



MANUFACTURED CAPITAL

NUMBER OF STORES

795

2016: **689**
2015: **657**

NUMBER OF PHARMACIES

473

2016: **400**
2015: **361**

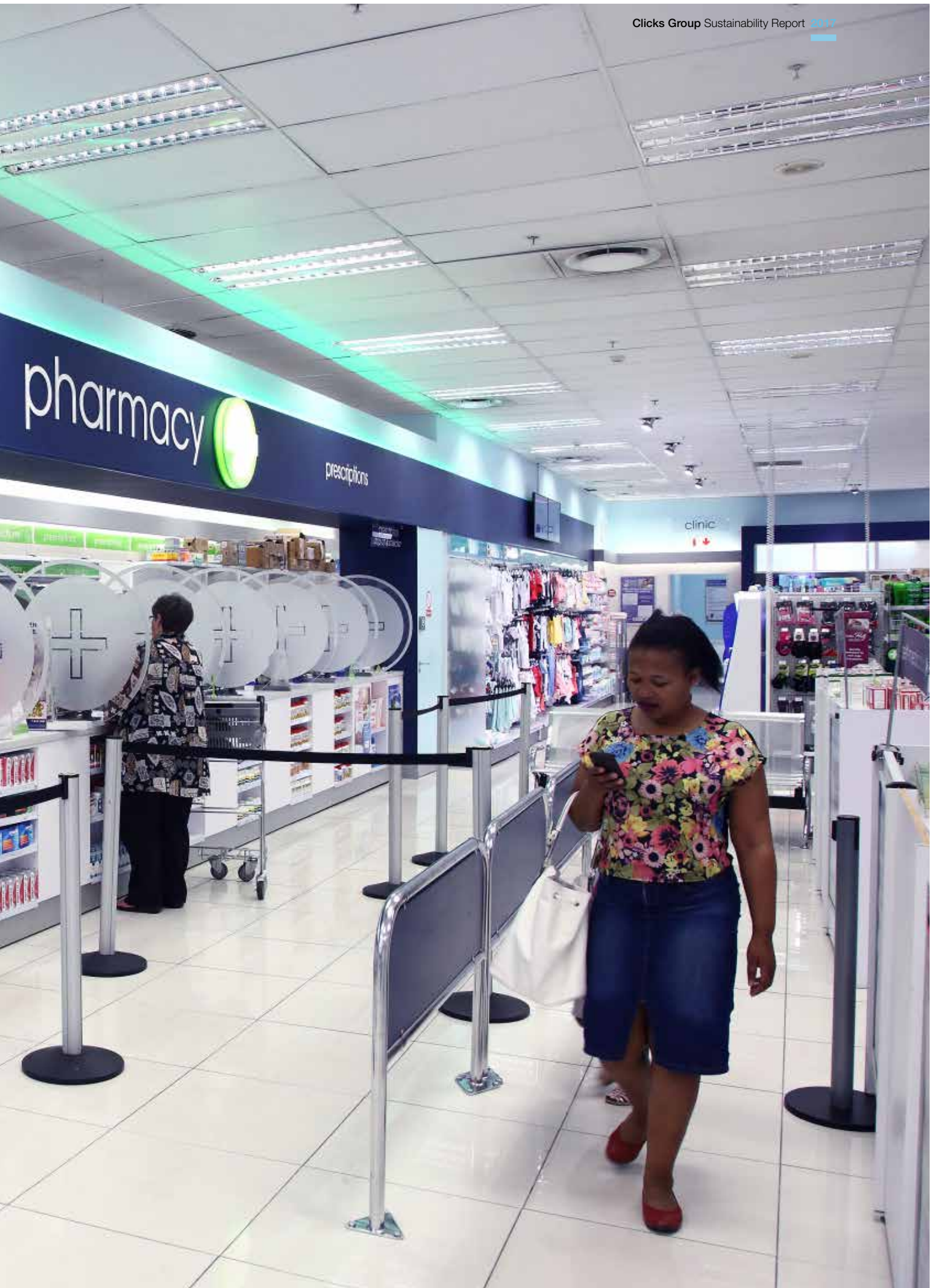
IN-STORE CLINICS

195

2016: **195**
2015: **157**

9

distribution centres
across Clicks and UPD



MANUFACTURED CAPITAL

The Clicks Group has an ever-expanding retail store footprint of 795 stores, including brands like Clicks, Musica, The Body Shop, GNC and Claire's.

The Group also has an online store with a pharmacy delivery system. We invested capital of R518 million in the last financial year, focusing on new store developments, refurbishments of stores and improving information technology systems. We're gearing up for the demands of our current and future growth strategy and plan to start expansion of two distribution centres in the new financial year.

The group signed a long-term agreement with the Netcare Group to outsource 37 retail pharmacies in Medicross medical and dental centres and 44 hospital front shop operations to Clicks.

Clicks Direct Medicines was established to assist with the delivery of prescription drugs directly to patients.



RETAIL STORE NETWORK

Clicks was again independently rated by customers as South Africa's leading health and beauty retailer. The group has reached a total footprint of 795 retail stores in this financial year. A breakdown of each brand with the number of stores is outlined on page 21.



STORE FOOTPRINT

	Standalone stores			Pharmacies	Presence in Clicks stores
	South Africa	Rest of Africa	Total		
Clicks	594	28	622	473	
The Body Shop	51	2	53		122
Claire's	7	–	7		142
GNC	–	–	–		375
Musica	105	8	113		
Total	757	38	795		

CLICKS PHARMACY

Clicks pharmacies offer healthcare advice, affordable medicine prices and a front shop with a wide range of beauty and healthcare products. More details on savings, convenience and clinic services are available at

 <https://clicks.co.za/pharmacyClinicServices>



MUSICA
A WORLD AWAITS

MUSICA

Musica is the largest retailer of music and related entertainment merchandise in the country. The brand has expanded beyond its traditional core music business to a broader range of entertainment products, including CDs (music and movies), gaming (including computer games), lifestyle accessories (clothing, figurines, novelty goods) and online entertainment.



THE BODY SHOP

The Body Shop South Africa is a franchise of Body Shop International, with very high environmental and social values throughout the supply chain to ensure that customer needs are met according to the stakeholder requirements.



GNC

GNC is a global retailer of health, wellness and performance products, including vitamins, minerals and herbal supplement products, sport nutrition products and diet products.



CLAIRE'S

Claire's is an international brand offering cute and high-quality fashion jewellery and accessories for young women, teens, tweens and kids.

DISTRIBUTION CENTRES AND LOGISTICS

The group has nine distribution centres, of which six are for the UPD brand. They keep delivery times to the network to a minimum so we can meet the requirements of the service-level agreements. The UPD distribution facilities boast modern picking models, including the highly efficient Knapp picking machine for scheduled medications, combined with modern technology to comply with legislation and increase the efficiency of delivery.

The other three distribution centres are used for the rest of the brands in the organisation. High-value items and exclusive ranges which require more up-to-date technology, including voice recognition systems for picking of product, are stored in the distribution centres.


We're expanding the Clicks Centurion Distribution Centre to increase capacity for better service delivery and to adjust to the store growth and long-term goals of the group.



UPD

UPD consolidated its leadership position in wholesale distribution, enjoying market share of 25.6%. Total managed turnover, combining wholesale turnover with the turnover managed on behalf of distribution agency clients, increased 8.8% to R16.5 billion. Fine wholesale turnover grew by 12.1%. Clicks remains UPD's largest single customer, with sales to Clicks pharmacies increasing by 23% and accounting for 52.2% of fine wholesale turnover.

UPD Distribution provides its clients with the perfect platform to maximise supply chain cost-efficiencies through its owner-driver fleet.

 For further information visit <http://www.upd.co.za/>



