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CAPITAL MARKETS DAY 2020

December 10th, 2020

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- 1. Our E-Commerce Membership Model
- 2. Growth Levers
- 3. Sustainability
- 4. Financials & Midterm Outlook
- 5. Q&A







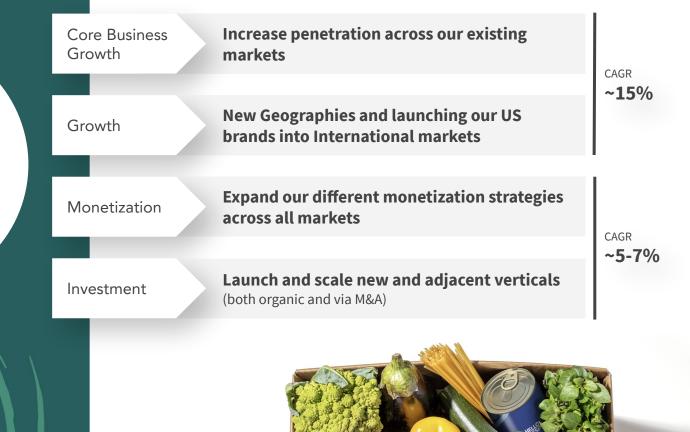
OUR VISION

THE WORLD'S LEADING, FULLY INTEGRATED FOOD SOLUTIONS GROUP



OUR MID-TERM AMBITION

Grow to 10bn Revenue with attractive double digit AEBITDA margins





1. Our E-Commerce Membership Model

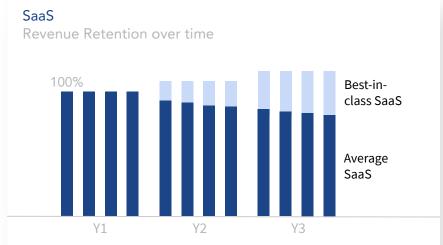


We operate an e-commerce membership model with some SaaS-like features and distinct advantages over e-commerce peers





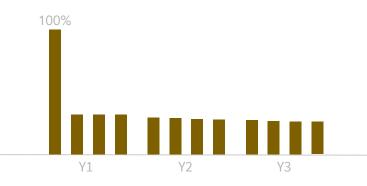
While SaaS models typically have high revenue retention, ecommerce models benefit from lower customer acquisition cost and high re-engagement



- → High CAC, long payback period
- → Little to no re-engagement
- ➔ Mostly smaller TAM

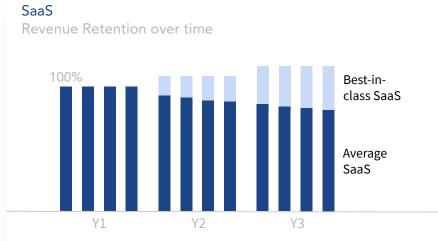
E-Commerce, Marketplaces

Revenue Retention over time



- ➔ Low CAC, quick payback period
- → High probability of re-engagement
- ➔ Often large TAM

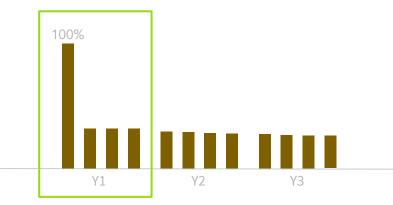
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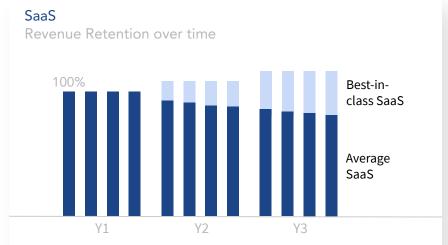
By defaulting our members to a weekly cadence upon joining, HelloFresh sees significantly higher order rates in the first year vs ecommerce peers





Source: TXN Data; US only * Wayfair, Zappos, Etsy, Chewy.com, Asos ** Doordash, Grubhub Seamless, Postmates

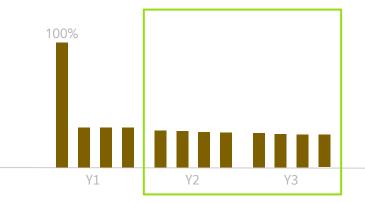
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E-Commerce, Marketplaces

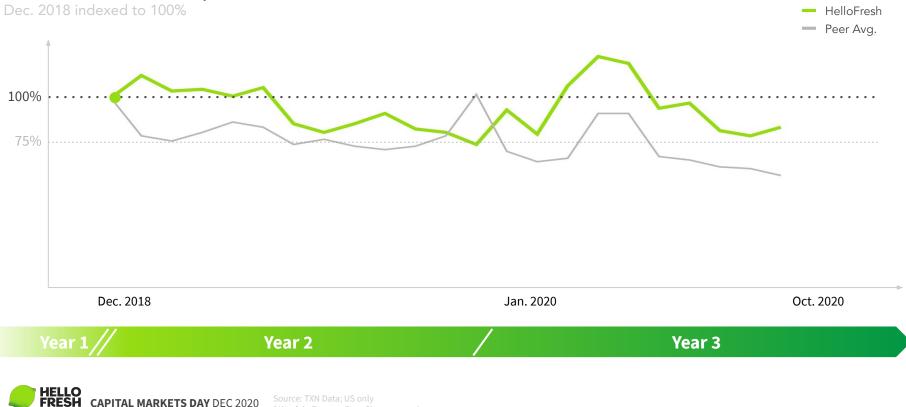
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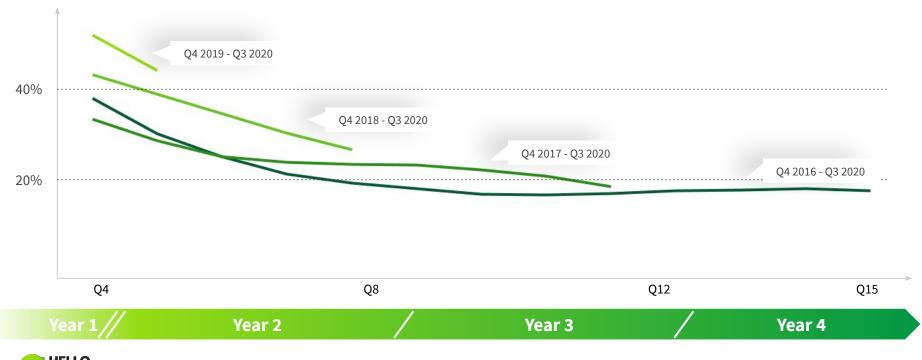
Also long-term order behavior is very strong compared to other major e-commerce players

Number of transaction (US only, based on credit card data)



As well as comparing favorably to other e-commerce models, our long term revenue retention is very stable and improving over time

Net Revenue Retention by Cohort (US only)



Trialist .

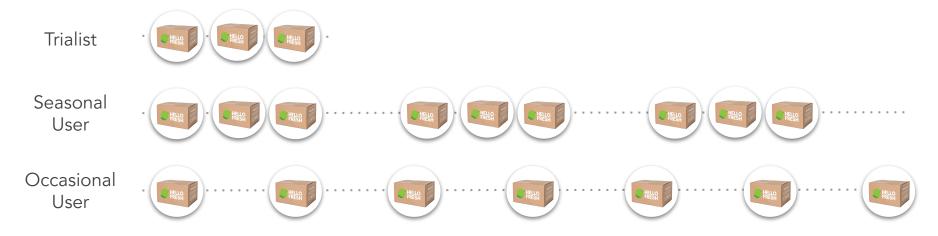






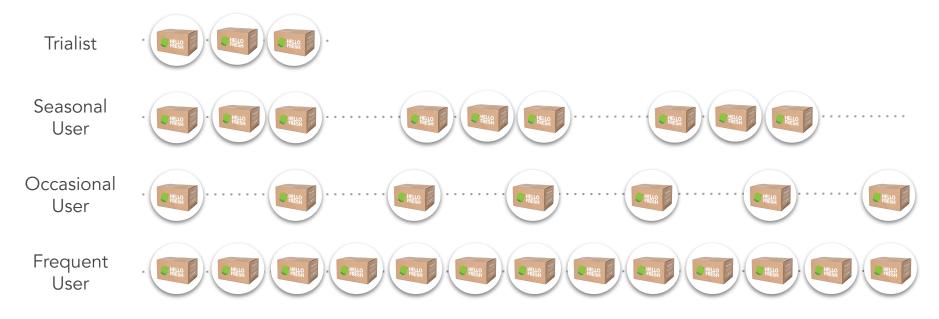






Time

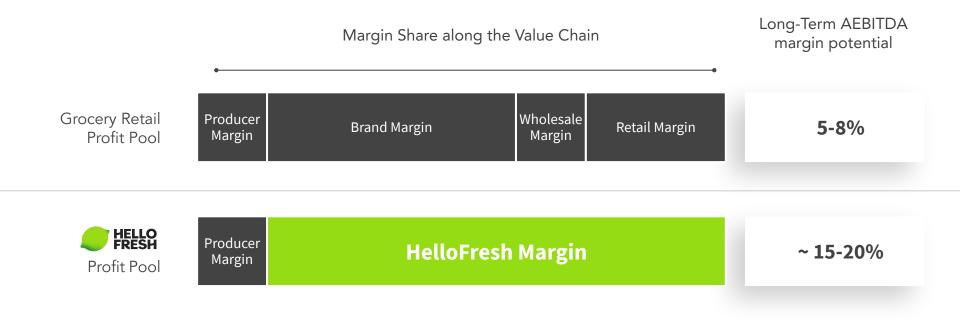




Time



Our vertically integrated supply chain and high share of own brand allows us to capture the entire profit pool across the value chain



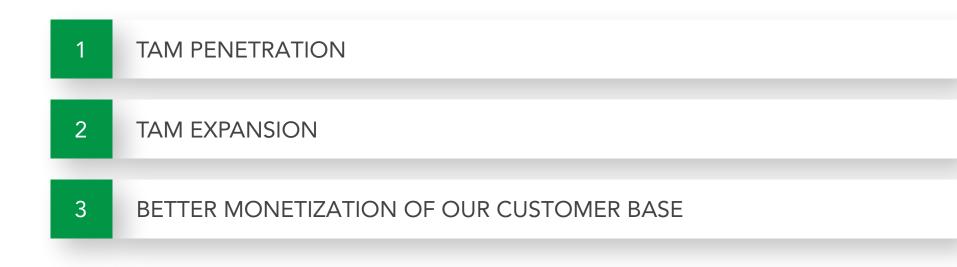
Due to full vertical integration and our membership model, the HelloFresh business model is vastly superior to standard ecommerce models



2. Growth Levers

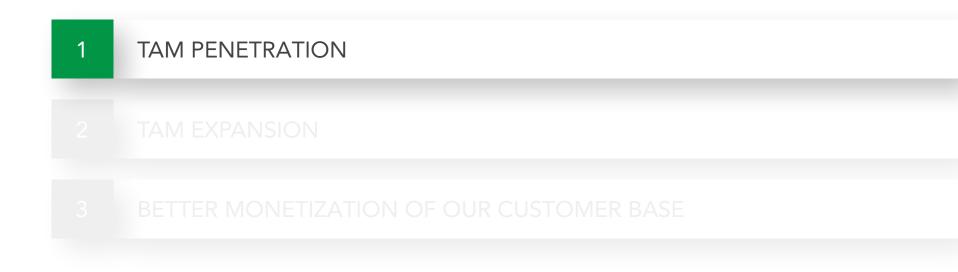


Our 3 Core Pillars of Growth and Profitability Remain



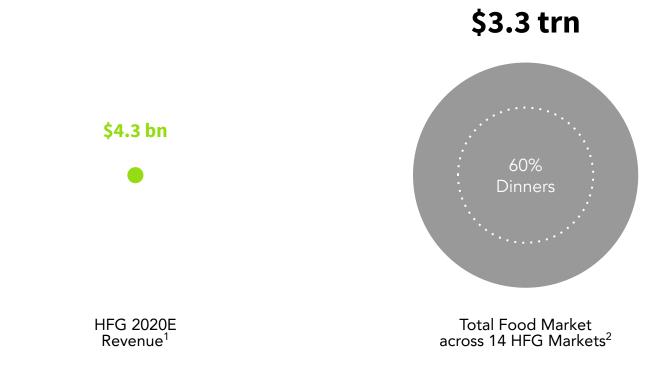


Our 3 Core Pillars of Growth and Profitability Remain





We are still tiny compared to the market opportunity we are serving





Analyst Consensus for HFG Revenue (3568M€; FX Rate: EURUSD: 1.207; 02.12.2020)

We initially focussed on the dinner opportunity which constitutes the largest part of consumers' food budget

Dinner



~\$ 2 Trn

Lunch



~\$ 1 Trn

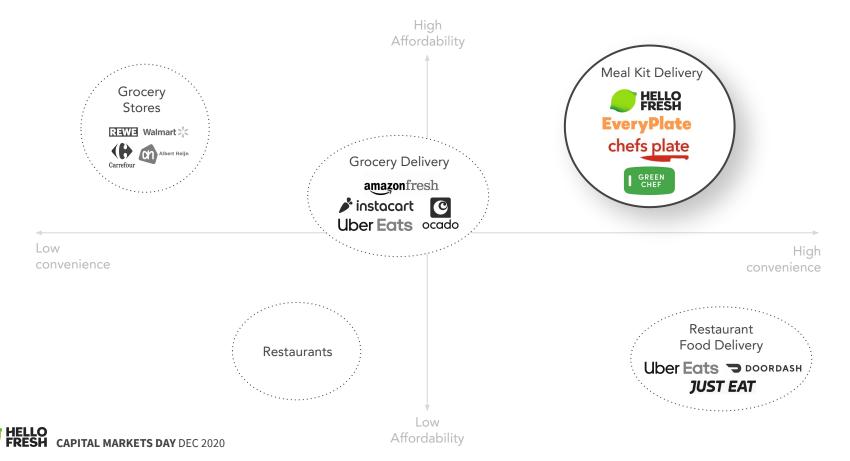
Breakfast



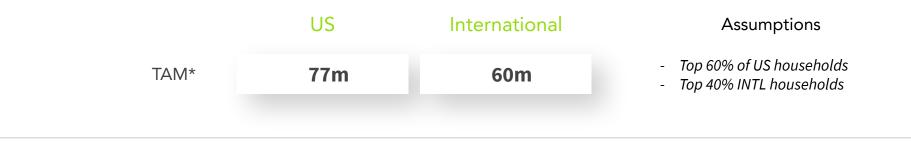
~\$ 0.3 Trn



We target the massive "dinner-at-home" opportunity with an unmatched value proposition: high affordability and high convenience at the same time!



Our current offering targets > 135m households, with penetration rates standing at low single digits



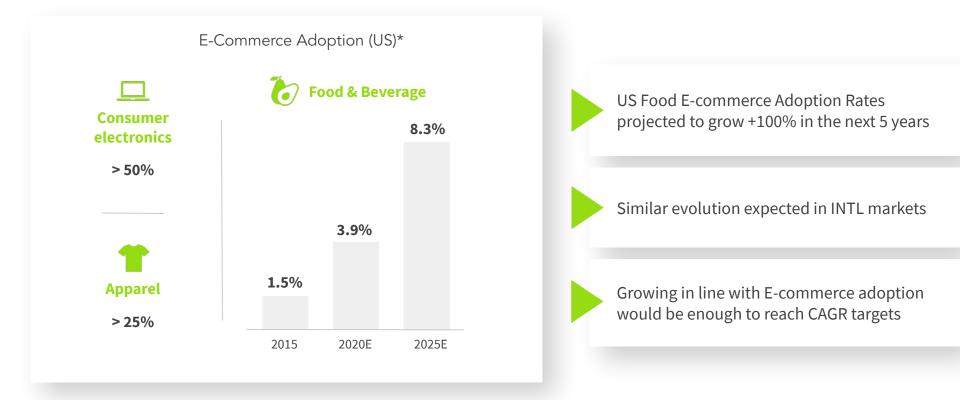
Active Customers	2.5m	2.5m
Current Penetration	3.2 %	4.2 %

- Households who placed at least one order in the last quarter



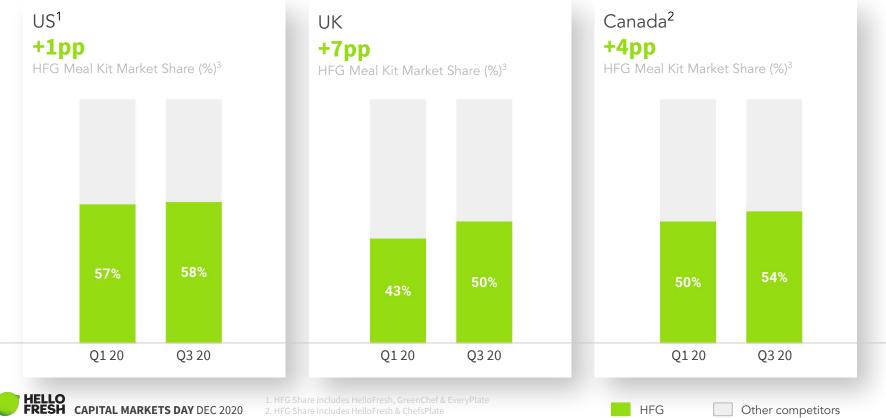
* Total Addressable Markets in terms of customers

Online Food is years behind other e-commerce categories, providing us with a massive tailwind for future TAM penetration upside





In addition to overall category growth, we also have a track record of expanding market share, even in our most competitive markets globally



Source: Aggregated credit card data, internal analysis & company data

Our Growth flywheel has allowed us to scale much more efficiently over time



Continued menu expansion helps us to serve a broader range of taste, lifestyle, and dietary preferences





Ongoing improvements in the quality of our service are beneficial to opening up new customer segments as well as serving existing customers better



CAPITAL MARKETS DAY DEC 2020

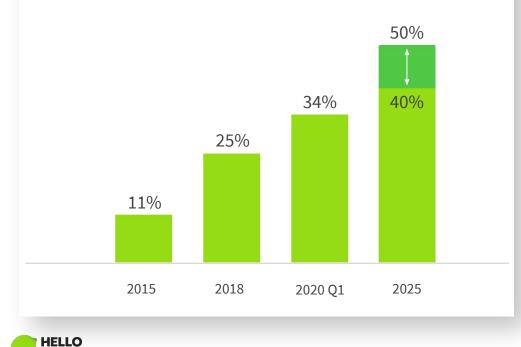
Faster delivery times unlock additional customer segments

Particularly more infrequent users of HelloFresh order more often as the time from order to delivery improves

<u>Ambition:</u> further speed up deliveries to our customers, especially for their 1st order and upon re-joining

Over time, our growth in household penetration benefits from a strong tailwind from reactivating lapsed customers

Reactivations in most mature markets* % Share of Total Conversions

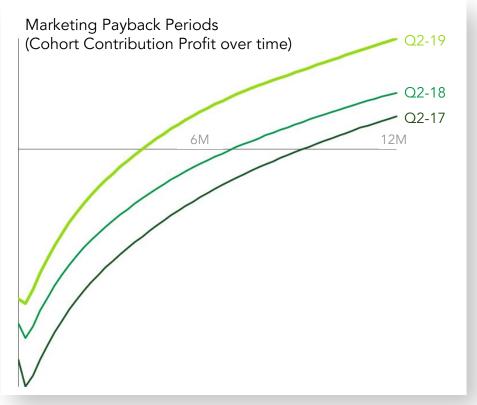


Reactivations already reached ~ 1/3 of Conversions in Mature Geos, pre-Covid

Reactivation share will continue to grow, driven by:

- → Higher base of former customers
- → Increase in market maturity
- → Increased CRM sophistication
- → Product and service improvements

Investing in more choice for consumers and better service levels helped us lower CACs and improve Marketing payback periods



Break-Even Periods now firmly within 6 months (pre-pandemic!)

Continuous Improvement of CACs and Order Rates over time

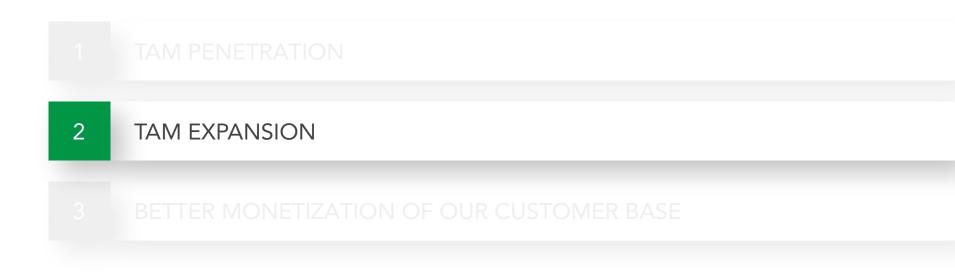
Main Drivers: more attractive product offering, better service levels and higher share of reactivations

There is a clear path to doubling our penetration levels in the mid-term



HELLO FRESH CAPITAL MARKETS DAY DEC 2020

Our 3 Core Pillars of Growth and Profitability Remain





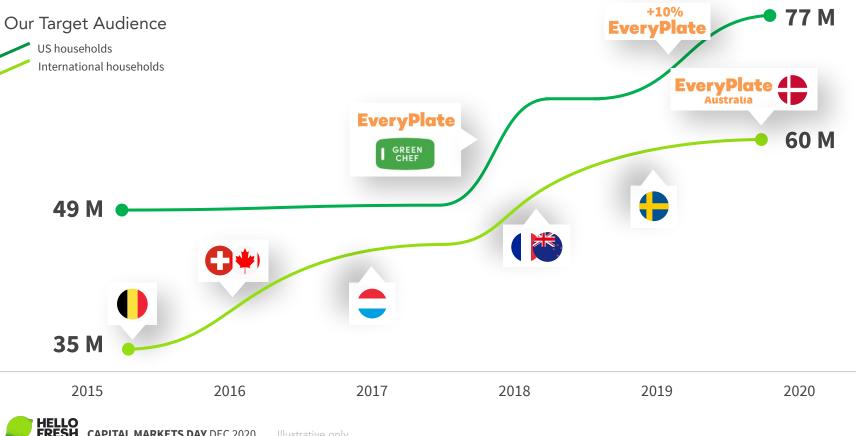
OUR VISION

We want to become the world's leading, fully integrated Food Solutions Group

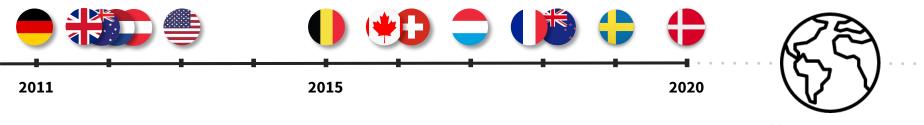




Our TAM is highly dynamic: over time, we have structurally expanded the number of households we can serve across the globe



We have a successful track record of launching new geographies, thereby expanding our TAM significantly



More to come...



We score potential new markets across a number of dimensions to assess their relative attractiveness

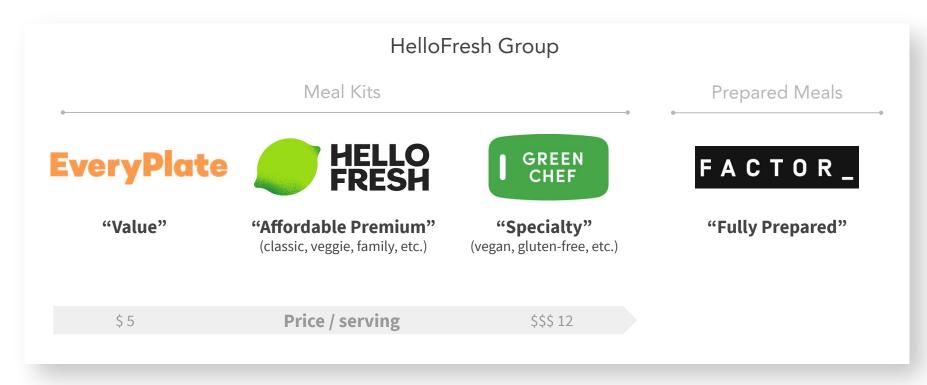
#HOUSEHOLDS	How many relevant, addressable households has a certain market?
INCOME LEVEL	How many households meet or exceed a certain income level ?
E-COMMERCE ADOPTION RATE	What is the e-commerce adoption rate ?
SUPPLY CHAIN INFRASTRUCTURE	Can we build a sophisticated supply chain with the right partners?



We have a proven playbook to support the launch of new geographies, making it a very attractive risk-adjusted growth opportunity

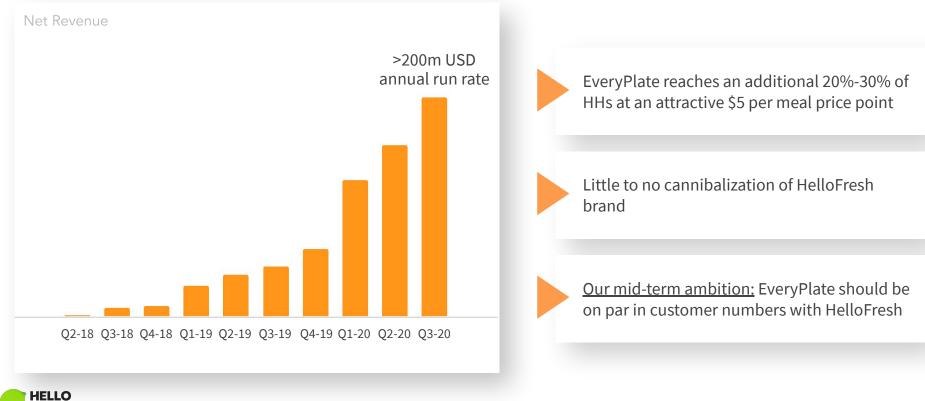


In the US, we are strategically set-up to capture 60% of households - serving meals from value offerings to premium & specialty diets

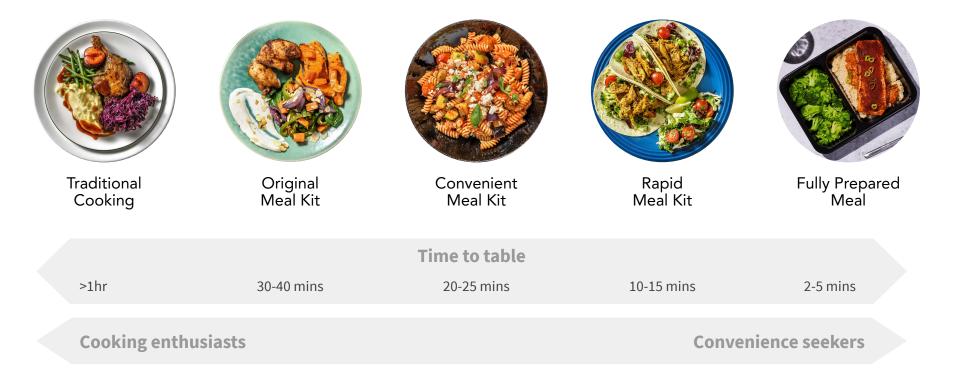




Our value tier **EveryPlate** reached a \$200m revenue run-rate 2.5 years after launch, making it one of the fastest growing US e-commerce brands



A key dimension of our TAM expansion is Convenience - our investments in reducing cooking time have given us mass market appeal



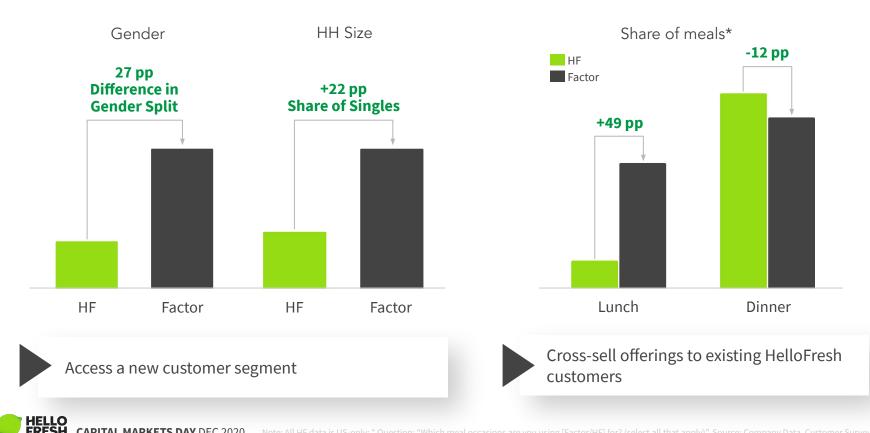
HelloFresh acquires Factor75, Inc., a US-based Direct-to-Consumer Ready-to-Eat business*



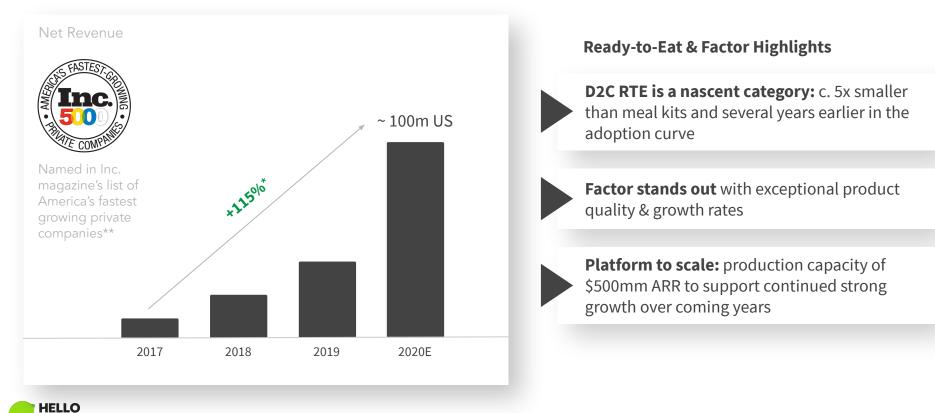


Note: *The transaction has not been closed yet. The closing of the transaction is subject to customary conditions precedent, including inter alia the expiry of the waiting period under the U.S. Hart-Scott-Rodino Antitrust Improvements Act, and is currently expected to occur within the next few months.

Factor over-indexes for 1 P households, male demographics and for the lunch opportunity, allowing us to go after a distinct new customer segment



So far in 2020 Factor has grown even faster than HelloFresh US, and has significant headroom to further expand



Not only does our multi-brand strategy expand TAM, it will also provide synergies across the value chain to further grow overall margin levels

Synergies

- More tailored brands
- Use of shared media impressions
- Retargeting customers with more than one brand

Customer acquisition

> Key drivers of Growth & Profitability

Customer Retention

Synergies

- More tailored product to customer needs
- Reactivate customers between brands

FACTOR

Shared learnings on product development

Contribution Margin

- Synergies
- Fulfilment center utilization
- Leverage scale in supplier networks
- Ingredient yield optimization

HelloFresh Group Brand Portfolio





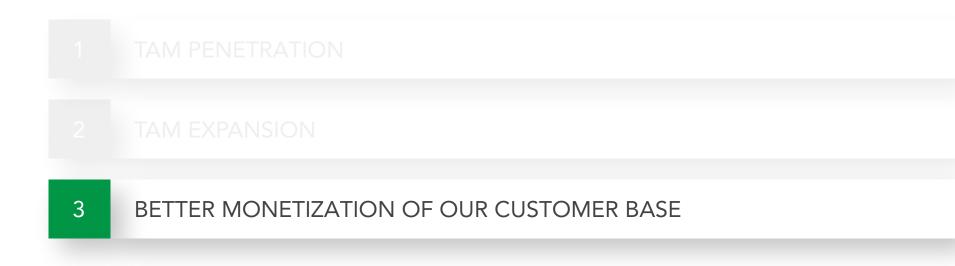




Introducing these new brands to our International segment offers a huge growth opportunity



Our 3 Core Pillars of Growth and Profitability Remain

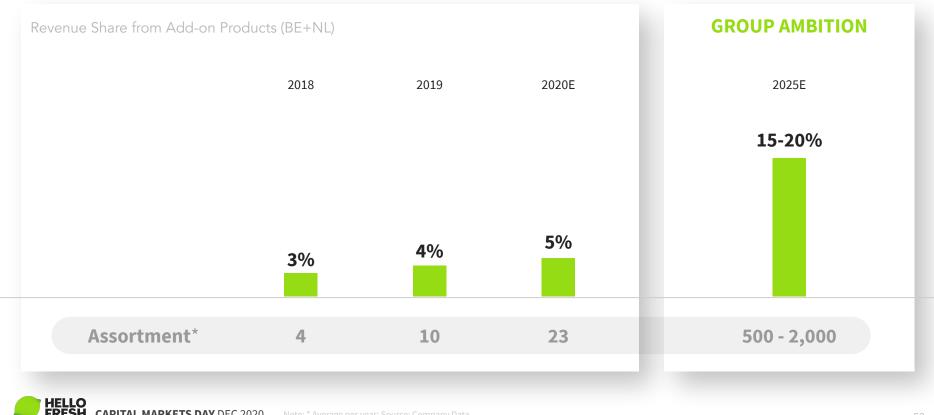




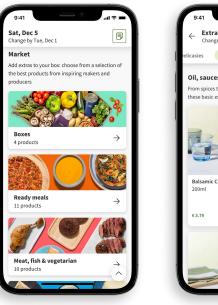
We have identified a large opportunity to capture a bigger share of our customers' monthly food budget

	Interior	Current Share capture (illustrative only)	
HelloFresh's focus today Dinner		50%	Appetizers, Special Occasions, Ready Meals, Desserts
Lunch		7%	Sandwiches, Soups, Salads
Snacks		2%	Fruits, Nuts, Chocolate Bars
Breakfast		1%	Cereal, Smoothies, Dairy
HELLO			

The revenue share from add-on products has increased gradually as a result of our assortment expansion



HelloFresh Market offers our customers a range of premium add-ons from breakfast options, snacks, lunch, appetizers & sides





Notre Épicerie en ligne ouvre ses portes ! Faites vos courses dans l'Épicerie et recevez des produits d'exception avec votre box.



3. Sustainability

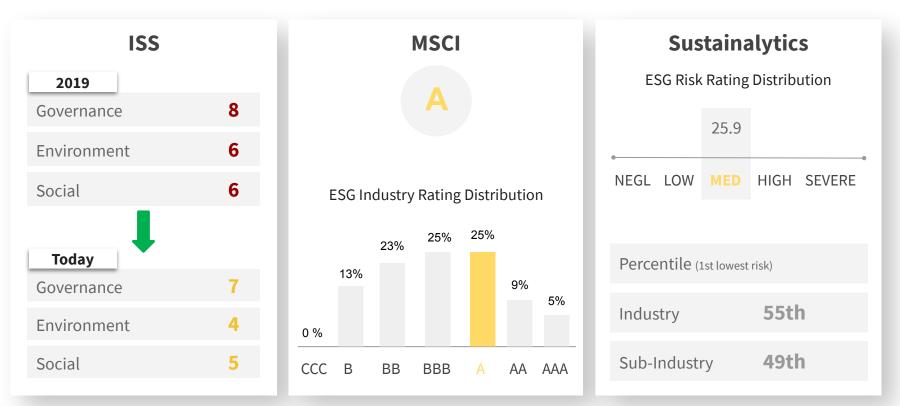


OUR AMBITION

is to provide the most sustainable food solution at scale to our customers across all of the markets we are operating in.

HELLO FRESH

While our external ESG ratings have improved recently we are still not in the top group



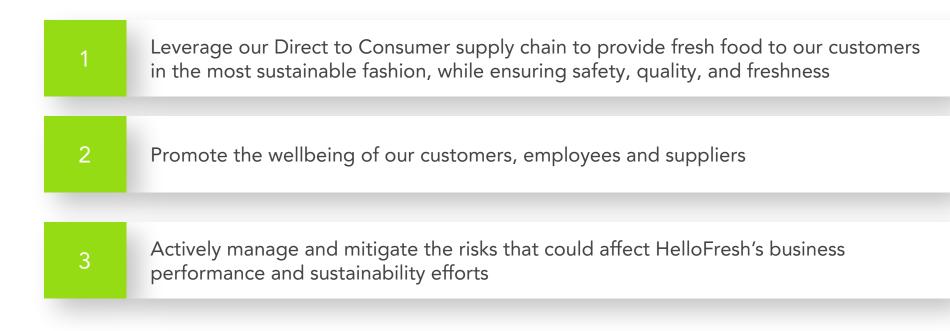
There is a disconnect between our external ESG ratings and our actual performance - which we will work towards closing



We need to work on our disclosure and reporting in order to improve our sustainability ratings with 3rd party rating agencies and to become eligible for ESG focused funds.

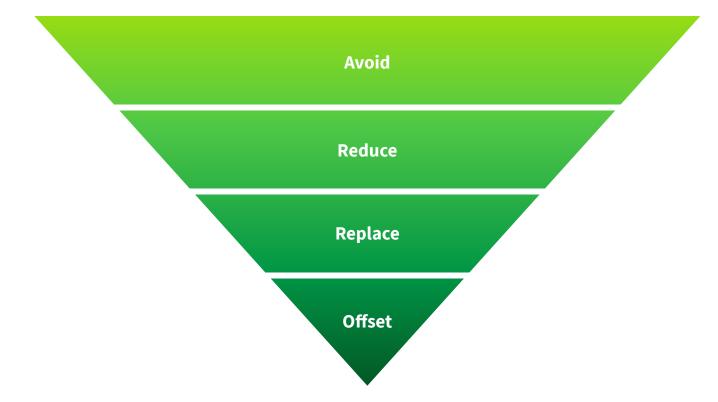


What does sustainability mean for us at HelloFresh?



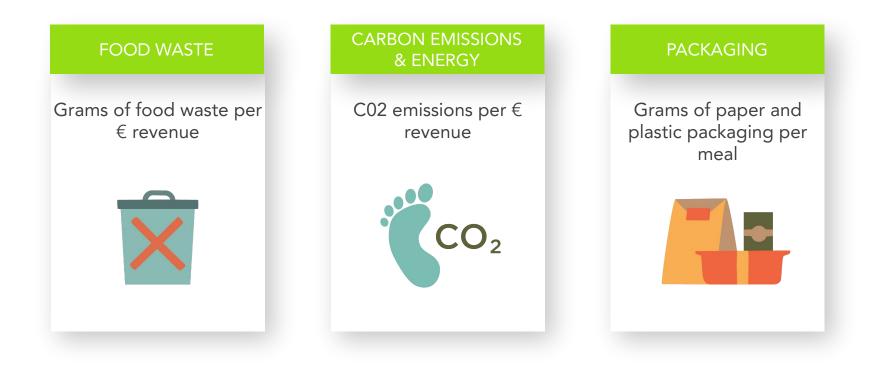


How do we approach sustainability related topics?



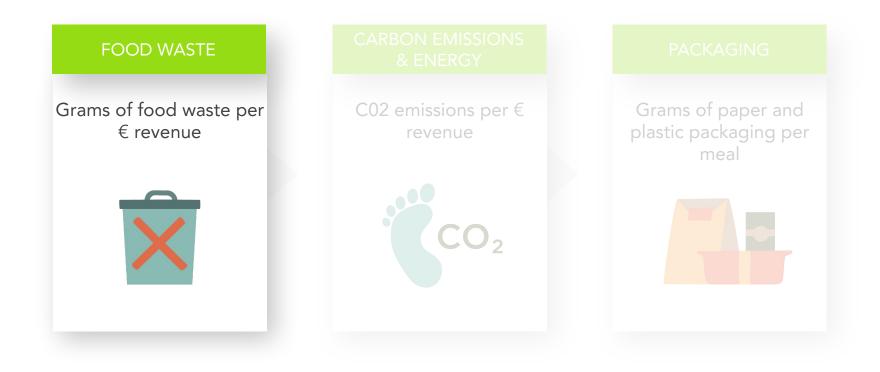


On the environmental side we have identified three core pillars which are most critical for our business model





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If Food Waste would be a country, it would be the 3rd largest CO2 emitting country in the world

1.

1/3 of food produced for human consumption never reaches the consumer's table 10.5 Food production accounts for 26% of global greenhouse gas emissions¹ 6.1 4.4 Gtonnes C02 eq 2.8 Food waste by itself is responsible for ~8% of **GHG** emissions² China USA Food India Wastage



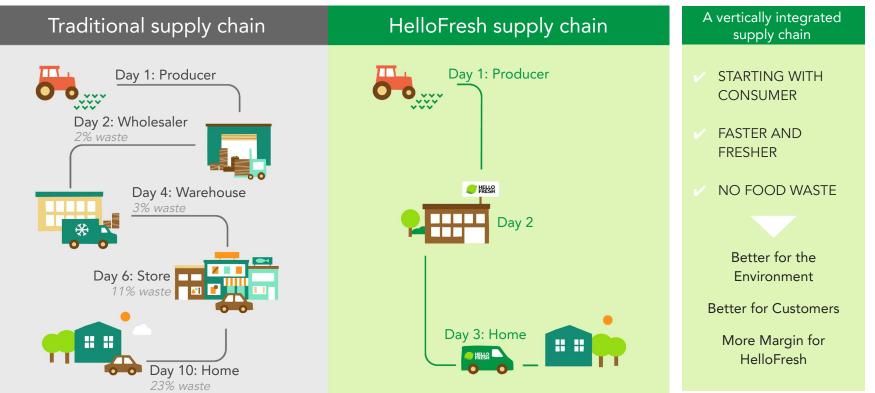
Hannah Ritchie, Our World in Data. 2020, March 18th . Food waste is responsible for 6% of global greenhouse gas emissions.

2. Kelly Oakes, BBC. 2020, Feb. 26th. How cutting your food waste can help the climate

FOOD WASTE

Our supply chain is significantly more sustainable than comparable grocery supply chains

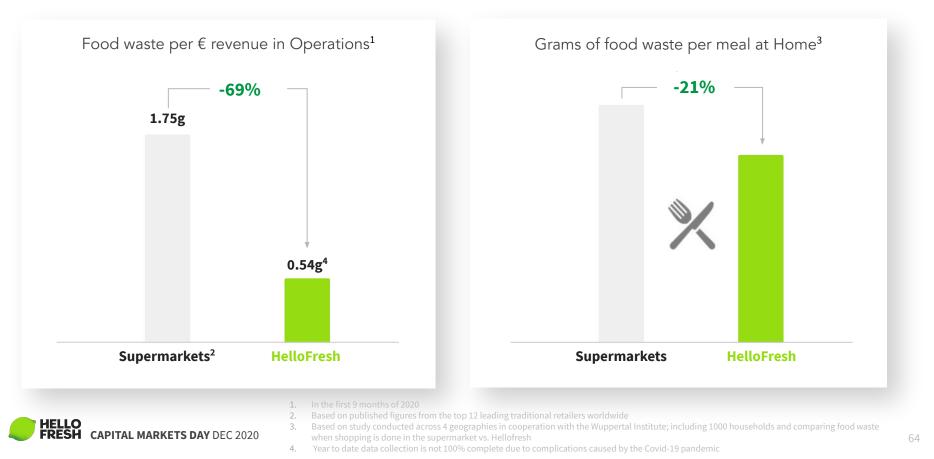
FOOD WASTE





Source: Company information; United States Department of Agriculture; Canaccord Genuity estimates Note: 5% "Farm to Retail" waste data split to wholesale and warehouse.

We reduce Food Waste at both, the supply chain and at the consumer level

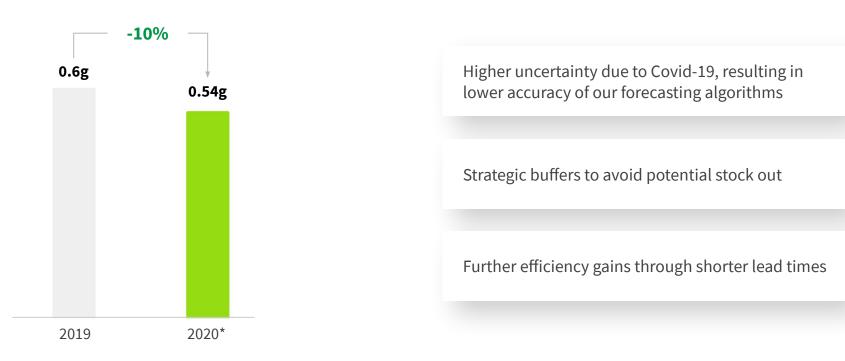


FOOD WASTE

YTD Food Waste per € revenue has decreased vs the 2019 baseline despite higher levels of operational uncertainty

FOOD WASTE

Food Waste per € revenue

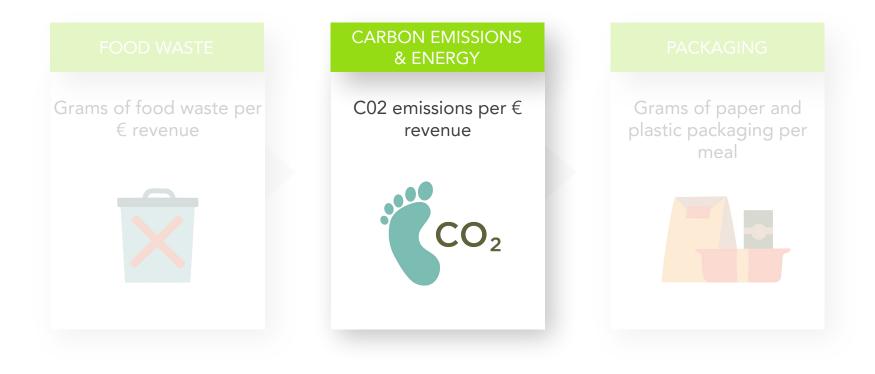




) Source: Company Information

*Year to date data collection is not 100% complete due to complications caused by the Covid-19 pandemic

On the environmental side we have identified three core pillars which are most critical for our business model





What are our CO2 Emissions?

CARBON EMISSIONS & ENERGY

18 HelloFresh Production Facilities



→ Energy and Gas consumption

→ Utility bills billed directly to HelloFresh or indirectly (hidden in the total rent price) 52.33 million Deliveries*



- → Gasoline consumption & CO2 emissions
- → On a per unit of weight delivered by carrier (provided by local logistics teams)

Corporate travel & 10 Offices Globally

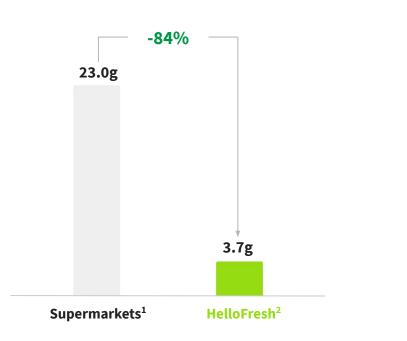


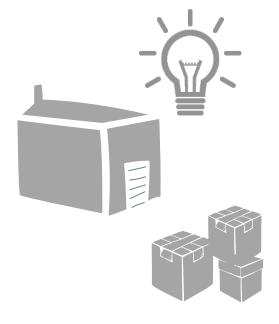
- → Flights/Trains/Busses/Rent al Cars: n° of trips and their distances or financial costs
- → Based on data from KDS, Comtravo, Uber, Oracle, etc.

Reducing CO2 in our facilities: In comparison to food retailers, we do not have to heat, light and cool thousands of stores.

CARBON EMISSIONS & ENERGY

Scope 2 CO2 Emissions per € revenue



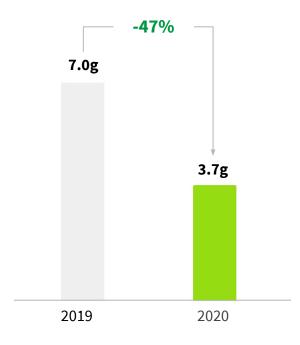




1. Based on published figures from the top 12 leading traditional retailers worldwide 2. Source: Company Information

Our per box CO2 emissions have decreased 47% YTD compared to our 2019 baseline driven by higher capacity utilization

Scope 2 CO2 Emissions per € revenue



Higher capacity utilization has a positive impact on per box CO2 emissions

CARBON EMISSIONS

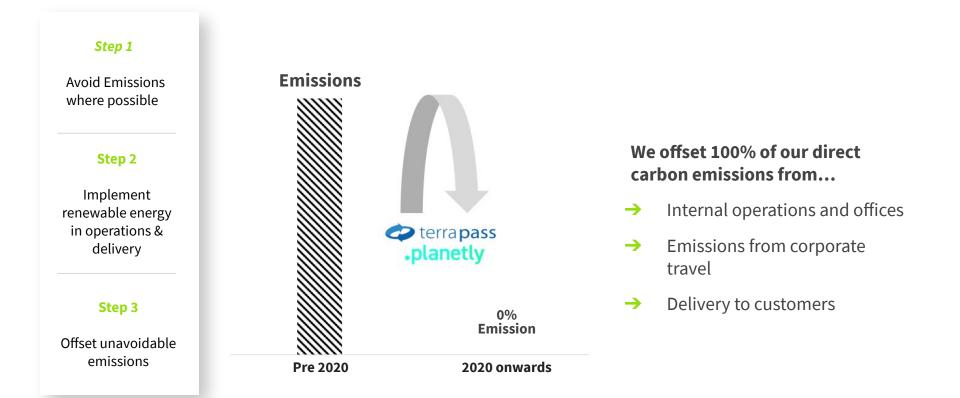
& ENERGY

Increased use of Green Energy across markets

Not included: higher route density during delivery also has a positive effect on per box emissions



We Are the 1st Global Carbon-Neutral Meal Kit Company



On the environmental side we have identified three core pillars which are most critical for our business model





We minimize Packaging Waste through our direct supply chain and by constantly researching how to make our packaging more sustainable

PACKAGING

From our Packaging Test Labs

Water-filled ice packs

Eliminate ice pack transit microplastics in gel filling



Recycled paper cooler pouch

Reduces in-box plastic by ~50%





In use across all INTL

markets*

2020



2019

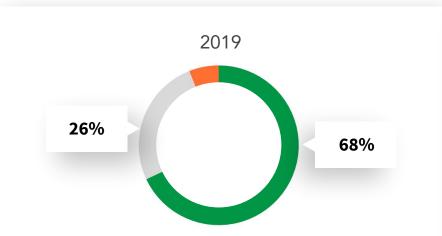
Overview of ...

PACKAGING

Examples EcoLean dairy pouch Pastas, grains & herbs Apeel NEW **WIP** TRIAL -70% MOISTURE STAYS INSIPE HELLO FRESH 0_2 CRÈME **Basmati Rice** 150 g e FRAÎCHE AIR STAYS CJ SEC Aus traditioneller Herstellung Plastic reduction by 70% Eliminate need for packaging Move to paper packaging

Case Study DACH: Over time we have developed one of the most sustainable packaging solutions for our customers

PACKAGING



→ Introduction of paper based cool pouches, reduction of inbox plastic by ~50%





Paper

Plastic

Despite operational challenges due to Covid-19 we are very proud of our impact and our ecological footprint

Our Highlights So Far

Significant reduction in food waste vs. traditional food retailers

Substantially lower C02 emissions vs. traditional food retailers

Massive push for electrifying our delivery fleet in the BENELUX

First global carbon-neutral meal-kit company

Significant food donations to charities







Achieve ISO-50001 certification

→ Certification for energy efficiency management

Materiality Assessment

→ Improve compliance with sustainability reporting

Life Cycle Assessment (LCA)

→ Identify areas of improvement or risk in the life-cycle

Supply Chain Risk Mitigation

ightarrow Run extensive assessment of HF supply chain

Plastic Bank

→ 3-years investment to launch 3 recycling sites

Energy Strategy

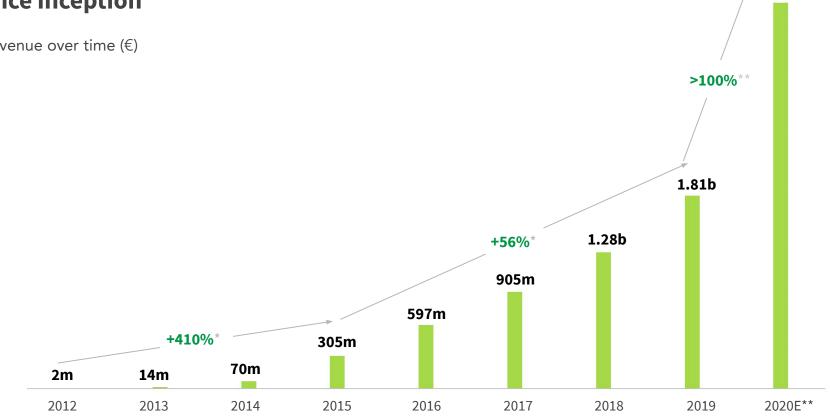
→ Strong focus on solar panel installation & green energy

4. Financials and mid-term outlook



We have a track record of consistently best-in-class growth rates since inception

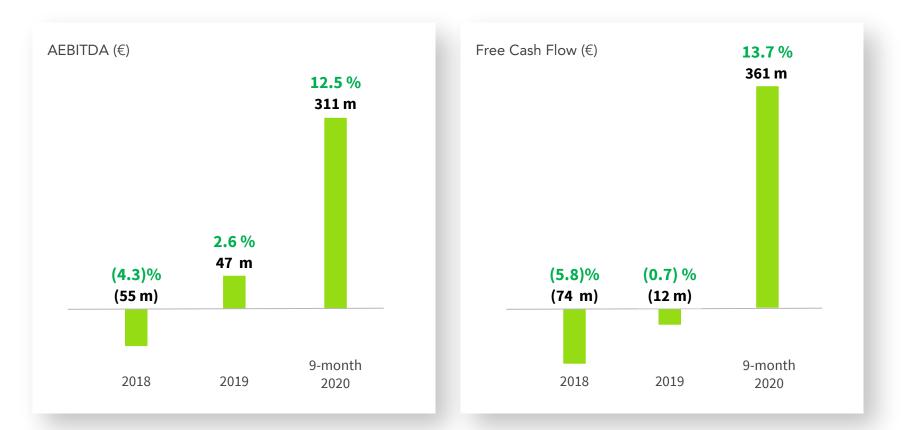
Revenue over time (€)



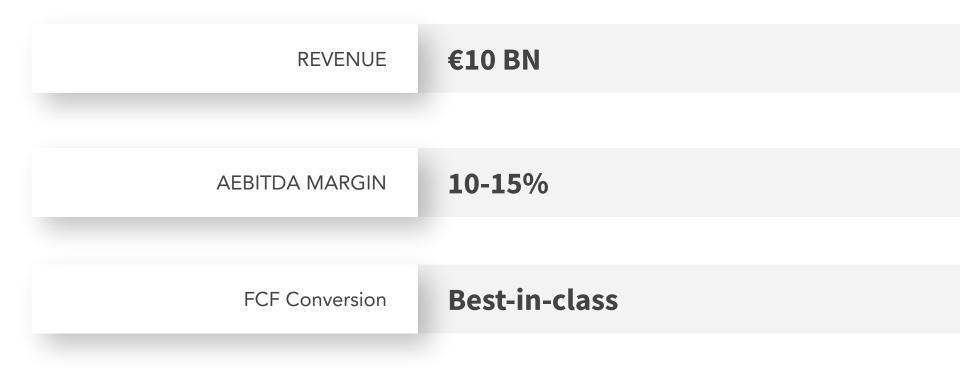


~3.6b - 3.7b**

One of the few ecommerce companies firmly profitable <u>and</u> FCF positive



Our midterm ambition is to grow to 10bn revenue while maintaining our attractive margin and FCF profile





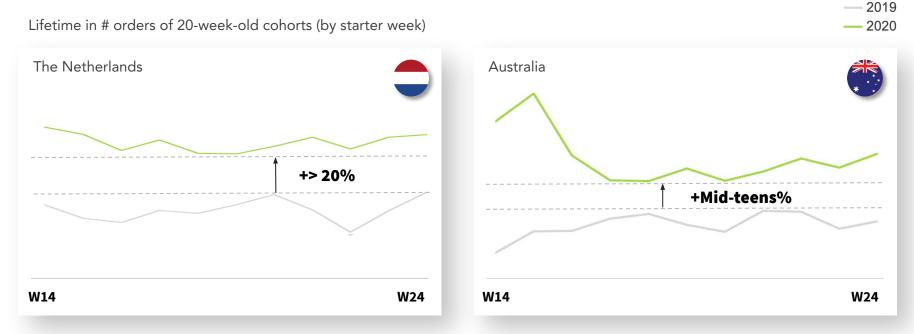
The Covid situation has expanded our 2020 AEBITDA margin by c. 3% points

	Q4 2019*	Jan - Sep 2020*	Key Drivers
Revenue Growth	39% (in CC)	105% (in CC)	More than doubling due to customer growth, AOV and order rate growth
			c. 2% points compression from
Contribution Margin	29.1%	27.1%	higher fulfilment costs
Marketing Spend	(17.9%)	(12.3%)	c. 5-6% points below trend due to low CACs &
Marketing Spend	(11.570)	(12.370)	reduction in marketing spend
G&A**	(7.8%)	(3.8%)	c. 3-4% points scale leverage
AEBIT	5.3%	11.3%	
AEBITDA	7.5%	12.5%	c. 5% points expansion, of which c. 3% directly due to Covid

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Note: * All excl. SBC **including other income and expenses

Retention has stabilised above previous year's level, also when things returned towards normality during the summer



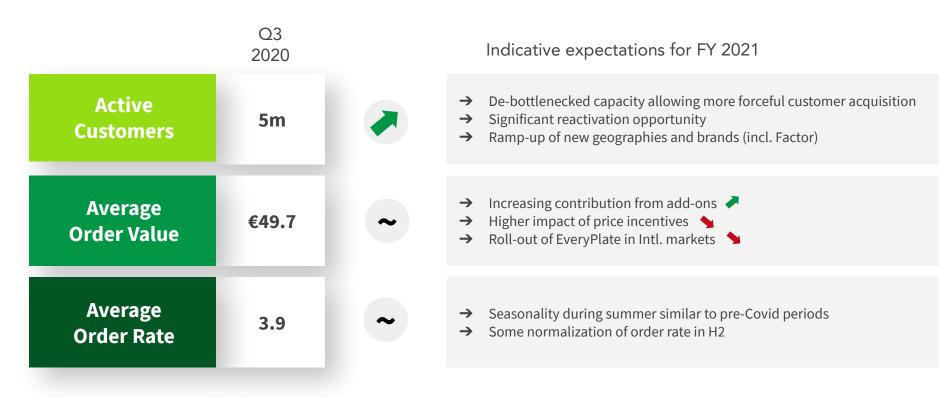
→ Both of these countries were relatively far back to normalcy during the summer

Each starter cohort continues to trend at higher retention/ lifetime value than previous years' cohorts, including cohorts which started during the more "normal" summer month of 2020

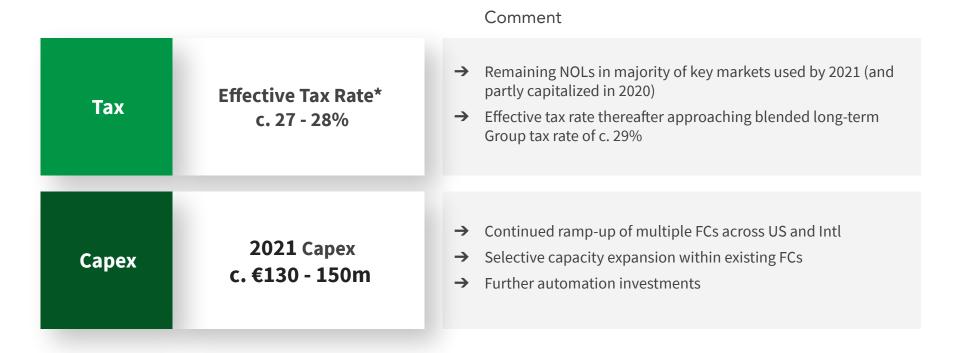
In 2021 we expect continued robust growth, combined with normalization of contribution margin and marketing expenses



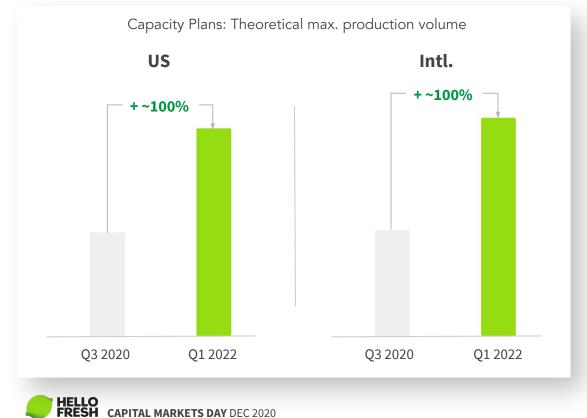
2021 revenue growth is expected to be driven by customer growth; normalization effects in AOV and Average Order Rate are largely offset



Additional indicative 2021 considerations



Our 2021 Capex ensures our infrastructure and capabilities can meet our mid-term ambitions



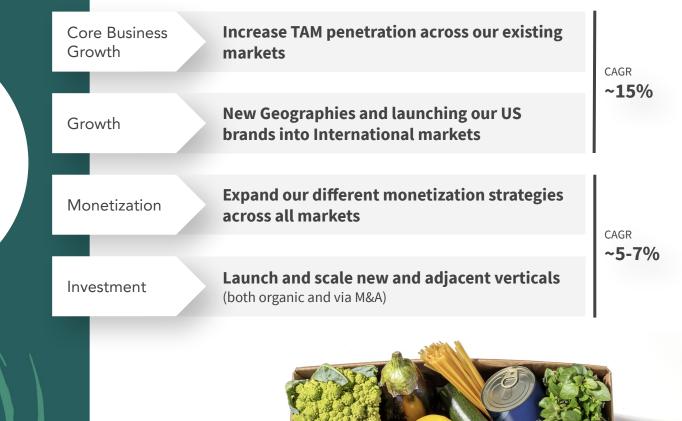
- Theoretical production capacity to double over c. 18 months
 - Relatively linear increase over that period

In addition

- Further build out of automation capabilities
- We continue to compound our "unfair" advantage in tech, data science and growth marketing

OUR MID-TERM AMBITION

Grow to 10bn Revenue with attractive double digit AEBITDA margins



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5. Q&A



We are happy to take your questions

Please raise your questions via the Q&A section







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Thank you!