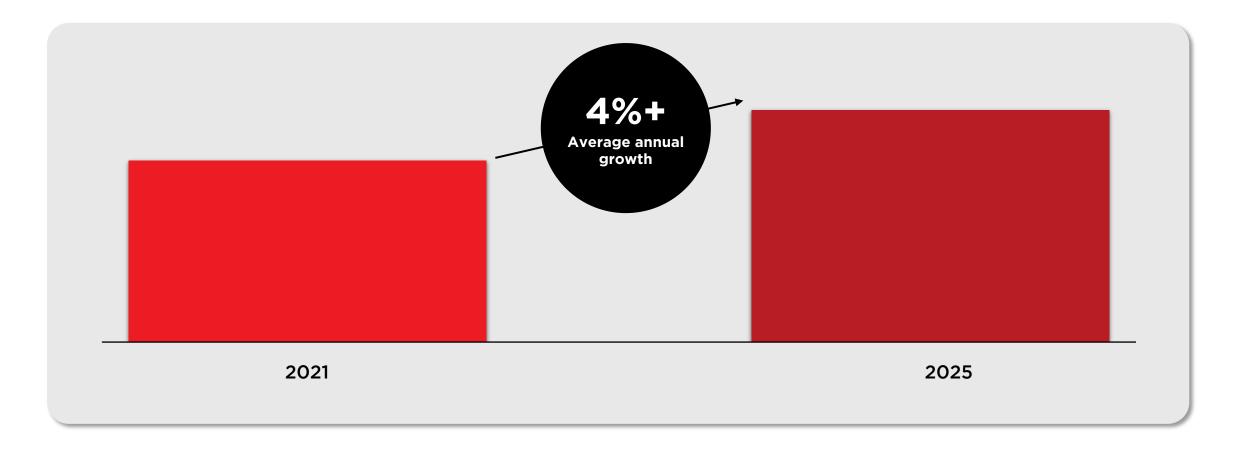
Small chains and 50% independents



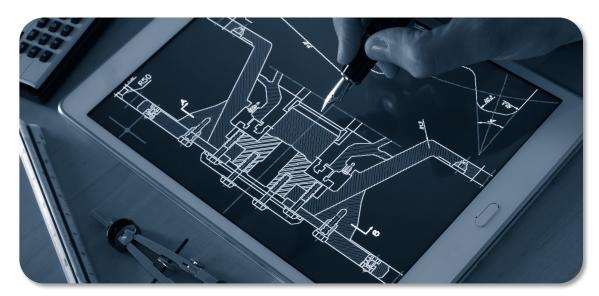
# CTC's total addressable market is greater than \$100B



# CTR will continue to deliver strong comparable sales<sup>1</sup> growth



<sup>&</sup>lt;sup>1</sup>This is a Supplementary Financial Measure. See Section 9.3 of the Company's MD&A for the Fourth Quarter and Full-Year 2021 ended January 1, 2022, which is available at www.sedar.com and incorporated by reference herein.









# Owned Brands<sup>1</sup> retail sales represent ~39% of CTR sales

























































<sup>1</sup> This is a Supplementary Financial Measure. See Section 9.3 of the Company's MD&A for the Fourth Quarter and Full-Year 2021 ended January 1, 2022, which is available at www.sedar.com and incorporated by reference herein.

# 11 Owned Brands >\$100M in sales





















# +5 brands

by 2025



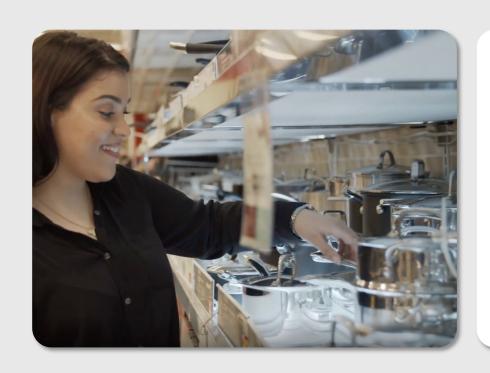








# Customers are highly engaged with our Owned Brands portfolio



90%

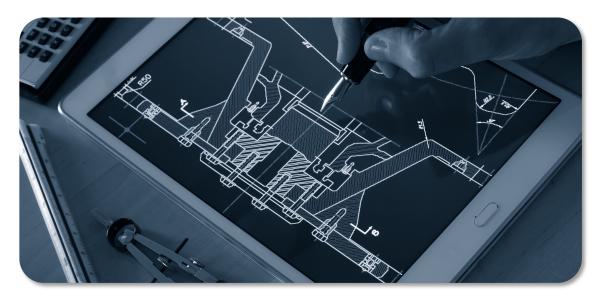
purchased at least

1 owned brand

43%

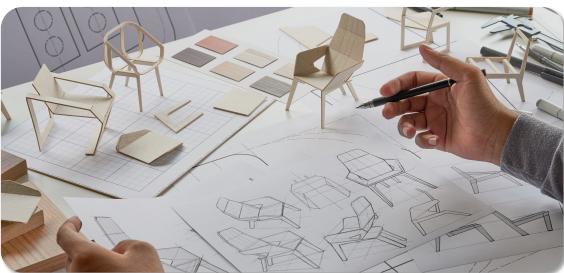
purchased

5 or more

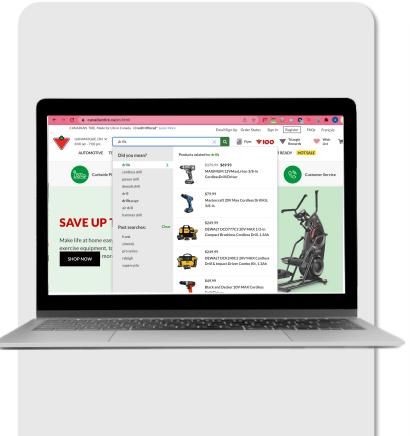








# Customer insights inform product development

















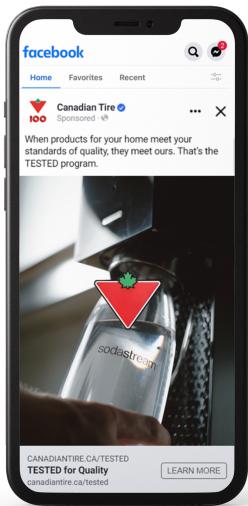






# Canadian Tire has world-class brand building capabilities





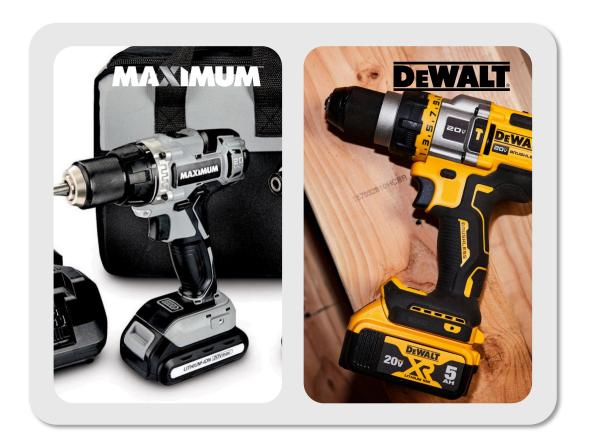
## CTR will continue to grow Owned Brands<sup>1</sup>



<sup>&</sup>lt;sup>1</sup> This is a Supplementary Financial Measure. See Section 9.3 of the Company's MD&A for the Fourth Quarter and Full-Year 2021 ended January 1, 2022, which is available at www.sedar.com and incorporated by reference herein.

# National brands complement our Owned Brands portfolio





## CTR is a gateway retailer for national brands











**Cuisinart** 



**soda**stream<sup>®</sup>











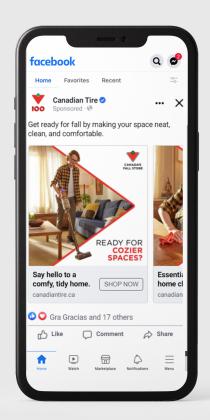








### CTR is a gateway retailer for national brands





dyson





**soda**stream<sup>®</sup>

#### Owned Brands



#### National Brands



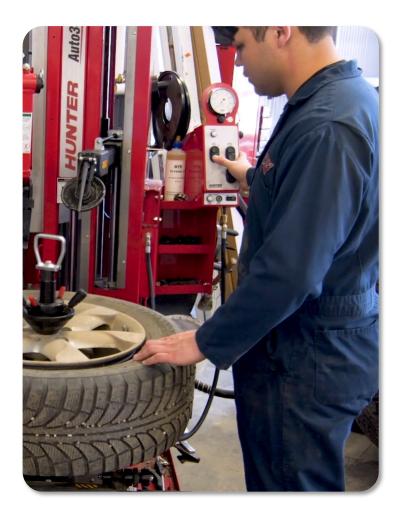
#### Rich customer data drives assortment decisions



#### Rich customer data drives assortment decisions: **Tires**



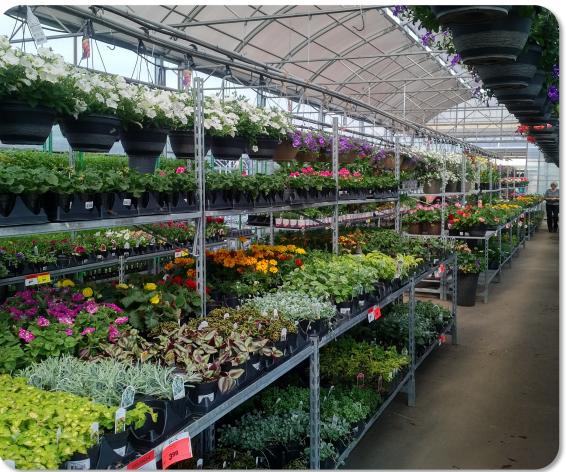




#### Pet

#### Garden Centre





#### Grande Prairie

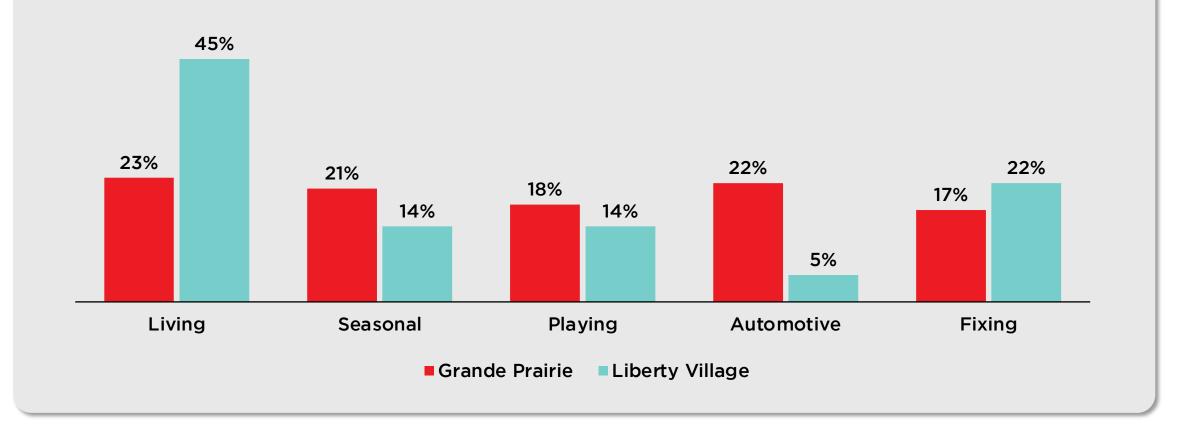
## Liberty Village





#### CTR presents locally relevant assortments

#### **Divisional sales**



## Data unlocks localized decision-making





## Bigger and enhanced stores will improve the omnichannel experience



Localized and relevant assortment



Frictionless same-day pickup experience

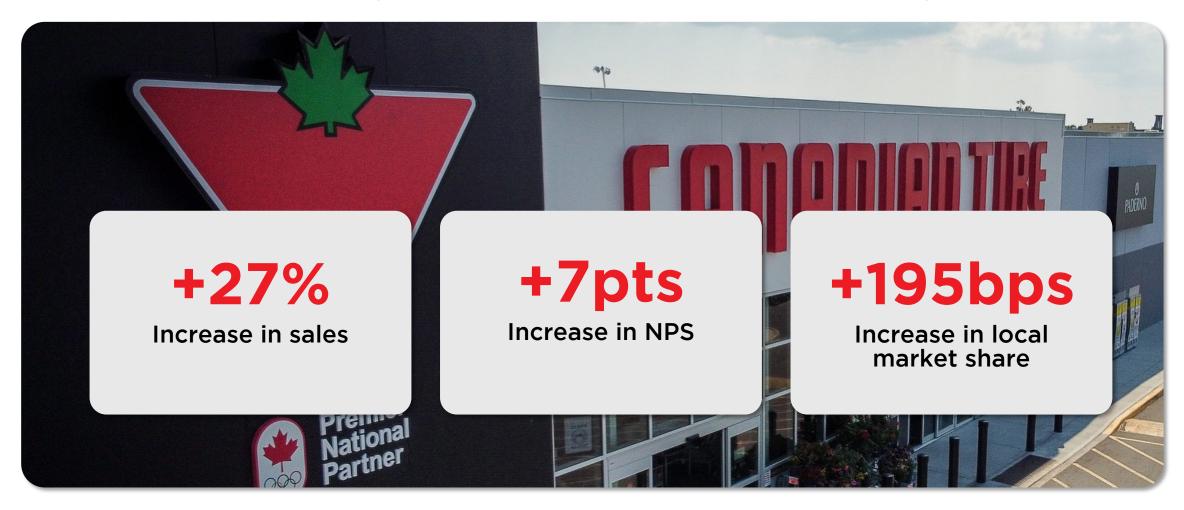


Well distributed micro-fulfilment hubs

#### That's why we created...



### Results from Niagara Falls have been strong



# Leaside represents a significant market opportunity...

- Midtown Toronto residential community
- Very affluent
- Attractive customer segments
- And growing population...



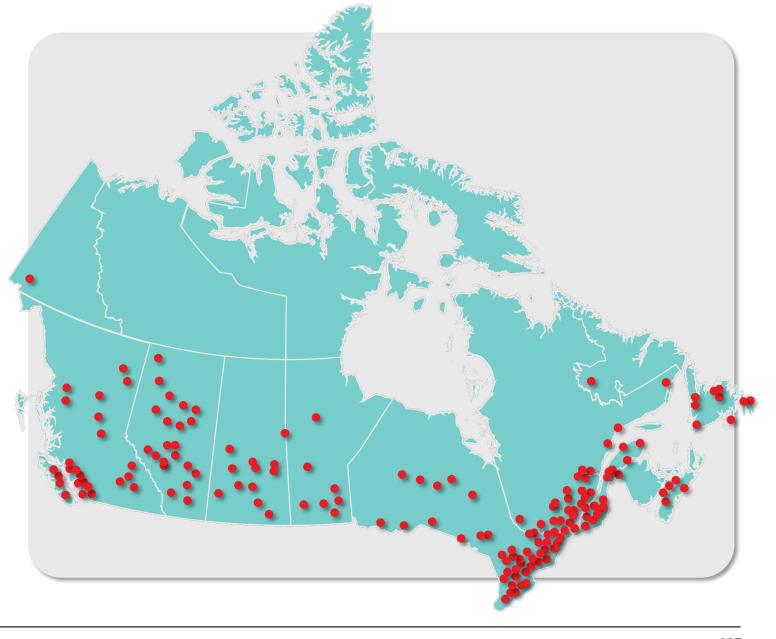
And this is just one of the markets we've identified

By 2025, we will have impacted...

**225+** stores

**50%** of square footage will be refreshed

~10% increase in square footage in our network



#### We will launch Remarkable Retail in select markets



#### CTR's Path to Better

A better connected strategy resulting in

4%+

average annual sales<sup>1</sup> growth

- Better market share in a strong and growing market
- Better assortment driving better Owned Brands penetration
- Better connected stores and an improved customer experience

125



#### **Gregory Craig**

Executive Vice President and Chief Financial Officer

March 10, 2022



Our Better Connected Strategy: what you've heard today

#### **CUSTOMER**

We will attract new members and create valuable relationships through the power of the Triangle.

#### **EXPERIENCE**

We will deliver Canada's **best** omnichannel experience, with digital at the core.

#### **PRODUCT**

We will design and deliver world class products and evolve our product assortment to gain share.

#### Building on a solid foundation

Past performance and investments in core capabilities set us up well for future growth

		Historical 2017-2019		2021
Comparable sales¹ growth	<b>&gt;</b>	<3%	<b>&gt;</b>	<b>18%</b> vs. 2019
Diluted earnings per share growth	<b>&gt;</b>	<b>~9%</b> 2019: \$12.58 2019: \$13.04 normalized <sup>2</sup>	<b>&gt;</b>	<b>46% vs. 2019</b> 2021: \$18.38 2021: \$18.91 normalized
Retail ROIC <sup>2</sup>	>	<10%	>	<b>13.6%</b> 2020: 10.8%

<sup>&</sup>lt;sup>1</sup>This is a Supplementary Financial Measure. See Sections 9.3 of the Company's MD&A for the Fourth Quarter and Full-Year 2021 ended January 1, 2022, which is available at www.sedar.com and incorporated by reference herein. | <sup>2</sup>This is a Non-GAAP ratio with no standard meaning under IFRS and therefore may not be comparable to similar measures presented by other issuers. See Section 9.2 of the Company's MD&A for the Fourth Quarter and Full-Year 2021 ended January 1, 2022, which is available at www.sedar.com and incorporated by reference herein.

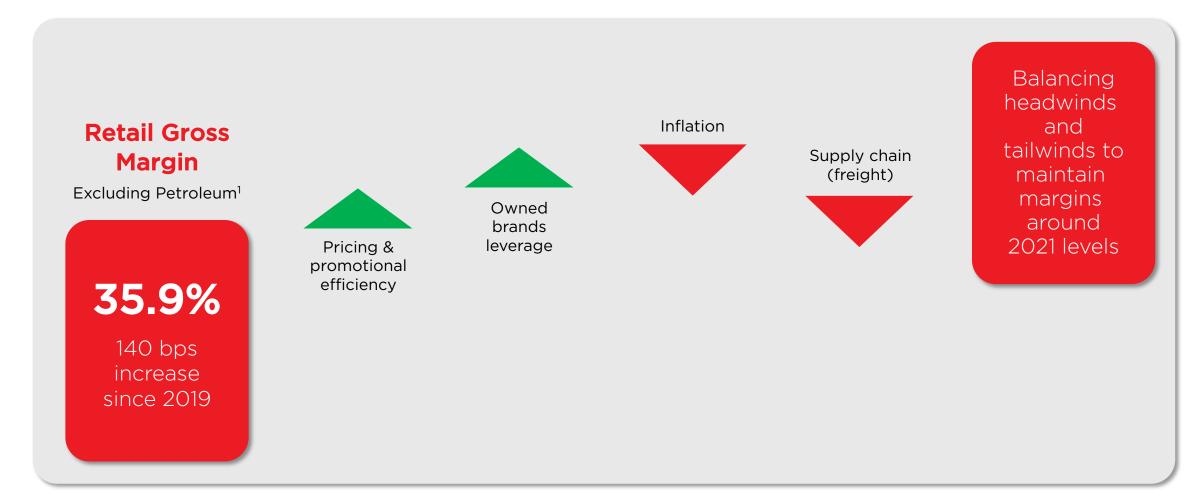
#### Path to Better



## Better growth: diverse drivers of retail growth



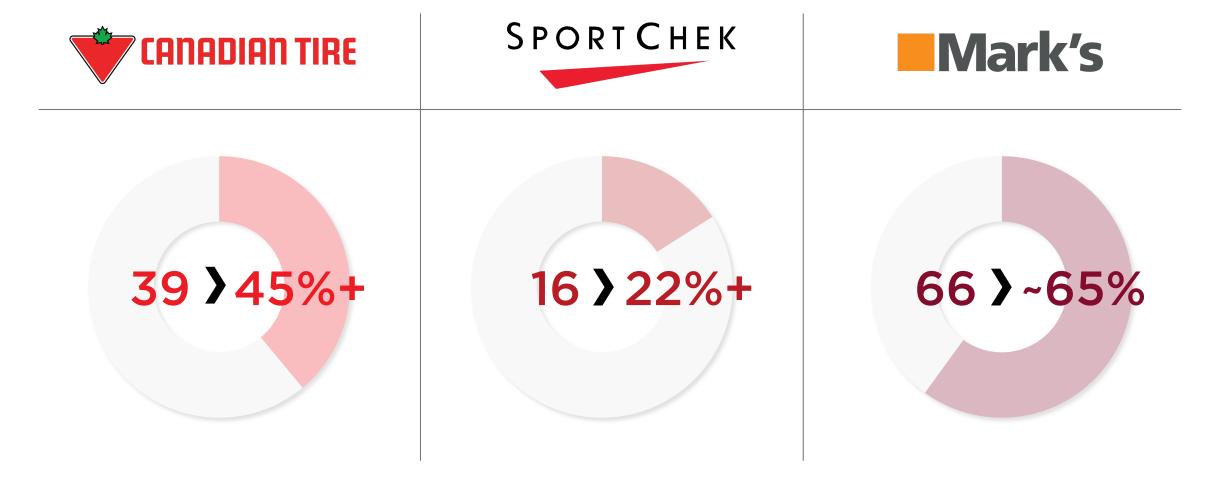
## Better profitability: maintaining retail gross margin



<sup>&</sup>lt;sup>1</sup>This is a Supplementary Financial Measure. See Section 9.3 of the Company's MD&A for the Fourth Quarter and Full-Year 2021 ended January 1, 2022, which is available at www.sedar.com and incorporated by reference herein.

#### Better profitability: Owned Brands

Owned brands penetration<sup>1</sup> 2021-2025

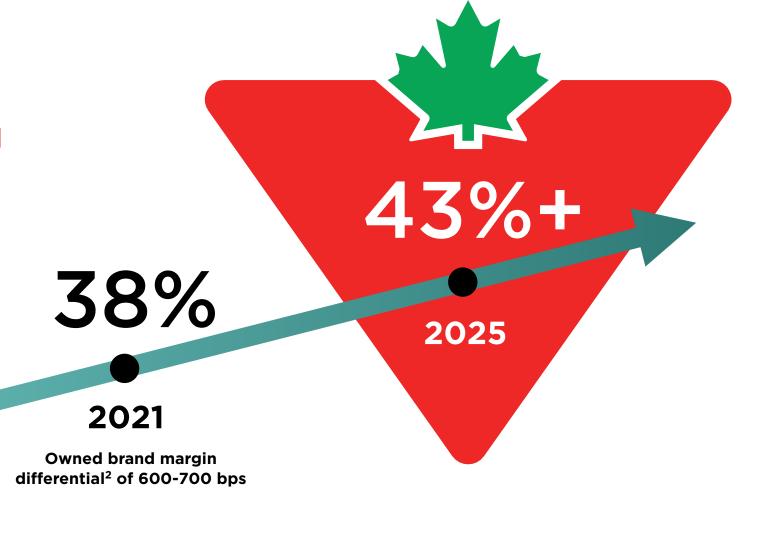


<sup>&</sup>lt;sup>1</sup>This is a Supplementary Financial Measure. See Section 9.3 of the Company's MD&A for the Fourth Quarter and Full-Year 2021 ended January 1, 2022, which is available at www.sedar.com and incorporated by reference herein.

Better profitability: driving CTC Owned Brands penetration<sup>1</sup>

33%

2016



<sup>&</sup>lt;sup>1</sup>This is a Supplementary Financial Measure. See Section 9.3 of the Company's MD&A for the Fourth Quarter and Full-Year 2021 ended January 1, 2022, which is available at www.sedar.com and incorporated by reference herein. | <sup>2</sup> Owned Brands margin differential is calculated as the difference between the margin rate on Owned Brands and the margin rate on non-Owned Brands. Owned brands margin differential is only one component of CTC retail gross margin rate and can vary in any given period.

## Owned Brands: Helly Hansen — a key Owned Brand in our Canadian portfolio



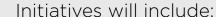
### Better profitability: operational efficiency journey



- Contributing to more than 100 bps of retail SG&A rate<sup>1</sup> improvement since 2019
- Improved labour productivity, better customer experience and better ecommerce profitability at Mark's & SportChek

# Additional \$100M

expected by end of 2022



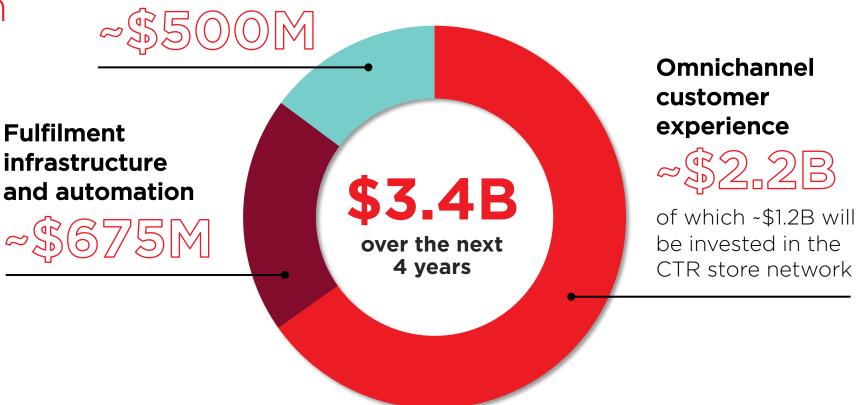
- Robotic automation at distribution centres
- Implementation of a new transportation management system to reduce freight costs

<sup>&</sup>lt;sup>1</sup> This is a Supplementary Financial Measure. See Section 9.3 of the Company's MD&A for the Fourth Quarter and Full-Year 2021 ended January 1, 2022, which is available at www.sedar.com and incorporated by reference herein.

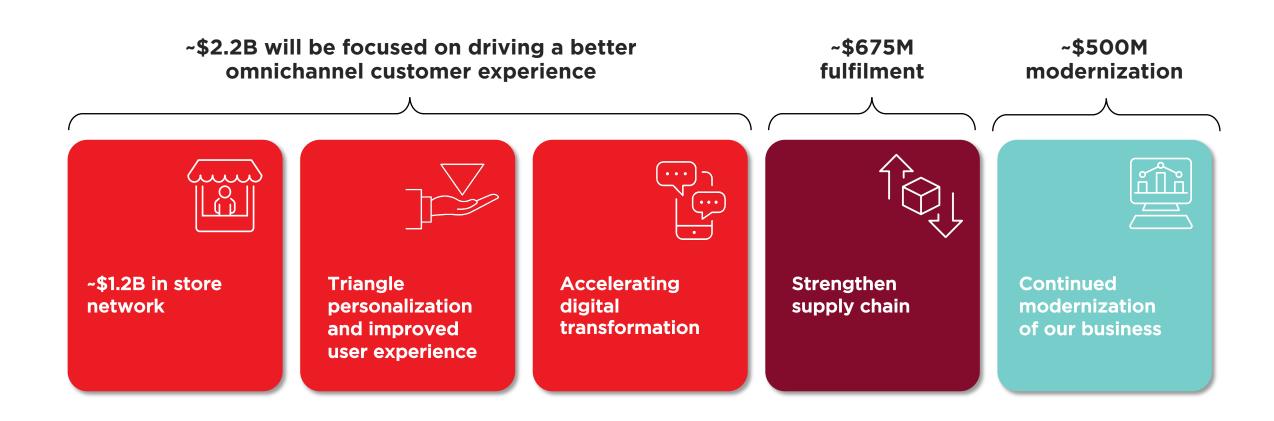


Better returns: investing strategically in the business

Modernization and efficiency enablers



#### Better returns: investing in the business



#### Better returns: capital allocation priorities

#### Organic investments in the business

• \$3.4 billion over the next 4 years

#### **Dividend growth**

- 2022 dividend, up 11% to \$5.20 per share; 12th consecutive increase
- Longer term dividend payout ratio<sup>1</sup> of 30%-40%

#### **Share repurchases**

- Already committed to \$400M by end of 2022
- More than \$3B share repurchases over the last 10 years

#### M&A

 Focused on accretive capability building or core retail owned brand differentiators



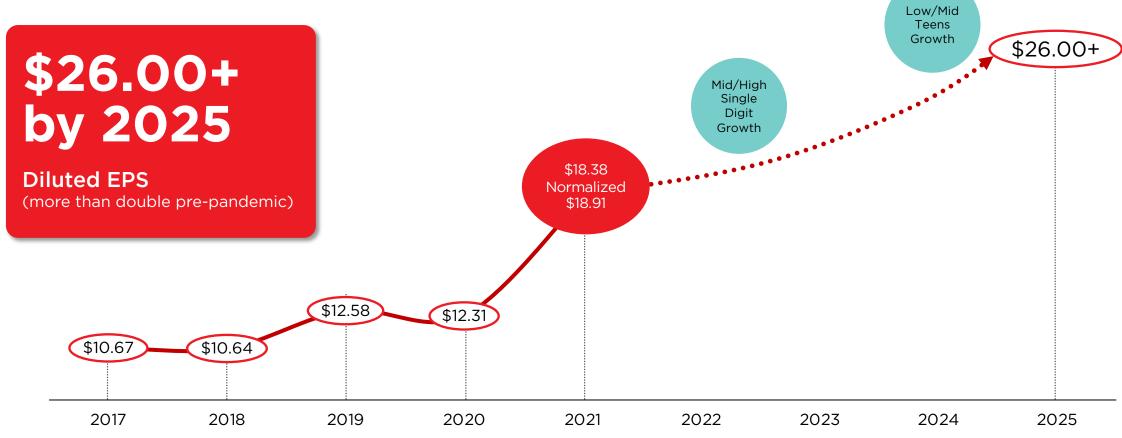
Strong cash
generation to fund
capital allocation
priorities while
maintaining investment
grade rating

<sup>&</sup>lt;sup>1</sup> This is a non-GAAP financial measure with no standard meaning under IFRS and therefore may not be comparable to similar measures presented by other issuers. See Section 9.2 of the Company's MD&A for the Fourth Quarter and Full-Year 2021 ended January 1, 2022, which is available at www.sedar.com and incorporated by reference herein.

## Better outcomes: CTC financial aspirations 2022-2025

		Historical 2017-2019		2025
Comparable sales growth achieved on average annual basis	_	<3%	>	4%+
Diluted earnings per share	<b>&gt;</b>	<b>\$12.58</b> 2019: \$13.04 normalized	>	\$26.00+ by 2025
Retail ROIC	<b>&gt;</b>	<10%	>	~15%+ by 2025

# Path to achieving our financial aspirations



#### CTC's Path to Better

Delivering better topline growth, better profitability and better returns

- Differentiated and resilient business
- 2 Better connected strategy
- Disciplined capital allocation
- Clear financial aspirations



#### **Greg Hicks**

President and CEO

March 10, 2022



### Our Core Values





### Channel Economics

Relative to In-Store Transaction

CHANNEL	AVERAGE TRANSACTION	ATTACHMENT %	ATTACHMENT VALUE \$
CLICK N' COLLECT	1.8x	20%	\$69
CURBSIDE	1.5x	minimal	minimal
HOME DELIVERY	2.5x	-	-
IN-STORE	~\$70	-	-

