Arcelik INVESTOR PRESENTATION

February 2020

Company Profile

Arcelik

Arcelik at a Glance

TL32bn Revenue

68% share of international sales

TL3.4bn EBITDA

10.5% EBITDA Margin

2019 FY figures

9 COUNTRIES, 23 PRODUCTION FACILITIES

(Turkey, China, Romania, Russia, South Africa, Thailand, Pakistan, India, Bangladesh)

Sales and Marketing
Offices in

34 countries

Products and
Services in ~150
Countries

~32,000 employees worlwide

~ 24.000 blue collar

~ 8.000 white collar

1500+

Researchers Working in

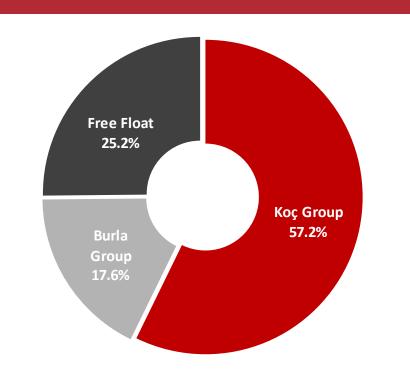
15

R&D Centres

3000+

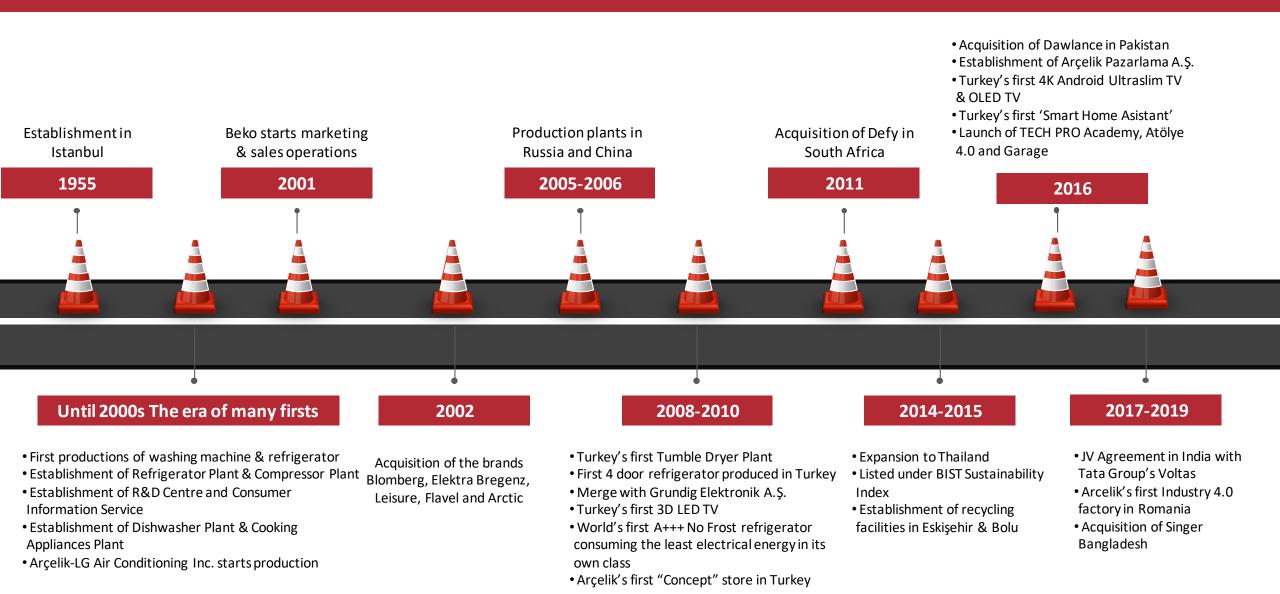
Patent Applications

Shareholder Structure



^{*} Ranked 67th in the World Intellectual Property Organisation's (WIPO) 2019 list of companies that apply for international patents most regularly

60 Years of History



Corporate Vision & Strategic Targets

ARÇELİK RESPECTS THE WORLD

- Respects the environment
- Values people
- Aware of its responsibilities

ARÇELİK IS RESPECTED WORLDWIDE

Continually exceed expectations and aims for greater challenges



Production Plants

	Refrigerator	W. Machine	Dishwasher	Dryer	Oven	Cooking Ap.	TV	A/C*
Turkey	+	+	-	+	+	+	+	+
Romania	+	+						
South Africa	+	+		+	+	+		
Pakistan	+	+				+		+
Russia	+	+						
China		+						
Thailand	+							
Bangladesh	+						+	+
India**	+							

^{*} Air conditioner JV with LG Electronics in Turkey

^{**} Refrigerator JV with Voltas in India

Product Portfolio



Built-in & Freestanding Major Appliances

- Refrigerators
- Freezers
- Washing Machines
- Dryers
- Dishwashers
- Ovens
- Hobs
- Hoods
- Warming Drawers
- Microwave Oven
- Water Dispensers & Water Filtration



Small Household Appliances

- Vacuum Cleaners
- Kitchen Appliances
- Personal Care
- Garment Care
- Fans
- Steam Cleaners



Heating Ventilation- AC

- Air Conditioners
- Combi Boilers
- Water Heaters
- Room Heaters



Consumer Electronics

- TVs
- Smart Phones
- Notebooks & Tablets
- POS Cash Register
- Hi-Fi Systems
- Portable audio systems



Components

- Hermetic Compressors
- Industrial Motors
- Appliances Motor-pumps

+ Kitchen Furniture

Brand Portfolio

Arcelik

The World is The Target Market; Arçelik is a Global Player With Its Wide Brand Portfolio



#1 in European Free-Standing Major Appliance Market **2nd Largest** Major Appliance Brand in Europe

GRUNDIG

European Full-range* Premium Home Appliance Brand, Offering a Solution For Every Room in The Modern Home

* Major Appliances, Consumer Electronics, Small Domestic Appliances



















Technology & Innovation



R&D and Innovative Technology

- More than 1.500 R&D staff, employed in Turkey, UK, USA, Taiwan
- Continuous cooperation with national and international universities and institutes
- Globally recognized and awarded designs and products



Intellectual Property Management

- The patent leader in Turkey, developing its own technology without using licenses
- The only Turkish company listed in WIPO's Top 500 Companies" for 5 years & listed in top 100 with a ranking of 67 in 2019



Environment & Energy Efficiency

- Sustainable Development and principle of environmental protection as a requirement of the Total Quality Management approach
- Production of goods that respects both human life and the environment
- Recycling Facilities in Eskişehir & Bolu in Turkey

Arcelik

Sustainability

In line with our corporate vision, we are striving to leave a better world for next generations.













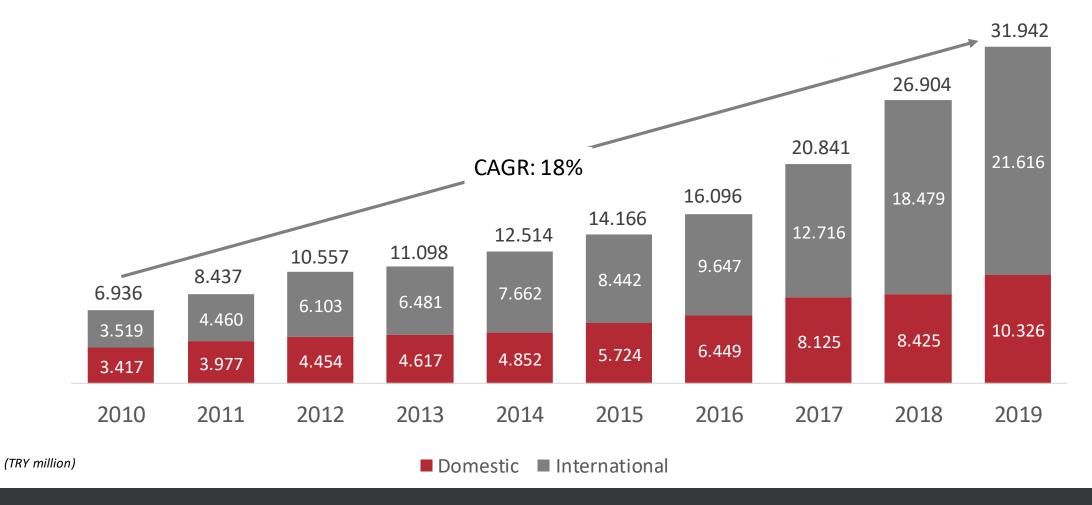
- Record Breaking Products in Energy Efficiency
- ➤ Platinum—Certified Green Factories
- ➤ One of the first signatories «2°C Climate Communique»
- Member of Corporate Leaders Network for Climate Action
- Listed in the Istanbul Stock Exchange Sustainability Index
- Signed the "Paris Pledge for Action" before COP21
- Signed the Road to Paris: «Responsible Corporate Engagement in Climate Policy»
- SEE4All U4E Project Partner in South Africa & Thailand

Financial & Operational Highlights

Revenue Growth

Solid Growth & Increasing International Presence

• Double-digit annual growth recorded since 2010 thanks to strong organic growth and acquisitions



Expanding and Diversifying Revenue Growth

Expanding Production Base

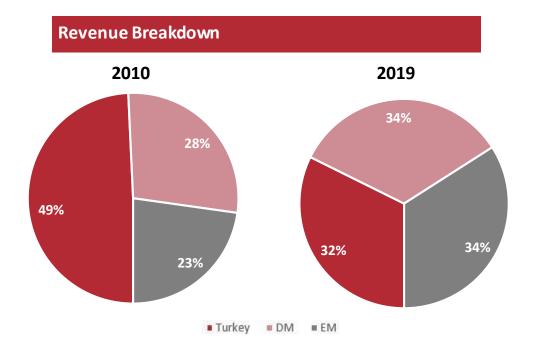
• Production has expanded into new regions with acquisitions and green field investments, enabling Arcelik to have a more diversified facility portfolio.

2010 2019 13% 5% 2% 67% 67% Turkey Romania Russia China South Africa Pakistan Thailand Bangladesh

MDA 6 includes refrigerators, washing machines, dishwashers, cookers, freezers, dryers

Increasing Emerging Market Exposure

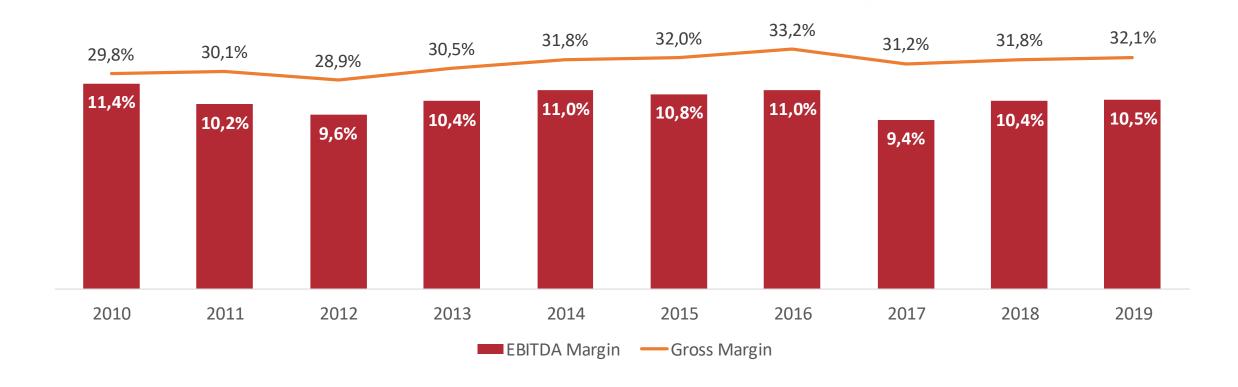
 In addition to the improving presence in Europe and other Developed Markets, Arcelik's exposure to Emerging Markets has risen through successful acquisitions and opening of new sales offices.



Strong & Sustained Profitability

Sustainable Margins

• Despite all the ups and downs in the macro conditions, Arcelik managed to deliver a sustainable profitability thanks to its global sourcing power, prudent management and strong position in key markets



Financial Risk Management

Receivable Risk

- Credit risk of receivables is managed by securing receivables with collaterals covering receivables at the highest possible proportion.
- Apart from bank guarantees (guarantee letters, LOC etc.), Arçelik utilizes credit insurance for international receivables and mortgages for receivables in Turkey.
- In credit risk control, for the customers which are not secured with collaterals, the credit quality of the customer is assessed by taking into account its financial position, past experience and other factors.

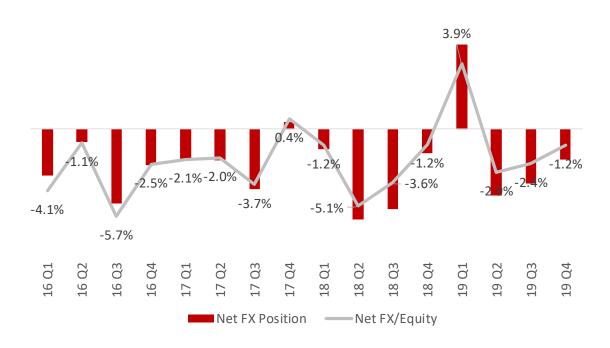
Liquidity Risk

- Arçelik seeks to minimize gap risk in its financial and commercial liabilities by managing its balance sheet according to expected cash flows. Maturities of financial liabilities are arranged according to maturities of assets, and where possible, a mismatch between the maturities is eliminated
- Average maturity of FX-based debt extended via issuance of two bonds (due in 2021 and 2023)=> now at +3 years

FX Risk

- Arçelik targets to maintain a net FX position close to zero and limit its exposure to set amounts as a % of capital.
- On top of the on-balance sheet natural hedge and financial liability management, derivatives are also employed to maintain the FX risk at targeted levels.

FX Risk Management



FX POSITION - CONSOLIDATED

(TRYmn)	Before Hedge	Hedged Position	Net Position
EUR	-698	702	3
USD	-44	-56	-99
GBP	798	-815	-17
Other	880	-890	-10
TOTAL	936	-1,059	-122

Net FX Position/Equity	-1.2%

- FX hedging is a strictly pursued policy in Arçelik since more than 30 currencies are actively managed in global operations.
- It is a KPI for the company management not to have an FX exposure exceeding low single-digit % of equity.
- The primary strategy is on balance sheet hedging mainly through cash, receivables, payables and financial liabilities, and the remaining part is hedged through financial derivatives.

Competitive Strengths

Competitive Strengths

Strength in Turkey	 Leading producer of white goods with >50% market share Exclusive dealer network for Arçelik and Beko brands Exclusive authorized after-sales service points, the widest network in Turke 	ey
Solid Presence in Europe	 Beko the second brand in Europe (up from 7th position in 2004) Arçelik the third largest white goods player in Europe Expansion into higher segment via Grundig brand in appliances 	Around intermediateSalest organism
International Growth	 Greenfield investment in Thailand Acquisition of Pakistan's leading brand Dawlance JV with Voltas, a TATA Group Company, in India Acquisition of Singer Bangladesh 	sales • Oppoinorg
Leading R&D Capabilities	 Manufacturing with its technology, no external licensing The only TR company repeatedly on the top 200 PCT applicants list of WIP Strategy: delivering an innovative product pipeline with energy efficient p 	
Cost Competitiveness	 Production in low cost regions which are in close proximity to key markets Manufacturing facilities are largest of their kind leading to economies of s Flexible manufacturing to address different local needs efficiently 	

- Around 68% of sales from international sales
- Sales and marketing organizations in 35 countries, sales in 150+ countries
- Opportunistic approach to seize inorganic growth alternatives to further boost global presence

Strength in Turkey – Strong sales and dealer network

Exclusive Dealer Network

- Around 3,000 exclusive dealers in Turkey for Arçelik and Beko brands on long-term relationship
- Dealer network => customer loyalty, proximity, and brand awareness
- Arçelik manages marketing, store formats and dealer training
- Indirect consumer financing=> Arçelik supports dealers via payment terms, while dealers bear consumer risk



After-sales Service

- After-sales services includes delivery, assembly, installation, repair and general customer support processes
- 10 regional after-sales service centers
- Widest after-sales service network in Turkey, +600 exclusive after-sales service points
- Strong technology infrastructure. Extensive database and immediate feedback on product performance
- Local call center to address customer issues quickly and effectively (7 days/24 hours)



Strength in Turkey – *Powerful brand-image*

Lovemark

Arçelik and Beko brands are among the most loved brands according to IPSOS survey in WHITE GOODS category.

1. Arçelik	35
2. Bosch	15
3. Beko	11
4. Vestel	7
5. Profilo	4
6. Samsung	3
7 Siemens	3

Areas Questioned in the Survey

- Spontan Awareness
- Feeling Close to
- Fulfilling Expectations
- Most Loved, Never Give up



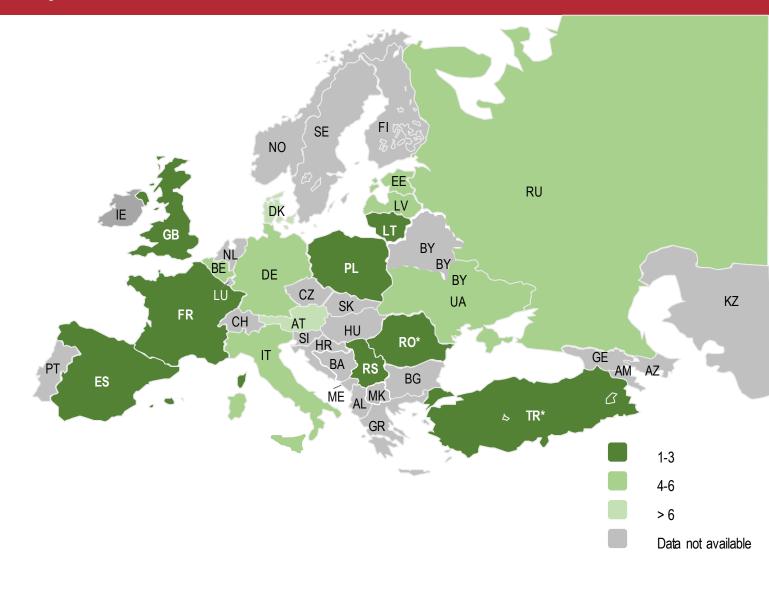
Solid Presence in Europe – Core Positions in European Markets

Beko is

- The 2nd largest brand in total market and the 1st brand in free-standing segment in total Europe
- The leading brand in East Europe
- The leading brand in the UK and Poland total white goods market
- Leader in France in the freestanding white goods market
- Leader in Belgium in FS cooker segment
- Leader in Italy and Spain in freezer segment

In addition to Beko's success, Arçelik and Arctic are the leading brands in Turkey and Romania, respectively.

Source: Panel market, Jan-December 2017 (ranking based on volume share)



February 2020 Argelik

Solid Presence in Europe – Core Positions in European Markets

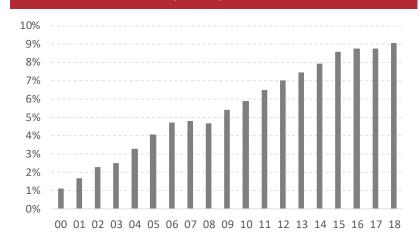
- Beko: Fastest growing white goods brand in the European market since 2000.
- Beko moved from 21st position in 2000 to 2nd position in 2013
- Beko is the Number 1 brand in free-standing market in Europe (excl. built-in segment) in 2017
- Despite Beko's price index has increased more than 30%, market share gains continue, though at a lower pace compared to 2000s.
- Beko is moving up the ranks in built-in segment, which is more profitable and growing faster compared to FS.

EU27 Segmental Breakdown

Free Standing 75%

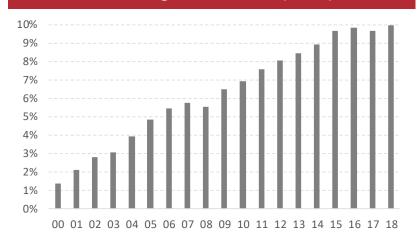
Built in 25%

Beko Market Share (EU27)



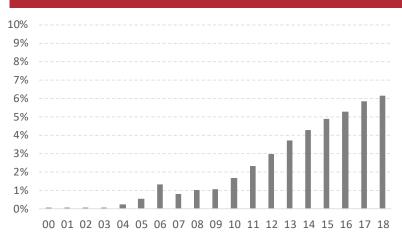
Source: Panel market, unit volume share

Beko Free Standing Market Share (EU27)



Source: Panel market, unit volume share

Beko Built-in Market Share (EU27)



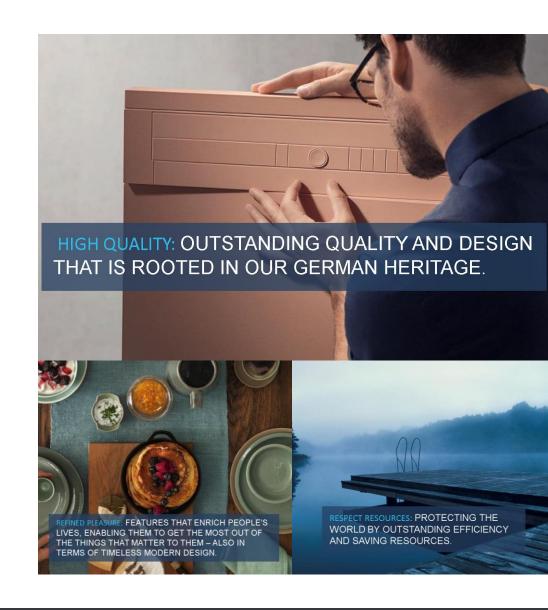
Source: Panel market, unit volume share

Solid Presence in Europe — Entry into Premium Segment

A Premium Brand into MDA Market

- Leveraging Grundig's German heritage and strong image in Consumer Electronics
- Expanding the brand into Premium White Goods Segment (Price Index around 120 in Europe)
- The only European to have a full product range which includes both MDA, SDA and Consumer Electronics





International Growth – ASEAN

Thailand Refrigerator Plant Overview

- Investment of around USD 100 mln. (during initial three years), including working capital requirement
- 263k sqm plot at Hemaraj Rayong Industrial Land.
- Expandable capacity up to 800 K units
- Production started in 1Q16 and already reached ~350K units in 2018

ASEAN Market

- 620 mln. population
- Low penetration of white goods
- Expected GDP CAGR between 14 and 2017E: +5%
- Washing Machine market is estimated to be around USD 1.65 bln. and at 6.8 mln. units*
- Refrigerator market worth around USD 2.5 bln. at appr. 8.6 mln. units*

Strategy

- Leverage Beko brand and its European image across the region
- Sourcing to 10 countries incl. Philippines, Vietnam, Malaysia, Singapore, Indonesia, Australia and New Zealand
- Local refrigerator production from Thailand.
 Washing machines sourced from other Arçelik plants.

Incentives

- Corporate tax exemption for 8 years (capped at investment amount excluding land cost). Reduction on corporate tax during the following 5 years
- Exemption on import duties on machinery
- Partial exemption on duties on raw materials

International Growth – Pakistan

Why Pakistan?

- A potential with its large population size and economic growth expectation
 - 6th largest country (200 mln.) in terms of population
 - Stable GDP growth over the years (CAGR of 3,9% in last 5Ys, expected CAGR of 5% in next 5Ys)
- FDI of multinationals, ranging from automobiles to energy, FMCG, medicine, telecom
- Mega infrastructal projects underway (China Pakistan Economic Corridor)
- Member of SAFTA (South Asian Free Trade Area)
- Relatively low-cost country
- An estimated market size of 1,9 mln. units of refrigeration and laundry, and 0,9 mln. units of air conditioners and microwave ovens

Why Dawlance

- Leading appliance company in Pakistan
- Market leader in cooling and microwave ovens (around 45% unit market share)
- Runner up in laundry and A/C segments
- One of the most recognised brands in Pakistan
- A workforce of around 3.000 with a professional management team & well equipped engineers
- Three production facilities in Hyderabad and Karachi

- Karachi Refrigerator & Washing Mac.

- Karachi Air Conditioner & MW Oven

- Hyderabad Refrigerator & Freezer

- Extensive distribution and service network with 16 sales offices, 181 after sales service centers and around 2.000 dealers
- Annual sales of ~USD230 million in 2018

International Growth - India

Why India?

- Huge potential with its large population size and economic growth expectation
- 2nd largest country (1.3 billion) in terms of population (18% of World's total)
- 248 million households
- Stable GDP growth over the years
 - ❖ Average of 7.3% in 2010-2015 period
 - Expected GDP growth in 2016-2021 is 7.8% (CAGR)
- An estimated market size of 12 million units of refrigerators and 6.5 million units of washing machines (worth app. USD 4.5 billion)
- Low penetration for home appliances, resulting in high growth rates (CAGR of 9% for MDA9* in 2006-16 period)

About Voltas - Our JV Partner

- Part of India's largest conglomerate TATA Group
- Leading player in Indian A/C market
- Sales of USD 895 mln. in 2015/16 FY

JV at a Glance

- Leverage both parties strengths: Arcelik's technology and brand image; Voltas' local expertise and sales network
- Total CAPEX of USD 155 mln. in 10 years
- USD 100 mln. capital
- Refrigerator plant is expected to be operational at the beginning of 2020.
- Arcelik started supplying products to the JV in 2H18, and sales to India reached TRY120mn in 2018.
- Around 10% market share and USD 1 bln. revenue in 10th year
- Products will be labelled under Voltas-Beko co-brand

International Growth – Bangladesh

Why Bangladesh?

- Strong Demographics
 - Population of 163 million
 - 38 million households
 - Urban population: 35%
 - Middle income population is expected to grow significantly during the next decade.
- Sustained, high GDP Growth (CAGR of 6,6% between 2010-2018) (Source: IMF)
- Favorable Appliance Market
 - Refrigerator Market estimated around 1,2 million units
 - Estimated market size of around 600 K units for washing machines, freezers, A/Cs and microwave ovens
 - TV market is estimated around 700 K units
 - Low penetration rates (Around 20% for refrigerators, single-digit for other segments)

Why Singer Bangladesh

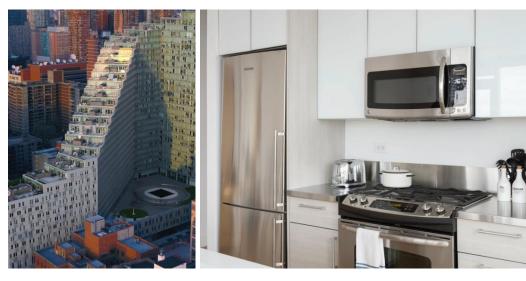
- Strong Position in Appliance Market
 - Leading position in multiple product categories
 - Singer, one of the most recognized brands in the country
 - Wide product range (home appliances, consumer electronics, others)
 - Extensive retail and service network
 - Around 90% of sales under Singer brand
 - International business partners
- Strong Financial Track Record
 - Growth CAGR of 15% in USD terms since 2005
 - Above the industry-average profit margins
 - Reported EBITDA Margin : 12,4% (2018)
 - Reported Net Profit Margin : 6,7% (2018)



International Growth – United States

Small but highly profitable

- Mainly serving to residential projects with higher-end products under Blomberg brand
- Continuing to build retail distribution by signing new deals under Beko and Grundig brands
- Capability to produce compact products with strong features is the key in this niche market
- Profitability is higher compared to consolidated level
- Always on the look-out for a possible acquisition to enter into mass market



Mercedes Building, New York





The Bond, Washington, DC

International Growth — Building a Brand Image through Sponsorships

Beko Basketball League Sponsorships

- Germany: German Basketball League- Beko Basketball Bundesliga
- Italy: Premier Basketball League-Beko Lega Basket Serie A
- Lithuania: Lithuanian Basketball League-Beko LKL League

Presenting Sponsor of

- 2015 EuroBasket European Basketball Championship (France, Germany, Latvia, Croatia)
- 2014 FIBA World Basketball Cup (Spain)
- 2010 FIBA World Basketball Cup (Turkey)

Main Sponsor of

- 2009 EuroBasket (Poland)
- 2009 FIBA Asian Championship (China)





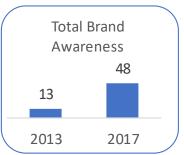
Football Sponsorships

- Arçelik: Sponsor of National Football Team (Turkey)
- Beko: Sponsor of Beşiktaş Football Team (Turkey)
- Grundig: Official Technology Partner of Bundesliga
- Beko Sponsor of FA Cup in UK in 2012-2013 & 2013-2014
- Grundig: Partner of Borussia Dortmund
- Grundig: Sponsor of Nürnberg and 1.FC Nürnberg in Germany





Beko in Spain





Arcelik

R&D and Innovation

1,500 R&D Staff

- More than 1,500 researchers in 14 R&D Units in 5 countries (Turkey, UK, Taiwan, USA, Portugal)
- Most active Turkish company in European research platforms (FP7/H2020)

International Patent Applications

- +3,000 patent applications
- The only Turkish company in top 200 of WIPO international list in the past five years (67th in '19 ranking)
- 50% of the patents are actively used in products

Cost Advantages

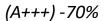
• R&D activities in locations with favorable cost base

Self Reliant

- Self reliant
- Manufacturing with own technology
- R&D capability in motors and compressors

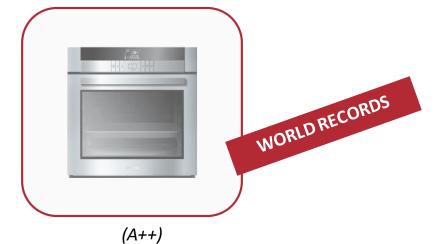
R&D and Innovation — Energy Efficient Products







(A+++) -10% Heat Pump Dryer





A+ Lowest Energy Consumption



No-Frost Combi (A+++)-30%



Side by Side (A+++)-10%



5.5L Water Consumption

R&D and Innovation — *Innovative Technology*



Click on the image for an introductory video.

VUX - Virtual User Experience

- Virtual Control Panel with a Projector
- Interactive interface icons and ability to control different products (hood, hob, dishwasher) from a single panel
- Granted most prestigious design awards; IF Design, German Design, UX Design, EDIDA

HomeWhiz

- Connected smart appliances, remotely monitored and controlled
- Smart energy management
- Ease of Use (Favorites, Wizard, etc)
- Expert Diagnosis

Click on the image for an introductory video.



Cost Competitiveness

Low Cost Base

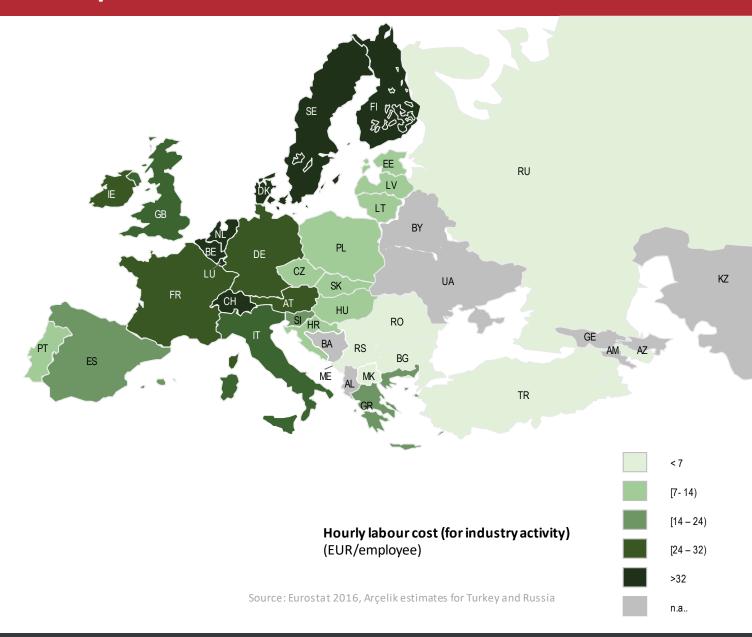
 Most labor intensive functions including HQ, R&D and production plants located in low cost countries (LCC)

Economies of Scale

- Huge production capacities in Turkey and Romania
 - REF and WM in Turkey are the largest plants under one-roof in Europe
- High capacity utilization ratios, especially in largest production hubs (min. 80%)

Geographical Proximity to Target Markets

- Production hubs, serving nearby geographies with favorable lead times
 - Europe, CIS and N. Africa from Turkey, Romania and Russia
 - Sub-Saharan Africa from S. Africa
 - ASEAN and China from Thailand and China



Financial Performance

Income Statement

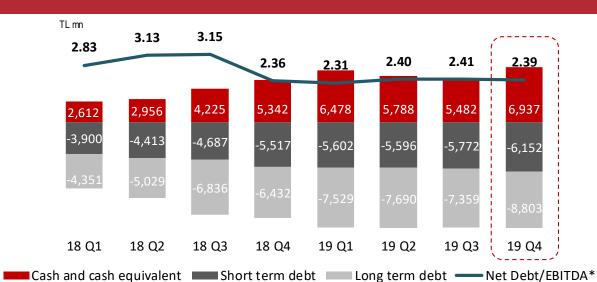
TRY mn	2015	2016	2017	2018	2019
Revenue	14,166	16,096	20,841	26,904	31,942
Gross Profit	4,536	5,340	6,506	8,546	10,259
EBIT*	1,157	1,331	1,406	2,107	2,296
Profit Before Tax	785	1,202	821	949	1,114
Net Income**	893	1,304	845	856	953
EBITDA	1,527	1,769	1,954	2,797	3,351
Gross Profit Margin	32.0%	33.2%	31.2%	31.8%	32.1%
EBITDA Margin	10.8%	11.0%	9.4%	10.4%	10.5%
Net Income Margin	6.3%	8.1%	4.1%	3.2%	3.0%
Revenue Growth	13%	14%	29%	29%	19%
EBITDA Growth	11%	16%	10%	43%	20%
Net Income Growth	40%	46%	-35%	1%	11%

Only 2019 financials include IFRS-16 implementation other periods are not re-stated.

^{*} EBIT was calculated by deducting the impact of foreign exchange gains and losses arising from trade receivables and payables, credit finance income and charges and cash discount expense and adding income and expenses from sale of property plant and equipment.

^{**} Net income before minority

Cash&Debt Profile

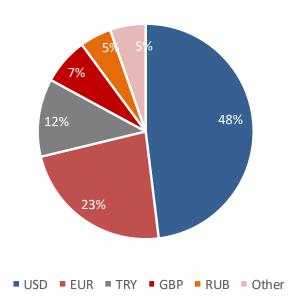


*Only 4Q19 figures include IFRS-16 items. Other quarters are adjusted for IFRS-16 impact.

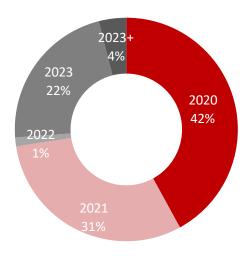
Financial Debt profile (as of Dec 31 2019)

	Effective	mn Original	TL mn
	Interest Rate p.a. (%)	Currency	Equivalent
TRY	18.6%	4,708	4,708
EUR	0.9%	239	1,591
GBP	1.4%	7	57
USD	2.4%	1	8
ZAR	8.1%	855	361
AUD	3.3%	14	58
RON	3.6%	200	277
PKR	13.7%	16,857	643
BDT	9.2%	2,000	140
Total			7,842
USD	5.1%	505	3,002
EUR	4.0%	354	2,351
TRY*	19.1%	1,024	1,024
Total Bond			6,378
Total			14,220

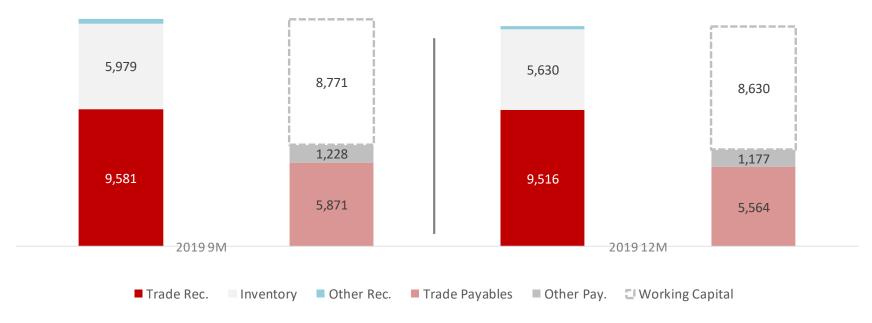
Cash Breakdown by Currency



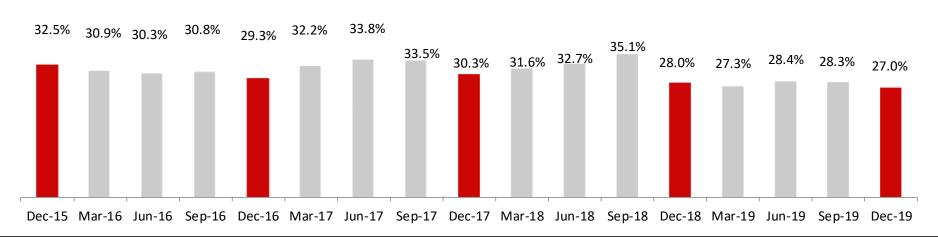
Debt Maturity Profile



Working Capital

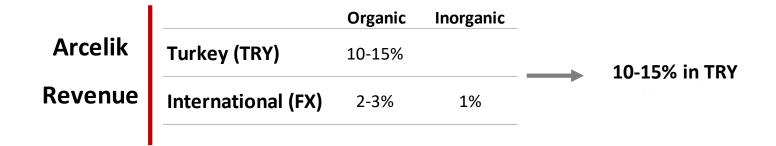


Working Capital / Sales



2019 Guidance

2020 Expectations



2020 EBITDA Margin: c.10.5%

CAPEX

Long Term EBITDA Margin: >11.5%

EUR 200-250 mn.

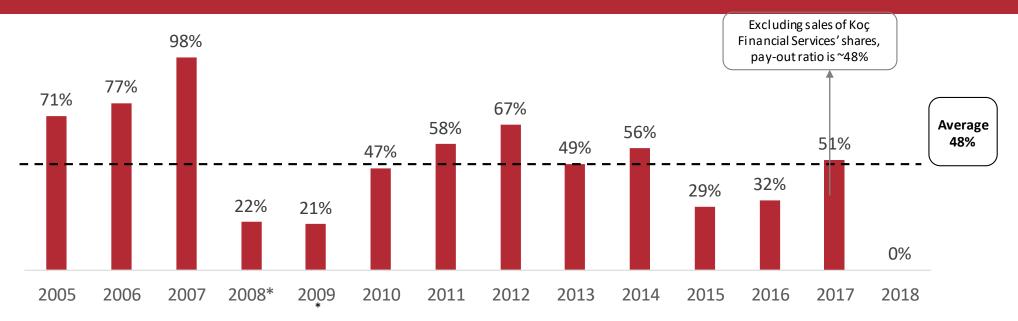
Working Capital/Sales

Below 30%

^{*}EBITDA margin calculations are inline with the methodology used in calculation of historical values and include IFRS-16 implementation

Appendix

Dividend Policy



Arçelik conducts a dividend policy within the framework of the provisions of the Turkish Commercial Code, Capital Markets Legislation, Tax Regulation, other relevant legislation and the provisions of the Articles of Association governing the distribution of profits. A balanced and consistent policy incorporating shareholders' and Company requirements in line with Corporate Governance Principles is followed.

In principle, subject to be covered by the resources existing in legal records, by taking into consideration market expectations, long-term strategy, investment and financing policies, profitability and cash position, other legislation, and financial conditions, minimum 50% of the distributable profit for the period calculated within the framework of the Capital Markets Legislation is distributed in the form of cash or stock.

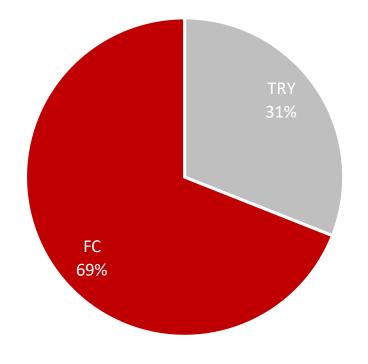
The dividend distribution date is determined by General Assembly and targeted to be within one month after General Assembly Meeting date. General Assembly, or if authorized Board of Directors, could decide to pay dividend in installments within the framework of Capital Markets Legislation.

According to Company's Articles of Association, Board of Directors can distribute advance dividend with the condition of being authorized and compliant with Capital Markets Legislation.

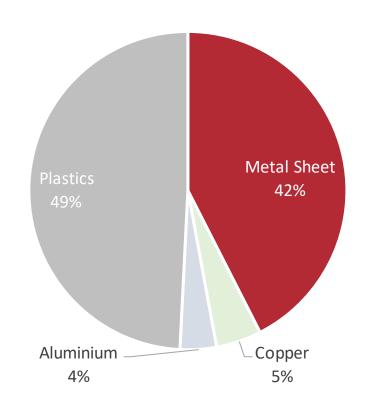
^{*} Bonus share distribution on 2008 income

Revenue and COGS Structure

Breakdown of Sales by Currency (2018)



Breakdown of Raw Material Cost (2018)



Awards & Achievements

























Disclaimer

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