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### Miscellaneous

\* Asterisks denote mandatory information

Name of Announcer *	METRO HOLDINGS LIMITED
Company Registration No.	197301792W
Announcement submitted on behalf of	METRO HOLDINGS LIMITED
Announcement is submitted with respect to *	METRO HOLDINGS LIMITED
Announcement is submitted by *	Tan Ching Chek
Designation *	Company Secretary
Date & Time of Broadcast	12-Nov-2010 12:35:47
Announcement No.	00045

### >> Announcement Details

The details of the announcement start here ...

Announcement Title \* 1HFY2011 RESULTS PRESENTATION

Description Please refer to the attached file.

#### Attachments

 presentationslides2ndqtr.pdf  
Total size = **739K**  
(2048K size limit recommended)

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# METRO HOLDINGS LIMITED



## 1HFY2011 RESULTS PRESENTATION

November 12, 2010



- ❖ **About Metro**
- ❖ **Property Development & Investment**
- ❖ **Retail Operations**
- ❖ **Financial Highlights**
- ❖ **Market Outlook**
- ❖ **Growth Strategies**
- ❖ **Outlook**

# Who We Are



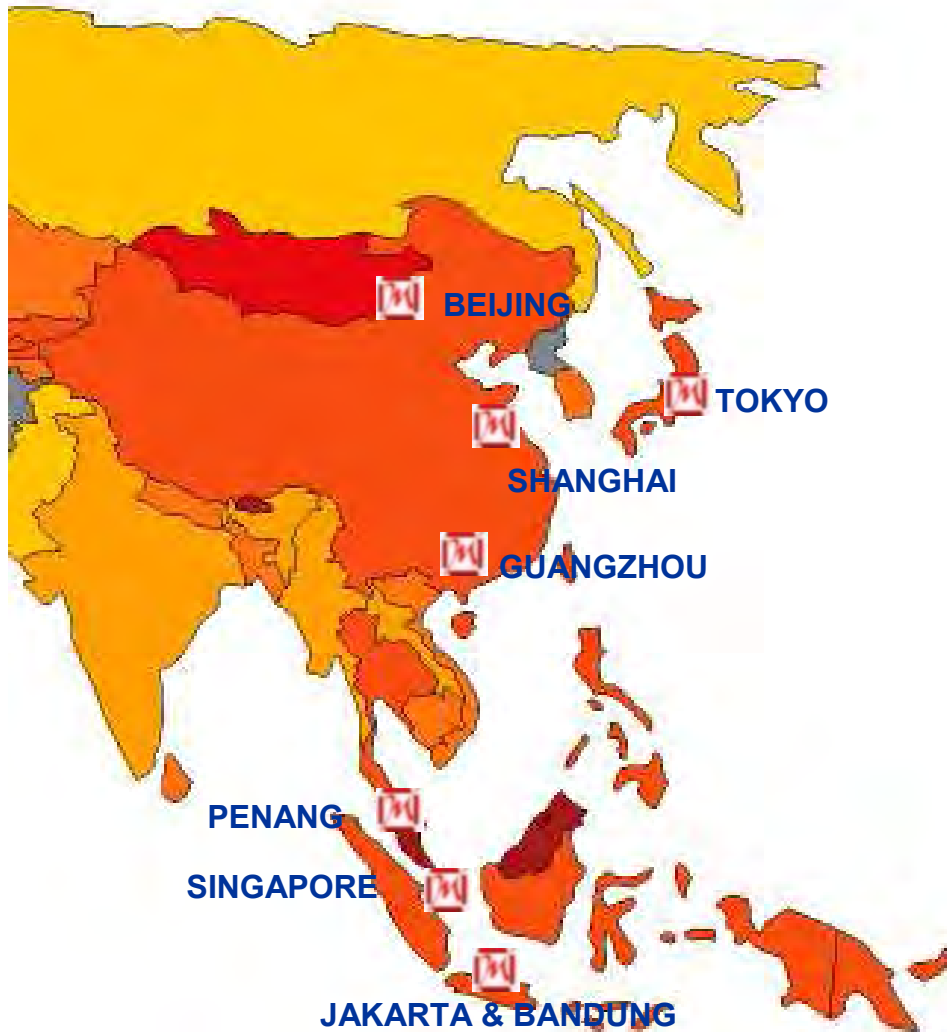
## We are...

*A property development and investment group, backed by an established retail track record*

- Strong presence in China, Indonesia, Singapore and the Asia-Pacific region



# Our Regional Presence



## List of Properties

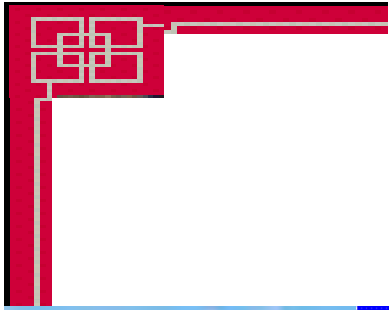
- Metro City, Beijing
- ECMall, Beijing
- Metro City, Shanghai
- Metro Tower, Shanghai
- GIE Tower, Guangzhou
- Gurney Park, Penang
- Frontier Koishikawa Building, Tokyo

## List of Investments

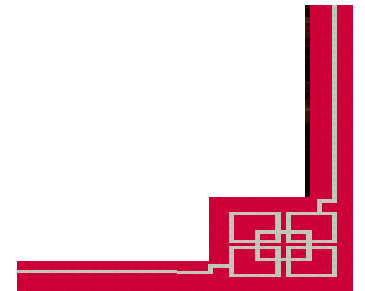
- Shui On Land
- Crowne Plaza, Beijing

## List of Retail outlets

- Singapore
- Jakarta, Indonesia
- Bandung, Makassar, Indonesia



# Property Development & Investment



# Portfolio Overview



## Completed Investment Properties:

	% owned by Grp <sup>(1)</sup>	Tenure	Site Area ("sqm")	Lettable Area ("sqm")	No. of Tenants <sup>(1)</sup>	Occupancy Rate (%) <sup>(1)</sup>	Valuation (S\$m) (100%)
<b>Metro City, Shanghai</b>	60%	36 yr term from 1993	15,342	40,319	110	98.3	234 <sup>(2)</sup>
<b>Metro City, Beijing</b>	50%	40 yr term from 2004	32,484	116,973	14	74.6	337 <sup>(2)</sup>
<b>GIE Tower, Guangzhou</b>	100%	50 yr term from 1994	-	28,390	41	92.7	96 <sup>(2)</sup>
<b>Metro Tower, Shanghai</b>	60%	50 yr term from 1993	5,247	39,295	21	76.1	178 <sup>(2)</sup>
<b>EC Mall, Beijing <sup>(4)</sup></b>	31.65%	50 yr term from 2001	26,735	28,993	72	83.6	329 <sup>(3)</sup>
<b>Frontier Koishikawa Building, Tokyo <sup>(5)</sup></b>	100%	Freehold	1,319	5,124	5	73.2	92

(1) As at September 30, 2010

(2) As at March 31, 2010

(3) As at December 31, 2009

(4) Completed in late 2QFY2010

(5) Acquired in early 1QFY2011

# Portfolio Overview



## Completed Investment Properties under Associated Companies:

	% owned by Grp <sup>(1)</sup>	Tenure	Site Area ("sqm")	Lettable Area ("sqm")	Occupancy Rate (%) <sup>(1)</sup>
<b>Gurney Plaza Extension, Penang</b>	49%	Freehold	7,660	12,577	100.0
<b>Tesco Lifespace, QinHuangDao <sup>(2)</sup></b>	10.7%	40 yr term from 2005	31,808	30,014	95.4
<b>Tesco Living Mall, Fushun <sup>(2)</sup></b>	10.7%	40 yr term from 2007	18,800	33,729	79.9
<b>Tesco Living Mall, Anshan<sup>(3)</sup></b>	10.7%	40 yr term from 2009	67,565	45,974	86.6

(1) As at September 30, 2010

(2) Completed in early 4QFY2010

(3) Completed in early 3QFY2011



# Occupancy Rate



	1HFY2011 (%)	1HFY2010 (%)
<b>Metro City, Shanghai</b>	98.3	94.2
<b>Metro City, Beijing</b>	74.6	88.7
<b>GIE Tower, Guangzhou</b>	92.7	83.1
<b>Metro Tower, Shanghai</b>	76.1	96.6
<b>Gurney Plaza Extension, Penang</b>	100.0	98.7
<b>ECMall, Beijing</b>	83.6	46.4
<b>Frontier Koishikawa Building, Tokyo<sup>(1)</sup></b>	73.2	-

(1) Acquired in early 1QFY2011

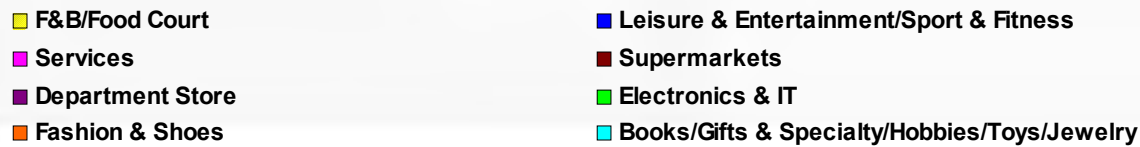
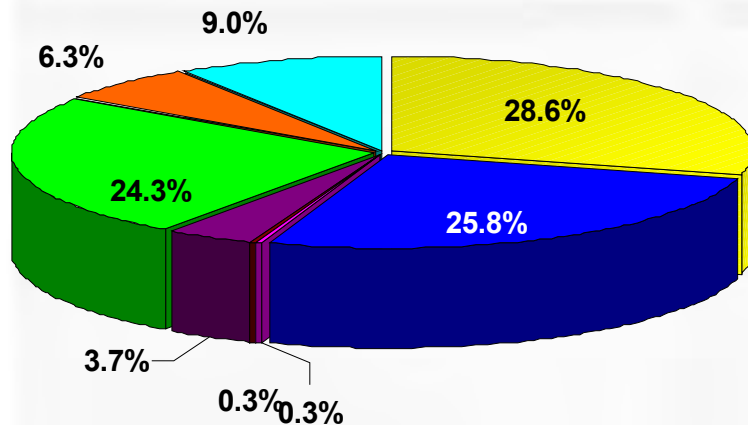
# Metro City, Shanghai



## Top 10 Tenants:

Total: 98.3%

### Tenant Mix by Lettable Area (as at September 30, 2010)



Name of Tenant	Trade Sector	% of total lettable area
Buynow Computer World	Electronics & IT	19.75%
Physical Fitness & Beauty Centre	Leisure & Entertainment/ Sport & Fitness	10.24%
Kodak Cinema World	Leisure & Entertainment/ Sport & Fitness	8.58%
Popular Bookmall	Books/Gifts & Specialty/ Hobbies/Toys/Jewelry	7.45%
Megabite	F&B/Food Court	6.27%
HAOLEDI KTV	Leisure & Entertainment/ Sport & Fitness	5.44%
DAGAMA BBQ	F&B/Food Court	2.35%
Pizza Hut	F&B/Food Court	1.87%
Herborist	Fashion & Shoes	1.84%
Starbucks	F&B/Food Court	1.82%

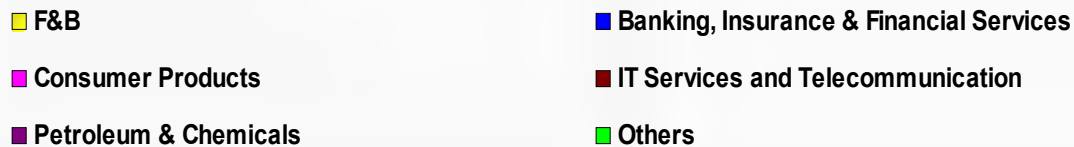
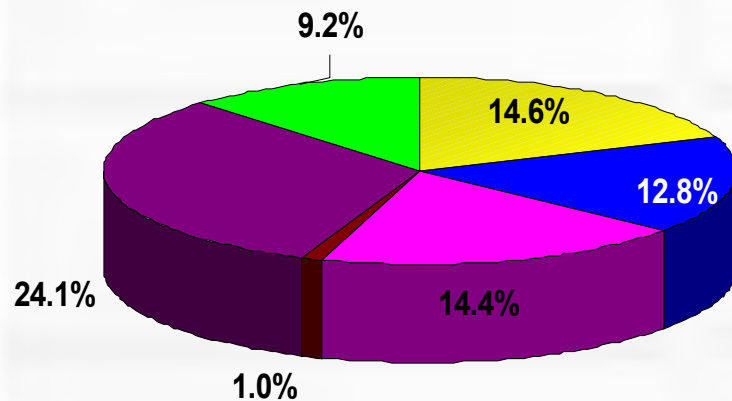
# Metro Tower, Shanghai



## Top 10 Tenants:

Total: 76.1%

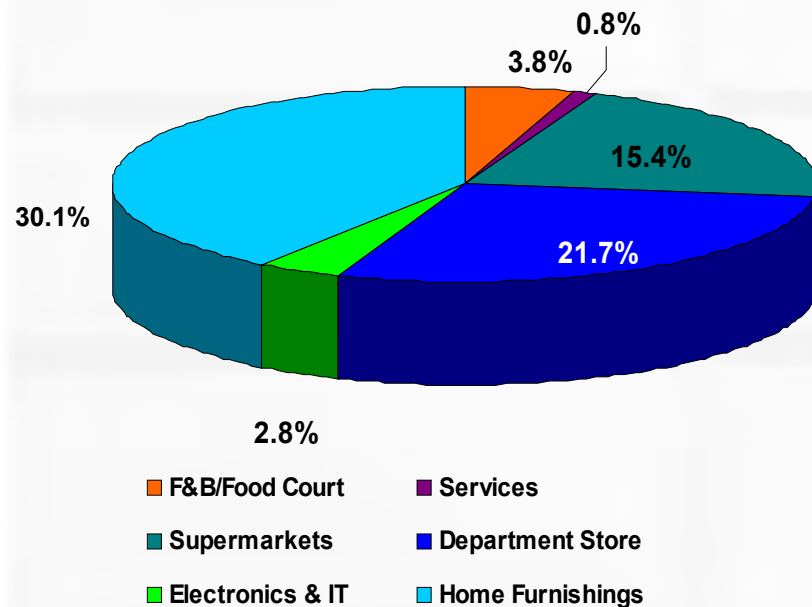
**Tenant Mix by Lettable Area  
(as at September 30, 2010)**



Name of Tenant	Trade Sector	% of total lettable area
Exxon Mobil	Petroleum & Chemicals	20.49%
Swatch Group	Consumer Products	9.53%
KFC	F&B	8.41%
AIA	Banking, Insurance and Financial Services	6.70%
Agricultural Bank of China	Banking, Insurance and Financial Services	6.08%
Pizza Hut	F&B	5.92%
Faith Cosmetics	Consumer Products	4.21%
Cummins	Others	3.25%
Lucite International	Petroleum & Chemicals	1.93%
Sekisui	Petroleum & Chemicals	1.71%

Total: 74.6%

**Tenant Mix by Lettable Area  
(as at September 30, 2010)**



## Top 10 Tenants:

Name of Tenant	Trade Sector	% of lettable area
Hong Xing	Home Furnishings	30.12%
Parkson Department Store	Department Store	21.49%
Walmart Supercentre	Supermarkets	15.43%
Gome Electrical	Electronics & IT	2.84%
Lucky Time Food Court	F&B/Food Court	2.35%
Han Nan Shan	F&B/Food Court	0.65%
Pizza Hut	F&B/Food Court	0.45%
KFC	F&B/Food Court	0.38%
China Construction Bank	Services	0.33%
Waltson	Department Store	0.18%

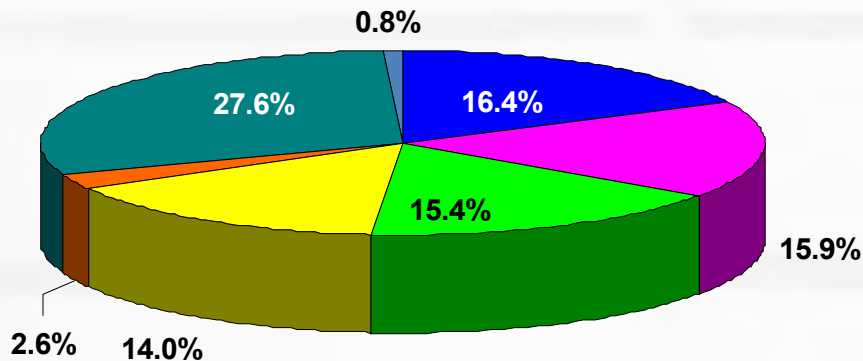


# GIE Tower, Guangzhou



Total: 92.7%

**Tenant Mix by Lettable Area  
(as at September 30, 2010)**



- F&B
- IT Services & Telecommunication
- Petroleum & Chemicals
- Consumer Products

- Banking, Insurance & Financial Services
- Pharmaceutical
- Others

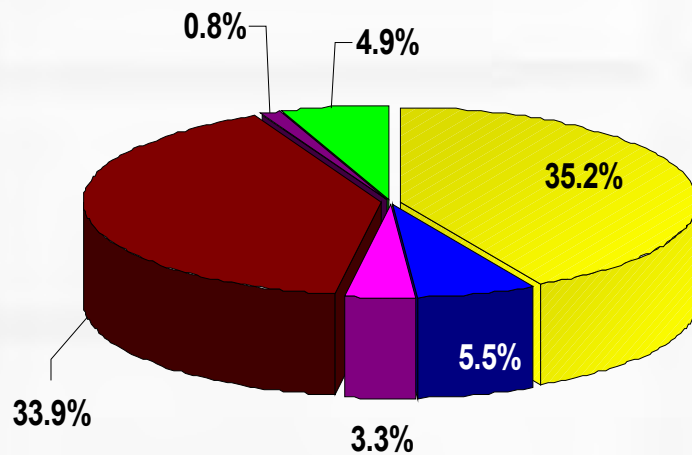
## Top 10 Tenants:

Name of Tenant	Trade Sector	% of lettable area
Jin Yu Restaurant	F&B	12.68%
Ericsson	IT Services & Telecommunication	11.89%
Guang Dong Development Bank	Banking, Insurance & Financial Services	10.24%
New Times Securities	Banking, Insurance & Financial Services	4.66%
Swiss Ya Pei	Pharmaceutical	4.17%
Roche	Pharmaceutical	4.17%
Carat Advert GZ Company	Others	4.17%
Evergreen	Others	3.53%
APL Cruise Ship	Others	3.09%
Toshiba	IT Services & Telecommunication	2.92%

## Top 10 Tenants:

Total: 83.6%

### Tenant Mix by Lettable Area (as at September 30, 2010)



■ F&B/Food Court

■ Services

■ Books/Gifts & Specialty/Hobbies/Toys/Jewelry

■ Leisure & Entertainment/Sport & Fitness

■ Fashion & Shoes

■ Electronics & IT

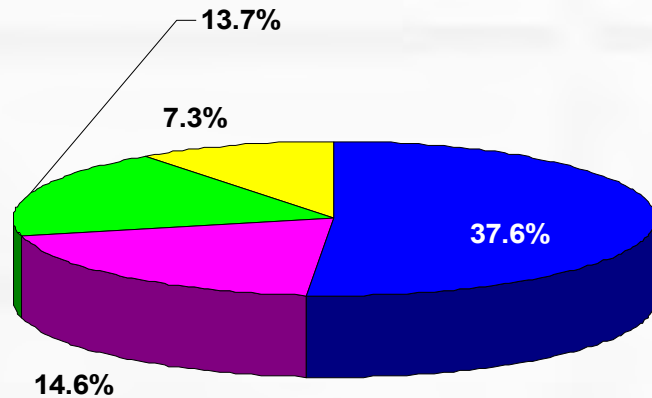
Name of Tenant	Trade Sector	% of lettable area
Golden Jaguar	F&B/Food Court	17.94%
C&A	Fashion & Shoes	5.96%
Only/Vero/Moda/ Jack&Jones/ Selected	Fashion & Shoes	4.43%
H&M	Fashion & Shoes	4.37%
Suning Elite	Electronics	4.31%
Shi Mei Hui Food Court	F&B/Food Court	4.23%
Hola	Leisure & Entertainment/ Sport & Fitness	2.98%
UNIQLO	Fashion & Shoes	2.55%
Wu Di Ren Jia	F&B/Food Court	1.89%
Yun Hai Yao	F&B/Food Court	1.83%

# Frontier Koishikawa Building, Tokyo

## Tenants:

Total: 73.2%

**Tenant Mix by Lettable Area  
(as at September 30, 2010)**



■ Government Office

■ F&B

■ Services/Education

■ Others

Name of Tenant	Trade Sector	% of lettable area
Shisyutsuhutan-koi Tanto-kan Somu-sho Daijin-kanbo Kaikei-ka Kikaku-kan	Government Office	26.81%
Lion	F&B	14.58%
Wiley.japan	Services	13.66%
Administrative Evaluation Bureau of Kanto Region	Government Office	10.77%
Japan Science and Technology Agency	Others	7.35%

# Tesco Projects, China



## Ownership Split:

- Metro Holding – 10.7%, Tesco Plc – 50.0%, HSBC NF / Nan Fung – 32.2%, Private Bankers – 7.1%
- Joint investment with Tesco Plc, HSBC NF China Real Estate Fund / Nan Fung and HSBC private banking clients



## **QinHuangDao**

- ❖ 4-storey & 2 basements
- ❖ OC rate – 95.4%
- ❖ Opened on Jan 15, 2010



## **Fushun**

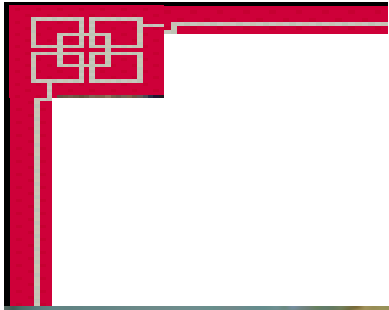
- ❖ 5-storey & 2 basements
- ❖ 200 residential & 493 SOHO
- ❖ OC rate – 79.9%
- ❖ Opened on Jan 29, 2010



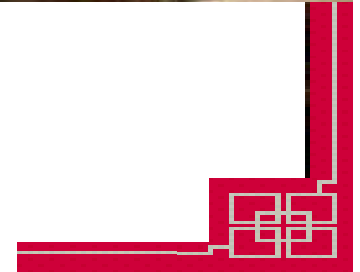
## **Anshan**

- ❖ 5-storey & a basement
- ❖ 1,656 residential, 1,459 service apartments & 16 commercial units
- ❖ OC rate – 86.6%
- ❖ Opened on Oct 29, 2010





# Retail Operations



# Retail Operations



Upgraded merchandise selections for customers in all our retail operations, through close collaboration with international and local business partners:

## **Singapore: -**

- ❖ Metro Paragon
- ❖ Metro Woodlands
- ❖ Metro Sengkang
- ❖ Metro City Square

## *“Monsoon Accessorize” Specialty Shops*

- ❖ Raffles City
- ❖ Bugis Junction
- ❖ Ngee Ann City
- ❖ Changi Airport Terminal 3
- ❖ Paragon
- ❖ Ion Orchard
- ❖ Takashimaya Shopping Centre  
- New Outlet

**Accessorize,  
Ion Orchard,  
Singapore**



## **Indonesia: -**

- ❖ Metro Pondok Indah
- ❖ Metro Senayan Square
- ❖ Metro Bandung Supermal
- ❖ Metro Taman Angrek
- ❖ M @ Pacific Place
- ❖ Metro Trans Makassar – New Store



**Metro City Square,  
Singapore**

# Retail Operations- Updates



## Singapore: -

- ❖ New Takashimaya Accessorize/Monsoon outlet opened in 1QFY2011
- ❖ Opening of Changi Airport Terminal 2 Accessorize outlet scheduled for 3QFY2011

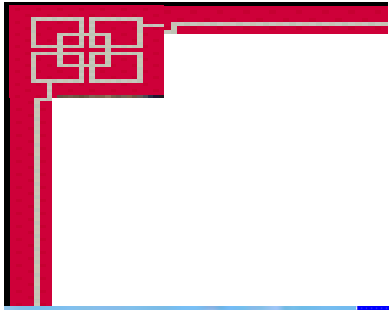
## Indonesia: -

- ❖ Trading conditions in Indonesia continues to be competitive and challenging
- ❖ New Metro Trans Makassar store opened in 2QFY2011
- ❖ Opening of Metro Gandaria, Jakarta scheduled for 4QFY2011

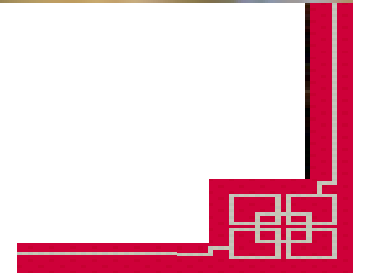
**Metro City Square,  
Singapore**







# Financial Highlights





# 1HFY2011 Results Highlights



## ❖ Property division remains steady

- ❖ Higher rental income from Metro City Shanghai after revamp of basement into Japanese themed section
- ❖ Steady increase of occupancy at ECMall Beijing
- ❖ Initial contribution from newly acquired Frontier Koishikawa Building

## ❖ Retail division reports higher sales

- ❖ New Metro City Square department store contributed to topline performance
- ❖ Trading expanded due to higher level of activity in Orchard Road as well as festive and promotional sale events

## ❖ Balance sheet remains strong

- ❖ Healthy cash position of S\$468.0 million (as at September 30, 2010)
- ❖ Total shareholders' equity improved to S\$1.0 billion (as at September 30, 2010)
- ❖ Now in net cash position



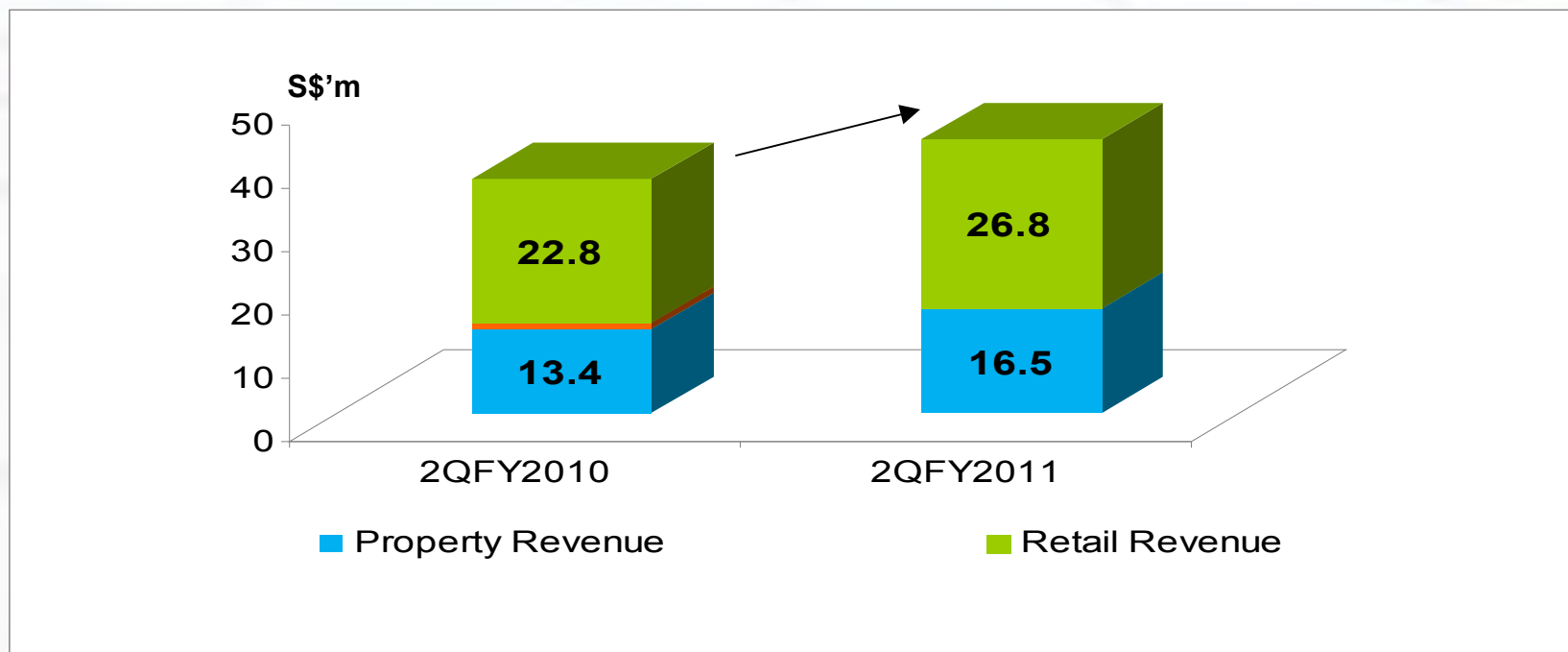
# Financial Highlights



## Profit & Loss Accounts:

	2QFY11 (S\$'000)	2QFY10 (S\$'000)	Change (%)	HFY2011 (S\$'000)	HFY2010 (S\$'000)	Change (%)
<b>Turnover</b>	43,372	36,236	+19.7	82,567	69,679	+18.5
<b>Profit Before Tax</b>	58,591	13,166	+345.0	67,786	30,377	+123.2
<b>Net Profit Attributable to Shareholders</b>	51,910	9,325	+456.7	58,840	22,410	+162.6

# 2Q Revenue Breakdown



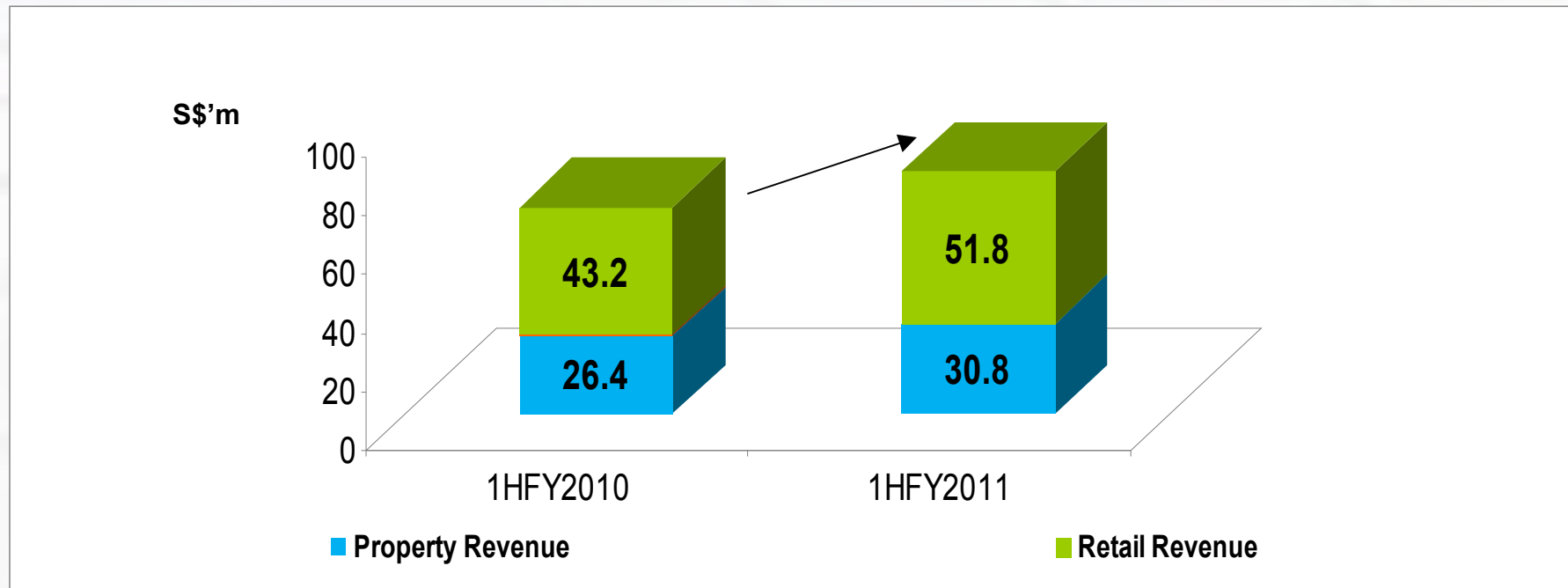
❖ **Property revenue rose by 23.3% q-o-q**

- ❖ Higher rental income from Metro City Shanghai after completion of asset enhancement works
- ❖ Initial rental from Frontier Koishikawa building

❖ **Retail turnover rose 17.6% q-o-q**

- ❖ Increase in retail revenue mainly contributed by sales at the new Metro City Square department store

# Half Year Revenue Breakdown



❖ **Property revenue rose 16.4% y-o-y**

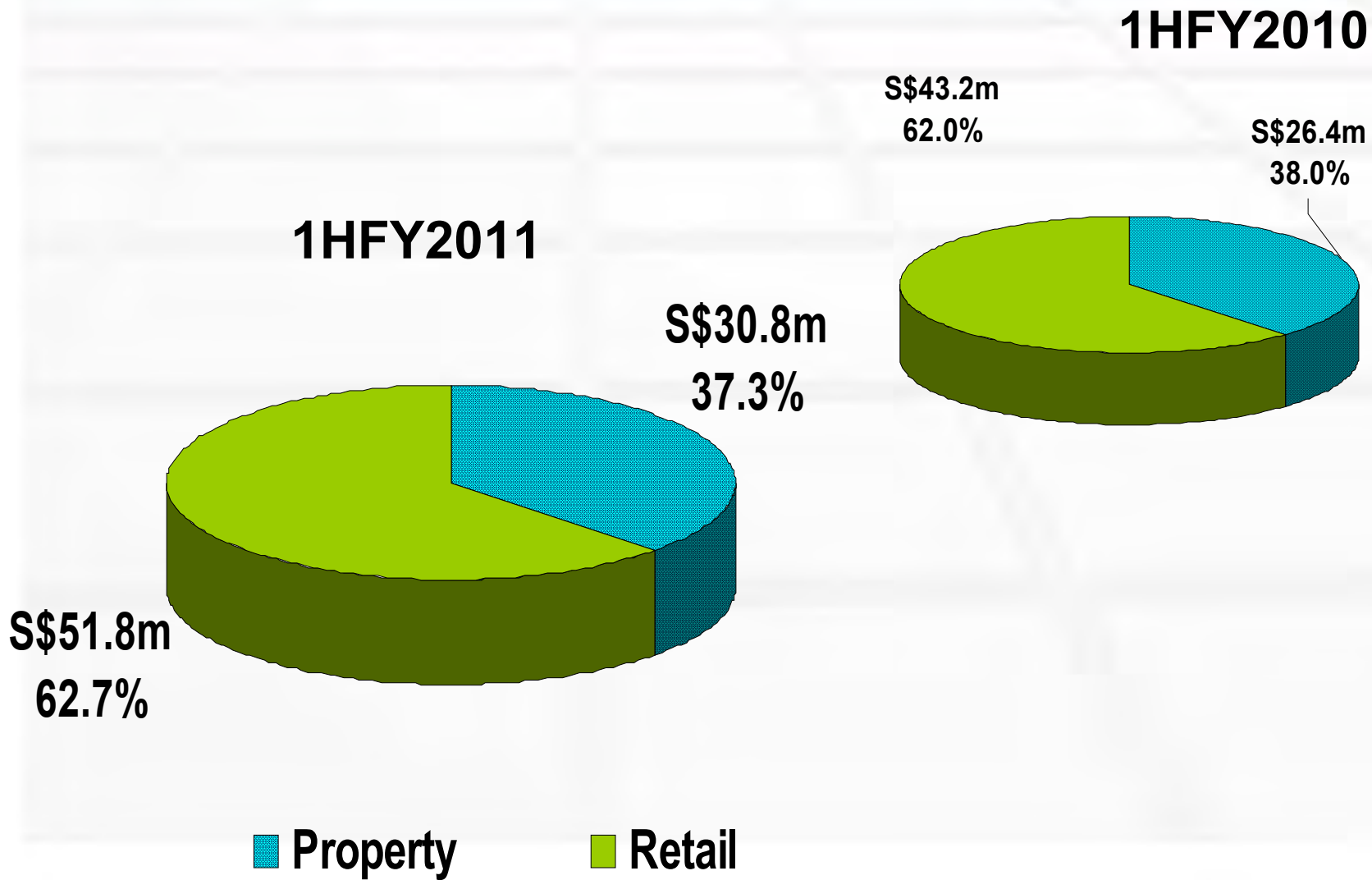
- ❖ Higher rental income from EC Mall and Metropolis Tower
- ❖ Initial rental from Frontier Koishikawa building

❖ **Retail turnover rose 19.7% y-o-y**

- ❖ Trading expanded with Metro City Square's contribution, a higher level of activity in Orchard Road, as well as from festive and promotional sale events



# Turnover By Business Segments

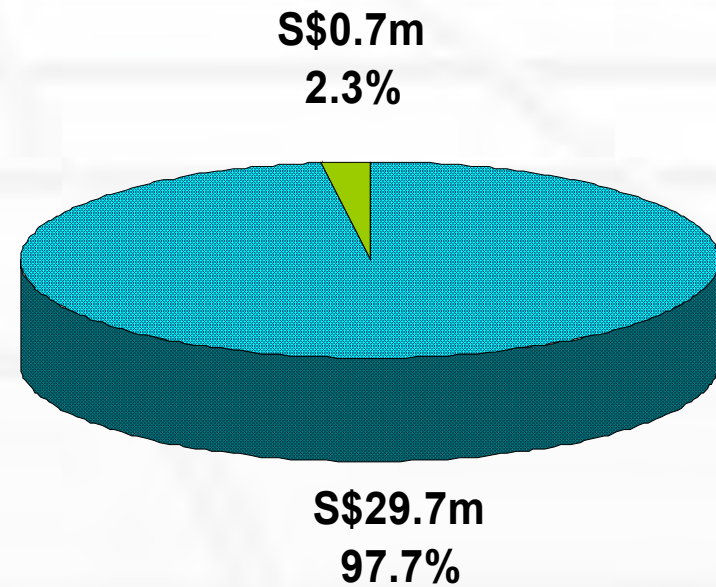
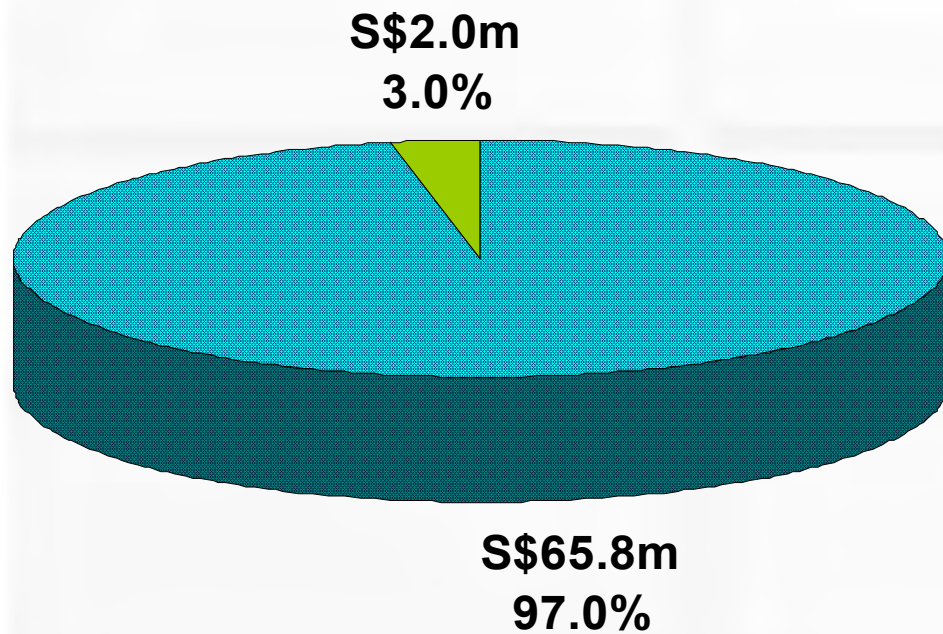


# PBT by Business Segments



## 1HFY2011

## 1HFY2010



■ Property

■ Retail

# Balance Sheet Highlights



	As at Sep 30, 2010 (S\$'000)	As at March 31, 2010 (S\$'000)	Change (%)
Property, plant and equipment	13,656	13,720	-0.5
Investment Properties	692,317	630,773	+9.8
Other Non-current Assets	157,032	420,686	-62.7
Current Assets	610,320	298,502	+104.5
<b>Total Assets</b>	<b>1,473,325</b>	<b>1,363,681</b>	<b>+8.0</b>
Current Liabilities	172,546	153,135	+12.7
Long term and deferred liabilities	283,655	214,840	+32.0
<b>Total Net Assets</b>	<b>1,017,124</b>	<b>995,706</b>	<b>+2.2</b>
Shareholders' Funds	1,012,727	990,941	+2.2
Minority Interests	4,397	4,765	-7.7

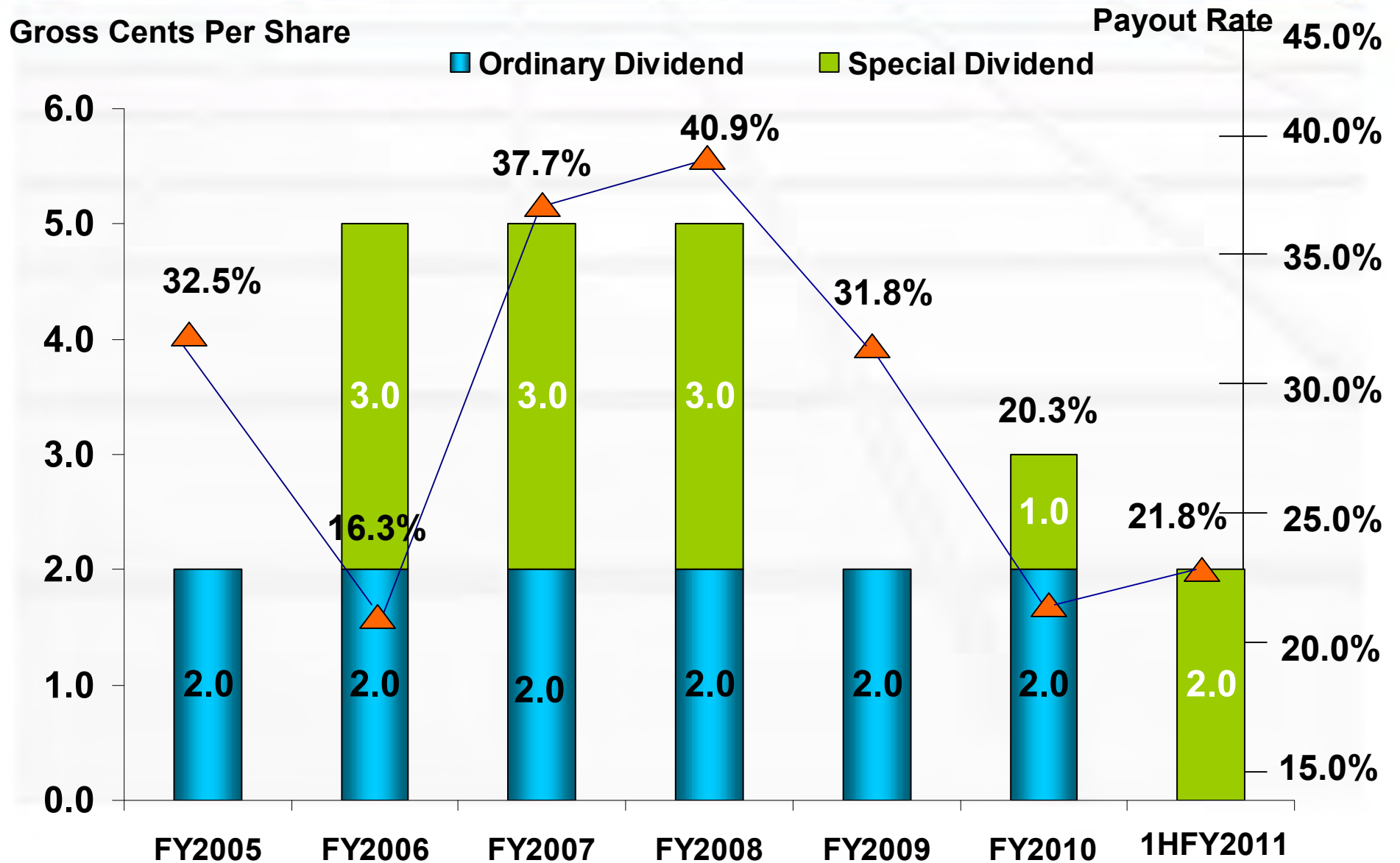
# Financial Highlights



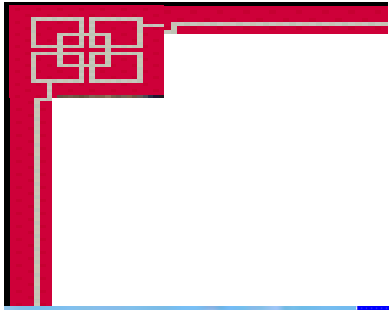
## Financial Ratios:

	1HFY2011	1HFY2010
Earnings per share after tax and minority interests (cents)	9.28	3.56
Return on shareholders' funds (%)	6.1	2.51
Return on total assets (%)	4.23	1.77
Net assets per share (cents)	158.0	146.8
Debt/Equity ratio (times)	0.29	0.24
Net Debt/Equity ratio (times)	Net cash	0.03
Special Interim Dividend per share (cents)	2.0	-

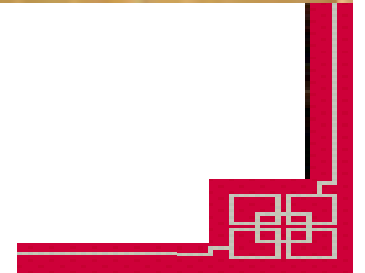
# Dividend Payout







# Market Outlook



## ❖ Market conditions for Grade A office remains positive <sup>(1)(2)</sup>

- Q3 2010 saw rental levels increase slightly (Q3 2010: RMB 210.6/US\$30.9 per sq m per month; Q2 2010: RMB 204.0/US\$30.0 per sq m per month)
- Average Availability ratio was 11.3%, representing a decrease of 0.8 percentage points q-o-q, and a decrease of 2.86 percentage points y-o-y
- Three main factors expected to influence demand going forward
  - Shanghai employers looking at a net employment outlook of +39% for Q4 2010
  - Shanghai's enterprise survey index continues to remain in positive territory
  - Growth rate for utilised FDI showed a continuous seven month increase
- Continuation of this trend will support the city's office leasing market sector for the remainder of 2010

*Rate: US\$1=RMB 6.81*

*1 month taken to be 30 days*

*(1) DTZ Research, Q3 2010*

*(2) CB Richard Ellis, China, Third Quarter 2010*

## ❖ **Steady performance for retail market space, with slight decrease in occupancy** (1)(2)

- Rentals in all five core downtown retail hubs in Shanghai continued its upward trend in average rental increase in Q3
- For Q3 2010, rental for five hubs increased on average by 1.65% q-o-q to reach RMB 1587.0 (US\$232.8) per sq m per month
- Average occupancy rate increased to 93.57%, up by 2.78 percentage points q-o-q
- Developments include resumed operations of the Fairmont Peace Hotel which should assist retail sales on Nanjing East Road
- Upcoming projects include the Rock Bund, a new luxury retail hub and developments in the Yu Garden area; Four projects are targeted for completion in the next quarter, with two located in the selected retail hubs, comprising a GFA of 48,000 sq m
- The final wave of Shanghai Expo tourists is expected to drive Shanghai retail sales to a peak

## ❖ **World Expo factor** (3)(4)

- Contributed to retail sales value and sustained growth of 17.5% y-o-y in the first eight months of 2010
- Positive impact on Shanghai, success in raising its international profile

Rate: US\$1=RMB 6.81

1 month taken to be 30 days

(1) DTZ Research, Q3 2010

(2) CB Richard Ellis, China, Third Quarter 2010

(3) The Knowledge Report, Shanghai Grade A Office Market, Colliers, Q3 2010

(4) The Knowledge Report, Shanghai Retail Property Market, Colliers, Q3 2010

# Market Outlook, Beijing



## ❖ Growth momentum of Beijing's Grade A office market remains strong<sup>(1)(2)(3)</sup>

- Rental rates increased by 3.36% q-o-q to reach RMB160.7 (US\$23.6) per sq m per month
- Overall Availability ratio for grade A office space dropped by 1.56 percentage points to 13.85%
  - 265,015 sq m of new supply entered the market by Q3 2010, taking overall stock of grade A offices to 6,425,775 sq m
  - Demand for office space increased dramatically, total net absorption reached 324,343 sq m over the quarter, with foreign companies as the main source of the take-up
- By the end of 2010, average rents are expected to grow 3% from the current level

## ❖ Prime retail property market continues to expand<sup>(1)(2)(4)</sup>

- Beijing consumer goods market continued its rapid growth, with total sales of consumer goods amounting to RMB 393.8 billion, up 16.2 y-o-y
  - Expansion of international fashion brands continues apace
- This quarter, a total of 248,000 sq m of retail space was added to the market, taking total stock to 4.9 million sq m. Although a large amount of new supply entered the market, both rental and occupancy rate remained stable
- Conventional retail catchment areas: Wangfujin, Xidan and Dongzhimen should continue to be resilient
- With the continued rapid growth of the Beijing consumer goods market, the prime retail property market is expected to remain active

Rate: US\$1=RMB 6.80

1 month taken to be 30 days

<sup>(1)</sup> DTZ Research, Q3 2010

<sup>(2)</sup> CB Richard Ellis, China, Third Quarter 2010

<sup>(3)</sup> The Knowledge Report, Beijing Office, Colliers, Q3 2010

<sup>(4)</sup> The Knowledge Report, Beijing Retail, Colliers, Q3 2010



## ❖ Grade A office space in Guangzhou benefits from rebound in local economy <sup>(1)</sup>

- Office market supported by sustaining economic recovery
- Number of leasing transactions have increased in Q3
  - Total volume of leased space decreased q-o-q, leading to a 21% decline in net absorption to reach 38,900 sq m
  - Due to a lack of new supply of grade A office space, availability ratio dropped by 2.1 percentage points q-o-q, reaching 7%
- Increase in leasing transactions pushed up average rental
  - Average rent for Guangzhou grade A office space was RMB120.9 (US\$17.8) per sq m per month, 0.4% increase q-o-q

## ❖ Growing demand for retail space in Guangzhou <sup>(1)(2)</sup>

- Growing economy has revived market confidence and led to an active consumer market in Q3
- Retail sales increased by 17.31% y-o-y in the June to July period amounting to RMB 71.28 billion (US\$10.48 billion)
- Rental of ground floor space in prime shopping centres increased by 0.9% q-o-q to RMB1503 per sq m per month
- Combination of growing demand and lack of new supply has resulted in a drop in the availability ratio to 3.16%, a decreased of 1.45 percentage points q-o-q
- Several high-quality properties are expected to come on stream in Q4, providing 450,000 sq m of new retail space
- Leasing demand is expected to remain strong

Rate: US\$1=RMB 6.79

1 month taken to be 30 days

<sup>(1)</sup> DTZ Research, Q3 2010

<sup>(2)</sup> CB Richard Ellis, China, Third Quarter 2010



## **“China’s economy to grow 9% in 2011: Expert”**

**- China Daily, Oct 18, 2010**

*“China’s exports and investments would be much better in 2011 than this year, but the growth rate of consumption would pull back slightly from this year’s boom, making 9 percent growth very likely.”*

*“One does not need to be worried with moderate expansion.. Because the current economic growth is too high for China”*

## Singapore:

### ❖ Retail sales up; Benefits from growing tourist numbers

- Retail sales up 3.2% in July 2010 <sup>(1)</sup>
  - Rose for a ninth month in July <sup>(1)(2)</sup>
  - Booming job market and higher tourist arrivals boosted spending
    - Monthly tourist arrivals exceeded the 1 million mark for the first time in July
  - Excluding sales of motor vehicles, the retail outlook continues to brighten on strong domestic employment and wage growth

#### Sources:

<sup>(1)</sup> *The Edge*, September 15, 2010

<sup>(2)</sup> *The Business Times*, Sept 16, 2010



## Indonesia:

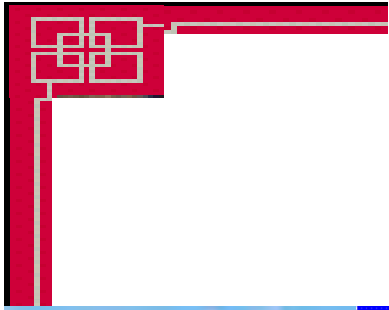
### ❖ Retail sales poised for growth<sup>(1)</sup>

- Economy grew 5.7 percent y-o-y in Q1 2010, the fastest pace in more than a year <sup>(2)</sup>
- Steady growth forecasted for Indonesia's retail sales from US\$120bn in 2010 to US\$202bn by 2014
- Key factors include:
  - Strong underlying economic growth
    - Tourism plays a large part in contributing to the health of the Indonesia retail industry
    - Bali generates 30% of national tourist revenue, an estimated US\$3bn a year
  - Indonesia's large and growing population (fourth worldwide)
    - Food consumption is expected to increase by approx 47.2% by 2014, benefiting the mass grocery retail sector
  - Rising per capita incomes
  - Continued development of organised retail infrastructure
    - Automotives, pharmaceutical sales and consumer electronic sales sectors are expected to show healthy growth
- Overall, a robust turnaround in consumer spending expected in Singapore and across Asia-Pacific, with retail sales set for double-digit growth as a result of improving fundamentals

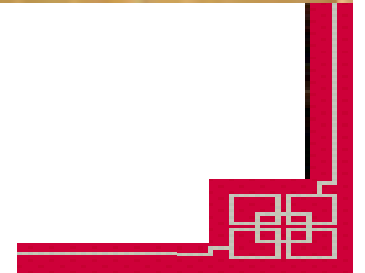
*Sources:*

<sup>(1)</sup>*The Straits Times, Jun 28, 2010*

<sup>(2)</sup>*Indonesia Retail Report Q4 2010, Oct 23, 2010*



# Growth Strategies





# Growth Strategies



## Property Development & Investment



### Continue to prudently leverage on:

- Rich Retail Experience
- Strong Foothold and Know how in China Selection
- Strategic Partnerships
- Strong Balance Sheet of Metro Group

## Retail Operations



### Emphasis on:

- Addition of new specialties shops
- Enhancing Merchandise Offering
- Improving Customer Service
- Upgrade of Customer Relationship Management System
- Adoption of new marketing platform

## Property Development and Investment

### ❖ Leverage on Rich Retail Experience

- Optimise tenant mix
- Continual enhancement of lettable space
- Improve efficiency of mall management

### ❖ Capitalise on Strong Foothold in the Asia-Pacific region

- Opportunistic search for new projects
- Maintain special focus in fast growing regions, such as China

### ❖ Strategic Partnerships

- Careful selection of partners with relevant experience and expertise
- Leverage on existing relationships for further expansion into leisure and lifestyle properties

### ❖ Leverage on Strong Balance Sheet

- Current low borrowing ratio allows greater flexibility when good investment opportunities arise

## Retail Operations

### ❖ Addition of new retail outlets

- Plans to open more outlets in Singapore when suitable real estate opportunities present themselves
- Opening additional Monsoon Accessorize outlets
- New Metro Makassa opened in 2QFY2011
- New Metro Gandaria, Jakarta planned for opening in late FY2011

### ❖ Enhance Merchandise Offering

- Leverage on strong relationships with local and international partners to offer good selection of merchandise
- Focus on customer-desired brands

### ❖ Improve Customer Service

- Improve customer service through adoption of technology
- Q-bursting, use of PDA to pre-scan purchases in order to cut Q at cashier points
- Cross-store merchandising and selling; customers can buy merchandise from any Metro store

## Retail Operations

### ❖ Upgrade Customer Relationship Management (CRM) System

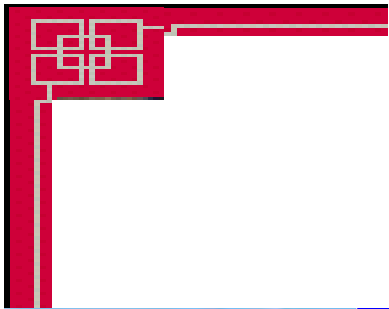
- Engage expertise in CRM to leverage on available customer data base in current CRM system
- Enhance card membership with launch of new platinum card

### ❖ Adopt New Marketing Platform

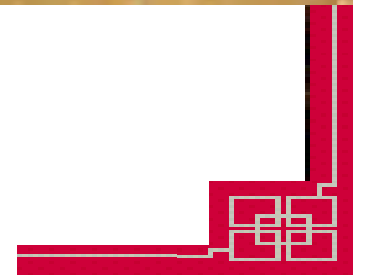
- Adopt new Internet (online) technology, with objective to engage and activate customers, both old and new
- Launching new internet websites, mobile websites and engage customer groups through Facebook and other social media







# Outlook



## Property Segment:

- ❖ Overall, rental income from Group's four mature properties expected to grow steadily
  - Higher income expected following the completion of asset enhancement activities Metro City Shanghai
  - Streamlining of portfolio
    - Disposal of 1 Financial Street, Beijing
    - Sale of Metropolis Tower, Beijing
  
- ❖ Newly acquired property in Tokyo, Japan – Frontier Koishikawa Building
  - Occupancy sees steady increase
  - Expected to be supportive of overall rental growth and contribute to topline
  - In line with plans for expansion in Asia-Pacific region
  
- ❖ Steady growth rate in China's first-tier cities, expansion seen in second and third-tier cities
  - Positive effect on the Group's property development and investments in China
  - Group remains optimistic of the long-term growth prospects in China

## Retail Segment:

### ❖ Pickup in trading environment of retail division

- Improved consumer sentiments and consumer spending in Singapore and Indonesian economies
- Department store sales in Singapore register improvement across the board <sup>(1)</sup>
- Festive and promotional sales events encourages higher retail activity
- Retail trade remains highly competitive

### ❖ Improved contribution from Monsoon Accessorize

#### ❖ New stores

##### ➤ Singapore

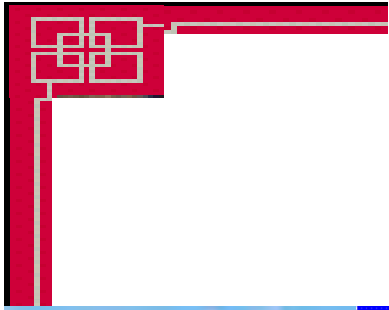
- New Monsoon Accessorize store in Takashimaya Shopping Centre opened in May 2010
- Plans to open new Accessorize store at Changi Aripport Terminal 2 in FY2011

##### ❖ Indonesia

- New Metro Trans Makassar store opened in 2QFY2011
- Plans to open new store Metro Gandaria, Jakarta in FY2011

### ❖ Continue to identify new sites for store expansion

<sup>(1)</sup> *The Business Times, May 5, 2010*



**Thank  
You**

