



INVESTOR PRESENTATION

March 2024

HEALTHCARE APPAREL | BRANDED PRODUCTS | CONTACT CENTERS



Safe Harbor Statement

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Forward-looking statements involve known and unknown risks and uncertainties that may cause future results to differ materially from those suggested by the forward-looking statements. Such risks and uncertainties include, but are not limited to the following: the effect of the COVID-19 crisis on the U.S. and global markets, our business, operations, customers, suppliers and employees; general economic conditions in the areas of the United States in which the Company's customers are located; changes in the market where uniforms are worn, where promotional products are sold and where call center services are used; the impact of competition; the Company's ability to successfully integrate operations following consummation of acquisitions and the availability of manufacturing materials as well as the risks and uncertainties disclosed in the Company's periodic filings with the Securities and Exchange Commission, including the Company's annual report on Form 10-K for the year ended December 31, 2023, our Quarterly Reports on Form 10-Q and our Current Reports on Form 8-K.

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Overview



Investment Highlights

Founded in 1920, three attractive, diversified businesses, all operating in large, profitable growth industries with products and services always in demand

Ample organic growth potential across all three businesses, given modest share of large total addressable market, supported by strong customer retention

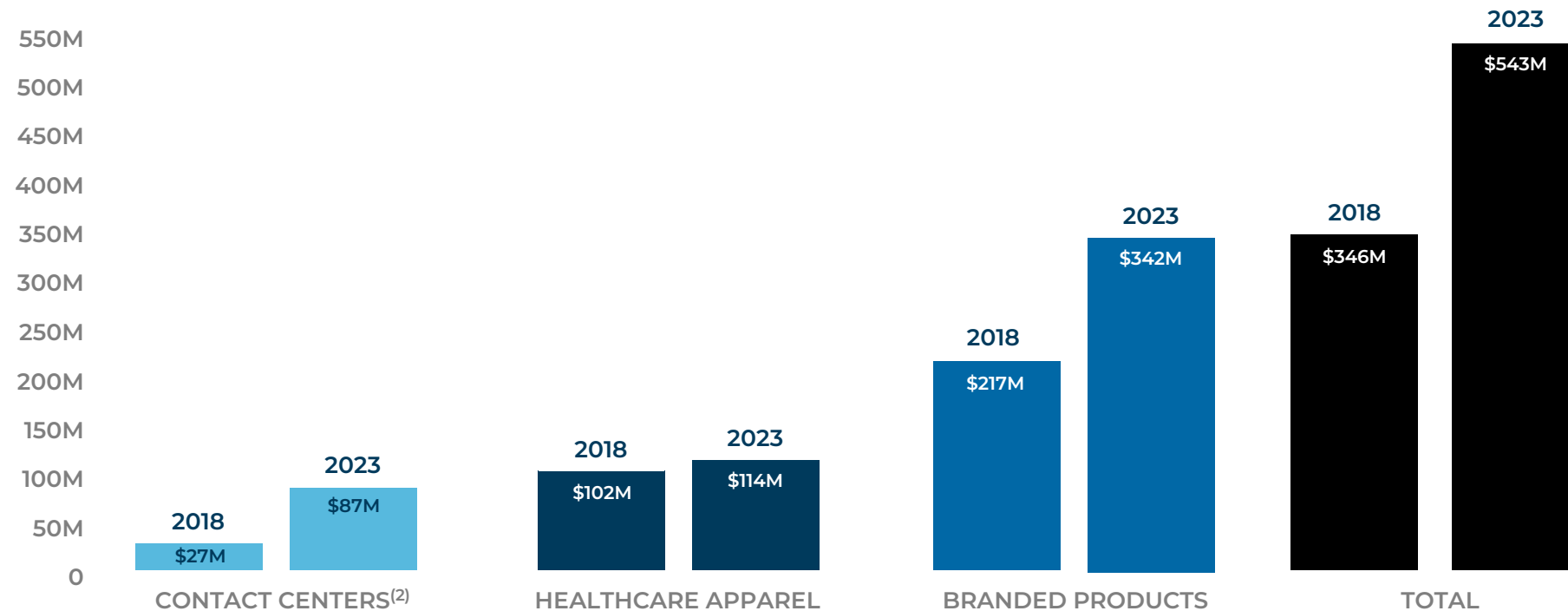
Historically high-margin and profitable operations in all three businesses, to benefit further from increasing scale, with Contact Centers the highest-margin and fastest-growing business

Solid balance sheet driven by strong free cash flow including core working capital improvement facilitating strategic investment and return of capital to shareholders

Significant insider ownership — Uninterrupted dividend since 1977

Significant Revenue Growth Across Diversified Business Segments

Consolidated CAGR of 9%⁽¹⁾



(1) 2018-2023

(2) Excludes intersegment sales

Healthcare



Healthcare Apparel through Well-Known Brands

Highly recognizable brands worn by 2 million caregivers every day



NOVA | THRIVE | RENEW | W123 | BOUNDLESS | LAYERS | WORK | PRO

Fashion Seal
Healthcare

WORKLON | INDY | FASHIONBLEND | FASHIONPOPLIN | SIMPLYSOFT



RUGGED FLEX | CROSS-FLEX | LIBERTY | CORE ESSENTIALS | LAYERS





Healthcare Apparel Growth Opportunities

\$4.1B

TAM in the US⁽¹⁾

(Larger internationally)

~6%

SGC Market Share

~\$220M Estimated Retail (~\$110M Wholesale)

2.3%

5 Year Revenue CAGR

Through 2023

7.0%

2023 EBITDA Margin⁽²⁾

90%

Annual Customer Retention⁽³⁾

2M

Caregivers Wear Our Brands to Work Daily

Sales Channels:

RETAILERS | DIRECT2CONSUMER | E-COMMERCE RETAILERS | SPECIALTY | INTERNATIONAL | DISTRIBUTORS | LAUNDRIES

- Single-digit market share in a large and growing addressable market driven by expected growth in healthcare personnel
- Unique one-stop shopping approach
- Large, diverse and evolving distribution channels, including retail, digital sales, and recent launch of a D2C website, presenting a nascent opportunity for growth
- Experienced leadership team to take share including through omnichannel
- Industry has a history of profitability

Competitive Landscape: FIGS | CAREISMATIC BRANDS | KINDTHREAD | MEDLINE | STANDARD

(1) Estimated Retail Dollars. SGC healthcare apparel revenue is primarily recorded in wholesale dollars and has been estimated at retail value for this market share calculation

(2) See Slide 23 for the definition of EBITDA

(3) Retention calculated on the top 90% of customers by revenue

Multiple Distribution Channels for Healthcare Apparel

Largest channel partners in the US, Canada and in more than 31 countries around the world.





Branded Products





Branded Products

Highly fragmented market offers the opportunity to provide SGC’s branded merchandise, apparel, accessories and operational services to support large national programs

\$25.8B
TAM in
the US⁽¹⁾

~2%
SGC Market
Share

9.5%
5 Year
Revenue CAGR
Through 2023

9.7%
2023 EBITDA
Margin⁽²⁾

90%
Annual
Customer
Retention⁽³⁾

5M+
Americans
Wear Our
Brands to
Work Daily

- Diversified portfolio with wide variety of curated, customized products to numerous industries globally, serving some of the best-known brands on the planet

25,000+

We are the 8th largest of more than 25,000 branded products distributors in the US.

Competitive Landscape: 4IMPRINT | PROFORMA | HALO | BDA | STAPLES | HH GLOBAL | BARCO | WORKWEAR OUTFITTERS | MI HUB

(1) Source: PPAI
(2) See Slide 23 for the definition of EBITDA
(3) Retention calculated on the top 90% of customers by revenue

Serving Members of the Fortune 500 with Branded Products

We service the world's largest brands



Contact Centers



Clients Have Strong Near-Shore Preference

Dominating a large, fast-growing market with many companies accelerating outsourcing



Illuminate Awards

NEARSHORE COMPANY OF THE YEAR



Employers For Youth (El Salvador)

BEST PLACE TO WORK
Call Center Industry - #1

BEST PLACE TO WORK
All Industries - #3



Lawyer International
Legal 100

**BEST BUSINESS PROCESS
OUTSOURCING PROVIDER**



Latin America News

**BEST GLOBAL CALL CENTER
AND BUSINESS PROCESS
OUTSOURCING PROVIDER**



Contact Center Growth Opportunities

Nearshore Call Center management for small and mid-sized accounts, including first-time outsourcers

\$101B

**TAM in
the US**
(Larger
internationally)

~0.1%

**SGC Market
Share**

26.0%

**5 Year
Revenue CAGR**
Through 2023

13.6%

**2023 EBITDA
Margin⁽¹⁾**

99%

**Net Revenue
Retention**

-
- Leading provider in an underserved segment
 - Quality provider, recognized with third-party accolades for high quality-oriented focus with conversational service
 - Rapid growth from new customers and seat expansion with existing clients, driven by sales and marketing efforts capitalizing on accelerating outsourcing trends
 - Serves a diverse range of established and up-and-coming brands

Providing Call Center Services to Multiple Customer Channels

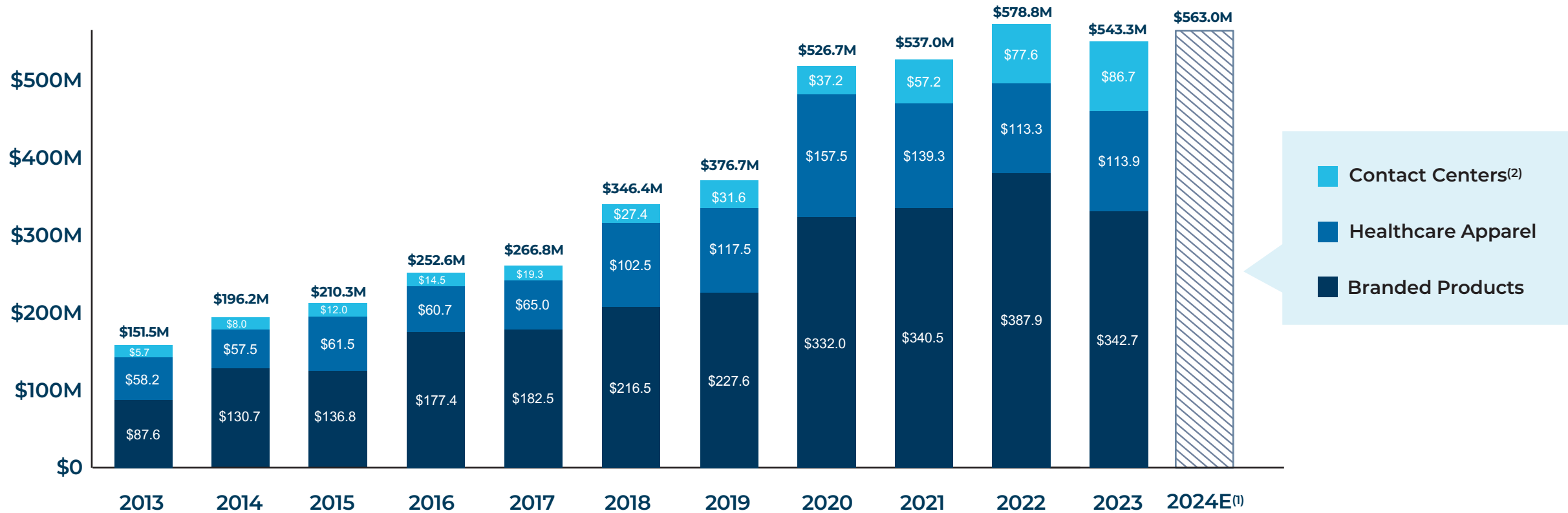
Serving a wide market including underserved smaller clients



Financial Highlights



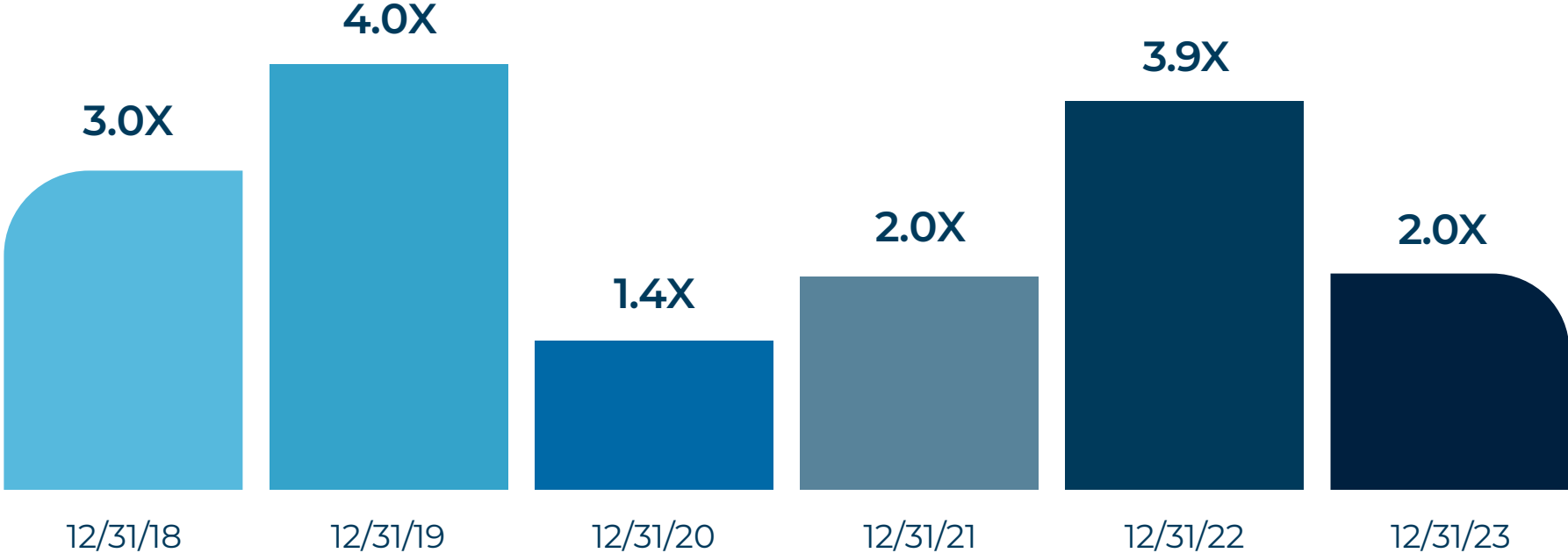
Delivered Sustained Annualized Growth of 14% in Revenue Since 2013



(1) Assumes mid-point of guidance range

(2) Excludes intersegment sales

Debt to EBITDA Ratios⁽¹⁾



(1) Based upon Credit Agreement definitions

Capital Allocation Strategy

Aligned to strategic growth

Capital Allocation Priorities:

DIVIDEND PAYMENTS

- Consistently paid a dividend since 1977

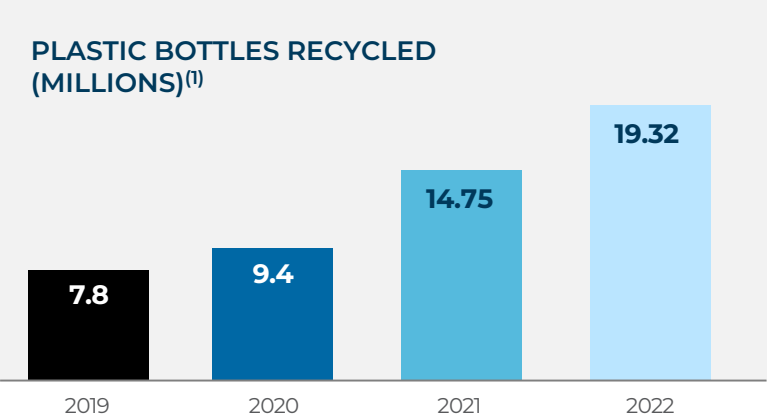
INVESTMENTS TO SUPPORT ORGANIC GROWTH

- Expand low-cost production capabilities
- Expand technologies to enhance operational efficiencies
- Expand digital technologies to expand growth
- Grow infrastructure to support growth

MERGERS & ACQUISITIONS

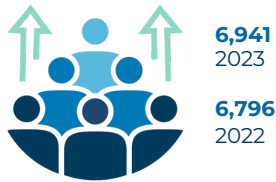
- History of successful acquisitions

Environmental, Social & Governance

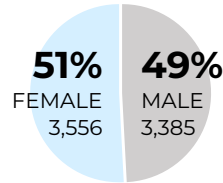


COMPANY HEADCOUNT

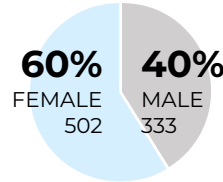
↑2%
Global increase in headcount in 2023



GLOBAL WORKFORCE Gender Breakdown⁽²⁾



US WORKFORCE Gender Breakdown



BOARD OF DIRECTORS DIVERSITY

Female	2	2	2	4
Male	5	5	4	4
Non-Minority	6	6	5	7
Minority	1	1	1	1
	'21	'22	'23	'24

Community Relations

2022 TOTAL CHARITABLE CONTRIBUTIONS



60+

Charitable organizations receiving cash contributions from SGC and its divisions

\$204,000+

Cash contributions

CLINICAL APPAREL DONATIONS

10

Nonprofit organizations supported in the U.S. and Haiti

137,000+

Units of apparel

(1) Customer garment requirements and specifications impact the number of recycled plastic bottles used per garment
(2) As of December 31, 2023

Appendix

Non-GAAP Reconciliation

For the year ended December 31, 2023

\$ IN THOUSANDS	BRANDED PRODUCTS	HEALTHCARE APPAREL	CONTACT CENTERS	INTERSEGMENT ELIMINATIONS	Other	TOTAL SGC
Net sales	\$342,680	\$113,878	\$91,500	(\$4,756)	\$ -	\$543,302
Cost of goods sold	\$228,053	\$71,597	\$42,352	(\$2,247)	\$ -	\$339,755
Gross margin	\$114,627	\$42,281	\$49,148	(\$2,509)	\$ -	\$203,547
Selling and administrative expenses	\$88,225	\$38,209	\$39,682	(\$2,509)	\$19,598	\$183,205
Other periodic pension cost	\$ -	\$ -	\$ -	\$ -	\$855	\$855
Depreciation and amortization	\$6,744	\$3,925	\$2,942	\$ -	\$384	\$13,995
Segment EBITDA	\$33,146	\$7,997	\$12,408	\$ -	(\$20,069)	\$33,482

Segment EBITDA is our primary measure of segment profitability under U.S. GAAP ASC 280 "Segment Reporting". Amounts included in income (loss) before income tax expense and excluded from Segment EBITDA include: interest expense and depreciation and amortization.