

Major transactions

During the reporting year, there were no transactions that are recognised as major transactions in accordance with the Federal Law On Joint-Stock Companies.

Related party transactions

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Glossary

Average ticket is the average ticket amount calculated by dividing total sales at all stores during the relevant period by the number of tickets in that period.

CAPEX (capital expenditures) are funds used by a company to buy, maintain, or improve its fixed assets, such as buildings, vehicles, equipment, or land.

Cloud-based technologies are a means of offering computer system resources as an online service.

CPI (Consumer Price Index) is a price index that measures changes in the price level of a weighted average market basket of consumer goods and services for a certain period of time.

CSI (Customer Satisfaction Index) is a metric that reflects the overall customer satisfaction with products, services, customer experience, and interaction with the company.

Custodian is a financial agent (usually bank) that holds a customer's securities for safekeeping.

Dark store is a warehouse store that is used for picking and fulfilling online orders and is not available to customers.

Discounter is a store that sells products at less than market average prices.

Distribution is the process of making products available across a chain of stores and setting up sales and relevant services.

Drogerie is a retail store selling beauty, hygiene and household related products as well as certain non-prescription medications.

E-commerce is the buying and selling of goods and services over the Internet.

End-to-end (E2E) process is a process that takes a service from its beginning to its end, delivering a complete functional solution.

LFL (like-for-like) is the method of comparing current year sales figures to prior year's sales figures excluding the expansion effect.

Merchant acquiring is a means of collecting card-based payments for goods and services using POS terminals.

Net debt is a liquidity metric used to determine how well a company can pay all of its debts if they were due immediately.

Platon Electronic Toll Collection (ETC) system is a Russian electronic toll collection system which collects tolls from trucks over 12 tonnes, with the proceedings going to a federal fund for road maintenance.

Private label is a brand owned not by a manufacturer or producer but by a retailer or supplier, who gets its goods made by a contract manufacturer under its own label.

Real disposable income (RDI) is the post-tax and benefit income available to households after an adjustment has been made for price changes.

Real GDP is an inflation-adjusted measure that reflects the value of all goods and services produced by an economy.

Real wage is the amount of goods and services that can be bought with a nominal wage; basically the purchasing power of a nominal wage.

Regulatory Sandbox Regime (RSR) is cancellation of the general regulatory regime and introduction of special rules and regulations within a pre-defined territory as a way to pilot test new technologies and innovations.

Sales density is the revenue generated for a given area of sales space, presented as a monetary value per square metre.

Selling space is the area inside stores used to sell products, excluding areas rented out to third parties, own-production areas, storage areas and the space between store entry and the cash desk line.

SKU (stock keeping unit) is a number assigned to a particular product to identify the price, product options and manufacturer of the merchandise.

Sustainable development is the development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

Traffic is the number of tickets issued for a specific period.

Glossary (continued)

Abbreviations

ACRA – Analytical Credit Rating Agency

bps – basis points

CEO – Chief Executive Officer

CVM – customer value management

CVP – customer value proposition

DC – distribution centre

EBITDA – earnings before interest, taxes, depreciation and amortisation

eNPS – Employee Net Promoter Score

ESG – Environmental, Social, Governmental

FMCG – fast moving consumer goods

GDP – gross domestic product

GDR – global depositary receipts

GMV – gross merchandise value

HR – human resources

IAS – International Accounting Standards

IFRS – International Financial Reporting Standards

IT – information technologies

JSC – joint stock company

LLC – limited liability company

LTI – long-term incentive

M&A – mergers and acquisitions

NPS – Net Promoter Score

OCF – operating cash flow

p.p. – percentage point

R&D – research and development

RAS – Russian Accounting Standards

ROI – return on investment

ROIC – return on invested capital

SDGs – UN Sustainable Development Goals (SDG)

SG&A – selling, general and administrative expenses

SME – small and medium-sized enterprise

TMMA – three months moving average

VAT – value-added tax

Contacts

Head office

Address:

15/5 Solnechnaya St.,
Krasnodar, 350072, Russia

Tel.:

+7 (861) 210-98-10

Official website:

<https://magnit.com>

Email:

info@magnit.ru

For customers and partners

8 800 200-90-02

Anti-Corruption Hotline

8 800 600-04-77

Sustainability matters

ust_razv@magnit.ru

For investors

magnitIR@magnit.ru