

A woman in a blue and dark navy uniform is walking towards the camera, carrying a white box. She is smiling slightly. In the background, other workers in similar uniforms are working in a warehouse or logistics facility. The scene is brightly lit with overhead lights.

The leading communication and logistic business in the Nordics

postnord

PostNord in brief



SEK **37.1** bn
Net sales

SEK **388** m
Adjusted operating income, EBIT



6,250
Distribution points in the
Nordic region



154 million parcels

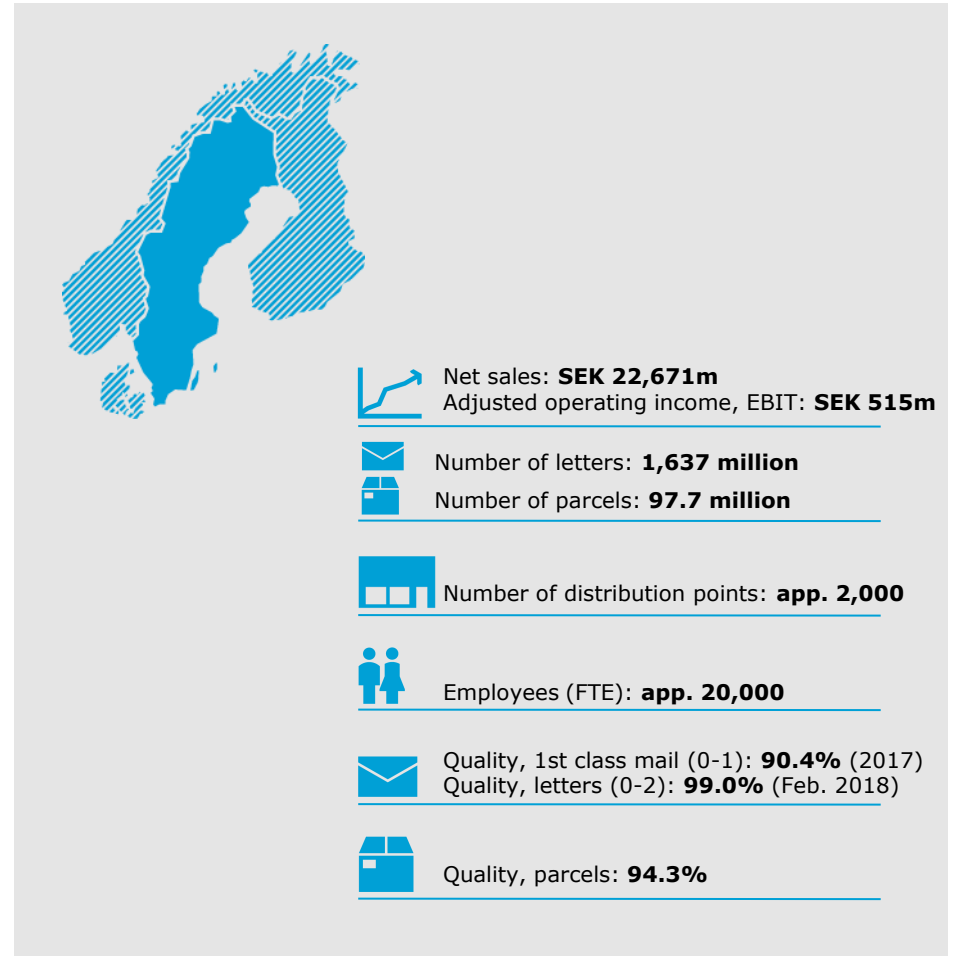


31,000
Employees

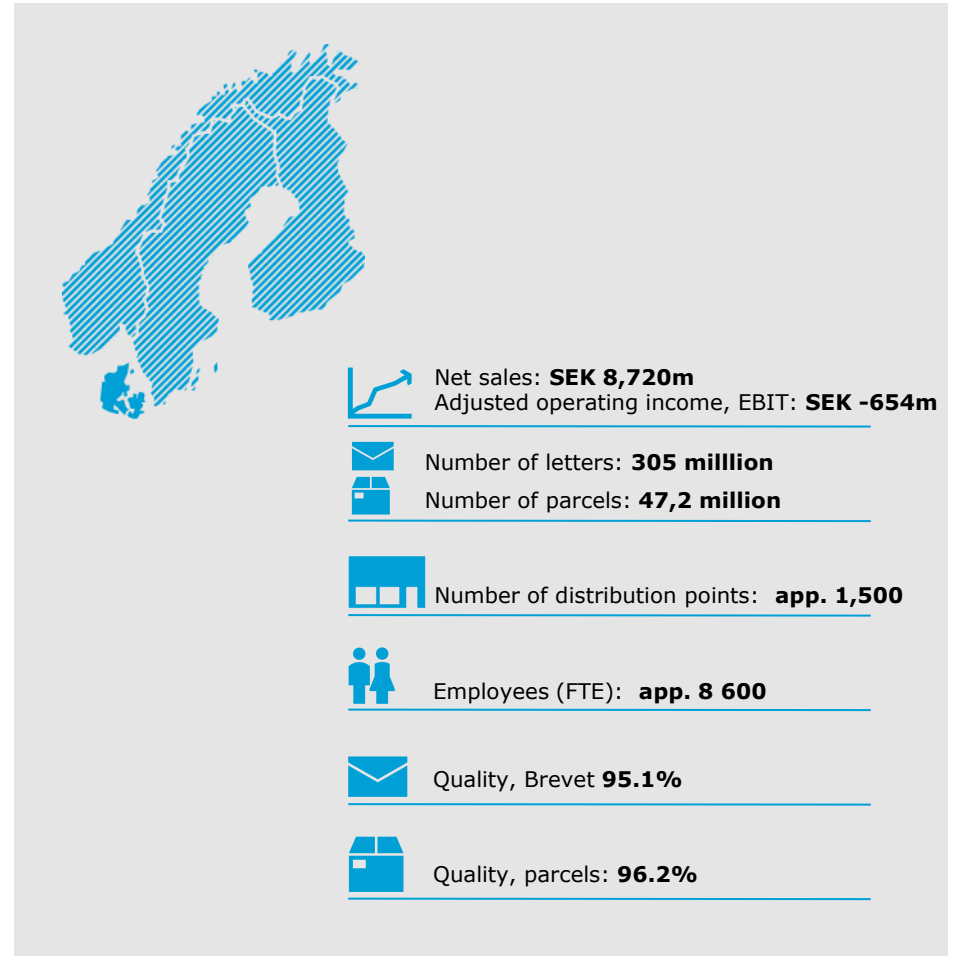


4.3 billion letters
and other mail items

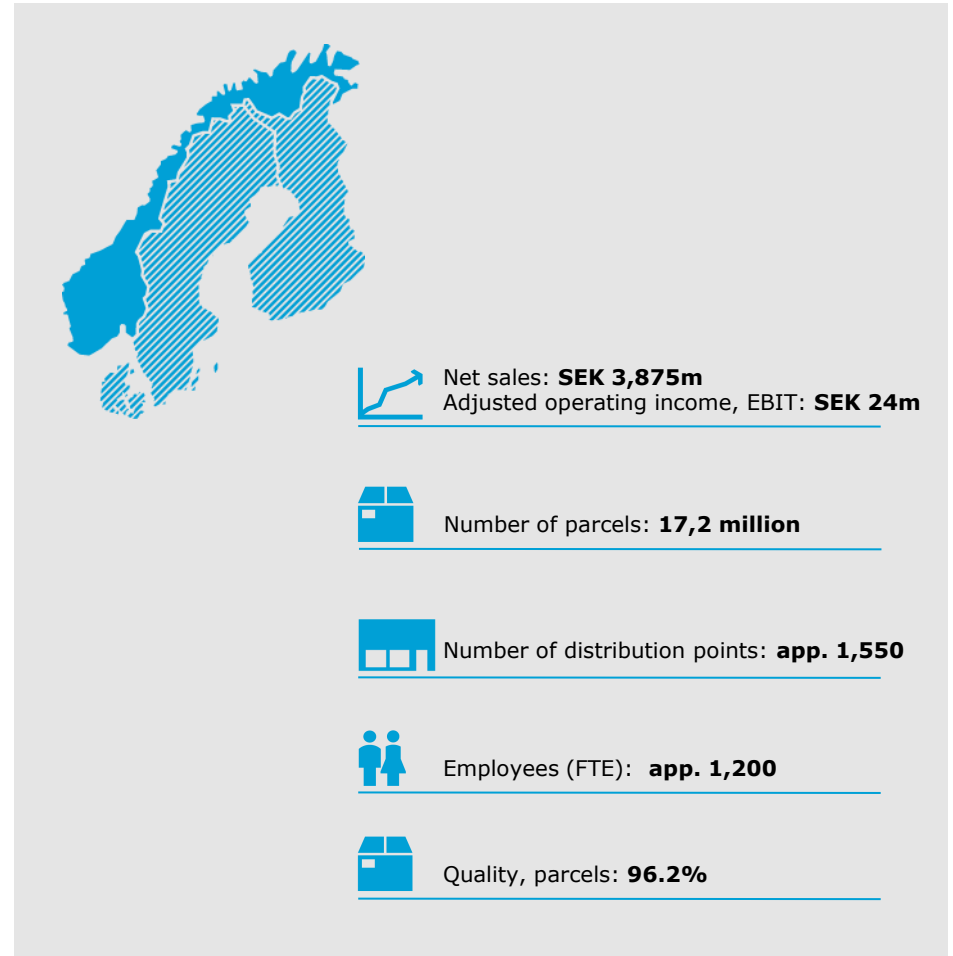
- End-to-end offerings in communication and logistics
- Unique distribution capacity
- Responsible for the universal postal service in Sweden
- The only operator that reaches every household in Sweden every working day
- Robust growth in the e-commerce market
- New Postal Ordinance entered into force on January 1, 2018. Stamped letters are now subject to a two-day delivery (0-2) requirement and a quality requirement of 95%



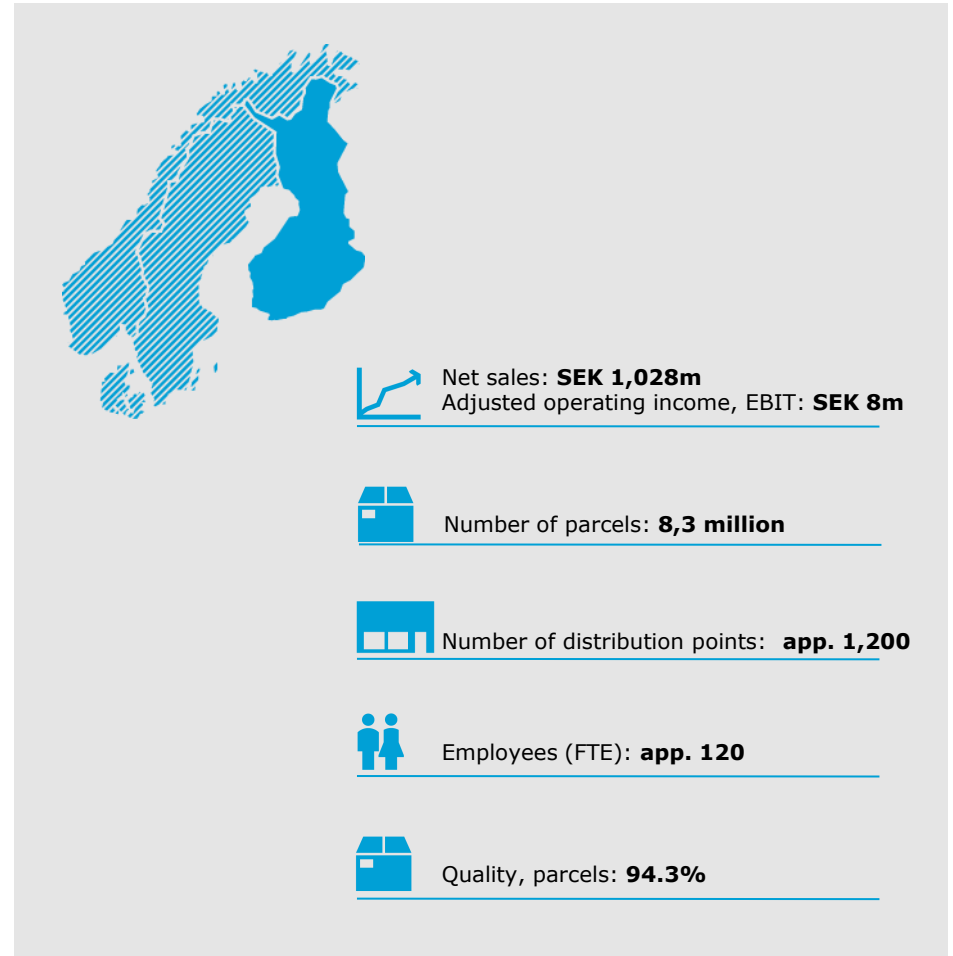
- End-to-end offerings in communication and logistics
- Responsible for the universal postal service in Denmark
- Unique distribution capacity
- One of the most digitized countries in the world – putting the pressure on mail volumes
- Robust growth in the e-commerce market
- A new production model was implemented on January, 21 2018



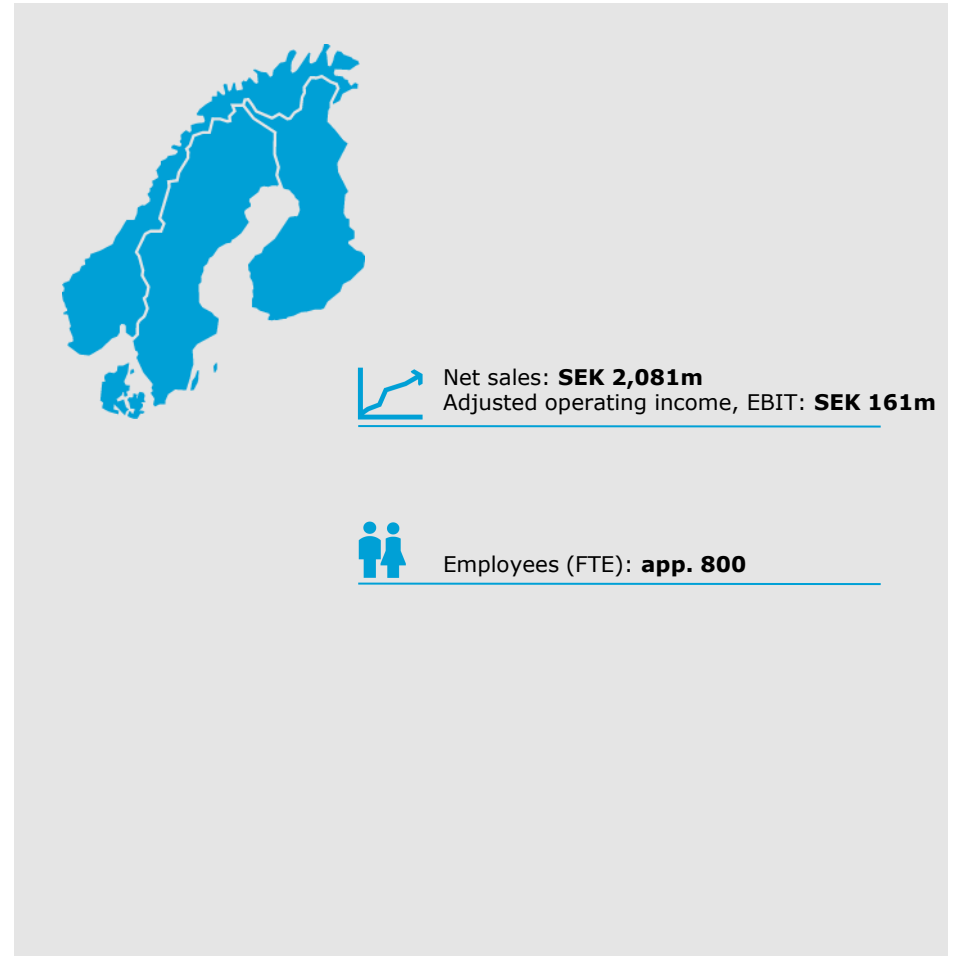
- End-to-end offerings in communication and logistics
- Strong position in groupage, full- and part-loads, thermo shipments and parcel goods
- Unique distribution capacity
- Robust growth in the e-commerce market



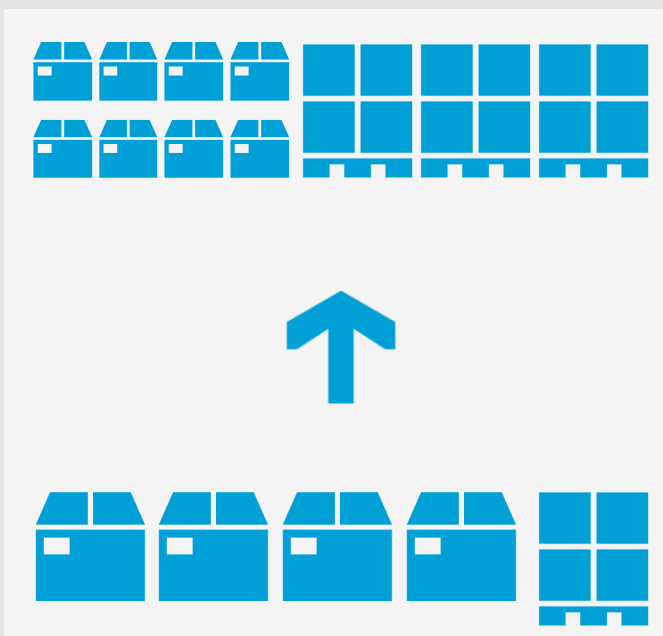
- End-to-end offerings in communication and logistics
- Unique distribution capacity, leading in overnight distribution
- Fragmented market with many operators
- Robust growth in the e-commerce market



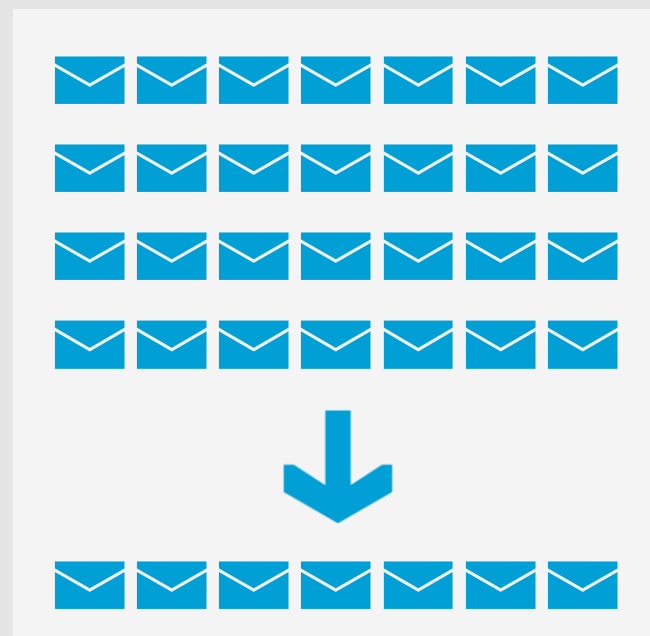
- Leading supplier of channel-independent communication solutions via omnichannel
- Powers our customers' brands, creating new business opportunities
- Industrial pioneer in communication solutions with capability for handling technology shifts



Opposite market trends



PARCELS TOTAL: +9%
PARCELS B2C: +14%

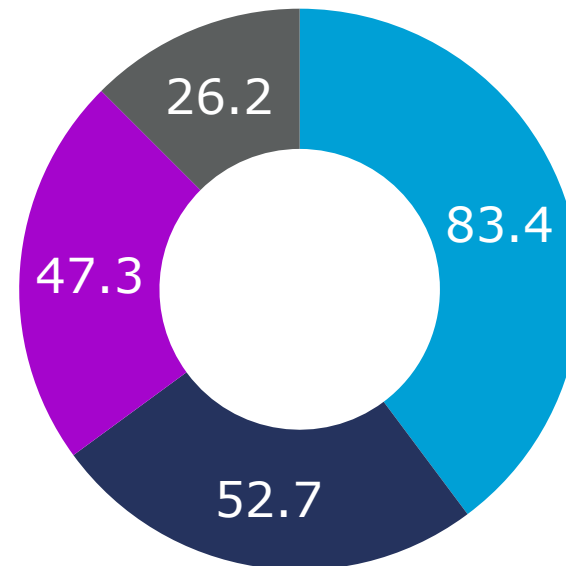
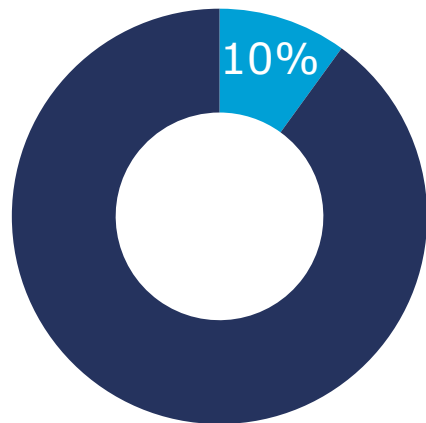


LETTERS SE: -7%
LETTERS DK: -18%
LETTERS TOTAL: -9%

Over 10-15 percent growth annually
anticipated for e-commerce in the Nordic region

SEK 209.6 bn
E-commerce in the Nordics 2017

E-commerce of total sales



■ Sweden ■ Denmark ■ Norway ■ Finland

Strategy based on 10 priorities



803,000
Ratings in 2017

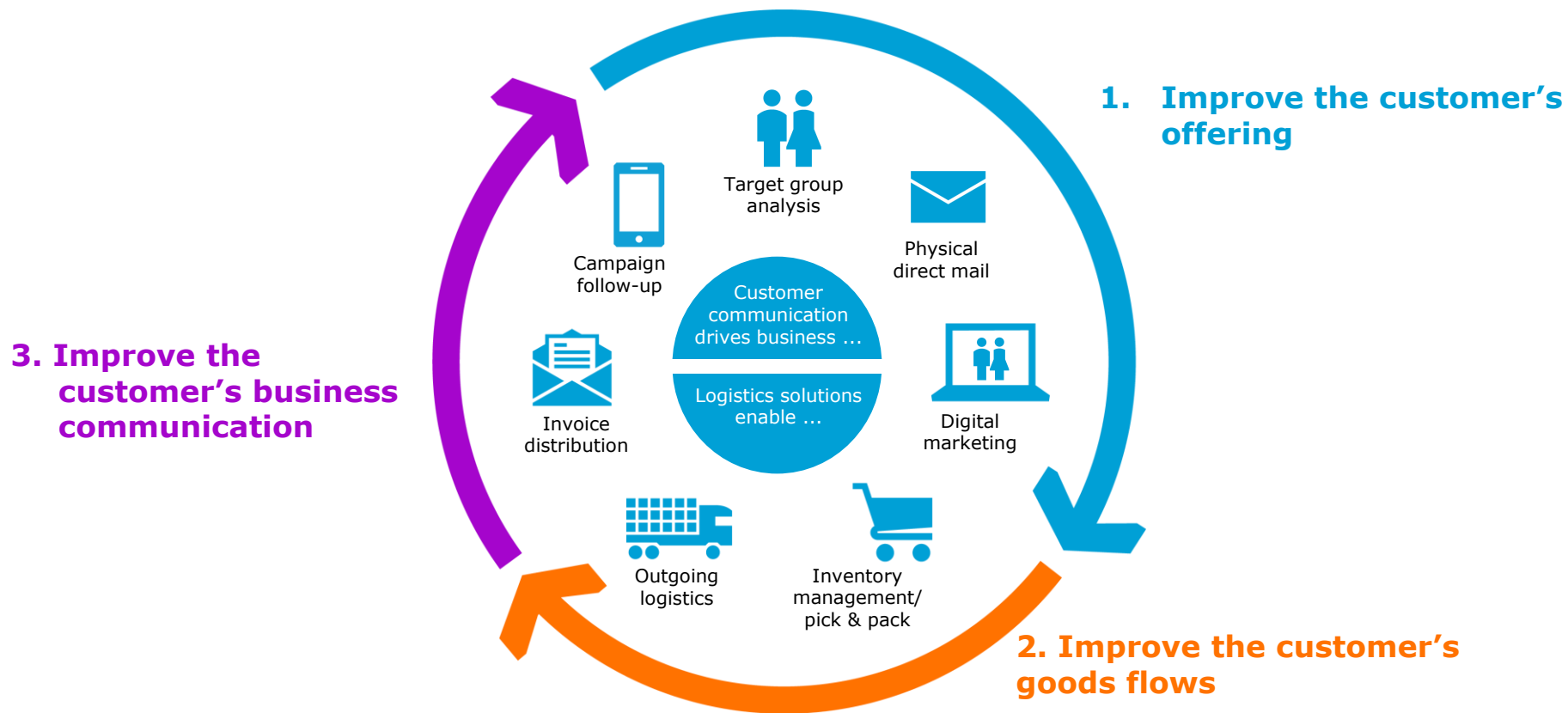


Listen →

Act →

Deliver →

End-to-end offering that powers the customer's business



A broad service offering

postnord



Online groceries



Postcards



Parcels



E-commerce



Full- & part-loads/
groupage



Omnichannel



DM



Courier services



Apps



Prepaid
solutions



Parcel lockers



Letters



Home delivery



Express/InNight



Partner
outlets



Warehousing/TPL



Online solutions



e-invoicing

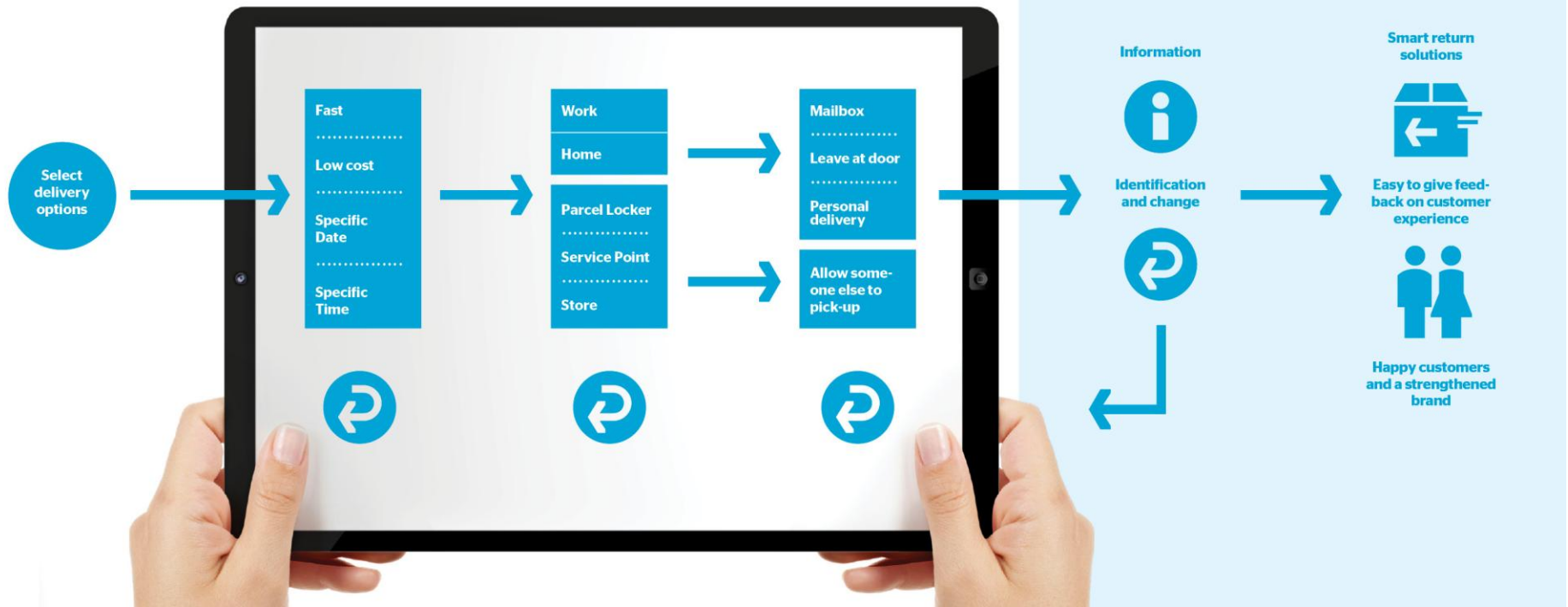
Flexible and consumer-oriented solutions for the growing e-commerce

Consumer-driven logistics

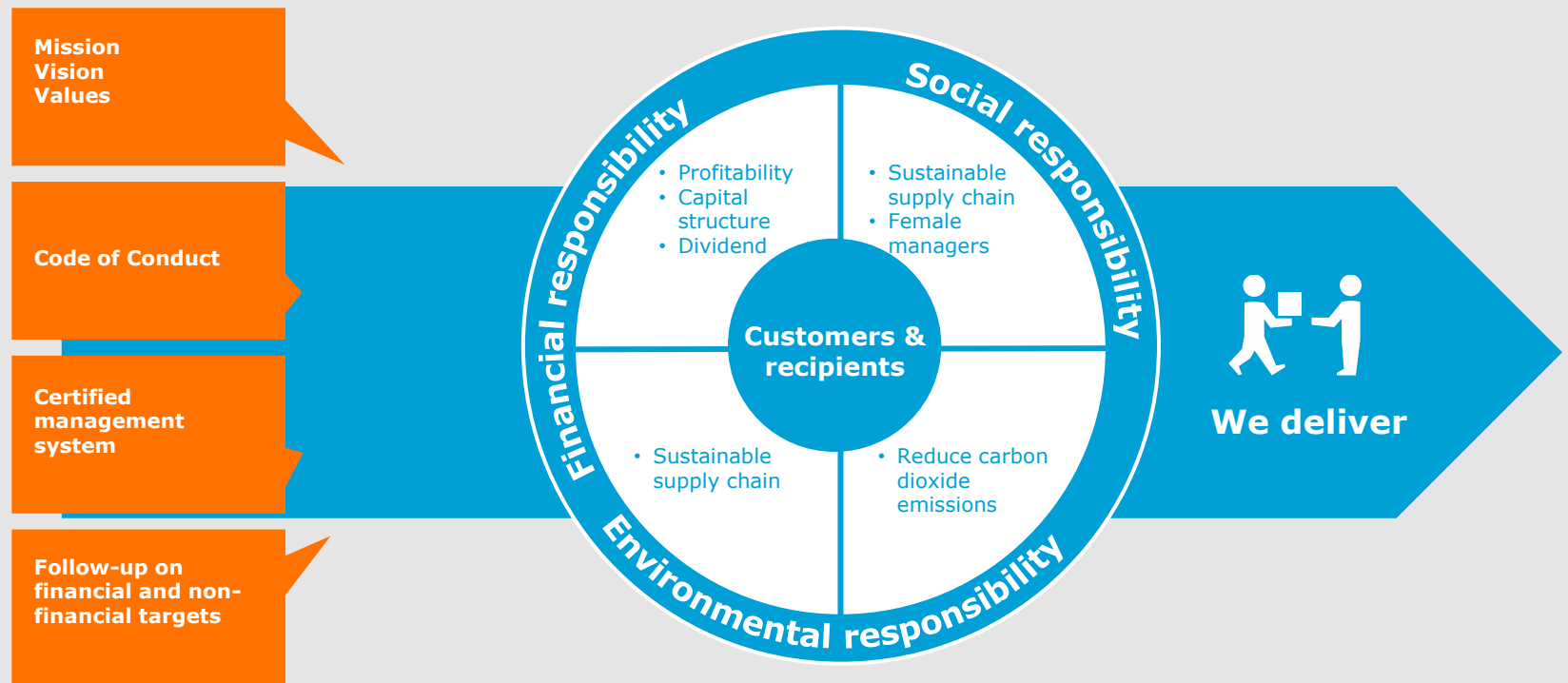
Before purchase

After purchase

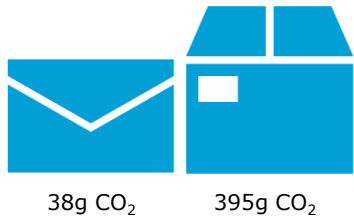
After delivery



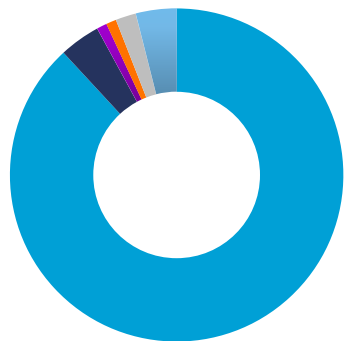
Value is created with customers and their recipients at the center



Goal to reduce CO₂ emissions by 40% by 2020



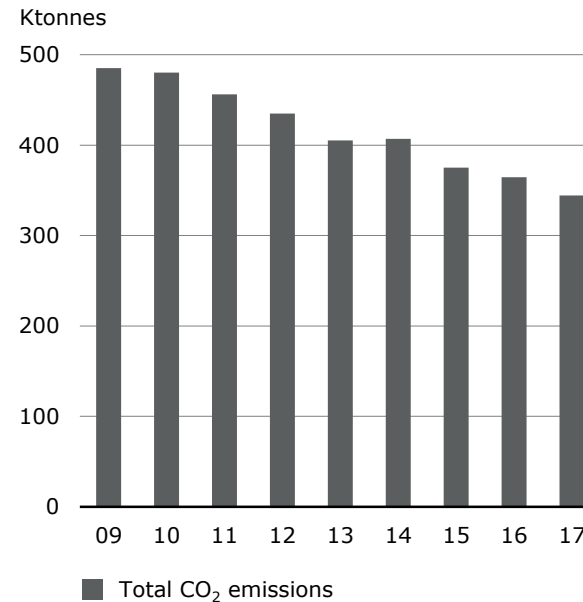
Carbon dioxide emissions (per item)



Total carbon dioxide emissions (per category)

- Road transport, 89%
- Air, 4%
- Sea, 1%
- Train, 0%
- Business travel, 1%
- Electricity, 2%
- Heating, 3%

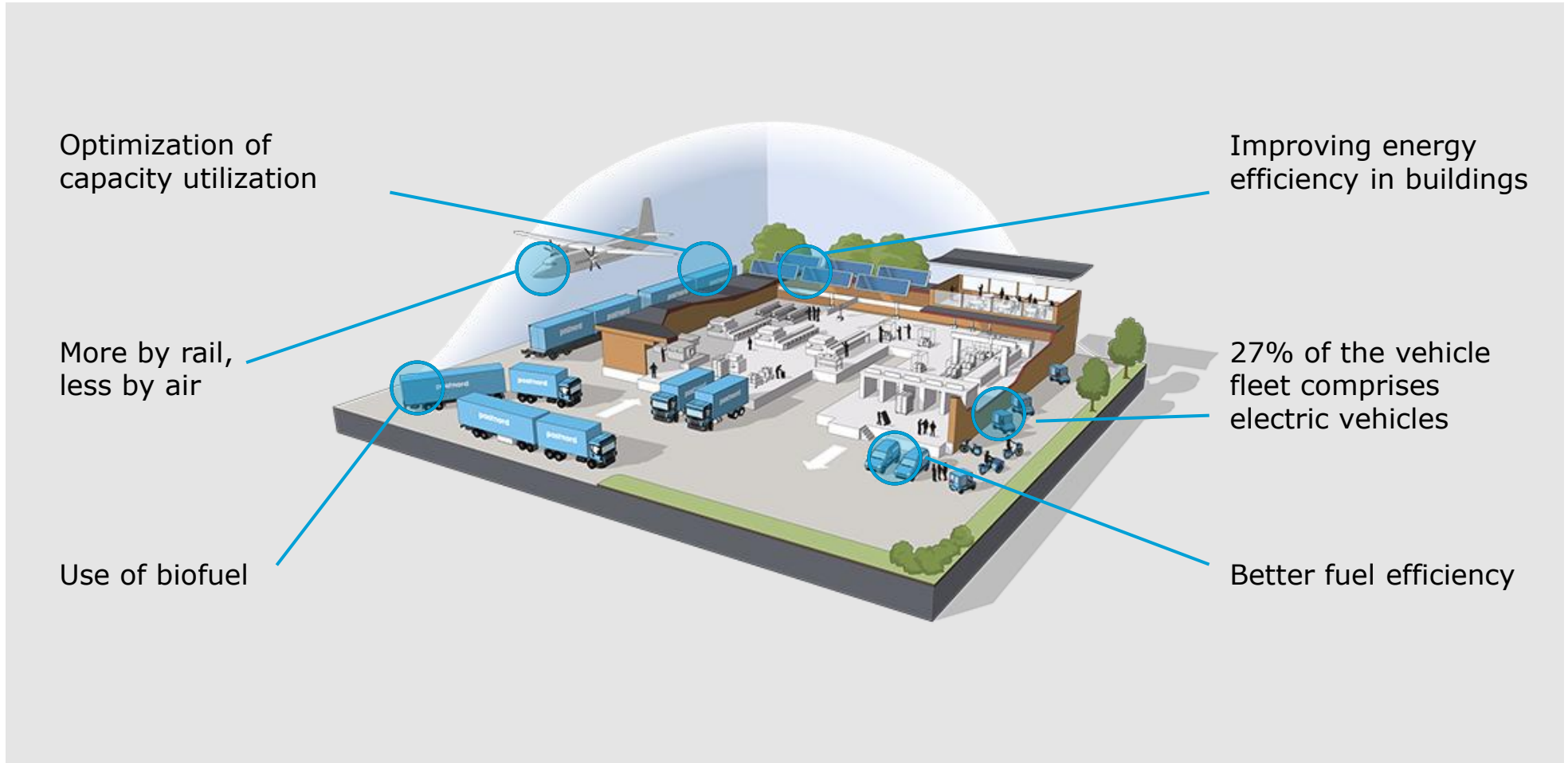
Total carbon dioxide emissions¹



Since 2009, emissions have **decreased by 32%**

¹Emissions data includes completed acquisitions. Previously reported emissions have been adjusted.

Six specific areas that are helping us to reduce our environmental impact



One of the Nordic region's largest employers

PostNord has set itself the goals of:

- increasing diversity and the proportion of women in management positions
- improving its ratings in the Employee Index (MIX) and Leadership Index (LIX)
- decrease sick leave

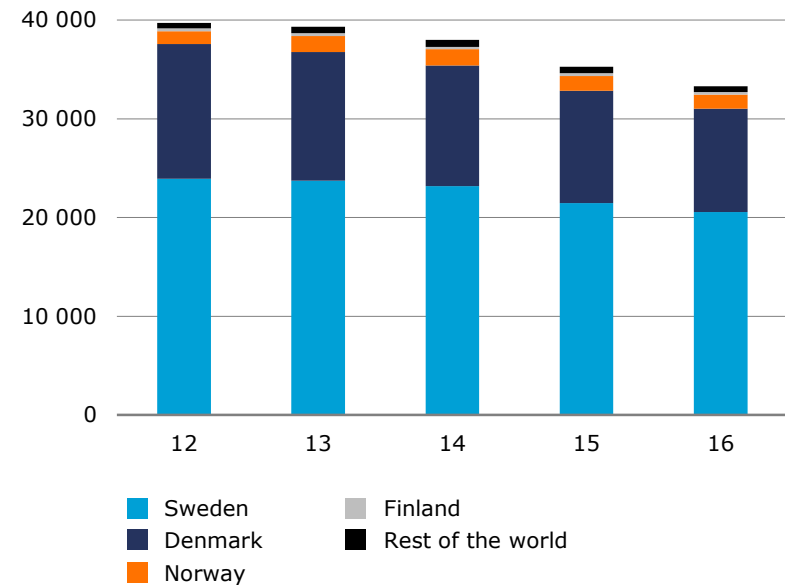
31,350

Average number of employees (FTEs)

32%

Women in management positions

Average number of employees per country



**Vi levererar.
Vi leverer.
Me toimitamme.
Vi leverer.
We deliver.**

