

ICR 2023

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AGENDA

- Why Primo Water, Why Now
- Investment Highlights
- Financial Growth Trajectory



# **Cautionary Statements**



#### Safe Harbor Statement

This presentation contains forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, Section 21E of the Securities Exchange Act of 1934 and applicable Canadian securities laws conveying management's expectations as to the future based on plans, estimates and projections at the time the Company makes the statements. Forward-looking statements involve inherent risks and uncertainties and the Company cautions you that a number of important factors could cause actual results to differ materially from those contained in any such forward-looking statements. The forward-looking statements in this presentation include but are not limited to statements regarding execution of the Company's strategic priorities and the Company's outlook for 2023 and 2024. The forward-looking statements are based on assumptions regarding management's current plans and estimates. Factors that could cause actual results to differ materially from those described in this presentation include, among others: risks relating to any unforeseen changes to or effects on liabilities, future capital expenditures, revenues, expenses, earnings, synergies, indebtedness, financial condition, losses and future prospects; the effect of economic, competitive, legal, governmental and technological factors on Primo's business; and the impact of national, regional and global events on our business, including the COVID-19 outbreak. The foregoing list of factors is not exhaustive. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date hereof. Readers are urged to carefully review and consider the various disclosures, including but not limited to risk factors contained in the Company's Annual Report in the Form 10-K and its quarterly reports on Form 10-Q, as well as other periodic reports filed with the securities commissions. The Company does not, except as expressly required by applicable law, undertake to update or revise any of these statements in light of new info

#### Non-GAAP Measures

To supplement its reporting of financial measures determined in accordance with GAAP, Primo utilizes certain non-GAAP financial measures. Primo excludes from GAAP revenue the impact of foreign exchange and to separate its impact from Primo's results of operations. Primo utilizes Adjusted EBITDA and Adjusted EBITDA margin to separate the impact of certain items from the underlying business. Because Primo uses these adjusted financial results in the management of its business, management believes this supplemental information is useful to investors for their independent evaluation and understanding of Primo's underlying business performance and the performance of its management. With respect to the Company's expectations of its performance, the Company's reconciliations of full year 2023 and 2024 estimated Adjusted EBITDA, along with targeted 2023 and 2024 net leverage are not available, as the Company is unable to quantify certain amounts to the degree of precision that would be required in the relevant GAAP measures without unreasonable efforts. These items include taxes, interest costs that would occur if the Company issued debt, and costs to acquire and or sell a business if the Company executed such transactions, which could significantly affect our financial results. These items depend on highly variable factors and any such reconciliations would imply a degree of precision that would be confusing or misleading to investors. Primo expects the variability of these factors to have a significant, and potentially unpredictable, impact on the Company's future GAAP financial results. The non-GAAP financial measures include in accordance with GAAP. In addition, the non-GAAP financial measures include in this presentation and in Primo's earnings announcement reflect management's judgment of particular items, and may be different from, and therefore may not be comparable to, similarly titled measures reported by other companies.



# WHY PRIMO WHY NOW



# INSPIRING HEALTHIER LIVES WITH WATER YOUR WAY.

# We're Not Cott and We're Not Legacy Primo

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The New Primo Water – A Unique Portfolio of Sustainable Drinking Water Solutions



Source: Company information.





Our Purpose: Inspiring Healthier Lives With Water Your Way

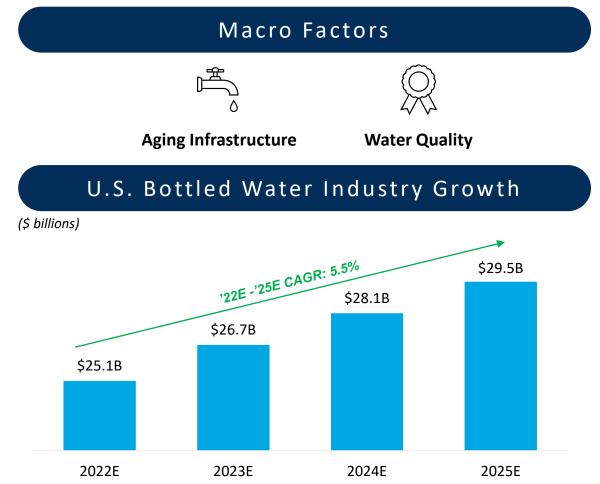


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# U.S. Water Industry

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- Projected total U.S. bottled water industry volume will reach 17.2B gallons
- Revenue projected to advance to a record of \$29.5B by 2025, increasing by ~5.5% annually
- A gain of nearly \$4.4B billion over the 2022 2025 period

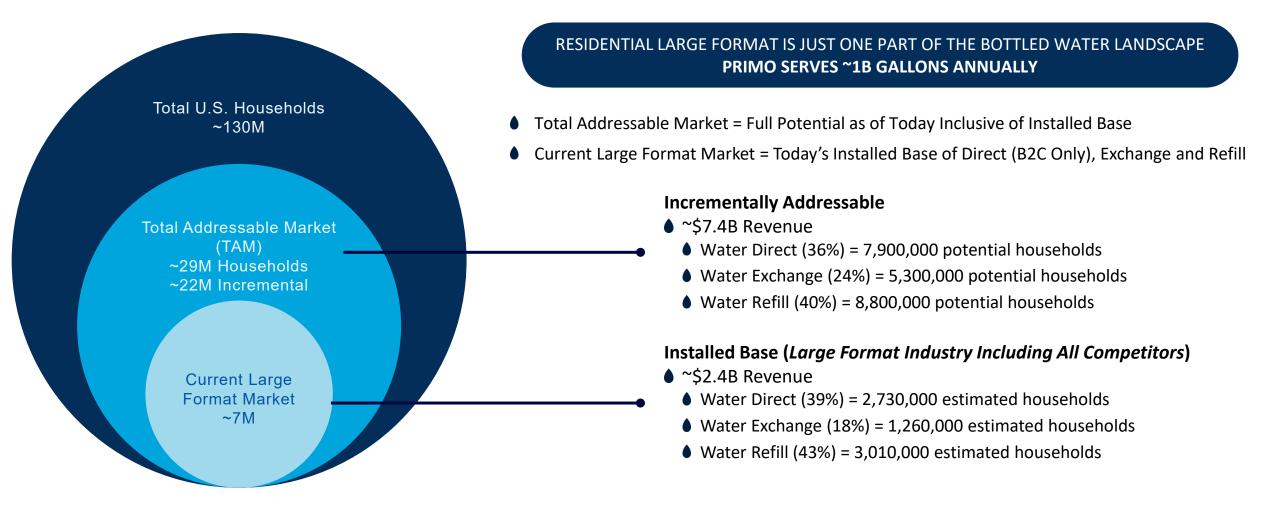


# Significant Addressable <u>Residential</u> Opportunity



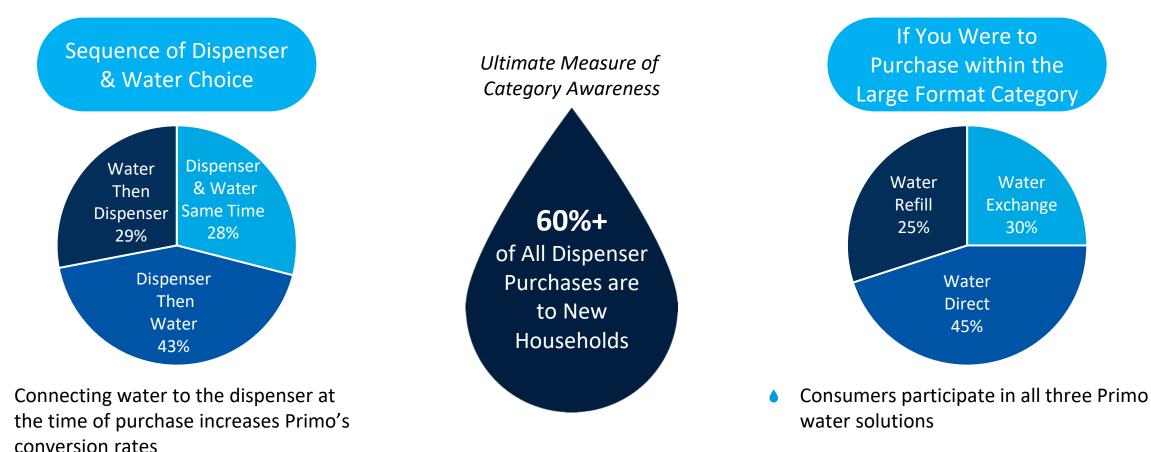
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U.S. Large Format (Greater than 3-Gallon) Household Penetration Opportunity



# Consumer Choice Sequence

Key Learnings and Sequence of Purchase Behavior



Primo is the catalyst in the Large Format segment, driving greater household penetration of dispensers and connecting them to recurring revenue water services

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Source: Company commissioned research and consumer insights.

# Tariff Eliminated On Dispensers

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Despite Tariff Sell-Thru Remains Strong

## 2018 Tariff

#### July 2018:

- ~25% Tariff assessed
- Retail price increased to cover cost of the tariff
- Tariff removed at year-end allowing on-shelf and online growth to resume in 2019



## 2021 - 2022 Tariff

#### January 2021:

- ~25% Tariff reinstituted
- Retail price increased to cover cost of the tariff impacting sell-thru momentum
- Tariff eliminated in November 2022

## Dispenser Sell-Thru

- Sell-In: Primo recognizes revenue upon selling dispensers to retailers
  - Retailer inventory levels and order timing (typically managed by Retailers at their year-end) ultimately drive Dispenser revenue and growth
- Sell-Thru: The measurement of a dispenser sold to a customer (via retail or eCommerce)
  - Periods exist where growth is low or negative but **Sell-Thru** is the ultimate measure of customer creation and future water demand



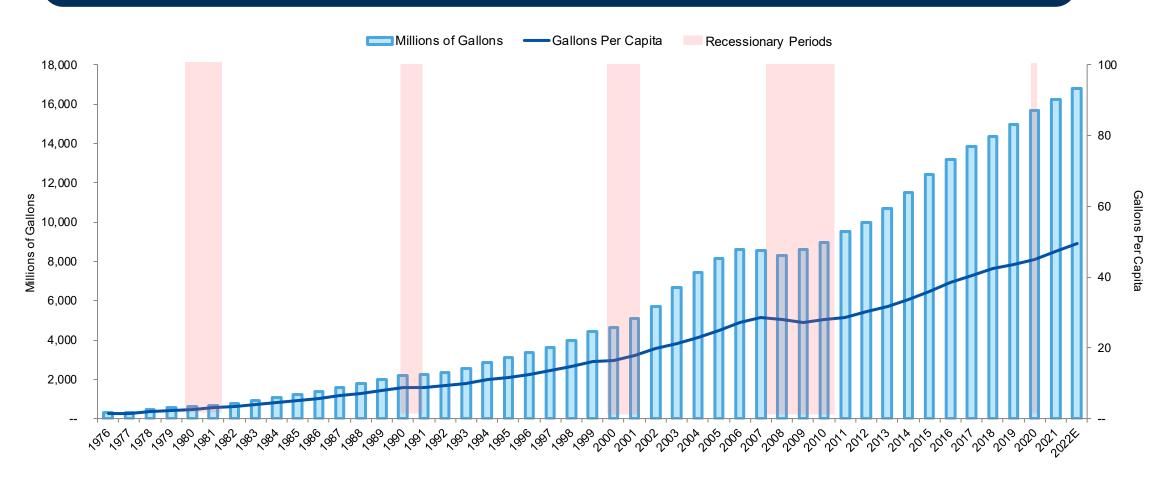
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# Resilient Bottled Water Industry Across Economic Cycles



Bottled Water Industry Has Shown Consistent Growth Despite Multiple Economic Downturns

## Bottled Water - Gallons and Gallons Per Capita





# **INVESTMENT HIGHLIGHTS**





# The Connected Dispenser

- Our Water
- ESG Story
- Operational Drivers





## STRATEGY

# Our Dispenser (the "Razor") and Water Services (the "Razorblade") Deliver Recurring Revenue through Connectivity

## LEVERAGING OUR STRUCTURAL ADVANTAGE

#### Connectivity

 Unique ability to connect our dispenser to our water services

#### Leadership

- A leader in the businesses in which we operate
- Key dispenser supplier exclusivity

#### Access

Convenient access within miles of nearly all U.S. households and high-density-areas in Europe

#### **Proximity & Density**

 Branch footprint and proximity to customers increases route density and operational efficiencies

#### Scale

Water adjacencies and tuck-in customer lists are scalable onto our service infrastructure

# Category Leading Bottle-Based Dispenser Innovation



A Price Point for All Consumers



Dispenser Price Point for All Water Services and Customers

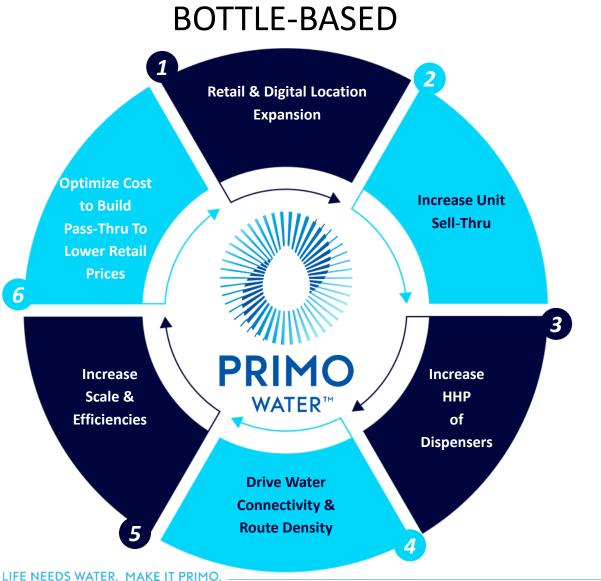
Enhance Retail & eCommerce Channel Strategy New Units For White-Space Retail Opportunities

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Source: Company sell-thru data and management commentary.

# **Recurring Consumption Drives Growth**

Ideal Activities to Drive Recurring Water Consumption



Source: Management commentary.



Increased number of retail selling locations and expanded online presence creates convenient access to Dispenser units

Everyday pricing and promotional activities increases sell-thru of

Dispenser units needing a large format water solution

3

4

2

1

Majority of unit sell-thru is to new large format water households, expanding customer base and household opportunity (TAM)

Expansion of large format water households creates route density via the increased water customer base

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6

Increased demand for our products provides scale in procurement and leverages our fixed asset base and overhead for incremental returns

Accelerating Dispenser demand reduces our cost per Dispenser. Passing price savings onto the customer (retail and consumer) allows Primo to organically renew the virtuous cycle with increased momentum

# **Connectivity Drivers**



## Awareness, Sign-Up and Coupon Redemption Activities



#### Premium Water

Direct



Water

Water

Refill

Exchange

## Water Direct Connectivity Tactics

- Exclusive water delivery provider for Costco members
- **Dispenser Rental & Water customers**
- **Online** awareness
- Dispenser sell-thru
- Water-only customer sign-ups

#### **Your Membership Has Some Refreshing Perks!**

#### **Bottled Water Delivery Service for Your Home & Business**

Now that you have your cooler, it's time to fill it with delicious, refreshing bottled vater. Through Costco Services," you can have high-quality bottled water delivered to your home or business. Convenient delivery service means you'll have the bottled water you need, when you want it, with no trips to the store. Plus, 3- and 5-gallon bottles are returnable, refillable, reusable and recyclable



**Dispensers** 

### **Retail Connectivity Tactics**

- **Online** awareness
  - In-aisle signage
  - Dispenser sell-thru
- In-store free water programs
- Inbox free water coupons



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# Dispenser Rent vs. Buy

## Flexibility to Meet Customer's Needs

rental dispenser, typically ~\$7 per 4-week-period

#### Rent

**How:** Customer signs up for Water Direct and chooses a

**\$-Impact**: Dispenser is an asset on Primo's balance sheet;

part of annual CAPEX outlay; Rent recognized as revenue

**Benefit**: ~100% water connectivity; High-value rental



### Buy

- How: Customer buys a Dispenser
  - \$-Impact: Revenue and Cost of Goods Sold recognized at time of sale
- Benefit: Customer funds purchase of unit. Customer has greater flexibility in Water Service choice; Price points set to decline post-tariff; More units sourced from supplier reduces overall cost per unit w/ ability to lower retail price; Lower annual CAPEX

### Winning with Water Your Way for Customers

Tariff Removal ~\$16M in Lower Annual Impact (CAPEX & COGS) ~\$40M in Annual CAPEX to Purchase Rental Dispensers Joint Innovation Planning with Retail and Manufacturing Partner

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income

# **Plan to Win in Filtration**

Filtration Typically Assures Connectivity Across Lifetime of Customer Relationship

### Water Filtration

- Global filtration customer base of ~220,000 customers
- Focused on driving customer growth in all markets
- B2B channel primary target
- Connectivity assured

PureFlo IoT & Other Models



BIBO

## Water Filtration

- New product introduction across 2023
- Launch in Europe and North America
- B2C channel primary target
- Proprietary filter enhances connectivity



New product introduction across 2023

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- Launch in Europe and North America
- Everyday Consumer usage is primary target
- Various selling channels to be tested

Continued Diversification into High-Growth Filtration

Filtration Experiencing High-Growth in Commercial Channel Primo Developing Retail Channel Growth Strategy New Product Introduction for On-The-Go Concept

Primo On-the-Go

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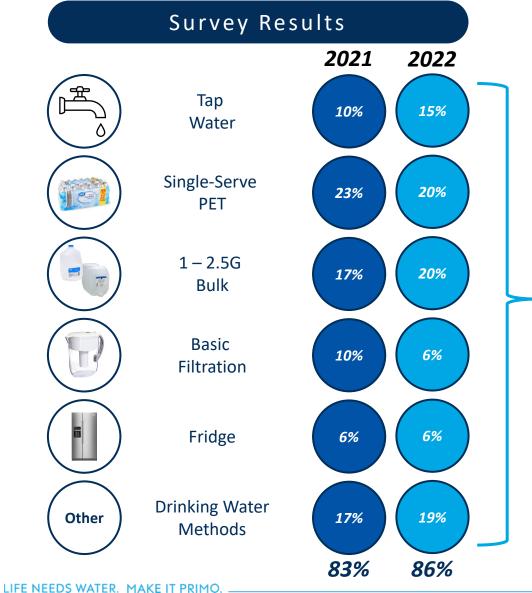


The Connected Dispenser
 Our Water
 ESG Story
 Operational Drivers



# Large Format Customer Journey

Prior Water Device Source for Primo Large Format Water Customers





Note: Numbers do not total to 100% as some respondents indicate they've been long-time Large Format users. Source: Company commissioned research and consumer insights.

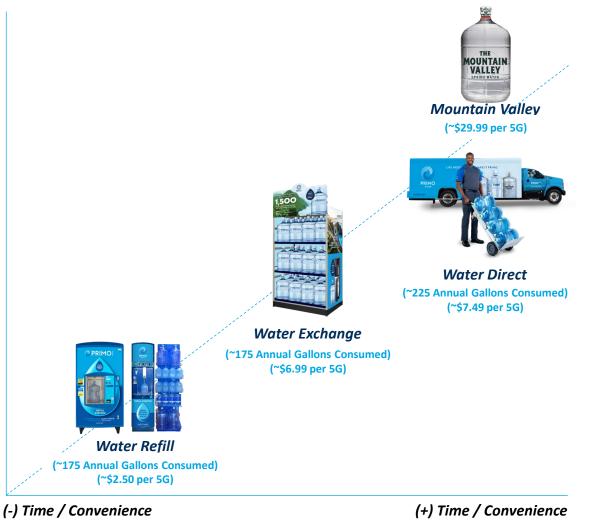
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# **Differentiated Customer Platform**



## Product Suite Serves A Variety of Consumers Across Different Price Points





## Dispensers Unite the Ecosystem

#### **Mountain Valley**

- Higher income consumers
- Value premium branding above all else
- Cares about environmental impact and perceived safety of glass bottling

#### **Water Direct**

- Higher income suburban consumers
- Decides on the dispenser and Large Format water brand at the same time
- Cares about the ease of access / convenience and level of customer service

#### Water Exchange

- Higher income consumers in urban and suburban areas
- More family members present at home
- Chooses the dispenser first, then researches where to purchase Large Format water
- Cares about price and availability in places they already shop

#### Water Refill

- Price conscious consumer
- Chooses the dispenser first then researches where to purchase Large Format water
- Cares about price and ease of access / convenience of the refill kiosk

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## **Global Customer Base** (

Our Connected and Diverse Customer Base of Water and Other Services



**Filtration** ~220,000 **Global Customers** 

Water

Mountain Valley

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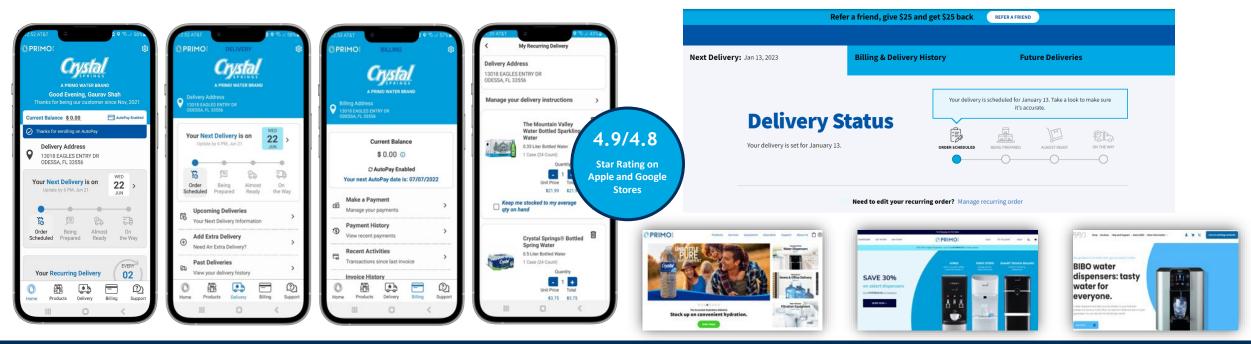
**U.S. Retail Locations** "Customers" #1 in Natural Foods Channel

~9,000

# **Digital Investment for Our Customers**

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Continuous Improvement for Our Mobile App and Website Ecosystem



## Driving an Improved Customer Experience Across Our Digital Properties

- Streamlined customer account login process
- Enhanced product selection and service scheduling
- Improved Google reputation scores

- Re-platforming our digital / eComm websites
- Upcoming re-design of water.com website
- Utilizing third party expertise to enhance

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# Customer Base Expansion - Diverse Channels to Drive Customer Growth



Our Connected and Diverse Customer Base of Water and Other Services

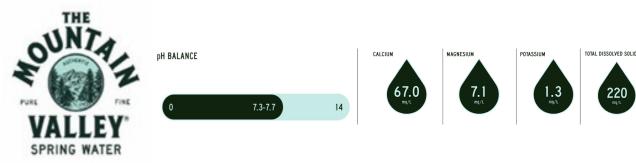


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# The Mountain Valley Spring Water

Pure Source Since 1871 – Bringing Natural American Goodness to the Nation for 150+ Years



- #1 Premium water brand in the natural foods retail channel
- Driving buyers, repeat buyers, \$-per-buyer and trips-perbuyer
- Water types include: Spring, Sparkling and Sparkling-Essence Flavors
- Products include: Individual single-bottle, packaged singlebottle and large format options
- Size options: 333mL, 500mL, 750mL, 1L, 1.5L, 2.5G and 5.0G
- Packaging range: Primarily glass
- Available: Retailers (single-consumption) and Water Direct Delivery (single-consumption and multi-gallon)

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The Connected Dispenser
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Reduce Reuse Recycle

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# **ESG Overview**



### Path Toward ESG Leadership

## Strategy

- **E**: Inspire a Healthier Planet
  - Water stewardship; Carbon reduction
- S: Inspire Healthier Lives & Community
  - Safety & Wellbeing; DEI
- G: Compliance, Reporting & Accountability
  - Reporting our progress; Regulatory compliance

## Goals

- Retain Carbon Neutrality (since 2021)
- Reduce GHG Emissions by 20%
- Water certification for key-owned sites
- Improve Water Efficiency by 20%
- Socially Responsible Supply Chain

## Current State

- 2020 ESG Report Released
- 2021 ESG Report in Process
- Improved Voice of the Associate Results (2022 vs. 2021)
- Exited Small Format Retail Business

## Enhancing Our Company's Purpose and Stakeholder Expectations

### **REDUCE | REUSE | RECYCLE**

Each 5G-Bottle Replaces ~1,500 (500ml or 16.9 fl oz.) single-use water bottles

## ~Billions bottles/yr.

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CarbonNeutral.com

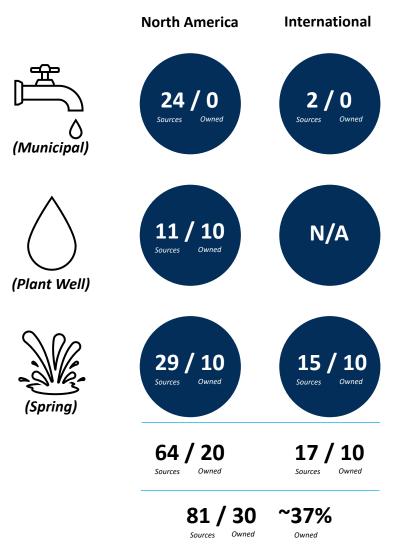
## Eliminate 400 Million Plastic Bottles 50,000 mt/CO2e annually

# Water Sources

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## Ensuring Availability and Consistency in Our Product



Diverse water source production network ~37% of water sources are owned Includes Municipal, Plant Well and Spring sources

Source flexibility helps match customer preference in water type

# Board Leadership

## **Diverse Composition & Governance**





Thomas J. Harrington Chief Executive Officer



Jerry Fowden Chairman of the Board



Steven P. Stanbrook Board of Directors



Susan E. Cates Board of Directors



Gregory Monahan Board of Directors



Britta Bomhard Board of Directors



Billy D. Prim Board of Directors



Eric Rosenfeld Board of Directors

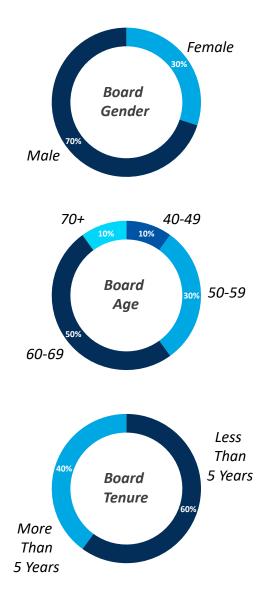


Archana Singh Board of Directors



Stephen H. Halperin Board of Directors

Board Retirement at AGM in '23





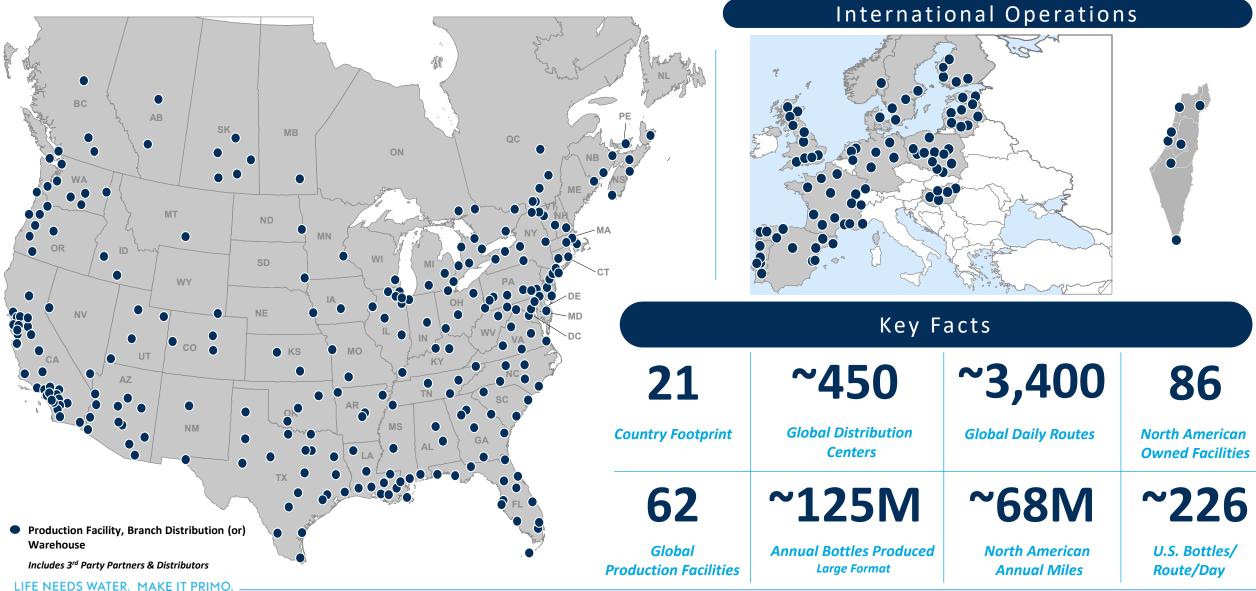
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# Operational Footprint

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Infrastructure Provides Scale, Enhanced Margins and Strengthens Our Structural Advantage



Note: Map and Key Items includes partner locations and routes. Routes include all routes for the Company – Direct, Private Fleet, Refill, Filtration, OCS, Technical, etc. Source: Company information.

# **Key Route-Based Drivers**

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## Primo Water North America – Route Productivity Showcases Scale

Water Direct & Exchange

Routes

2,003

2019

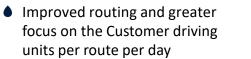
2018

1,870

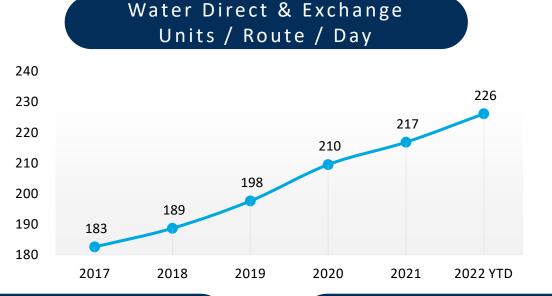
2020

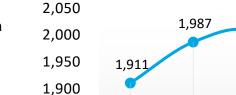
1,859

2021

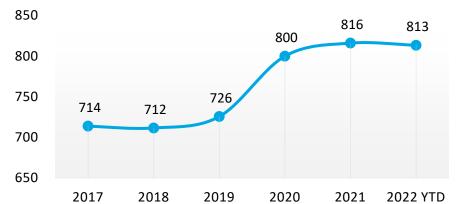


- Higher per-route productivity allows Primo to serve more customers per route
- While driving less miles per day due to Automated Route Optimization ("ARO")









Route additions follow a balance of organic customer growth and ensuring ability to deliver On-Time and In-Full

• Due to route efficiency, we can serve more customers with less routes than in previous years



1,850

1,800

1,750

1,940

2022 YTD

# **Operational Excellence**

## Increase Efficiencies While Ensuring Consistency of Delivery & Service

## Pre-Route Preparation

- Proactive Associate Recruitment Model
- Tagetik Supply/Demand Planning
- Strategic Production Line Investments
- Private Fleet Transportation Replacing Common Carrier
- Owned Water Sources & Production Planning

## On-Time In-Full Focus

- Express Checkout with Optimal Route Loads
- Reduced In-Branch-Time
- Automatic Route Optimization
- Increased Service Frequency (Notably in Exchange)
- Streamlining Equipment Refurbishment

### Downstream Impact

- Reduced Impact on Call Center
- Increased Customer Retention
- Enhanced NPS and Public Reputation Potential
- Operational Scale and Cost Efficiencies
- Improved On-time In-full Metrics

## Support from 3rd Party Consultants, Services & Software



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# **Operational Excellence**

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## Increase Efficiencies Through Capital Investments



### All Activities Performed with Safety & Quality in Mind

- Transportation Management
  System to ensure delivery of product at the right place, right time
- Included in the demand planning model from Tagetik

Source: Management commentary.

 Investment in Private Fleet to reduce the current use of Common Carriers from 38 % to 27%  Production Lines upgrades to increase efficiency to in excess of 90% and reduce water use



# FINANCIAL GROWTH TRAJECTORY



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# Long-Term Growth Framework

Key Considerations



# **Capital Allocation**

#### Drive Accretive ROIC Decisions





- High single-digit organic top-line growth
- Tuck-In acquisitions complement organic growth
- Operating leverage drives incremental Adjusted EBITDA margin
- CAPEX moderating to long-term targets of ~7% of Revenue
- Free cash flow upside from growth and moderating CAPEX
- Deleverage balance sheet and net leverage ratio from Adjusted EBITDA \$-growth
- Opportunistic share repurchase plan
- ROIC of at least 12%

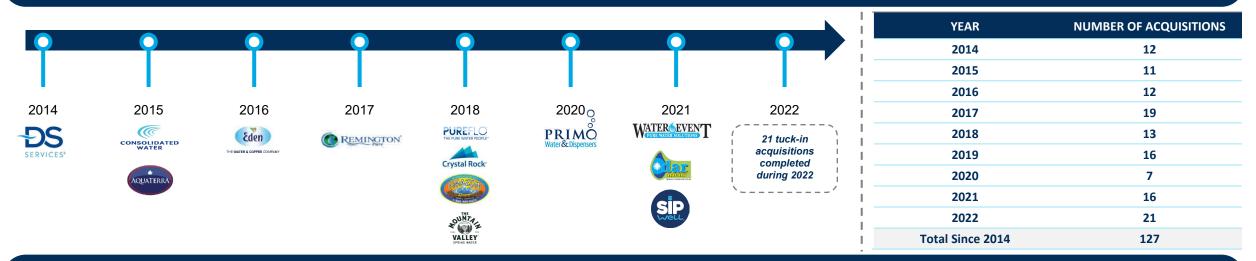
LIFE NEEDS WATER. MAKE IT PRIMO. Note: The actual timing, manner, number, and value of shares repurchased under the program will be determined by management at its discretion and will depend on a number of factors, including the market price of Primo's common shares, general market and economic conditions, applicable law and other requirements, and other business considerations. Source: Company information and Management estimates.

# Proven Ability to Execute on Strategic Transformation through M&A



Paths to Further Expansion of Primo's Water Your Way Platform

## Proven Inorganic Growth Strategy with Multiple Remaining Levers



## Runway for Continued Growth

**Continued Bolt**on M&A Pipeline

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highly accretive tuck in acquisitions

Continue executing on

 $\checkmark$ 

- Expand bottling abilities and route density
- Highly attractive historic synergized multiples at 3-4x EBITDA
- Numerous remaining targets



- Acquire leading-edge water brands, packaging formats and / or new capabilities
- Expand water filtration and alternative water formats
- Complement current capabilities in adjacent categories

3 Acquisition **Opportunities** 

Transformative

- Capitalize on scaled and transformative routebased, water filtration and branded opportunities
- Significant synergy potential with proven execution capabilities

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# Architecture for Incremental Value Creation



Avenues to Drive Shareowner Value



Recent and Prospective Real Estate Sales Provide Additional Supporting Cash Proceeds

- Organic EBITDA growth supports reduction in leverage ratio to under-3.0x by year-end 2023
- Senior Note debt maturity not until 2028 and 2029

- Annual dividend increase of \$0.04 per share in each 2022, 2023 and 2024
- Dividend builds to \$0.36 per share (annualized)

- Board authorized \$100 million opportunistic share repurchase program in place
- ~\$24M repurchased to-date

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# Revenue Base Clarification

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Clarifying Primo's Revenue Base – Revenue of Businesses Exited in 2022

Revenue Base Changes			
(\$ in millions)	2021	2022E (1)	
Single-Use Retail	(\$142.1)	(\$41.0)	
Russia	(\$13.6)	(\$7.4)	
Total: No Longer in Primo's Revenue Base	(\$155.7)	(\$48.4)	

• July 2022 was the last month with North American retail single-use and Russia results included in our financials







<b>Financial Outlook</b>	FY 2023E		FY 2024E
(\$ in millions)	Low	High	Reaffirming
Revenue	\$2,300	\$2,350	High-Single Digit Growth
Adjusted EBITDA	\$450	\$470	Approaching \$530

LIFE NEEDS WATER. MAKE IT PRIMO. Note: - 2023E revenue growth excludes the 2022 revenue from businesses exited in 2022 (\$48.4 million of revenue, consisting of \$41.0 million attributable to the North American retail single-use business and \$7.4 million attributable to the Russia business). . Source: Management estimates.

# We Are Primo Water!

Our Purpose: Inspiring Healthier Lives With Water Your Way

Long-Term Financial Snapshot

## **High-Single Digit**

Organic Revenue Growth

**Operating Leverage Drives Incremental** 

Adjusted EBITDA Margin &

Accelerates Free Cash Flow Generation

Investment Highlights

- Our future is bright, Primo is the only public pure-play consumable water platform with leading national and local brands
- Recession-resistant revenue base and a highly-variable cost structure
- Transformed the business to focus on our core competency in Water
- Organic growth supported by favorable tailwinds
- Geographic reach and scale with predictable recurring revenue base and attractive margins
- Compelling long-term financial outlook



THANK YOU

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