





# A leading Canadian value retailer

Investor Presentation – Q1-FY2024

June 7, 2023



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## Serving Canadians with purpose



### Our vision

To be the leading value retailer in every market in which we operate, providing customers with unsurpassed value for their hard-earned money in a time-pressed world

### Our purpose

To provide Canadians from all walks of life with the best quality and value on every dollar they spend and with proximity and convenient access to affordable, everyday items that address their needs and exceed their expectations

### Our values

Entrepreneurial

People-focused

Value-oriented

Passionate

Agile and solution-driven

Innovative

## A leading Canadian value retailer (TSX: DOL)

\$5.3B

LTM revenues

18.5%

LTM sales growth

14.3%

LTM comparable store sales growth

\$1.6B

LTM EBITDA or 30.1% of sales

43.5%

LTM gross margin as a % of sales

14.3%

LTM SG&A as a % of sales

\$0.5B

LTM free cash flow generation<sup>1</sup>

29.3%

LTM Dollarcity net earnings contribution y-o-y growth



Recognized brand serving Canadians from all walks of life



Differentiated concept offering compelling value at multiple, low fixed price points



Consistent shopping experience and broad assortment of everyday products



Capital-efficient, growth-oriented business model with a superior direct sourcing platform



Nimble operator delivering consistently robust financial and operational results



Strong track record of stakeholder value creation since 2009 IPO

<sup>&</sup>lt;sup>1</sup>LTM free cash flow generation = cash flow from operations – capital expenditures less lease repayments All figures for Last Twelve Month (LTM) Q1-FY24 quarter ended April 30, 2023

## A growing reach and international footprint

## 1,507

corporate-operated Dollarama stores across Canada

### #1

and only national pure play dollar store chain in Canada

## 10 provinces

Unrivalled Canadian presence with locations in all provinces and two territories

## 85%

of Canadian households within 10 km of a Dollarama

## 2,000

Dollarama store target by 2031





### 448

Dollarcity stores in LATAM, based on localized Dollarama concept

### 4 countries

Growing presence in Colombia, El Salvador and Guatemala, in Peru since May 2021

### 850

Dollarcity store target by 2029 (including Peru)

Dollarcitu



## Competitive advantages



### Strong brand

98% brand recognition across Canada; sought-after destination for everyday and seasonal goods



### Differentiated concept

Broad assortment of products at multiple, low fixed price points in a clean, compact, consistent format and shopping experience



### Value proposition

Superior direct sourcing and buying capabilities, supported by efficient logistics, delivering compelling value to customers



### Operational excellence

Nimble operator with proven track record, strong team committed to disciplined execution, culture of agility and entrepreneurship



### National scale

Significant presence across Canada with stores in all provinces and two territories, offering proximity and convenience



### Broad customer base

Serving Canadians from all walks of life from all demographics and income ranges, appealing to a broad range of consumer profiles



### Capital-efficient

Simple, cost-effective growthoriented business model, lean operations, solid growth metrics and investment payback periods



### **Technology**

Robust infrastructure for reporting, budgeting, store operations and replenishment; growing internal data and analytics capabilities

## Serving Canadians with Purpose – FY23 ESG Highlights



4,800+

store employee internal promotions in FY23



100%

of new District Manager positions filled via internal promotions in FY23



44%

female gender diversity at Management level and 40%<sup>1</sup> at Board level



Ongoing focus

on product safety by our dedicated Compliance team



**Expanded offering** 

of products with recyclable, recycled, compostable and reusable content



63%

of products are private label



8 of top 10

vendors by procurement spend are North American companies



100%

of vendors must certify compliance with Vendor Code of Conduct



291 Tier 1 vendors

with satisfactory social audits between FY21 and FY23



First limited assurance

on GHG emissions intensity obtained for FY23 and FY20 data



84%

of electricity consumption from non-GHG emitting sources, including 63% from renewables



78%

waste diversion rate in FY23

## Serving Canadians with Purpose – ESG Priority Areas and Goals



# Promote a dynamic and inclusive workforce

- Re-evaluate our 40% gender diversity in management target in FY24
- Maintain and enhance talent attraction, retention, training and development programs



# Provide customers with affordable, safe and quality products

- Implement additional targeted product testing programs in line with Health Canada's ongoing consumer product surveillance
- Complete phase out of single-use plastic bags by mid-FY24



# Enhance vendor compliance and engagement

- Roll-out of Social Audit Program to all in-scope Tier 1 vendors by mid-FY24
- Roll-out of equivalent Vendor Code of Conduct to Dollarcity direct suppliers by end of FY24



# Minimize environmental footprint and climate risks

- Reduce Scope 1-2 emissions intensity by 45% to 4.2 kg of Co<sub>2</sub>e/ft<sup>2</sup> by FY31 from FY20 baseline
- Pursue further alignment with TCFD and disclose partial Scope 3 in FY25 ESG Report

### **Strengthened ESG Framework**

MSCI ESG Rating improved to A from BBB

Launch of ESG function in FY23 and ESG Steering Committee in FY24

Reporting aligned with SASB and TCFD



## Clear strategy driving sustainable growth and value creation

1

## Maximize core business

- Maintain compelling value proposition
- Leverage strengths to stimulate sales
- Promote efficiency initiatives to maintain lowcost operating model
- Optimize and evolve the service model

2

# Profitably grow Canadian footprint

- Grow Dollarama store network across Canada in a disciplined manner
- Long-term target of 2,000 Dollarama stores by 2031
- Optimize logistics operations in support of network growth

3

# Scale up Dollarcity business in LATAM

- Grow footprint in the four current countries of operation
- Expand into new markets
- Target of 850 Dollarcity stores by 2029 (including Peru)

4

## Optimize capital allocation to drive returns

- Actively manage balance sheet and capital structure
- Deploy capital with discipline towards target returns
- Prioritize shareholder returns via share buybacks using excess free cash flows
- Maintain consistent dividend; conservative annual growth

Guided by our robust ESG framework and commitment to serving Canadians from all walks of life

# A strong core business



# A diversified product mix offering compelling value

#### General merchandise

## Electronics









Stationery

Toys & apparel

### Consumables



Cleaning supplies



Confectionery



Drinks & snacks



Food/pantry



Health & beauty



Paper, plastics & foils



Pet care

#### Seasonal



Christmas



Easter



Halloween



Souvenirs



Spring



St. Patrick's Day



Summer

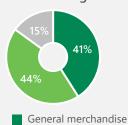


Winter



Valentine's Day

### Product categories<sup>1</sup>



Consumables

\$0.87-\$5.00 Merchandise sold at low fixed price points



### Brand mix



Sourcing mix



<sup>1</sup> Product categories are based on FY2023 retail sales, Department and seasonal listings not exhaustive Brand and sourcing mix is based on retail value for FY2023

## Effective sourcing and merchandising

# Product sourcing expertise and built-in flexibility

- Strong direct sourcing capabilities, reducing costs associated with intermediaries and increasing bargaining power with suppliers
- Flexible product mix (brand vs. private label, import vs. domestic)
- Objective to refresh 25-30% of SKUs with no loss leaders
- Pricing flexibility through multi-price point strategy
- Product selection supported by industry/trend tracking, customer feedback and analytics

# Efficient in-store merchandising

- Clean, bright, compact four-wall format with consistent offering and layout chain-wide
- Optimized product placement and display designs
- Effective merchandising system for execution of resets
- Flexible zonogram by department (vs. fixed plano) resulting in efficient everyday facing/zoning
- Centralized logistics and distribution; differentiated store replenishment and inventory management approach



# Strong brand recognition and broad customer appeal

# A value retail shopping destination

- Recognized for value for money and convenience
- Customers appreciate the breadth and depth of the product assortment
- Sought-after destination for focused trips as well as routine shopping

## Serving Canadians from all walks of life

- Appeals to all demographics and income ranges
- High representation of young families
- Highly loyal customer base



### 98%

brand awareness across Canada

## Top 10

Ranked one of Leger's 2023 Top 10 Most Reputable Brands in Canada

## Enhancing and evolving the service model and customer experience

# Queue line and check-out process optimization

- Optimized queue lines for increased impulse item displays; in over 1,302 stores
- From u-shaped to straight line POS check-out design to accelerate transactions
- Self-checkouts technology selectively deployed in high traffic stores to accelerate transaction processing; in 350+ stores

## Growing digital footprint to bring additional customer convenience

- Online store offering a subset of products for purchase by the full case to address niche market
- Mobile app with pay in-store, gift card, store finder and price check features
- Growing presence on third-party delivery platforms through participating stores to bring added convenience
  - Approx. 1,250 participating stores on Instacart, Uber Eats and Doordash delivery platforms across Canada





Constantly evolving the service and customer interaction model to stimulate sales and to stay abreast of consumer and industry trends

## Optimizing processes and gaining efficiencies



# Retail system optimization to drive efficiency

- POS systems
- NCR POS terminals



### Time management and training

- Kronos advanced scheduling
- Mobile apps
- "GPS" training program



# Energy and environmental efficiency in support of ESG goals

- LED retrofits
- HVAC system upgrades
- Baler installation (in-store recycling)



# Shrink management and loss prevention

- Security camera installation
- Other shrink management initiatives and programs

Technology investments and enhanced centralized data and analytics capabilities driving execution across our operations

# Driving profitable growth in Canada



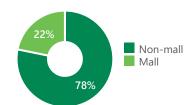
## Well-balanced, growing store network

### Store footprint

by geography

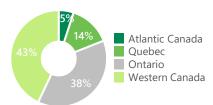


## **Store footprint**By building type



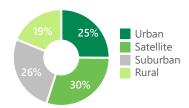
## New store openings

By geography (last 2 years)



### Store footprint

By market type



1,507 stores in
10 Canadian provinces and
2 territories

Head office and logistics activities centralized in
Montreal area

598

\$3.5M

134

157

45

51

Average store annual sales

15.8M sq. ft

Total retail space across Canada

400

10,469 sq. ft.

Average per store

2.7M sq. ft.

Warehousing and distribution space

## Efficient and profitable network growth

\$2.9M

Average annual store sales within 2 years of opening

~\$920K

New store average investment

<2 years store payback period

- Strong free cash flow generation to fund organic network growth
- Efficient capital model requiring an avg. of \$920K in leasehold improvements, fixtures and inventory, net of tenant allowance, for a new store
- Quick sales ramp up and payback period for new stores within 2 years' time, resulting in low capital intensity and high ROI on network growth
- Low store network maintenance capex requirements



## A robust evaluation process: path to 2,000-store target

# Micro potential

Assessment of real estate opportunities, population growth and competitive intensity

### Macro potential

Internal validation of feasibility of assessment region by region with store ops

# Theoretical potential

Result of micro and macro potential assessments

# True potential

Potential adjusted based on Management's evaluation of market conditions, financial considerations and feasibility of execution



- Average of 70 net new stores opened annually over last 10 fiscal years
- New store payback period improved over time
- Additional growth opportunities in Ontario, Quebec and Atlantic Canada
- Underpenetrated in Western Canada

Year	Store target	Status	
2009 (IPO)	900	Achieved in 2014	$\bigcirc$
2012	1,200	Achieved in 2018	$\bigcirc$
2015	1,400 by 2022	Achieved in 2021	$\bigcirc$
2017	1,700 by 2027	Updated in 2021	7
2021	2,000 by 2031	Current target	<b>ø</b>

# Scaling up Dollarcity



## Dollarcity, a high-potential LATAM value retailer

50.1%

DOL equity interest acquired in Q4-FY2020 after 7-year partnership

448

Dollarcity stores in LATAM, based on localized Dollarama concept

US\$737.5M

2022 revenues

US\$92.7M

Total purchase price<sup>1</sup>; immediately EPS accretive

4 countries

Growing presence in Colombia, El Salvador, Guatemala and Peru

\$45.4M

FY2023 net earnings contribution for DOL, representing 36.8% Y-o-Y growth



Compelling growth platform in dynamic LATAM markets with appetite for DOL model



Strong local partners and management team



Successful in adopting and adapting DOL model to LATAM markets and consumers



Strong store network growth execution, two new markets entered since 2017 (Colombia and Peru)



Sales performance comparable to DOL; rapid new store sales ramp up

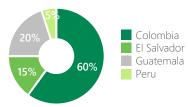


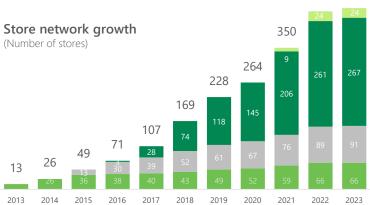
Self-run investment with robust governance structure in place

## A growing footprint in key markets

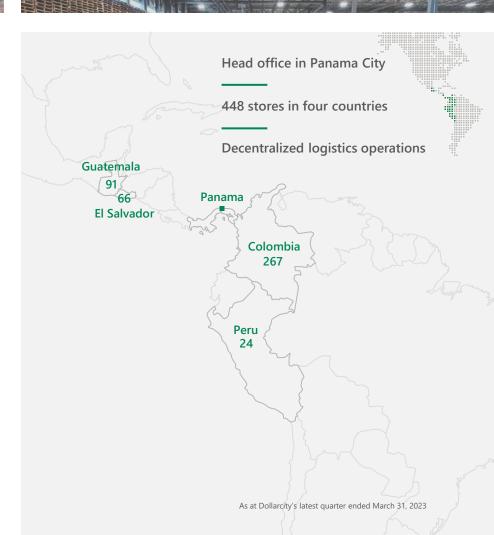
### Store footprint

by geography





448



## Long-term target of 850 Dollarcity stores

# Maintain pace of growth; grow presence in key markets

- Target of 850 Dollarcity stores in Colombia, Guatemala, El Salvador, and Peru by 2029
- Entered Colombia in 2017
- Entered Peru in May 2021
- Majority of store network growth focused on Colombia and Peru since 2017

# Build efficient and low-cost operating platform to support growth

- Building up logistics platform to support growth plans – decentralized logistics network with local warehousing in countries of operations, mix of Dollarcity-owned and 3PL operations
- Product sourcing from DOL balanced with local sourcing from LATAM
- New store investment in line with Dollarama

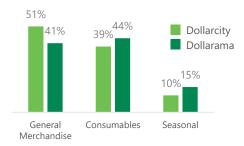


## Dollarama vs. Dollarcity

	DOLLA	ARAMA	DOLLARCITY			
	For the year ended Jan. 29, 2023	For the quarter ended Apr. 30, 2023	For the year ended Dec. 31, 2022	For the quarter ended Mar. 31, 2023		
Number of stores	1,486	1,507	440	448		
	For the year ended Jan. 29, 2023		For the year ended Dec. 31, 2022 <sup>3</sup>			
Population of countries of operation	38.7M		110.0M			
Price point range	\$0.87-\$5.00		US\$0.69-\$4.00 <sup>4</sup> or local currency equivalents			
Net new store investment	~\$920K		~\$895K (US\$660K)			

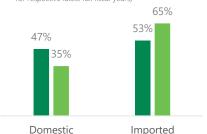
## Merchandise mix<sup>1</sup>

(based on annual retail value for respective latest full fiscal years)



### Sourcing mix<sup>2</sup>

(based on annual retail value for respective latest full fiscal years)



<sup>4</sup> Dollarcity price points include value-added tax

<sup>&</sup>lt;sup>1</sup> Merchandise mix is based on FY2023 retail sales (using a methodology updated in 2023), the categories may differ slightly between DOL and Dollarcity <sup>2</sup> For DOL, domestic refers to merchandise purchased in Canada and the United States

# Financial metrics



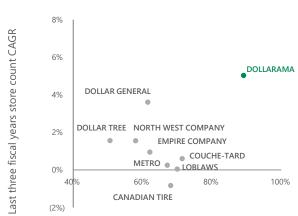
# Robust financial performance

	FIRST QUARTER ENDED			Y-O-Y	FISCAL YEAR ENDED			Y-O-Y		
(in millions of dollars, except per share amounts)	Apr. 30	0, 2023	May.	1, 2022	Growth	Jan. 2	9, 2023	Jan. 3	0, 2022	Growth
Comparable store sales	17.1%		7.3%			12.0%		1.7%		
Sales	\$1,295	% of sales	\$1,073	% of sales	20.7%	\$5,053	% of sales	\$4,331	% of sales	16.7%
Gross margin	\$546	42.2%	\$452	42.1%	20.8%	\$2,198	43.5%	\$1,902	43.9%	15.6%
SG&A	\$196	15.1%	\$161	15.0%	21.8%	\$720	14.3%	\$653	15.1%	10.3%
Equity pick-up (Dollarcity)	\$13	1.0%	\$9	0.8%	50.2%	\$45	0.9%	\$33	0.8%	36.8%
EBITDA	\$366	28.3%	\$300	28.0%	22.1%	\$1,523	30.1%	\$1,283	29.6%	18.8%
Operating income	\$278	21.4%	\$220	20.5%	26.2%	\$1,191	23.6%	\$985	22.7%	21.0%
Net earnings	\$180	13.9%	\$146	13.6%	23.6%	\$802	15.9%	\$663	15.3%	20.9%
EPS (diluted)	\$0.63		\$0.49		28.6%	\$2.76		\$2.18		26.6%
Adj. net debt / LTM EBITDA <sup>1</sup>	2.52x		2.74x			2.71x		2.77x		

## Best-in-class performance on key metrics

# Strong organic growth with low capital requirements

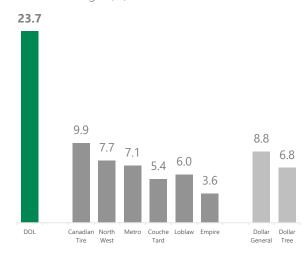
Growth and cash conversion (%)



Cash flow after CAPEX<sup>1</sup>

## Balanced approach to operating margin

LTM EBIT margin (%)



Canadian retailers with product offering overlap with Dollarama

US dollar stores

# Return on invested capital<sup>2</sup> (%)

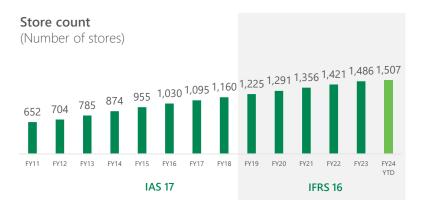
Dollarama	20.8%
Dollar General	11.7%
Dollar Tree	9.6%
Couche-Tard	7.0%
Empire	4.4%
Loblaw	7.5%
Metro	8.1%
Canadian Tire	9.7%
North West	6.9%

All financial figures as at Q1-FY24 for Dollarama, as at latest available quarter end for peers (at the latest as at May 30, 2023)

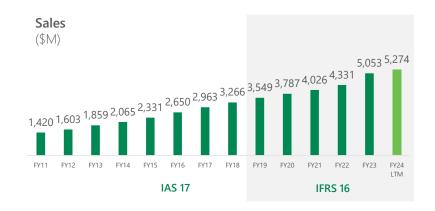
Sources: company websites; Walmart Canada figures not available

1 (RBITDA - CAPEX) / EBITDA

## Strong key metrics growth since IPO



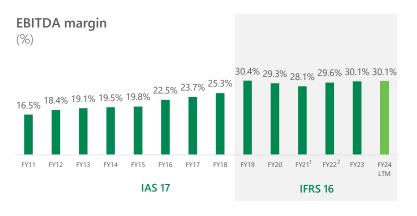


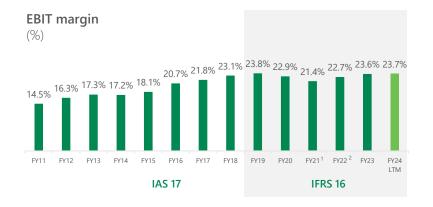




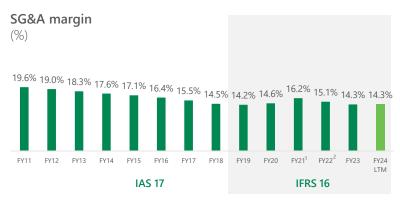
<sup>1</sup> FY21 EBITDA and net earnings reflect incremental direct costs related to COVID-19 (~\$84.0M on a pre-tax basis) <sup>2</sup> FY22 EBITDA and net earnings reflect incremental direct costs related to COVID-19 (~\$35.5M on a pre-tax basis)

## Best-in-class margin since IPO









## A balanced approach to capital allocation

### Invest in organic growth

- New stores (avg. of 70 net new stores opened annually in last 10 fiscal years)
- Logistics infrastructure in support of long-term target of 2,000 stores (i.e. WH/DC capacity)
- Transformational and maintenance capex (enhancing service model, optimizing processes, gaining efficiencies and maintaining assets)

### Return capital to shareholders

- Maximize shareholder returns with a focus on valueenhancing share buybacks (over 40% of public float repurchased since the inception of the NCIB in June 2012)
- Consistent dividend distribution, approved quarterly (declared every quarter since 2011 inception)
- Modest annual dividend growth (dividend increased annually or 12x since 2011)

Historical balanced approach to capital allocation has allowed for significant return of capital to shareholders

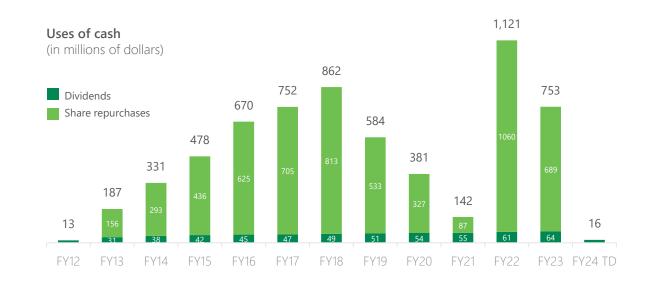
## Returning capital to shareholders

\$5.7B

returned to shareholders in share repurchases since FY13

\$565M

returned to shareholders in dividends since FY12



## Actively managed capital structure

91%

fixed rate debt, 9% floating rate debt<sup>1</sup>

3.33%

weighted average cost of debt<sup>3</sup>

2.52x

Leverage (adjusted net debt to EBITDA) ratio

\$1,302M

available liquidity (\$252M cash + \$1,050M undrawn and available under credit facility)<sup>2</sup>

3.94

years weighted average time to maturity

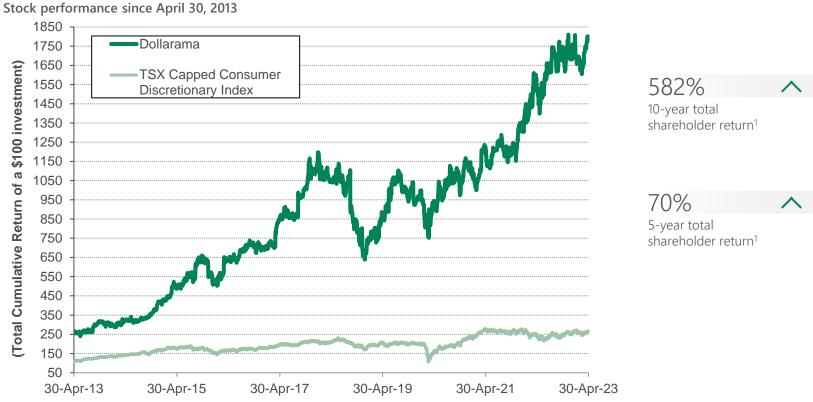
BBB/Baa2

Investment grade ratings from S&P, DBRS and Moody's

### Debt structure as at Q1-FY2024



## Strong track record of shareholder value creation



33 - Dollarama Investor Presentation O1-FY2024 1 Stock price as at April 30, 2023



## A seasoned board and management team

#### **Board of directors**



**Stephen Gunn**Chair of the Board
Corporate Director



**Joshua Bekenstein** Senior Advisor Bain Capital Partners



**Gregory David**Chief Executive Officer
GRI Capital



**Elisa D. Garcia** Chief Legal Officer Macv's



Kristin W. Mugford Senior Lecturer Harvard Business School



**Nicholas Nomicos** Senior Advisor Nonantum Capital Partners



**Neil Rossy**President and Chief Executive Officer
Dollarama



**Samira Sakhia**President and Chief Executive Officer
Knight Therapeutics



Thecla Sweeney Founding Partner Alphi Capital, Inc.



**Huw Thomas**, FCPA, FCA Corporate Director

### **Executive officers**



**Neil Rossy**President and Chief Executive Officer



Johanne Choinière Chief Operating Officer



**J.P. Towner**Chief Financial Officer



Nicolas Hien Chief Information Officer



**Laurence L'Abbé** Senior Vice-President, Legal Affairs and Corporate Secretary



**Geoffrey Robillard**Senior Vice President Import Division

## Dollarama through the years

1992

Dollarama founded as single-price point retail chain by Larry Rossy 2004

Investment by Bain Capital IPO (TSX:DOL)

2009

585 stores in 10 provinces

Introduction of multi-price point strategy

2011

Sale by Bain Capital of remaining equity stake

Declaration of first dividend

2012

Introduction of \$2.50 and \$3.00 price points

Launch of first NCIB

Publication of first sustainability statement

2013

Beginning of commercial partnership with LATAM value retailer Dollarcity

2015

Opening of 1,000<sup>th</sup> Dollarama store

Introduction of first Vendor Code of Conduct 2016

Introduction of \$3.50 and \$4.00 price points

Appointment of Neil Rossy as President and CEO 2019

Launch of online store for bulk sales

Acquisition of 50.1% of Dollarcity; Target of 600 stores by 2029 (excluding Peru)

Publication of first ESG report

2020

Recognition as essential business amid COVID-19 pandemic

2021

New long-term target of 2,000 Dollarama stores in Canada by 2031

Dollarcity enters Peru

Publication of first SASBaligned ESG report 2022

Introduction of price points up to \$5.00

Publication of first climate strategy and first-generation climate goal

New long-term target of 850 Dollarcity stores by 2029 (including Peru)

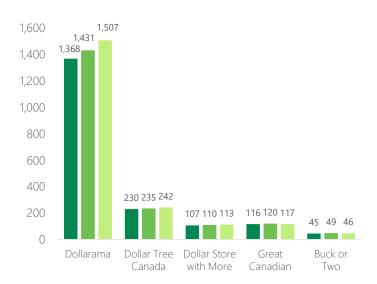
2023

Opening of 1,500<sup>th</sup> Dollarama store

## DOL vs. Canadian dollar store landscape

### Three-year store count

Dollarama vs. next four pure play competitors<sup>1</sup>

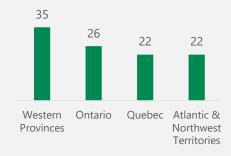


## ~6.2x

larger than our next largest pure play competitor in Canada

~2.9x more Dollarama's than 4 largest pure play competitors combined

# Thousands of people per Dollarama store<sup>2</sup>



Source: Q1-FY24 store count; company websites Source: Statistics Canada: Q4-FY22 store count

# DOL vs. US pure play dollar stores

	_	DOLLARAMA	DOLLAR GENERAL	DO	LLAR TREE		
	LTM revenues (\$ millions)	\$5,274	US\$38,436	US	5\$28,748		
	LTM EBITDA (\$ millions)	\$1,590	US\$4,077	U	S\$2,735		
SCALE	Number of stores	1,507	19,294	16,419			
SC	Average sales / store (\$ millions)	C\$3.6	US\$2.0	US\$1.8			
	Average store size (sq. ft)	10,469	7,284	7,995			
	Average sales / sq. ft	\$343	US\$274	US\$219			
				T			
				DOLLAR TREE	FAMILY DOLLAR		
	Real estate locations	Metropolitan areas, mid-sized cities and small towns	Rural, suburban and urban communities	Suburban locations, with focus on opening new stores in strip shopping centers anchored by large retailers	Urban and rural locations with focus on opening new stores in strip shopping centers, freestanding buildings and downtown buildings		
MIX AND LOCATIONS		44% Consumables	81% Consumables	48% Consumables	80% Consumables		
) [	Merchandise mix	15% Seasonal	10% Seasonal	5% Seasonal	8% Seasonal		
AN		41% General merchandise	6% Home products 47% Variety categori		7% Home products		
Ž			3% Apparel		5% Apparel		
	Price points	\$0.87 - \$5.00	US\$10.00 or less	Predominantly US\$1.25 (\$1.50 or less in Canada), US\$5.00 or less	\$US1.00 to \$US10.00		

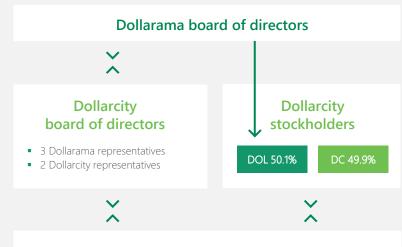
## Dollarcity governance framework

### Dollarama (50.1%)

- Majority representation on Dollarcity Board of Directors, with certain strategic and operational decisions subject to 100% stockholder approval under current ownership threshold, such as those decisions related to capital structure, nature of the business, M&A, executive appointments, annual budget and business plan approval, and entry into new countries
- No remaining call options
- Ability to postpone the exercise of Dollarcity founding group put right in certain situations
- Ability to purchase all remaining shares if exercise of put right results in Dollarcity founding group holding less than a specified ownership threshold

### Dollarcity founding group (49.9%)

- Since October 1, 2022, ordinary course put rights may be exercised by Dollarcity's founding stockholders, subject to transaction size thresholds, required ownership thresholds for designated person and freeze periods, among other conditions and restrictions
- Event-driven put rights in case of drag-along/sale transaction, DOL change of control or a designated person departure event
- Exercise of any put right triggers fair market share price valuation



### **Dollarcity management team**

- Chief Executive Officer
- Executive Vice-President of Operations
- Director of Finance and Treasury
- Director of Procurement/Sr. Buyer
- Director of Store Operations
- Director of Logistics
- Director of Legal
- Director of Projects
- Director of Human Resources







# Thank you

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