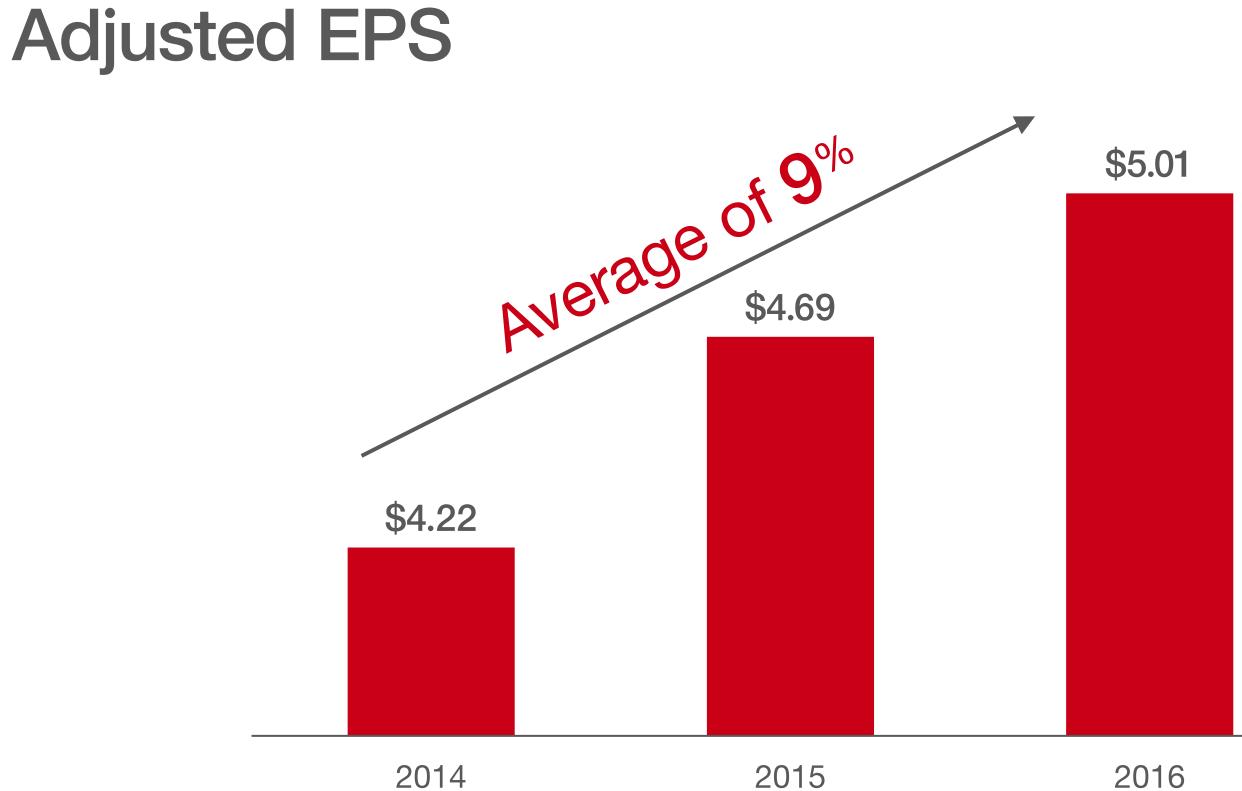
Cathy Smith • EVP & Chief Financial Officer

Progress Report

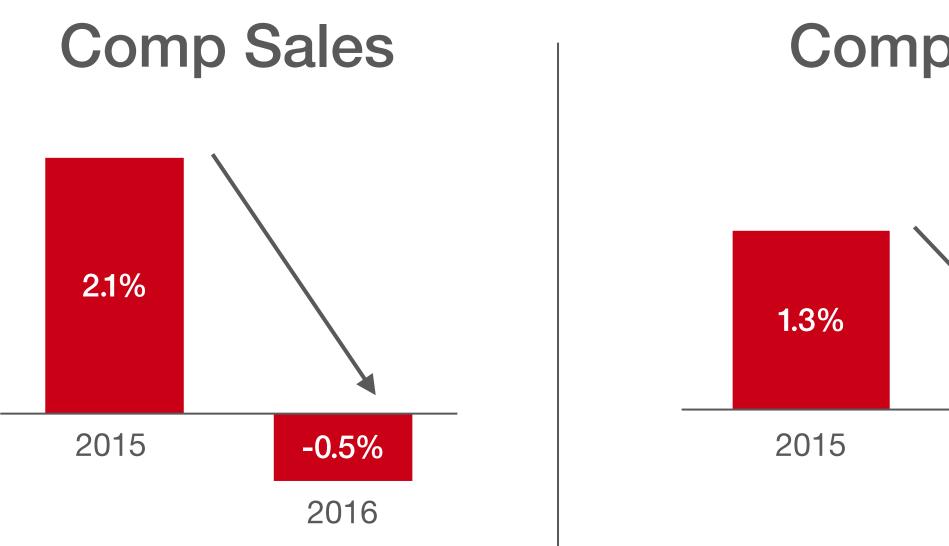
- Signature categories growth
- Digital sales growth
- Small store formats
- Ship from store in 1,000+ stores
- Core business focus
- \$2 billion reduction in costs



Nearly \$10 billion returned to shareholders in the last 2 years



The case for change



Comp Traffic



2016

Invest in a growth engine

- Consistent
- Sustainable
- Profitable

Not starting from scratch



Invest with a long-term view



Digital Capabilities Small Formats Existing Stores Supply Chain Exclusive Brands Core Capabilities

Capital Investment

\$2 billion in 2017



\$1 Billion Investment in Operating Profits

- Store service
- Channel shift
- New brands
- Everyday value proposition



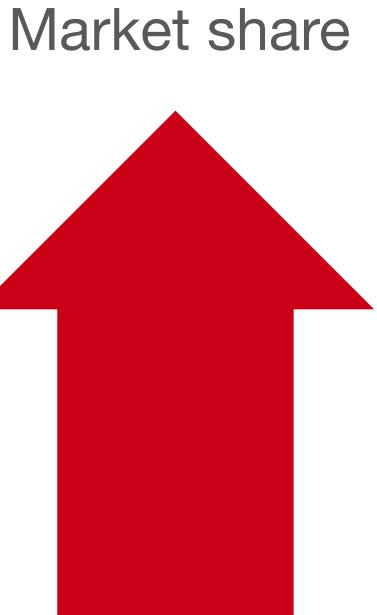
We could make changes to maintain our margins

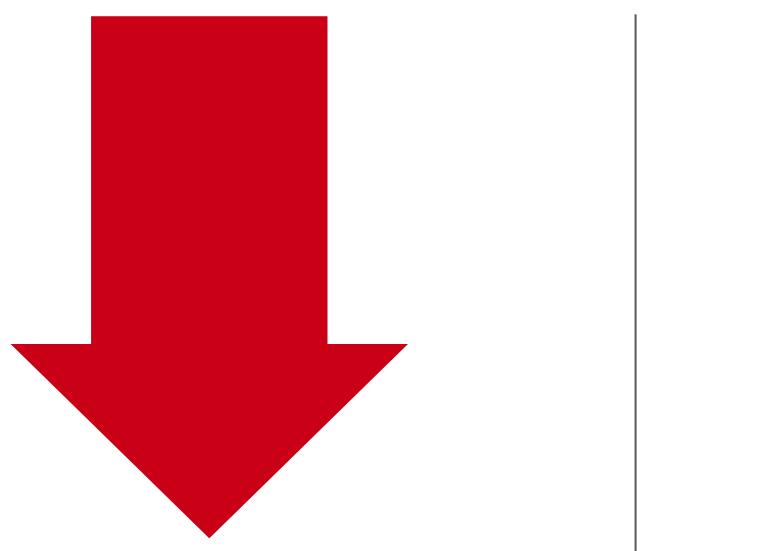
They are the wrong long-term decisions

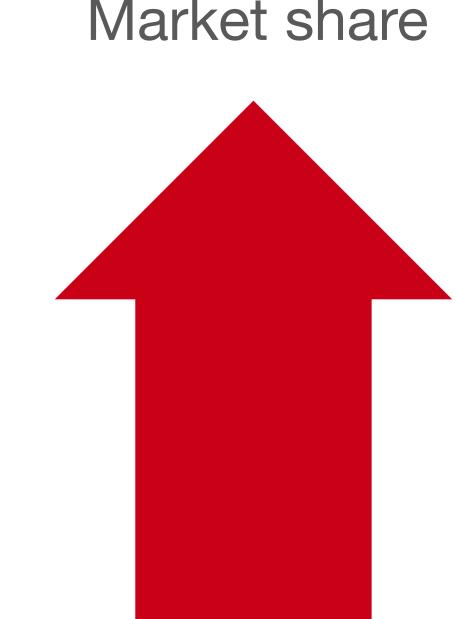
Continue to reduce costs on non-critical efforts



Operating margins







We have the flexibility

- Strong balance sheet & robust cash generation
- Well-positioned assets



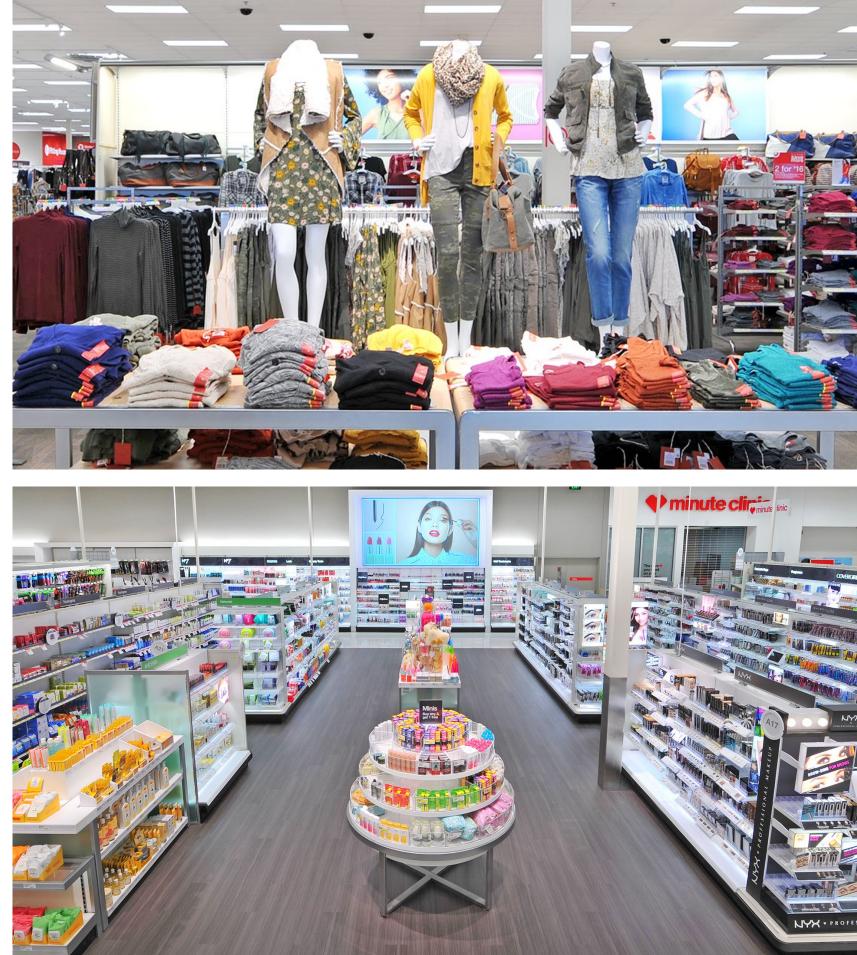












Stores

1,800 strong
Off mall
Close to consumers
Universally generate cash



Strength of our store portfolio

Annual close/continue analysis for each store



We have closed hundreds of locations over time





Returns-based approach to our investment decisions

Drive growth in all channels

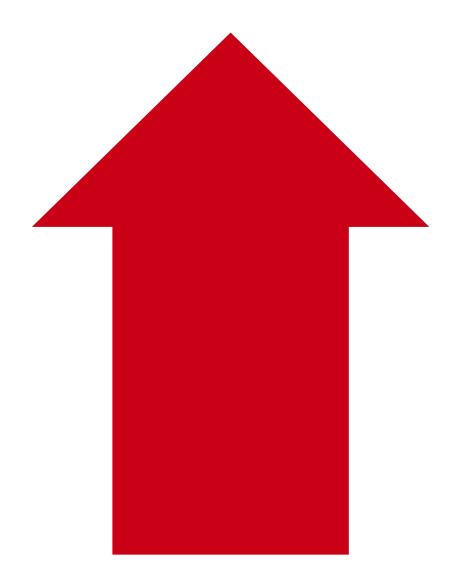
Transform our assets



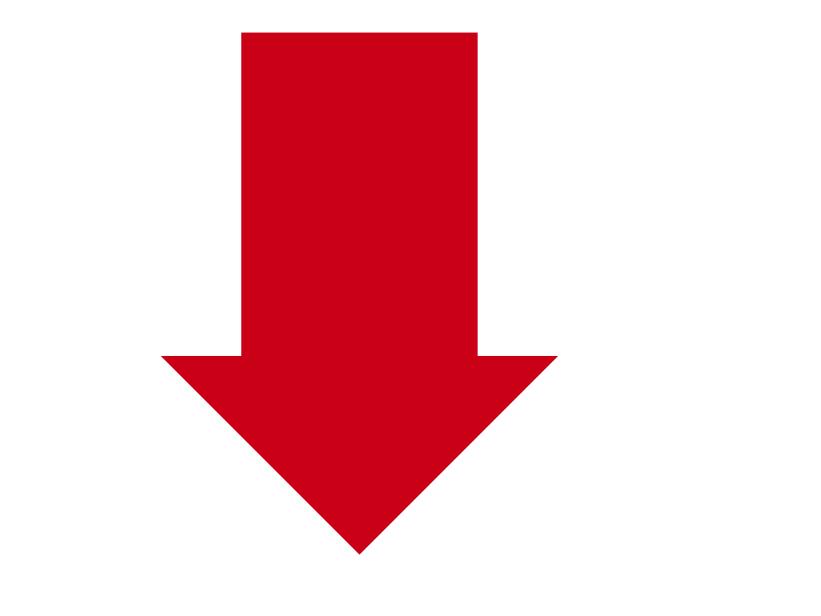


Supply Chain

Speed & Agility



Inventory Investment



Capital Deployment Priorities

- Invest strategically in the business
- Support the dividend
- Repurchase shares

2017 Expectations

2017 Expectations

Low single digit decline in comparable store sales

- Continuation of recent channel shift trends
- Investments will not have an immediate impact on performance

2017 Expectations EBIT \$1B lower than 2016

- Enhanced store service
- Continued channel shift from stores to digital
- Launch and market new exclusive brands
- Everyday value proposition
- Additional investments in our existing stores

Breakdown of Investments

- ~\$500 million in SG&A
- ~\$400 million in gross margin
- Remaining pressure will be in D&A

\$3.80-\$4.20 GAAP & Adjusted EPS planned for 2017

1st Quarter Expectations

- Difficult business environment to continue
- Mid-single digit decline
- EBIT decline of \$400 million

\$0.80-\$1.00 GAAP & Adjusted EPS planned for Q1 2017



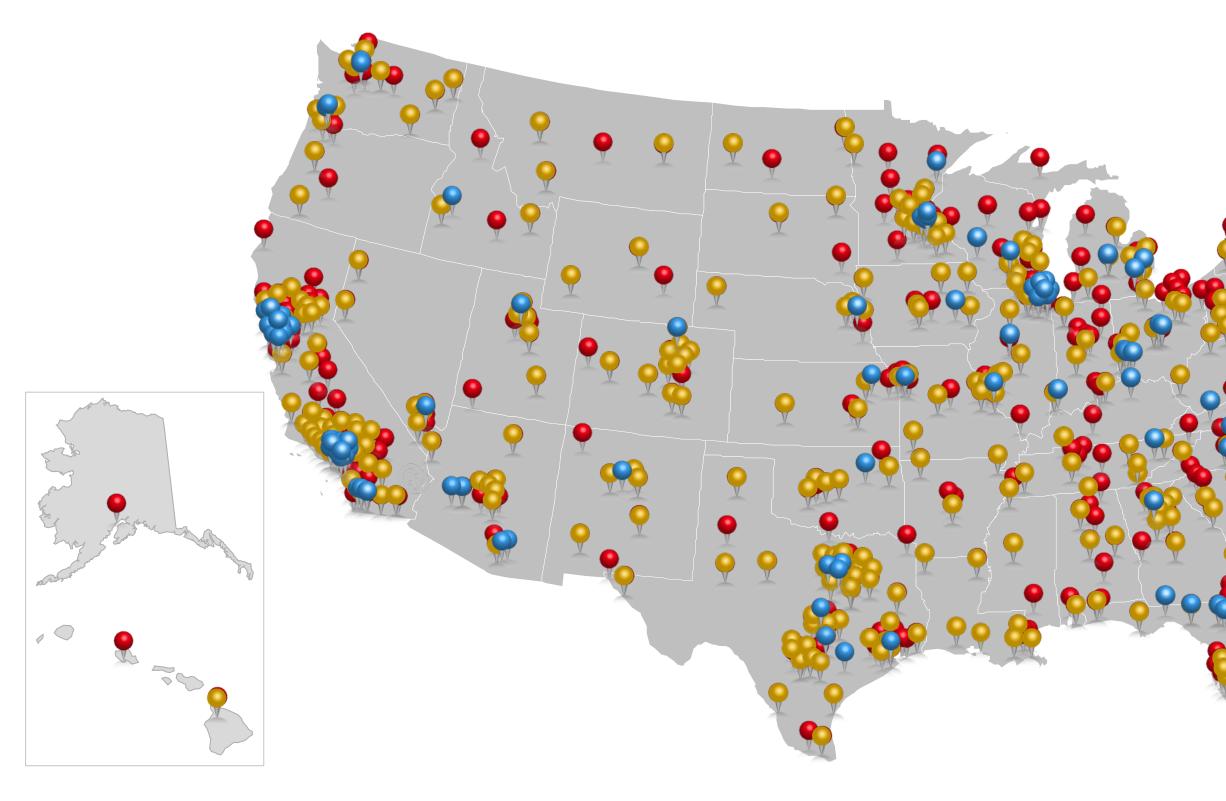
Financial Plan

- Strong commitment for long-term growth
- Accelerate the transformation of our business model

Smart Network

- More agile & reliable
- Equally capable of inspiring & fulfilling both physical & digital

Future of Our Stores



Current Target stores Small format stores Reimagined stores

Transform Our Supply Chain

- Meaningfully faster
- More efficient
- More accurate





What makes our approach different

While others are shrinking we are investing to grow



Stores as multi-purpose assets

Digital capabilities



Multi-year business transformation

Focus on the company we will become

Positive comp sales Stable profit margins Strong cash flow **Superior ROIC over time**



V Digital performance Small format stores **V** Reimagined stores **V** Supply chain **V** Exclusive brands



