

WELCOME

Alsea

DAY 2019



Alberto Torrado
Executive President



Rafael Contreras
Chief Financial Officer



Armando Torrado
CEO Alsea South America

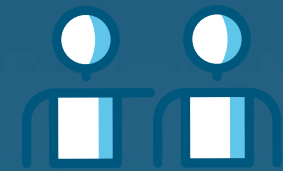


Miguel Ibarrola
CEO Alsea Europe

Presenting



1. Alsea Strategy



2. Attract and Retain the Best Talent



3. Building Client Loyalty



4. Grow in a Structure & Profitable Manner



5. Technology and Innovation



6. Sustainability



7. Maximizing Alsea's Value

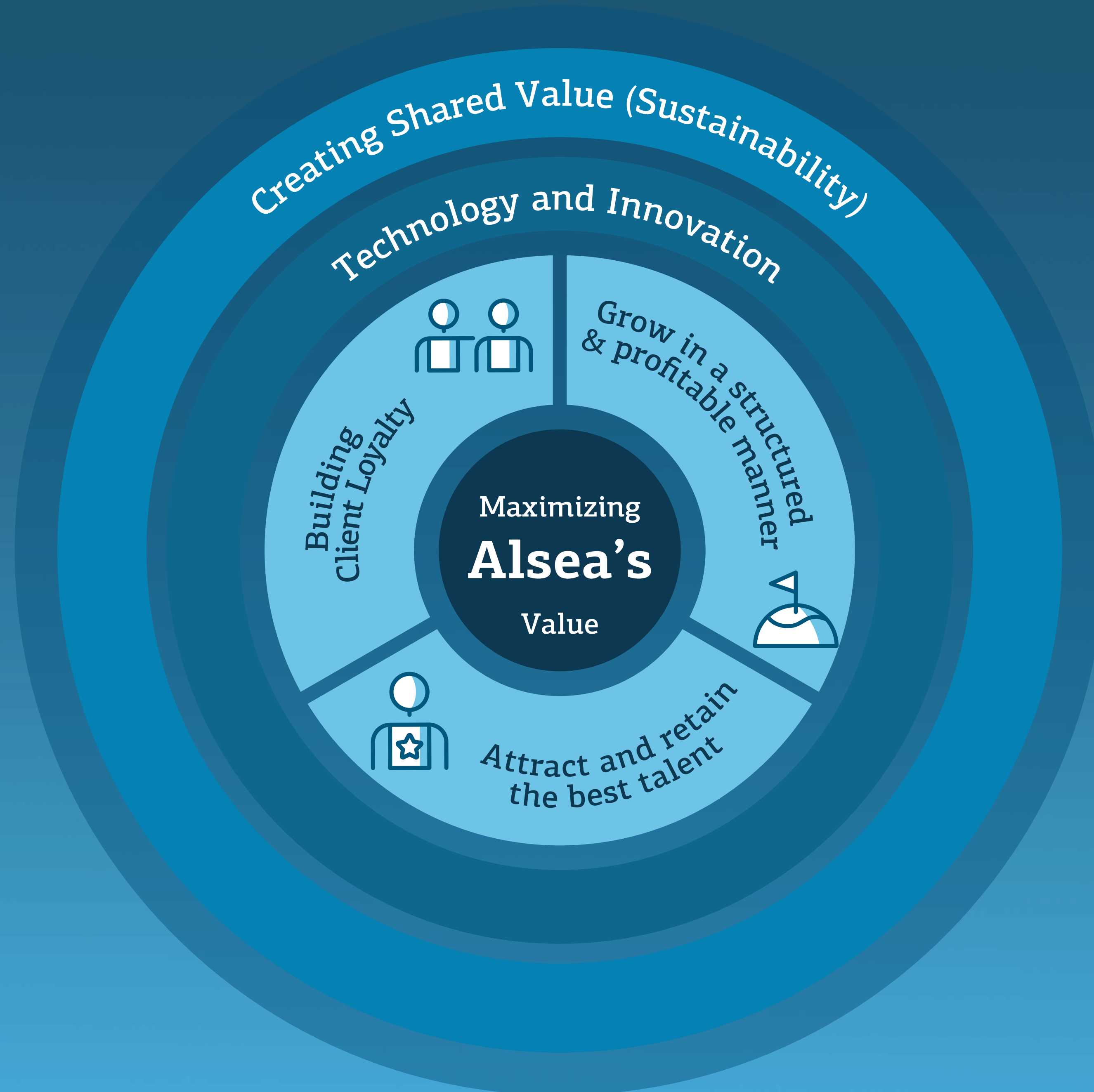


8. Q&A

Agenda

Alsea

STRATEGY



Strategic DEFINITIONS

Purpose	Ignite people's spirits			
Our business	We focus on the operation of restaurant chains, both corporate owned and franchisees and related business models that meet the food needs of customers inside and outside of their homes.			
Value proposition	We are a company of people and for the people, committed to excellence in operation, acting with integrity and austerity. We execute with agility to deliver a surprising experience for our Clients and ensure extraordinary results, providing happiness even in the smallest details.			
Our Commitment	1 Develop a world class team	2 Consolidate Key Capabilities	3 EBITDA growing faster than revenues	
Way to win	Brand Portfolio Technology & Innovation	Best Talent Synergy & Critical Mass	Best Operator	Marketing Sustainability
Alsea's Culture	 Winning Attitude	 Engaged Leadership	 Surprising Service	 Collaborative Spirit
	 Attention to Detail			



Attracting and retaining the best talent

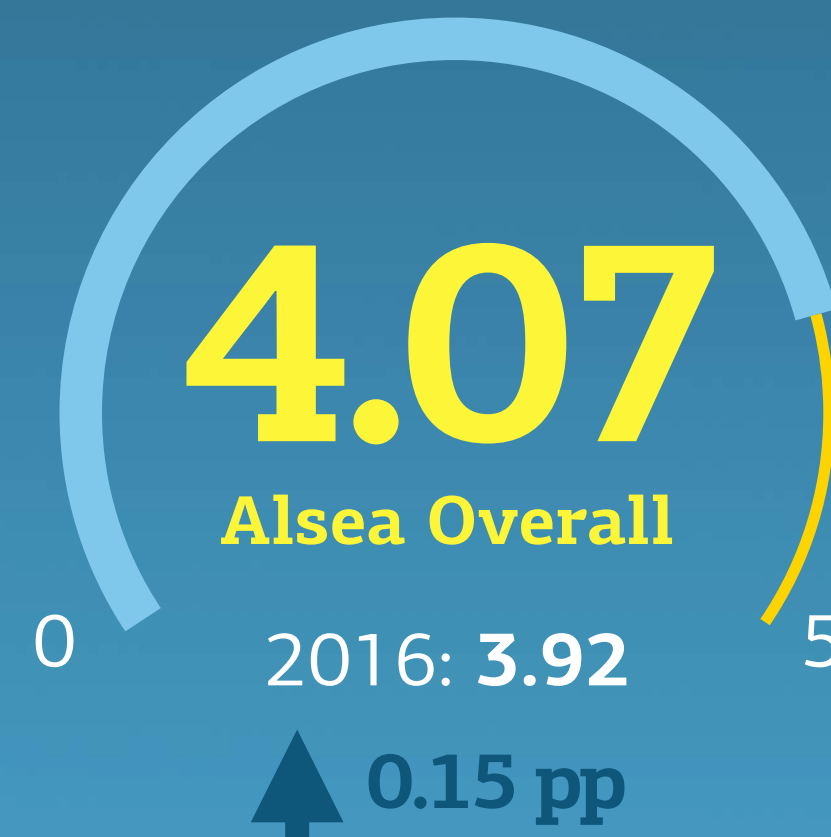
IS AS THE CORE OF ALSEA'S VALUES

We continue to care for our employees and provide development opportunities

- Rewarding results
- Empowering our people through ownership and leadership capabilities
- Manager Owner Bonus of up to 12 months' salary to recognize exceptional results

Employees emotionally invested in Alsea's purpose of enhancing customer experience

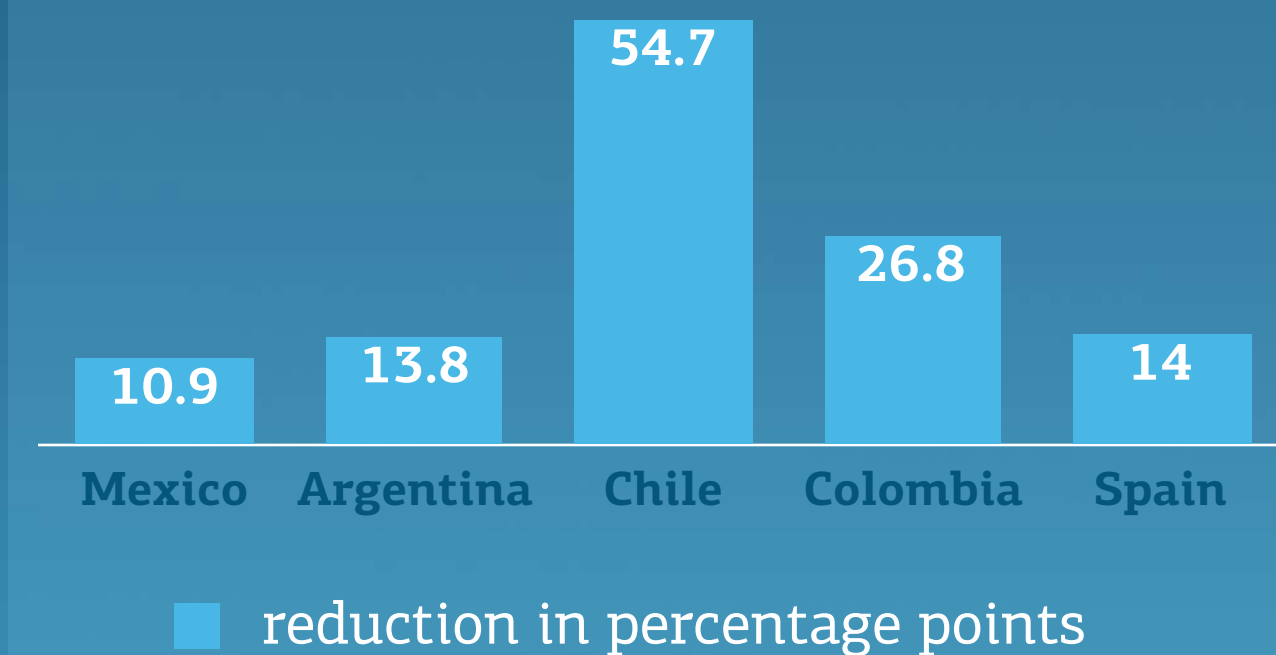
- Putting the store first
- Committed workers grew from 44% to 56%



Engagement Score
Gallup Percentile 53

A strong value proposition to become an employer of choice

- Being the employer of choice
- Continued reduction in employee turnover in key markets over the last 5 years



- Alsea is one of the top 5 most desirable companies to work for in Mexico (LinkedIn 2019)

Management RETENTION

Development opportunity

66%
of management positions
hired internally

5,463
Promotions

Open Job posting
from 2020, with HCM

Positive working culture

Culture of recognition

*In the last week, have I received a
recognition for a job well done?*



Engagement Score
Gallup Percentile 53

People-focussed leadership

100%
of managers certified
as Manager Owner

*Do I like to work for my
store manager?*



Engagement Score
Gallup Percentile 53

Main KPIs for MANAGEMENT COMPENSATION AND RETENTION

Top Management

- 1 SSS – driven by traffic
- 2 FCF
- 3 ROIC
- 4 ROE
- 5 EPS

Fixed compensation	54%
Variable compensation	23%
Restricted stock plan	23%
Total	100%

Brand Management

- 1 SSS – driven by traffic
- 2 EBITDA
- 3 Customer Voice – Brand Positioning
- 4 Engagement – personnel
- 5 Turnover

Fixed compensation	61%
Variable compensation	26%
Restricted stock plan	13%
Total	100%

Store Management

- 1 SSS – driven by traffic
- 2 EBITDA
- 3 Quality and Service

Fixed compensation	56%
Variable compensation	44%
Profit sharing plan	In progress
Total	100%

Restricted stock plan equally split over 4 years

Store managers
achieving bonus: **30%**

Target: 60 - 70%

Organizational STRUCTURE



Strong MANAGEMENT TEAM



Alberto Torrado
EXECUTIVE PRESIDENT

30 years



Rafael Contreras
CFO

12 years



Miguel Ibarrola
ALSEA EUROPE

13 years



Gerardo Rojas
ALSEA MEXICO

17 years



Armando Torrado
ALSEA SOUTH AMERICA

30 years



Federico Tejado
MEXICAN CONCEPTS &
NEW DEVELOPMENTS

24 years



José Luis Portela
STARBUCKS MEXICO

15 years



Salvador Aponte
INFORMATION TECHNOLOGY

7 years



Emmanuel Salazar
STRATEGIC PLANNING
AND M&A

1 year



Cory Guajardo
HUMAN RESOURCES

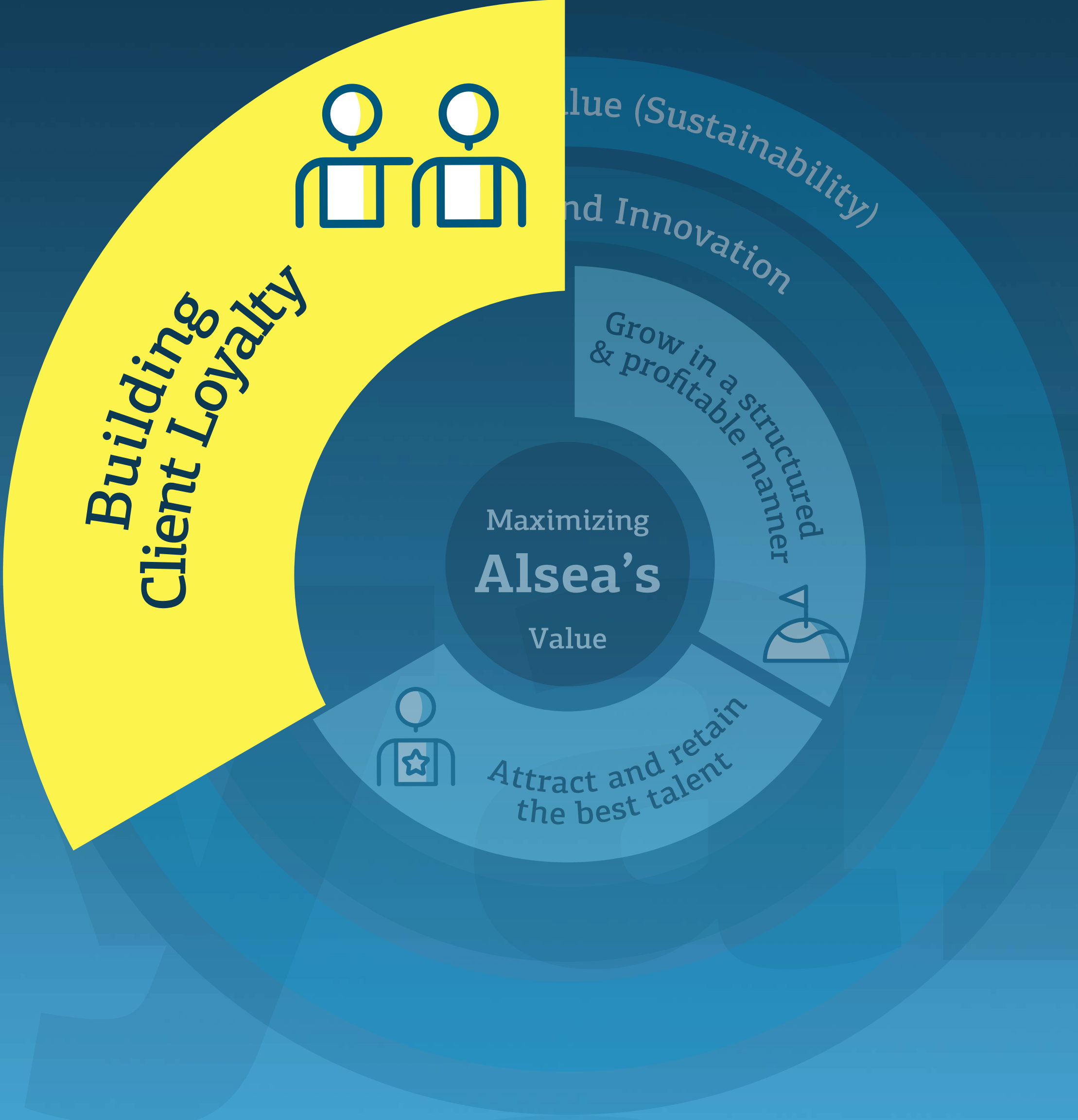
4 years



Miguel Cavazza
SUPPLY CHAIN MEXICO

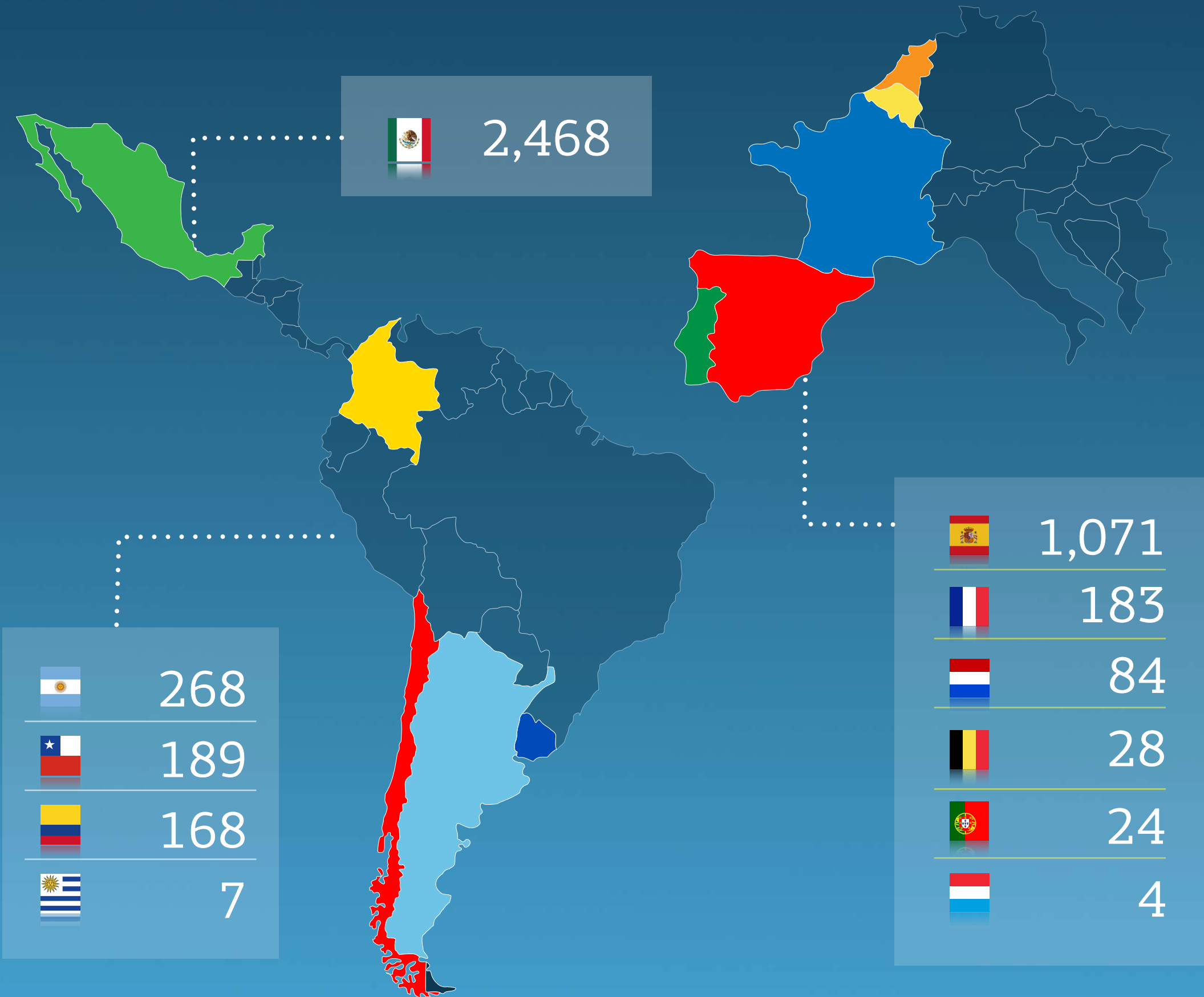
3 months

+150 years
of consolidated
experience in
the industry



Geographical FOOTPRINT TOTAL ALSEA

Units



Alsea Full Highlights

- 4,495 Units
- \$54,477 MXN LTM Revenues
- 17 Brands
- ~80% Corporate Units
- 11 Countries
- \$10,639 MXN LTM Adjusted EBITDA
- ~85,000 Full time employees

Different Dining Concepts (Total Revenues)

QSR 41%	Coffee Shop 34%	Casual Dinning 16%	Family Dining 9%
Domino's BURGER KING	Starbucks	Italiannis FOSTER'S HOLLYWOOD chili's The Cheesecake Factory GINOS FRIDAYS EL PORTÓN MÉXICO EN CADA INGREDIENTE Cañas y Tapas wagamama Archies P.F. CHANG'S LAVACA	vips VIPS

1. Figures correspond to 9M 2019, revenues and EBITDA are in millions

Market opportunity

& DIVERSIFICATION

Potencial market: 395 million people*

	France	Spain	Mexico	Benelux***	Argentina	Colombia	Chile
Population (million)	67	47	125	11 / 17 / 0.6	44	50	19
GDP rank	6th	13th	15th	24th 17th 73th	27th	40th	43rd
Sector penetration**	18	31	33	13 / 25 / NA	22	13	14

* Includes all markets where Alsea operates
** Number of stores / 100K population
*** Belgium / Holland / Luxembourg

Diversified Portfolio OF LEADING BRANDS

Global Brands



1,534

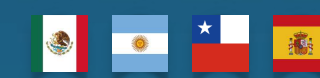


Domino's

1,181



415



3,130

70% of Alsea's
total units

Alsea total units⁽¹⁾

Categories

#1
Coffee Shops

#1
Pizza

#2
Burger

Most valuable² restaurant
brands globally

\$32.4bn

\$4.8bn

\$3.2bn

Global Units

31,256

16,300

18,232

Brand presence (Countries)

> 80

> 85

> 100

Alsea is
one of the
largest
franchisees
globally

Diversified Portfolio

OF LEADING BRANDS

Corporate owned local brands

Alsea total units ¹		 				922 21% of Alsea's total units	
	237 	430  	131  	93 	31 		
Categories	#1 American Restaurants in Spain ²	#1 Family Dining Brand in Mexico	#1 Family Dining Brand in Spain ²	#2 Italian Restaurant Brand in Spain ²	#1 Italian Restaurant Brand in Mexico	#1 Chained Pizza Full- Service Restaurant Brand in Colombia	Alsea brands hold top positions in most relevant categories

Geographical FOOTPRINT MEXICO

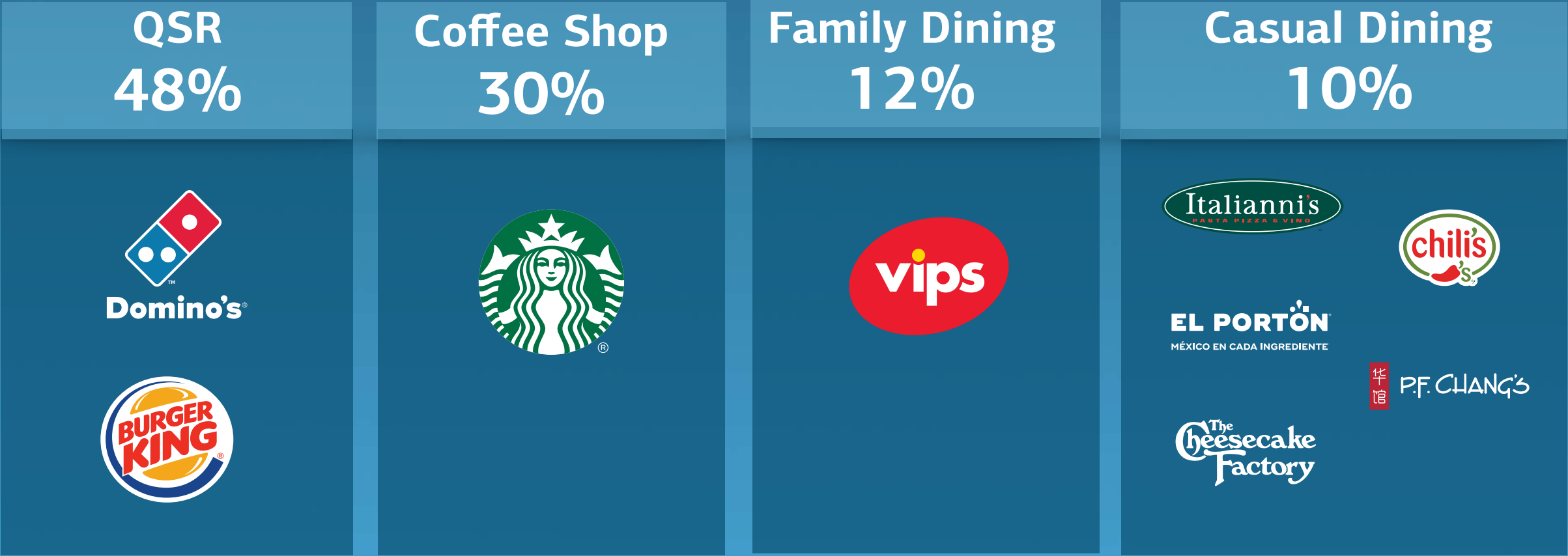
Units 



Alsea Mexico Highlights

- 2,469 Units
- 9 Brands
- \$26,898 MXN LTM Revenues
- ~86% Corporate Units
- \$6,200 MXN LTM Adjusted EBITDA
- ~44,000 Full-time employees

Different Dining Concepts (Total Revenues)



Challenges

& STRATEGIES MEXICO



Challenges	Strategies
1 Slow growth in the Mexican economy and probable impact on consumption 2 Reduction and efficiency of G&A 3 Strengthen Domino's Pizza against its competitors and take advantage of client demand through aggregators 4 Growth in orders and same store sales for Italianni's and El Portón 5 Adopt the best technology to improve client experience 6 Improve operating efficiencies of the COA	1 Offer an excellent service in our stores, improve quality and innovate our products 2 New organizational structure and empower our store managers (Owner Manager) 3 Strengthen our sales via food delivery (through aggregators and own delivery service), incorporate Domino's Pizza in the aggregators' marketplace and improve our delivery time promise 4 New development strategy for Mexican food brands 5 Digitalize the full restaurant experience while establishing bonds with our consumers through our multi-brand loyalty program 6 Continue improving supply chain operations

COA MEXICO

- 1 On Time YTD 98% vs. 2018 90%
- 2 Fill rate YTD 98.31% vs 2018 95.83%
- 3 66% reduction in employee turnover
- 4 QA certification SQF II & TIF
- 5 Accomplish 20 basis expansion in Alsea's Mexico EBITDA margin in 2020



Geographical FOOTPRINT SOUTH AMERICA

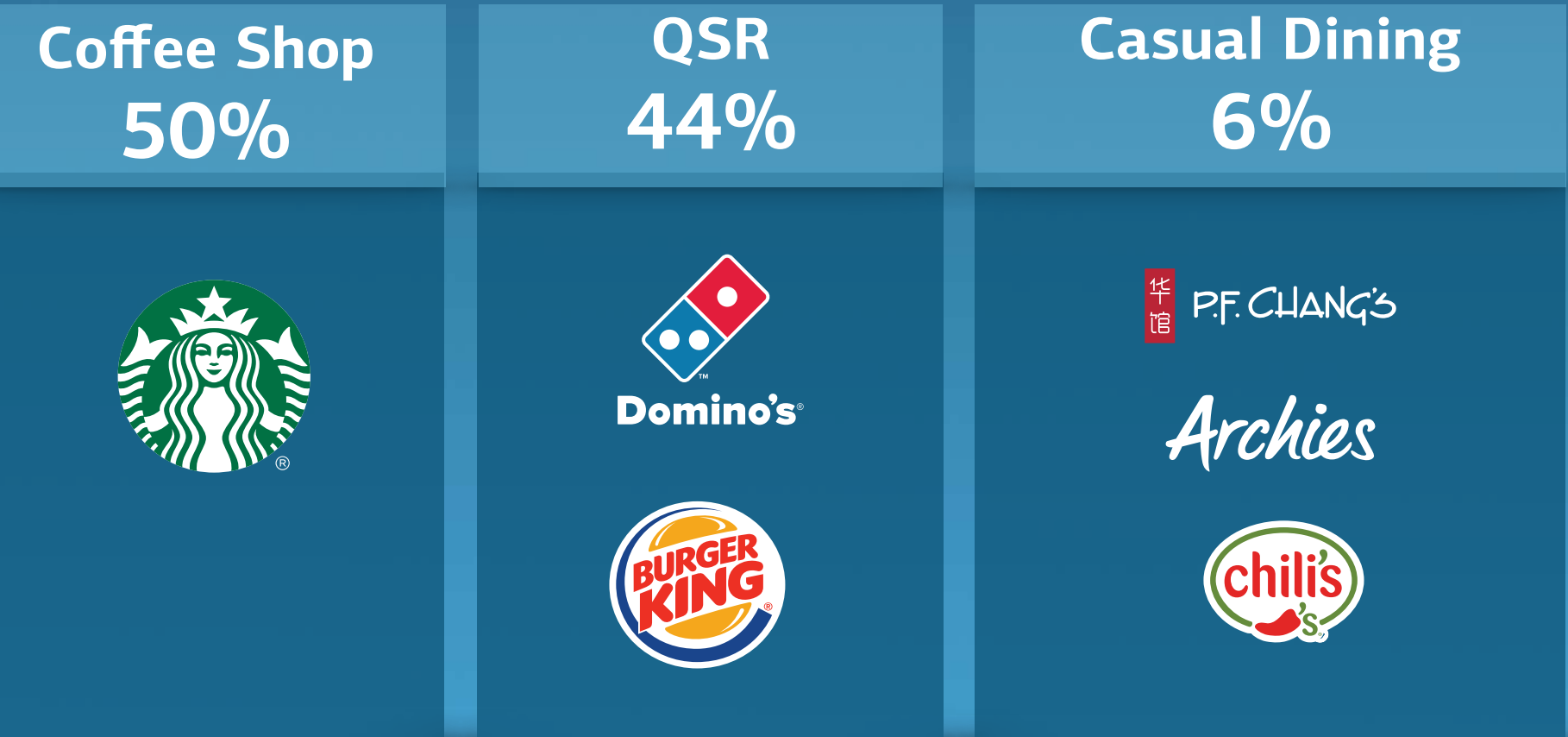
Units 



South America Highlights

- 632 Units
- 6 Brands
- 4 Countries
- \$9,381 MXN LTM Revenues
- ~97% Corporate Units
- \$1,356 MXN LTM Adjusted EBITDA
- ~14,000 Full time employees

Different Dining Concepts (Total Revenues)



Challenges

& STRATEGIES SOUTH AMERICA



Challenges

- 1 Macroeconomic conditions in Argentina
- 2 Recent events in Chile and potential impacts on the economy
- 3 Relevant competition for Starbucks in Colombia
- 4 Divesting in brands that do not have scale in their country
- 5 Reduction and efficiency of G&A

Strategies

- 1 Sustain volume and traffic in Argentina
- 2 Take advantage of the high profitability and relevant potential for expansión in Chile
- 3 Differentiate our Starbucks service from competitors and continue gaining marginality in Colombia through our Domino's Pizza operations
- 4 Divest in countries with limited growth potential
- 5 Utilize corporate restructuring to simplify operations and empowering brands managers

Geographical FOOTPRINT EUROPE

Units 



Alsea Europe Highlights

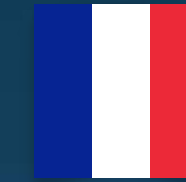
- 1,394 Units
- \$18,199 MXN LTM Revenues
- 11 Brands
- ~64% Corporate Units
- 6 Countries
- \$3,082 MXN LTM Adjusted EBITDA
- ~20,000 Full time employees

Different Dining Concepts (Total Revenues)

Coffee Shop 34%	Casual Dining 32%	QSR 26%	Family Dining 8%
	  	  	  
			 

Challenges

& STRATEGIES EUROPE



Challenges

- 1 Implement a unique model for operational success
- 2 Transfer of best practices from countries where ALSEA has operations to France and Benelux
- 3 Conclude the first phase of synergies
- 4 Application of ALSEA's management model

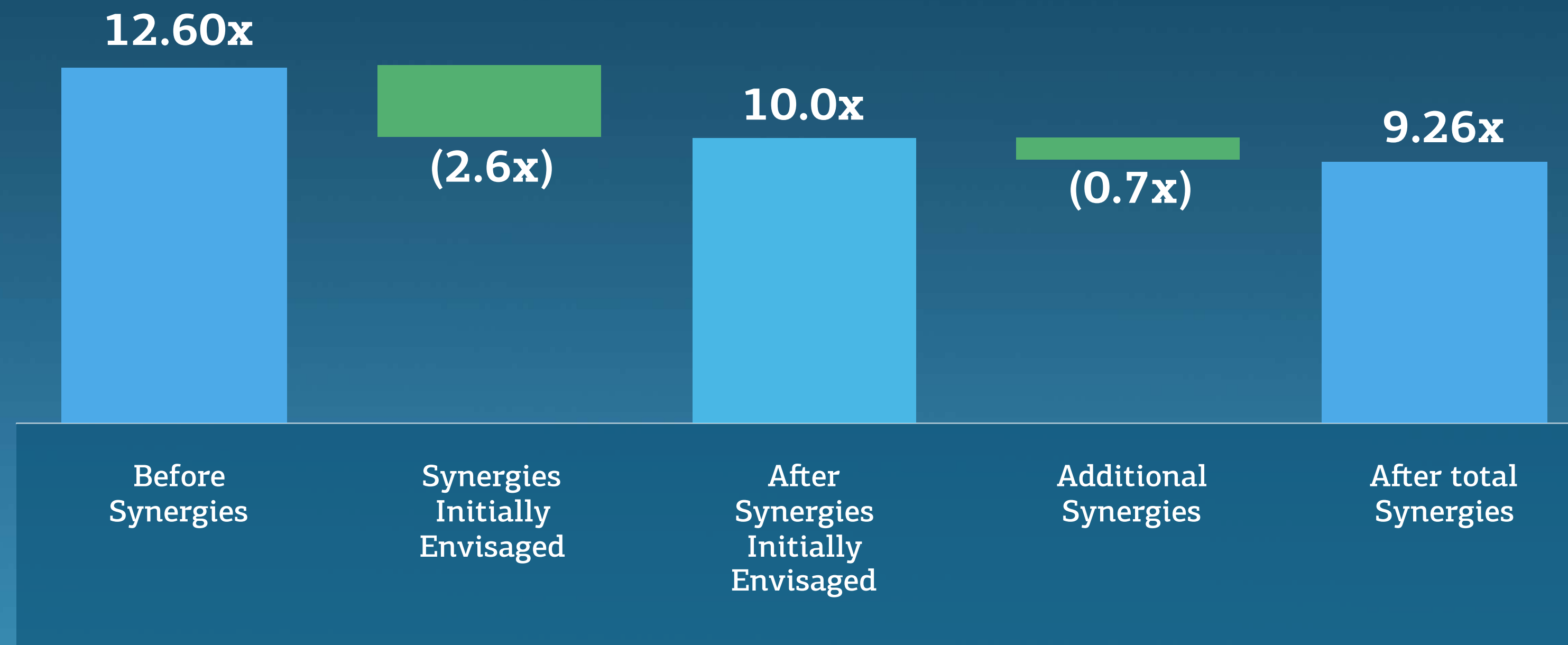
Strategies

- 1 Integrate and simplify operational structure
- 2 Application of ALSEA's culture in new acquisitions
- 3 Execution of new synergies during the application process
- 4 Boost and reorder marketing investments, apply best practices to loyalty programs and data-based innovation

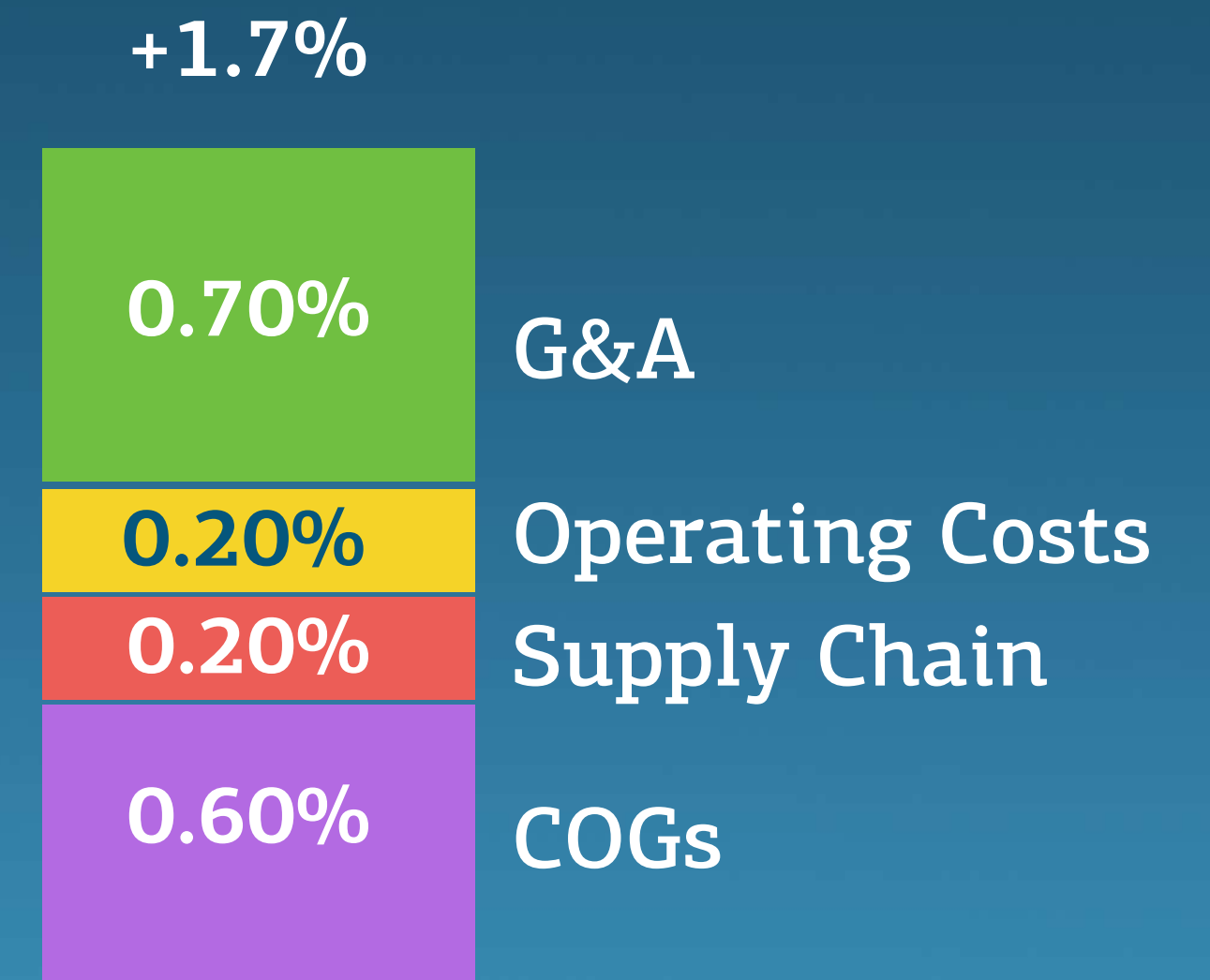
Europe

SYNERGIES

Acquisitions EV/EBITDA



EBITDA margin Improvements from synergies, 2020



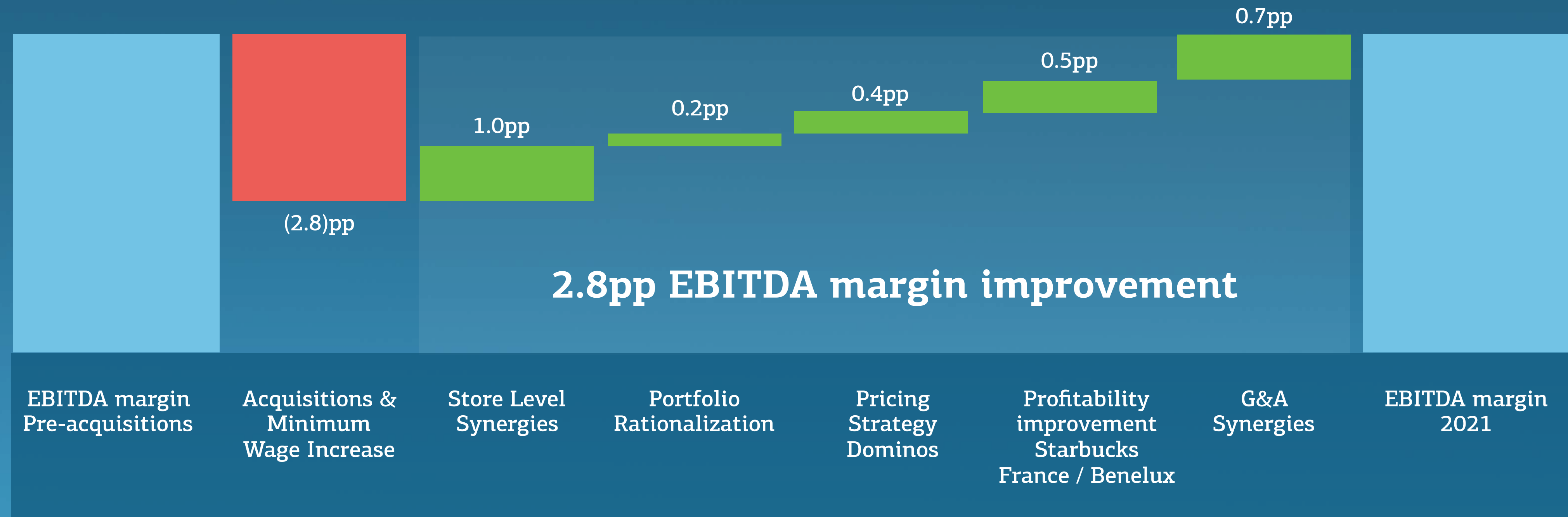
Realized synergies from initiatives executed until December 2019 beating expectations:

€13m initially ➔ €18m current

Alsea Europe

FINANCIALS

Margins to recover pre-acquisition levels by 2021





Before AND AFTER

Development of owned local brands and global names & acquisitions

Business transformation

	2005	2015	3Q19
Units	728	2,954	4,495
Brands	5	14	17
Countries	1	6	11
Segments	3	4	4
Employees	13,629	61,822	83,356
Sales	4,318	32,288	54,477
EBITDA	655	4,302	7,592*
EBITDA margin	15.2%	13.3%	14.0%

Growth strategies

ROLL-OUT OF INTERNATIONAL ICONIC BRANDS



DEVELOPMENT OF PROPRIETARY BRANDS



SUCCESSFUL VALUE ACCRETIVE ACQUISITIONS



Strategic criteria regarding investing and divesting

TO SUPPORT ORGANIC AND INORGANIC GROWTH

1
In locations with high MHC
Brands that contribute with more than 5% to Alsea's EBITDA

QSR	PIZZA	
	BURGER	
COFFEE	COFFEE SHOPS	
FULL SERVICE	AMERICAN	 
	FAMILY	 

Maintain growth throughout our large and solid brands in locations with a strong MHC

2
In locations with high MHC
Brands that contribute less than 5% to Alsea's EBITDA

FULL SERVICE	MEXICAN	   
	EUROPEAN	  
	ASIAN	
	AMERICAN	 

Become segment leaders with one or several brands in markets with high growth potential

3
In locations with high MHC

QSR	ASIAN
	CHICKEN
	MEXICAN
	HEALTHY

Penetrate food segments that have high growth potential, through the acquisition and development of new brands

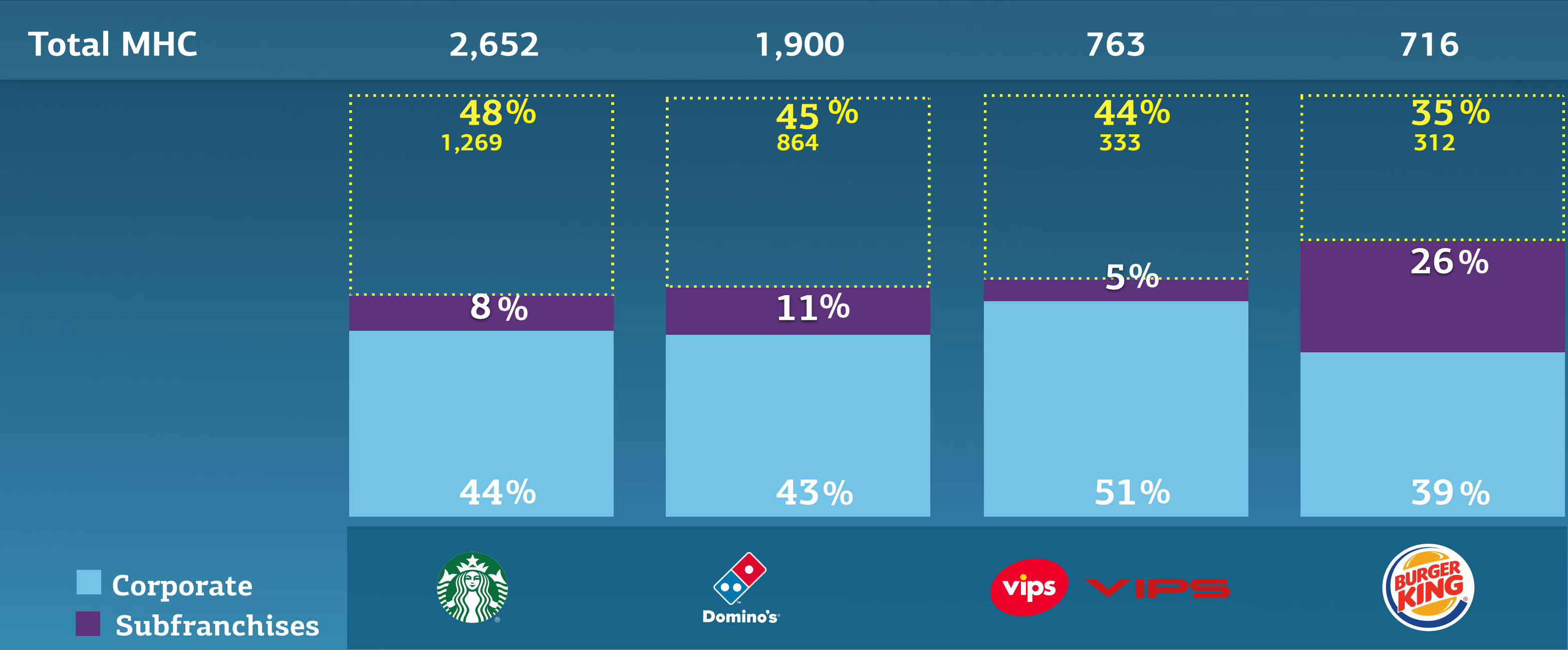
4
Divesting

Brands that cannot generate enough scale in the country where they operate

Market Holding Capacity

CORE BRANDS



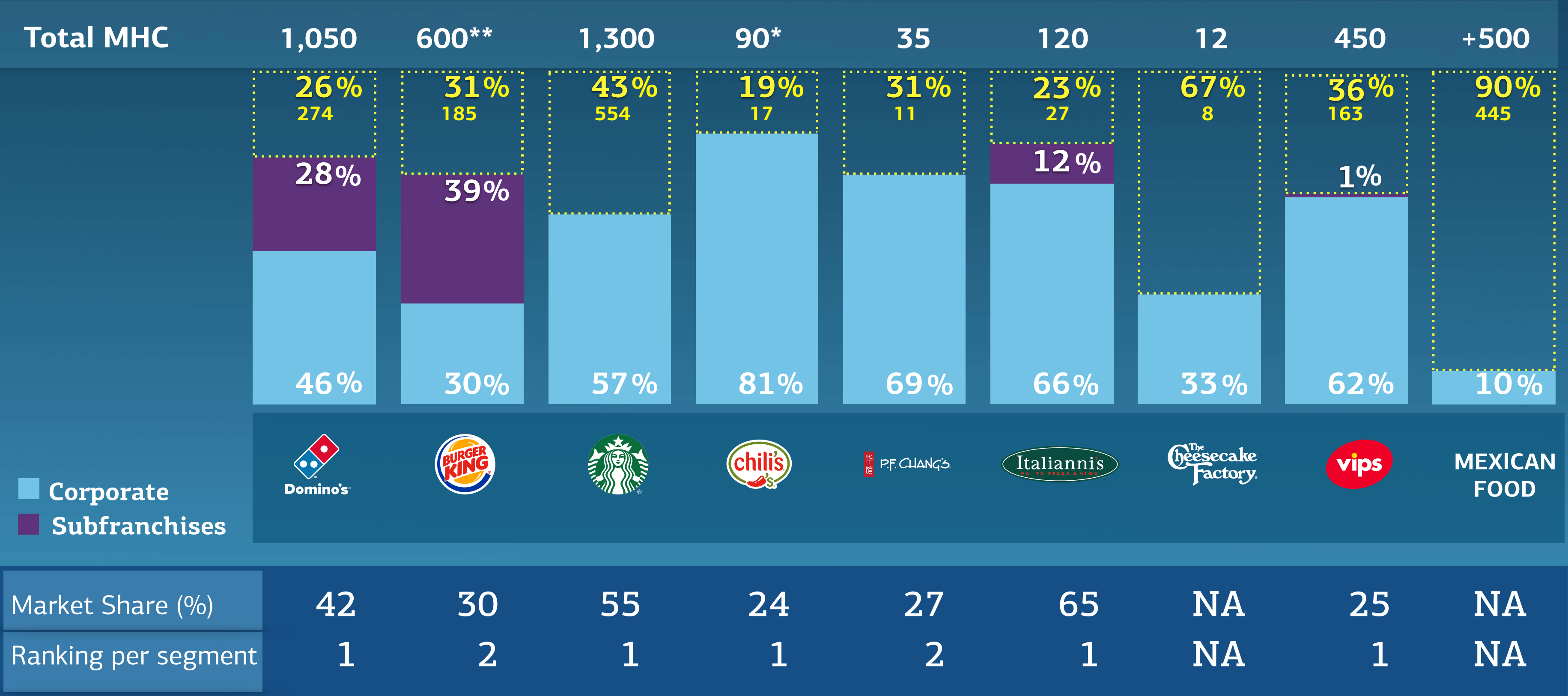
>3,540
White space

Core brands expansion represent
~35%
of total MHC potential

Organic annual growth
6%
200-250 openings

Market Holding Capacity

& MARKET SHARE MEXICO



MHC total potential of

>**4,150**

Stores in Mexico

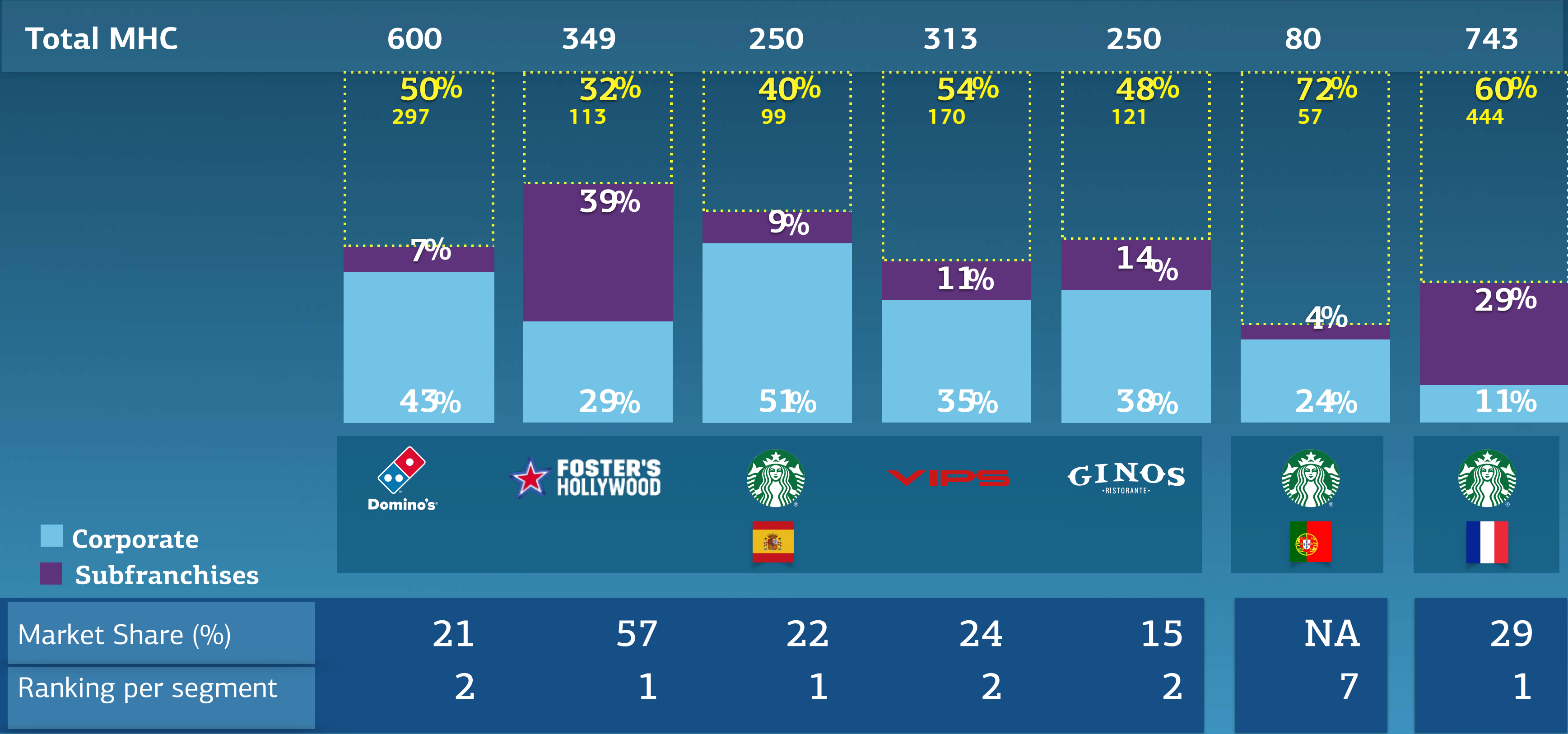
+1,685

Additional stores

* Only including Alsea's current territories for the Chili's brand
** Including franchisees in the country

Market Holding Capacity

& MARKET SHARE EUROPE



MHC total potential of

>2,580

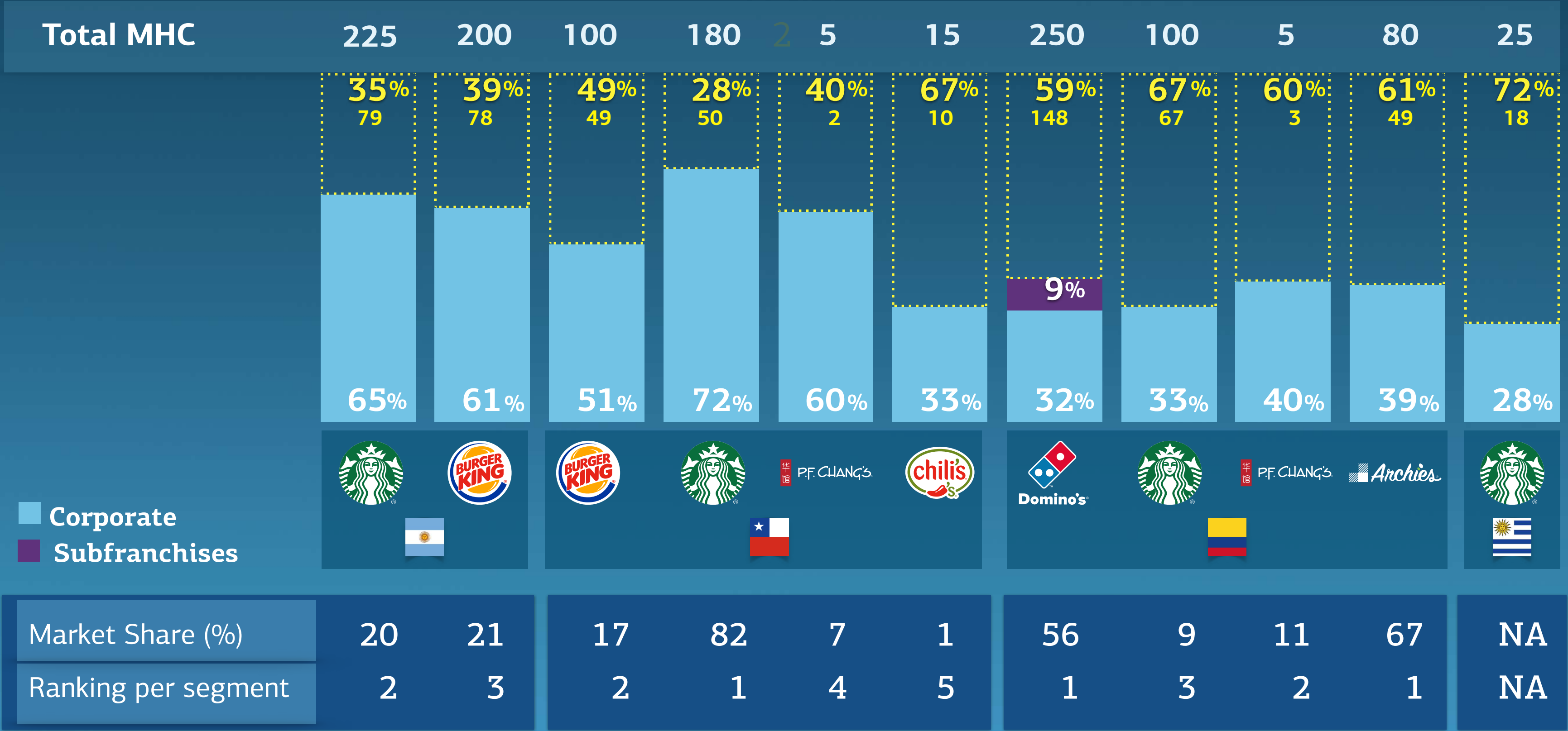
Stores in Europe

+1,300

Additional stores

Market Holding Capacity

& MARKET SHARE SOUTH AMERICA



MHC total potential of

>1,180

Stores in South America

+550

Additional stores

Sub-franchising STRATEGY

Priority to grow through Subfranchisees with Domino's Pizza, Foster's Hollywood & Starbucks France

	 Domino's	 FOSTER'S HOLLYWOOD	
Total Franchised & Subfranchised units	363	135	244
Total System Sales (billion pesos)	11.8	5.8	4.7
Sales from Subfranchised Units	25%	48%	37%

- Sell corporate units within clusters to accelerate new subfranchised openings
- Incentivize our subfranchisees to encourage new openings

Mexican FOOD

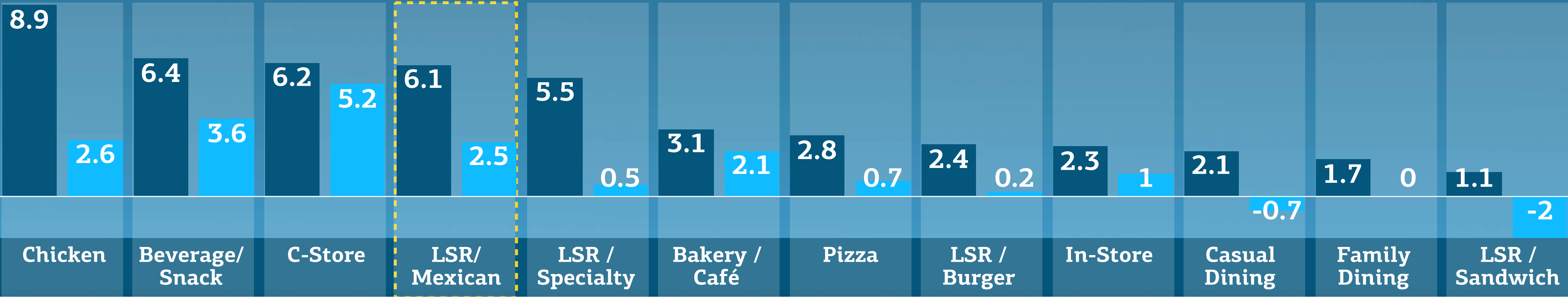
Ranking by food type (Top Countries)

30% of consumers in the research panel would order Mexican food at least once every 90 days

	Global	Top1 market	Top2 market
American	56%	USA (82%)	Philippines (75%)
Chinese	52%	China (84%)	Japan (75%)
Italian	47%	Spain (66%)	France (62%)
Japanese	36%	Japan (89%)	Philippines (71%)
Mexican	30%	Mexico (88%)	USA (56%)
French	27%	France (78%)	Russia (36%)

Sales growth and unit growth by food type in 2019 in the US

Mexican food sales is one of the fastest growing segment in Top 200 chains US in 2019 with a +6.1% sales increase whereas total Top 200 chains sales grew +3.2%





EL PORTÓN
MÉXICO EN CADA INGREDIENTE



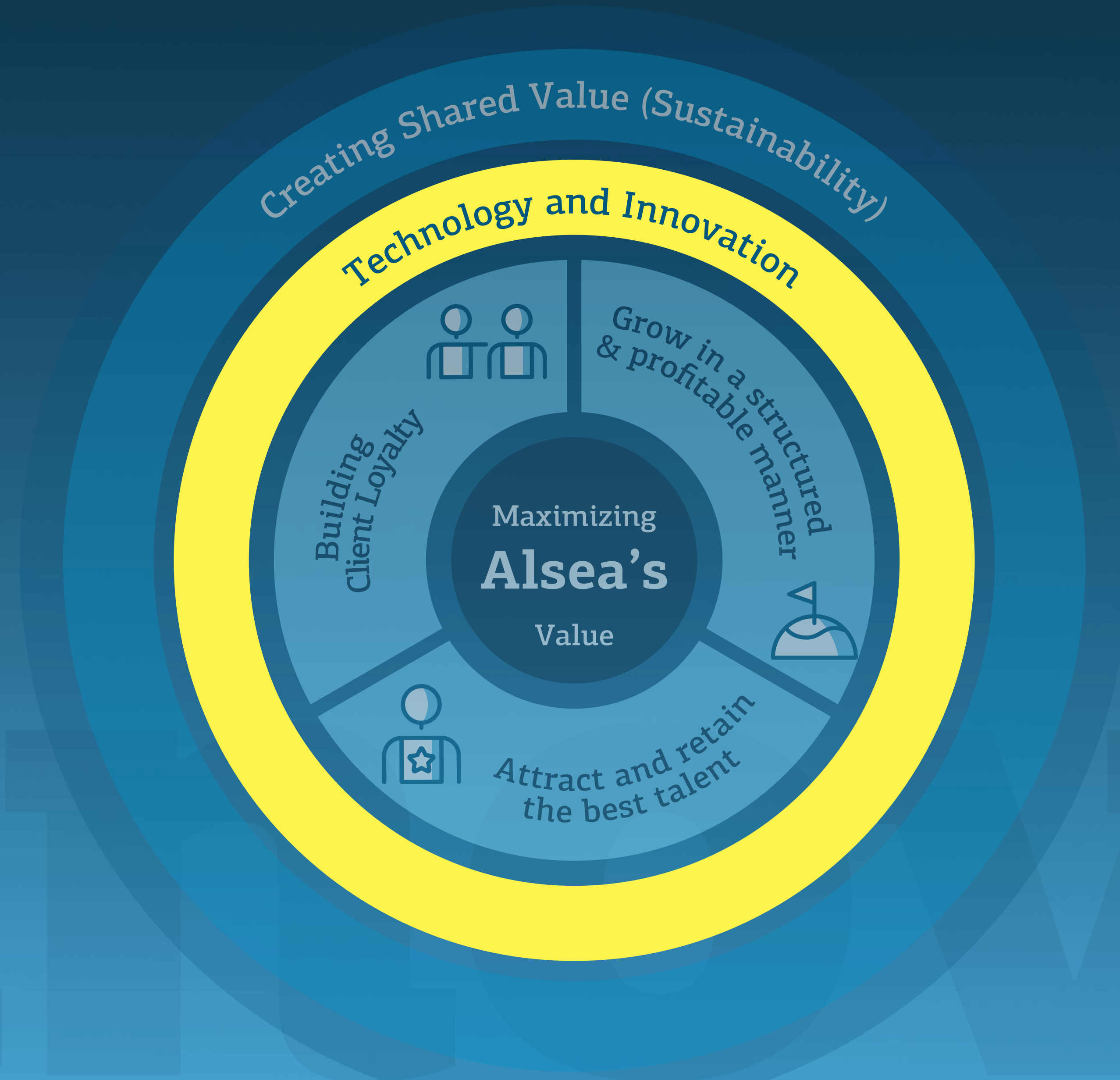
**LA CASA
DEL
COMAL**
ANTOJERÍA



**CORAZÓN
DE BARRO**
COCINA TRADICIONAL MEXICANA



OLEMOLE



Alsea Flywheel

CREATE A DIGITAL STORE FRONT

 Cybersecurity

 Alsea
Performance management

Brightl∞m

Delivery

Loyalty programs

Mobile apps and websites



Our goal

CREATING A DIGITAL STOREFRONT

We will create a digital storefront that allows us to put the entire experience and capabilities into a digital ecosystem



			TARGET
1	Information on menu, promotions and recommendations	OMNICHANNEL ENGAGEMENT	4Q 2019
2	Order your food	ORDER/DELIVERY	4Q 2019
3	Different payment methods	PAYMENT	3Q 2020
4	Rewarded and indulged for loyalty	LOYALTY, DATA SCIENCE, UNIQUE ALSEA CUSTOMER	1Q 2020
5	Customer satisfaction feedback	FEEDBACK	1Q 2020
6	Enjoy the great experience of our stores in a digital environment	ALL OF THE ABOVE	

Delivery STRATEGY

+2,000 delivery
service units
(global)

+15 formats
with delivery
service

Delivery Aggregators



Own Delivery**



Alsea anywhere

- Sales of \$989MXN*
- Growth exceeding 180%*

- Sales of \$5,102MXN*
- Growth exceeding 6%*

Long-Term Strategy and Growth

- Long-term contracts and negotiated maximum fees
- Higher prices vs. restaurant
- More than 35% growth for 2020
- Aggregator Models: Full Service & Marketplace

- Delivery fee charged to customers
- Higher prices vs. restaurant but less than aggregators
- 3% growth for 2020
- Sales channel by brand and multi-brand function in
- WOW Delivery

New Channels and Differentiators

- We participate with the best aggregators and will continue to add more



- Marketing investment through aggregators

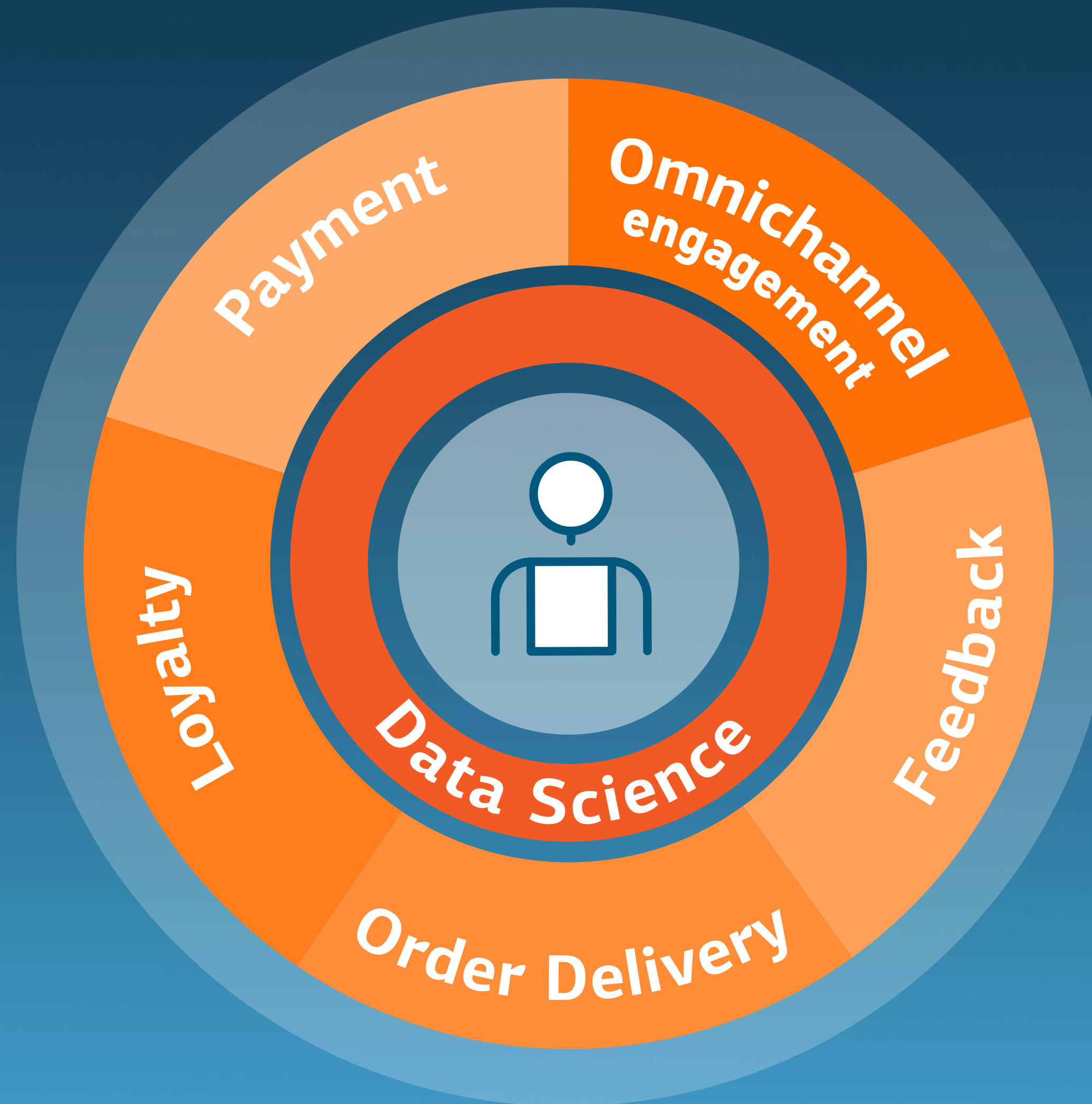
- Expansion of region and brand coverage
- Alliances with external logistics companies
- Loyalty program integration
- Differentiated promotions in own channels

Excellence in operations and technology

- Core Alsea will allow more aggregators and more orders
- New business channels (takeout, dine-in, dark kitchens)

- Marketplace by brand and apps like WOW
- Complete customer information for analytics
- Multi-brand logistics platform with internal and external distribution

Technology ECOSYSTEM



Payment - Ability to make payments from apps and WOW wallet

Omnichannel Engagement - Client communication through any channel: e-mail, SMS, etc.

Feedback - Receive customer feedback through digital media

Order delivery - Provide mobile ordering and delivering for all our brands

Loyalty - Personalized loyalty program that delivers experiences, products and points

All the tools will be fed by our customer data science infrastructure and consolidate the information into a single client profile

Baked in Store (BIS) in Starbucks

It is elevating the customers' and partners' food experience and increasing sales



EXPERIENCE

The program is elevating the customers' and partners' food experience

STARBUCKS FOOD PROGRAM

BIS stores reach 39% coverage within total Starbucks stores

BUSINESS KPIs

BIS is a ticket driver

Baked in Store reaches the 3 main food macro trends



BIS

#stores

3Q 2019

596*

4Q 2020

817**

**Coverage of
total Starbucks stores**

39%

50%

Currently in:



Food average ticket vs. 2018***

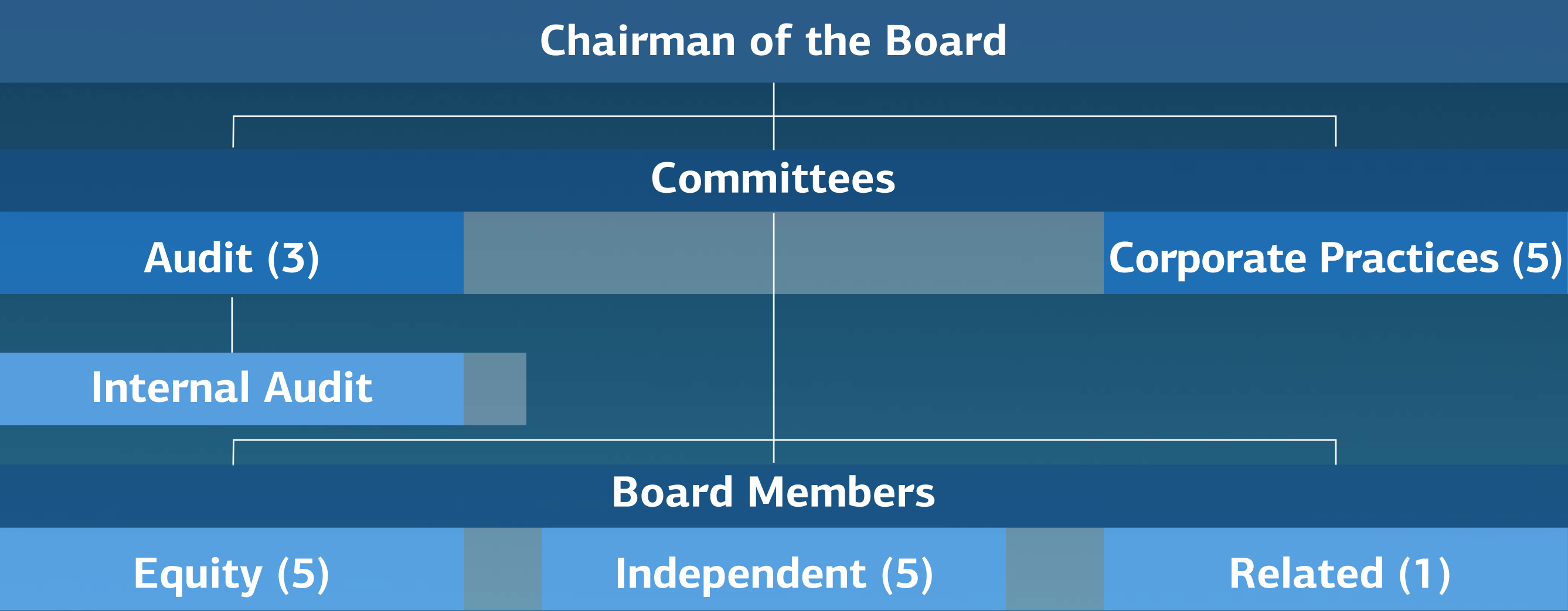
Mexico 6.7%

Chile 2%

Colombia 10.9%



Corporate GOVERNANCE



	Iván Moguel	Julio Gutiérrez	Raúl Méndez	León Kraig	Adriana Noreña	Armando Torrado	Alberto Torrado	Cosme Torrado	Federico Tejado	Fabián Gosselin	Pablo Torrado
Age (years)	55	57	59	61	50	49	55	56	57	55	26
Type of board member	I	I	I	I	I	P/R	P/R	P/R	P/R	P/R	R
Years served on Council	8	8	8	7	2	22	22	22	20	13	2
Corporate Practices Committee	Member			President	Member			Member		Member	
Audit Committee	President	Member	Member								

Sustainability



Main sustainability INITIATIVES



Responsible consumption

Nutritional communication

- 100% of our menus in Mexico include nutritional information, with enough options to meet every customer's needs
- All Alsea brands have a health and wellness plan, with consumer lifestyle choices

Food health and safety

- Our food suppliers are approved by GFSI (Global Food Safety Initiative)
- TIF COA certification
- Level 2 SQF in operations, manufacturing and distribution

Sustainable supply and consumption

- We have developed local suppliers' programs such as
 1. "We all grow coffee" delivering more than 3,140,000 rust resistant coffee plants to mexican coffee growers. Our coffee is 99% ethically sourced
 2. We promote the responsible and natural cultivation of 100% mexican tilapia, providing 12 tons of product per month for our stores



Quality of life

Diversity and inclusion

- We employ more than 300 senior workers in Mexico and Colombia in all Alsea brands and more than 100 workers with disabilities
- We grant 452 scholarships for contributors

Flexible work scheme

- 52% of store managers enjoy a weekend off per month
- More than 1,000 contributors from our Support Center are eligible for home office

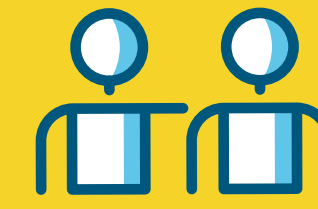
Main sustainability INITIATIVES



Environment

Energy

- Over 980 stores use clean energy
- We consumed 78 million kWh in 2019 YTD
- We avoided emitting 20,667 tons of CO2
- We reduced electricity costs by 110 million pesos
- We collected 528,000 liters of oil from our stores to be converted into biofuels, avoiding the pollution of 528 million liters of residual waters



Community Development

Social investment of 50 million pesos in 2019 going towards education, food, employability and civic participation

Support to eradicate food poverty

- Access to a nutritious meal per day for more than 5,000 children
- More than 2,000 families benefited per year
- 150 tons of food donated to food banks in 2019
- 2.5 million meals served since 2012

Education and employability

- Integration: Education and employability training for talented young people in vulnerable situations in Mexico, Chile, Argentina and Spain

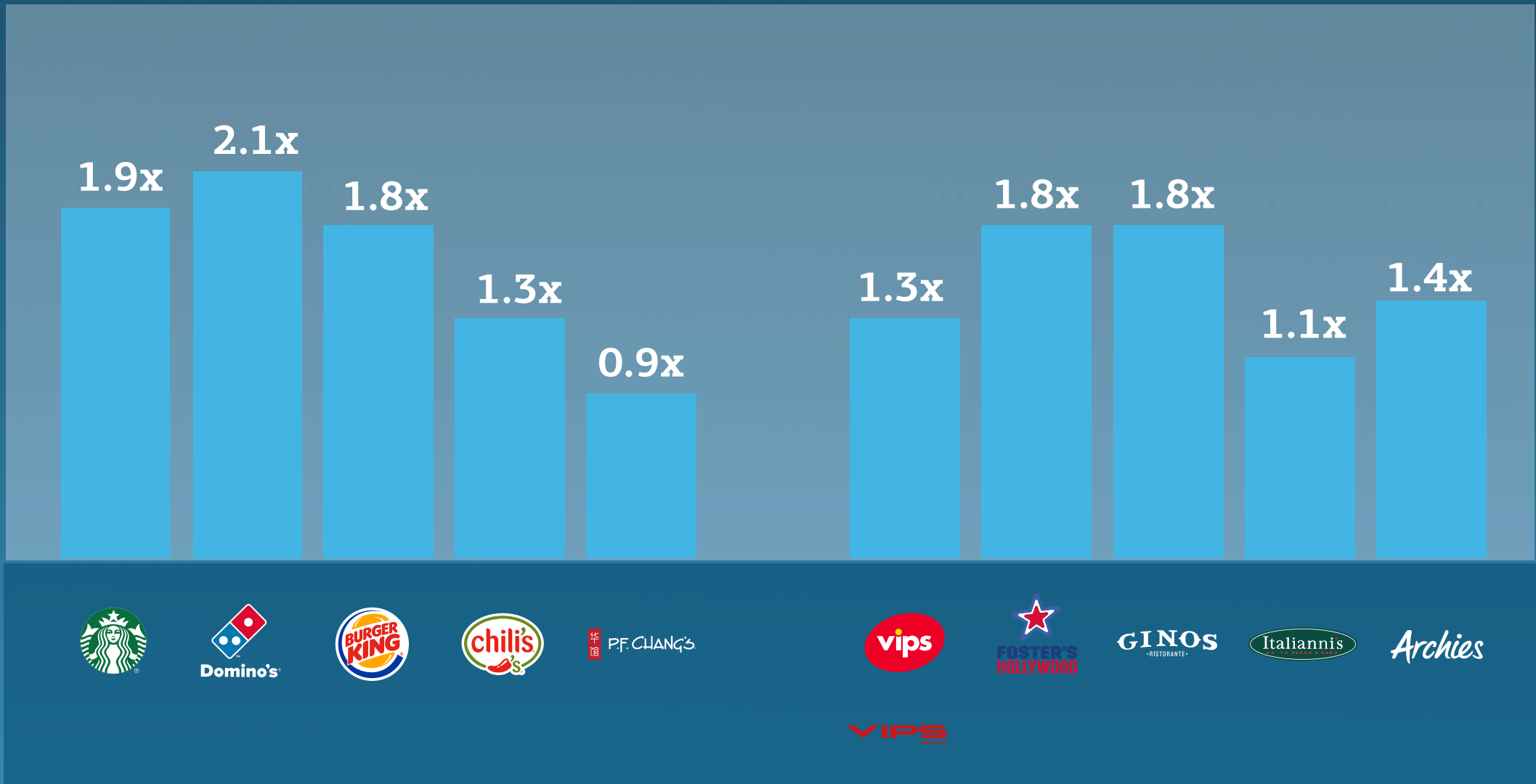
2019 Results:

1. More than 5,940,000 pesos invested
2. Benefited more than 5,200 young people
3. 16 NGOs supported



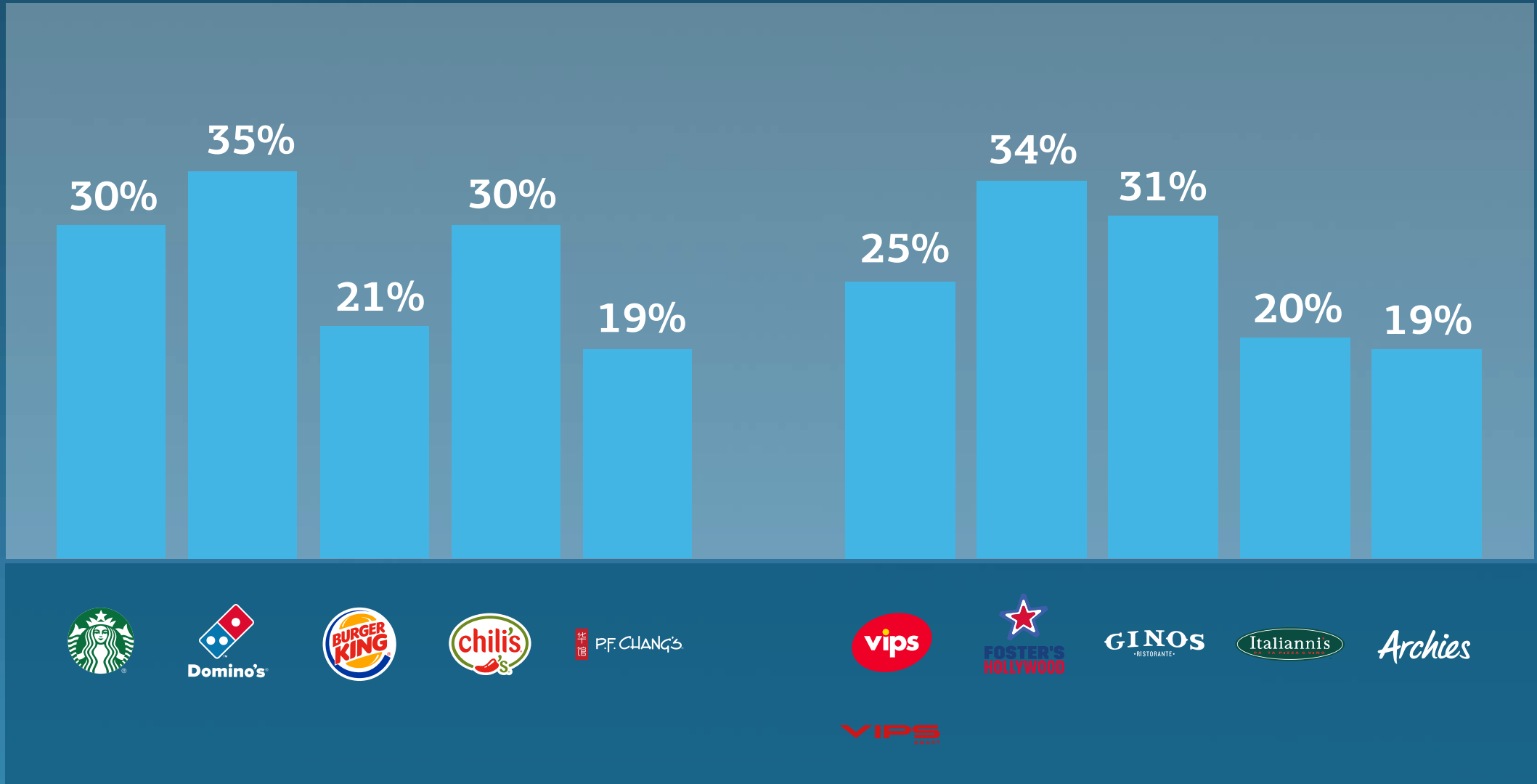
Annual Sales / Investment & ROI

Annual Sales / Investment



Average Sales per Store LTM / Average Investment per Store

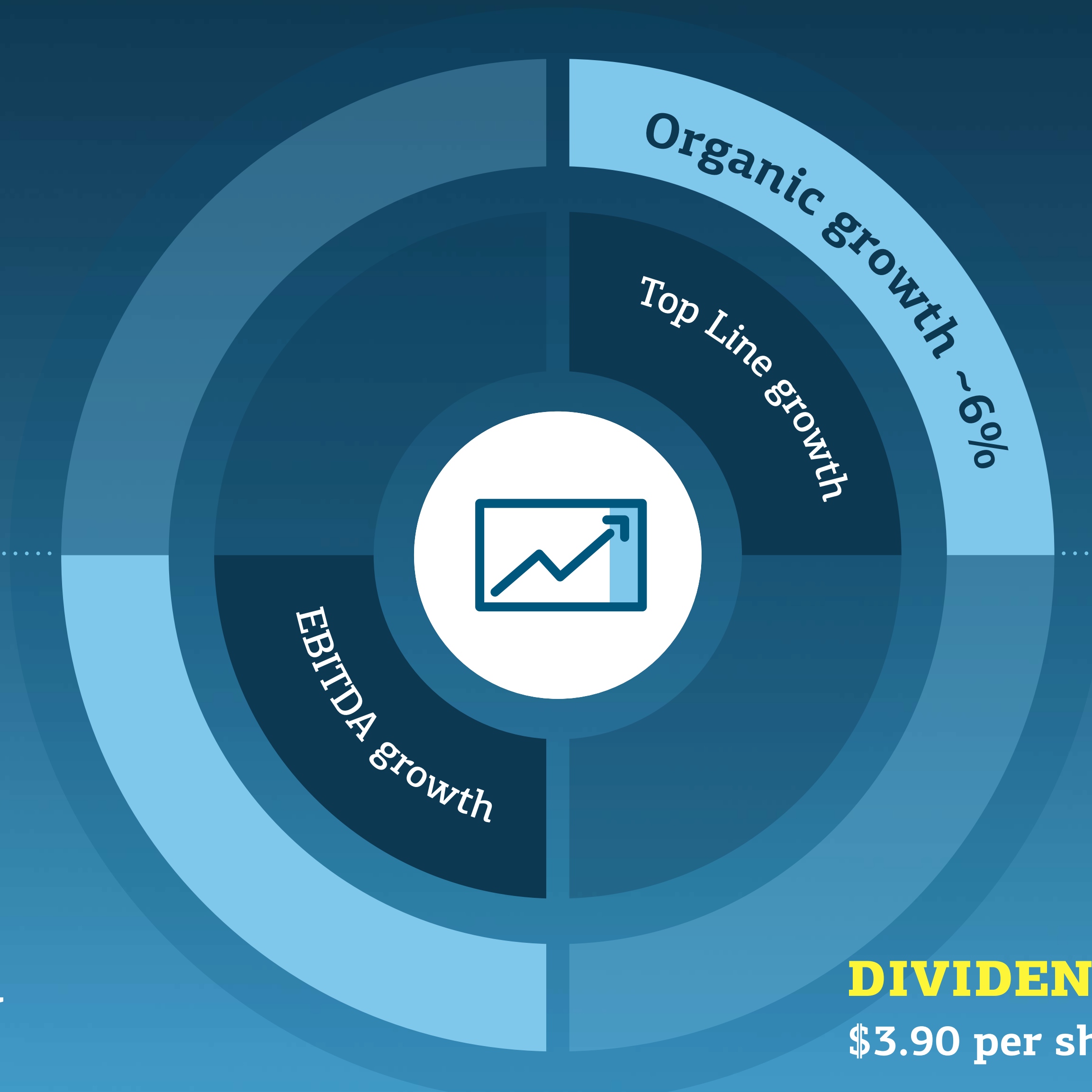
ROI per store (%)



Store Level EBITDA LTM / Investment per Store

Guidance

2022



REVENUES

CAGR* ~15%

SSS

>Mid Single Digit

13.5%

ROIC

16%

ROE

DIVIDENDS**

\$3.90 per share

CAGR* **EPS**
>25%

EBITDA

CAGR* >16.5%

Close to 15%
EBITDA margin

ROE

2019-2022

2.1%
Net Margin

Net Profit
Revenues

1.1x
Assets Turnover

Revenues
Total Assets

Total Assets
Stockholders Equity

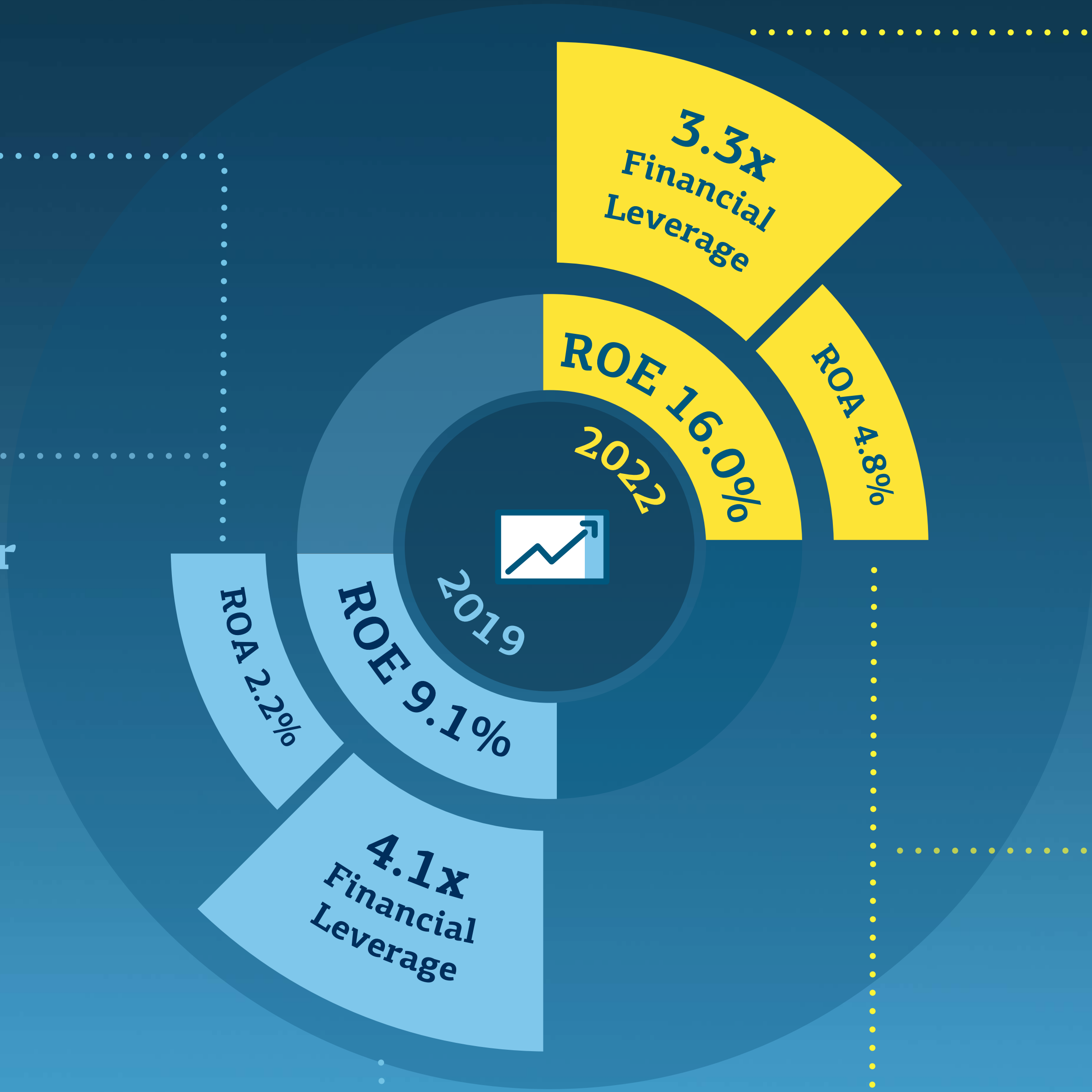
Total Assets
Stockholders Equity

3.8%
Net Margin

Net Profit
Revenues

1.3x
Assets Turnover

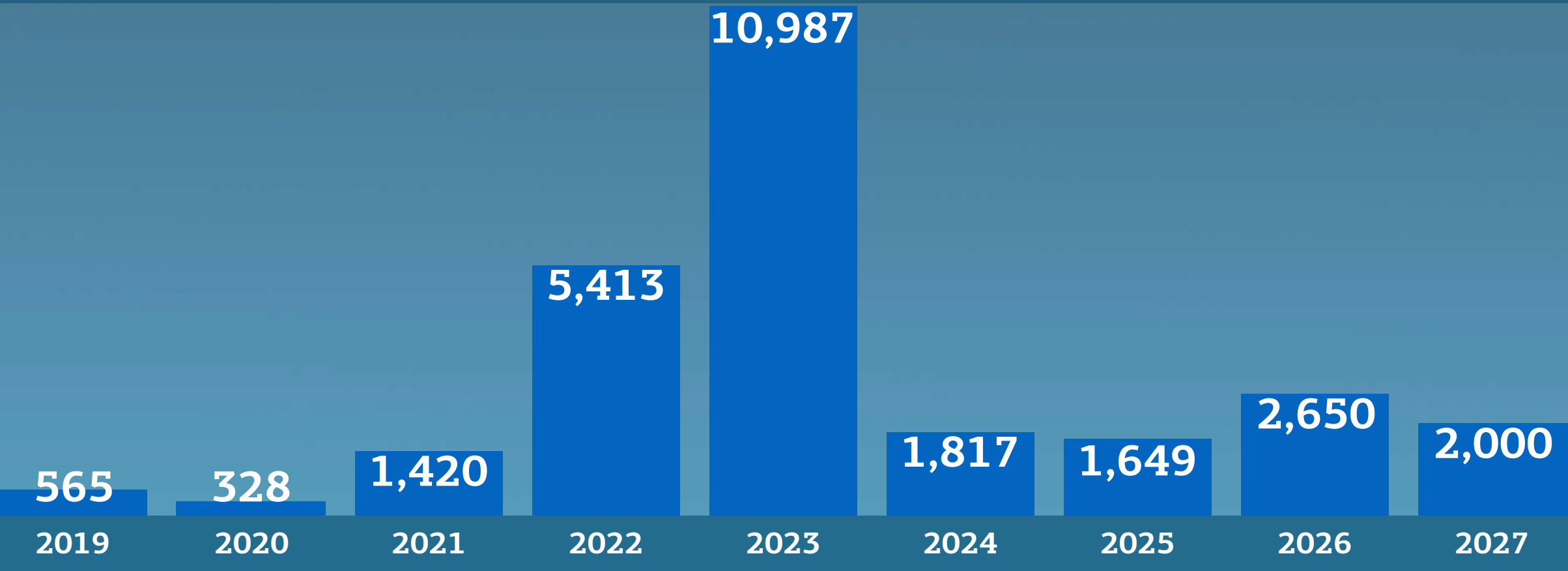
Revenues
Total Assets



Debt Profile

Total Debt (Million pesos)	\$26,802
Duration (years)	4.3

Debt Maturity | 3Q19



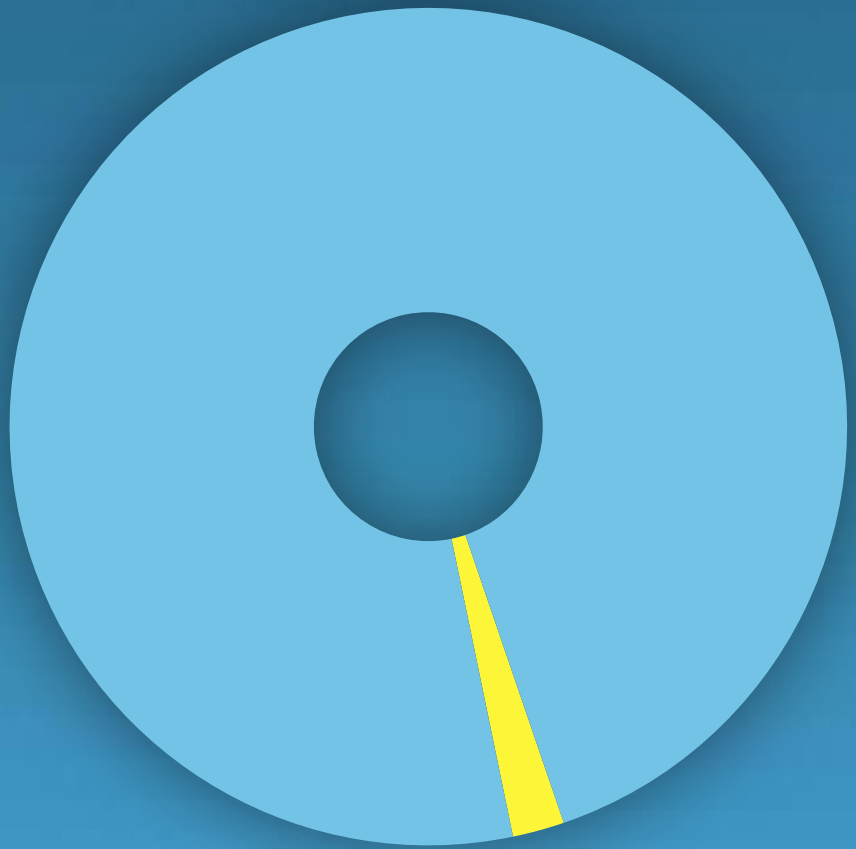
Debt Structure



59% Mexico	
Rate	9.27%
MNX	\$16,138

40% Spain	
Rate	1.25%
MNX	\$10,524

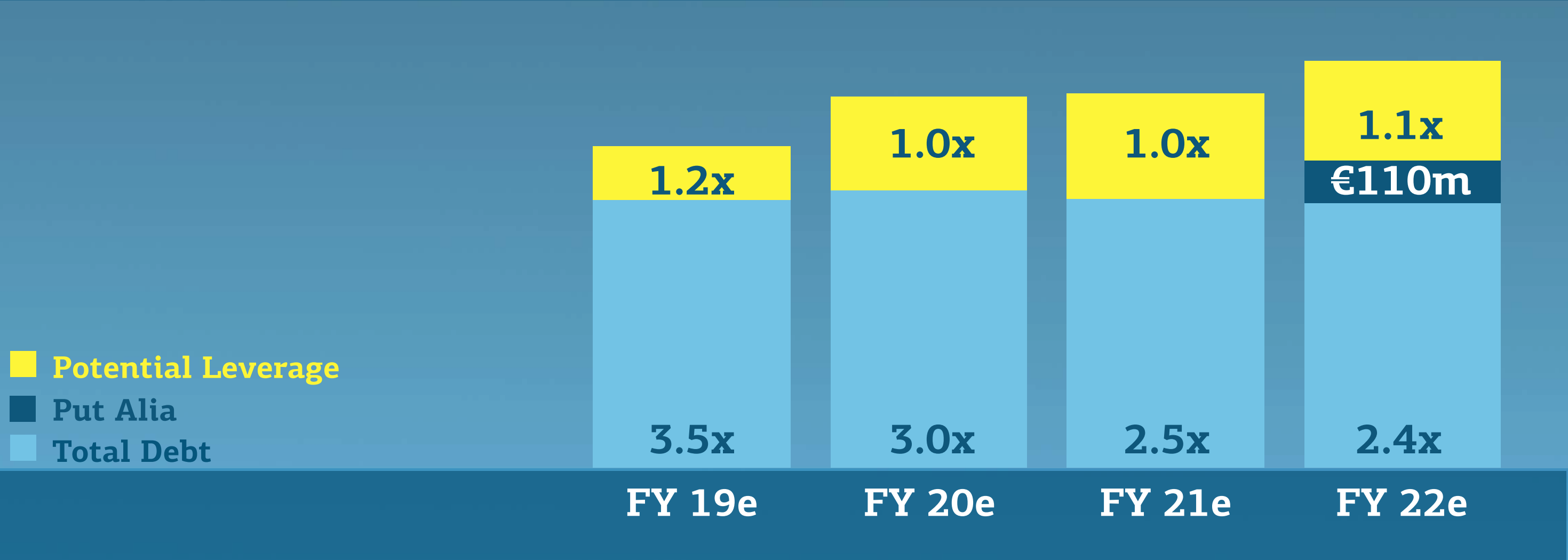
1% Chile	
Rate	4.58%
MNX	\$139



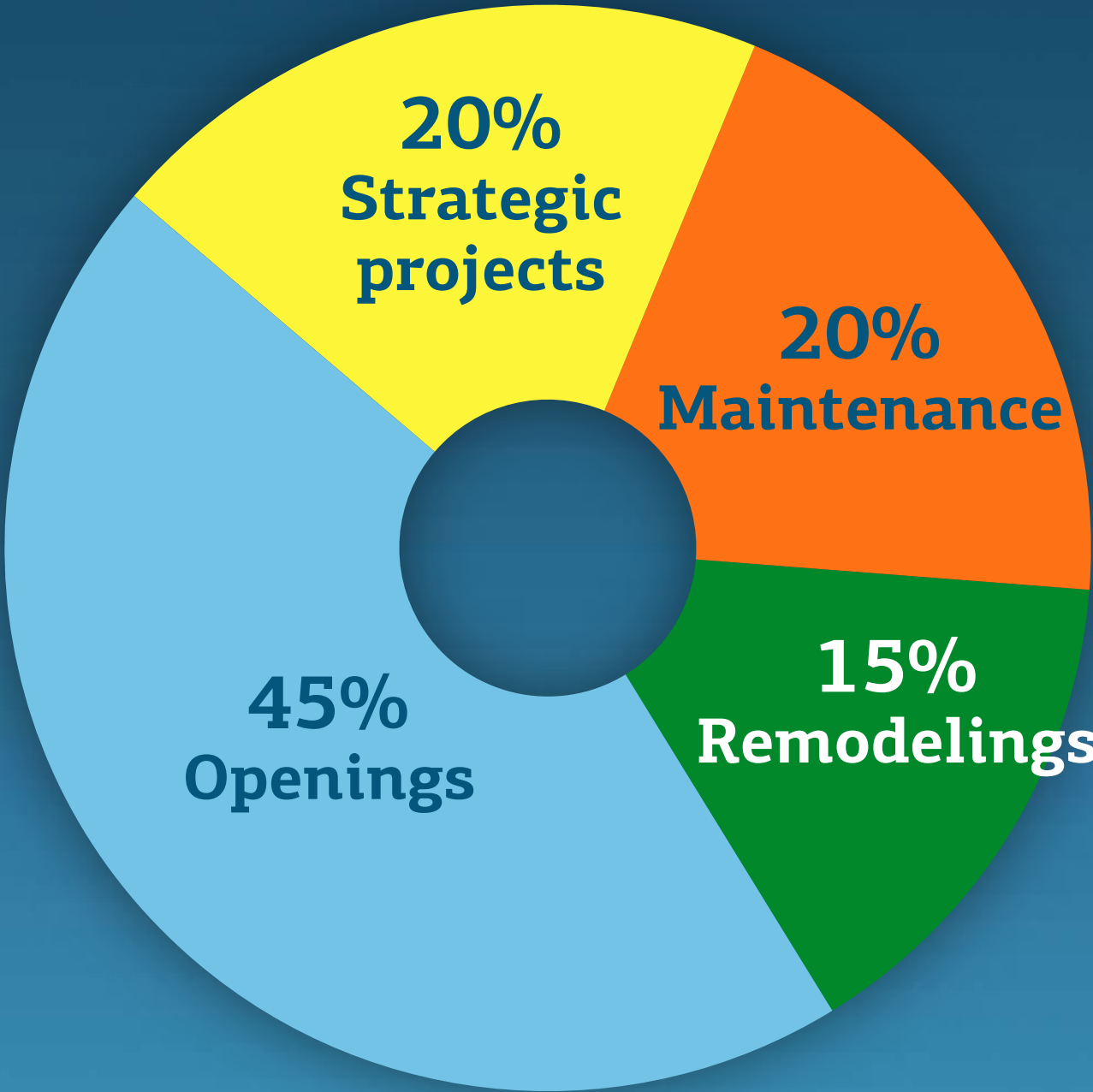
98% Long Term
2% Short Term

Deleverage Plan

	FY 19e	FY 20e	FY 21e	FY 22e
CAPEX	4.0bn	5.0bn	5.0bn	5.0bn
Total Debt / EBITDA	3.5x	3.0x	2.5x	2.4x
Net Debt / EBITDA	3.3x	2.8x	2.2x	2.2x
Potential Leverage	1.2x	1.0x	1.0x	1.1x



CAPEX Breakdown



20 years from ALSEA'S IPO

Share price since IPO (local currency)

CAGR since IPO

Price appreciation

	23.7%	22.3%	15.4%	31.4%	10.9%
	24,506%	2,017%	1,752%	1,643%	1,091%
					
Current price	\$83.66	\$285.74	\$52.98	\$766.78	\$42.64
IPO price	\$0.27	\$14.00	\$3.04	\$22.00	\$2.63
IPO date	1992	2004	1999	2006	1992

1999

2019

Alsea
S&P / BMV IPC

Investment

HIGHLIGHTS

Resilient business by having a diversified brand portfolio and geographical footprint

Continuous growth based on a clear strategy, through:

- Fulfilling our market holding potential
- Reaching same store sales targets
- Proven track record on M&A

77% Increase in profitability by 2022

- Brand portfolio management
- Growth focused on higher return brands

Profit from new technological trends, positioning our brands closer to our clients

- Loyalty programs
- Delivery platforms
- Strategic alliances

Always focused on generating value for our stakeholders