



Third quarter 2019

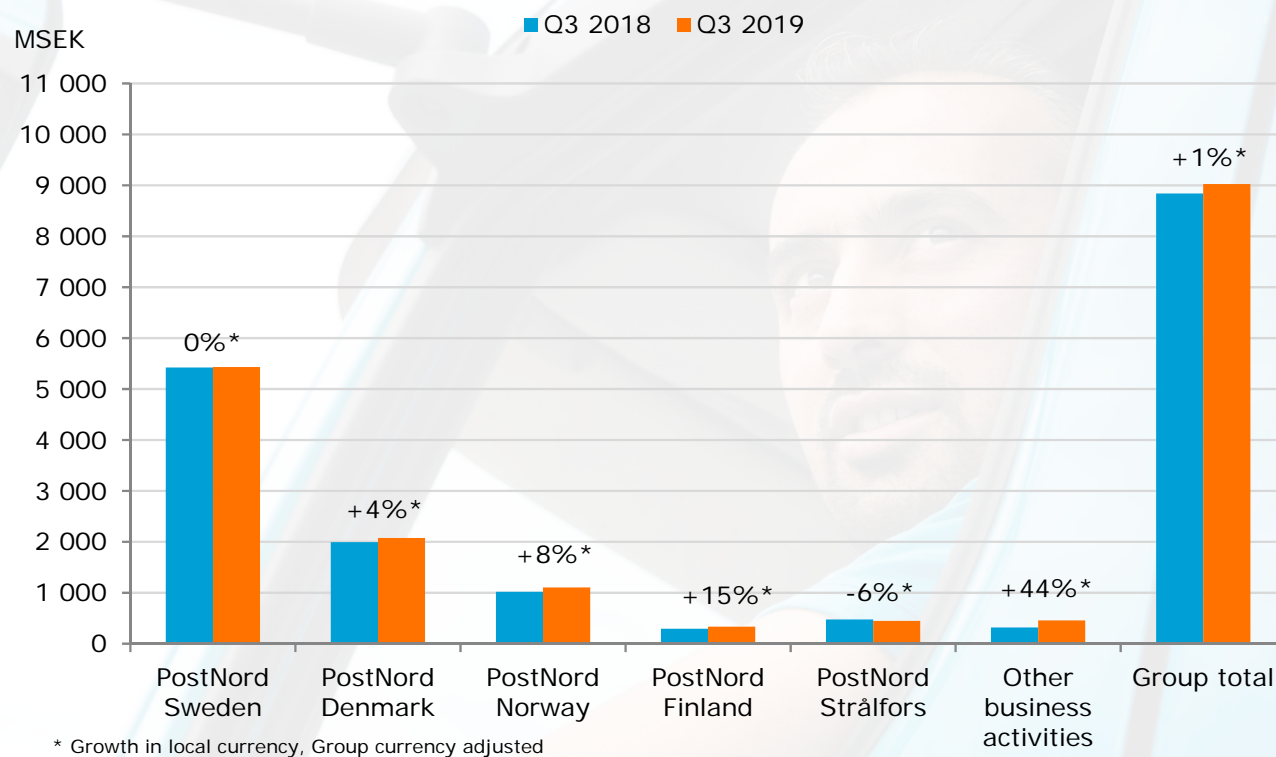
Continued positive progress

2019/10/25

postnord

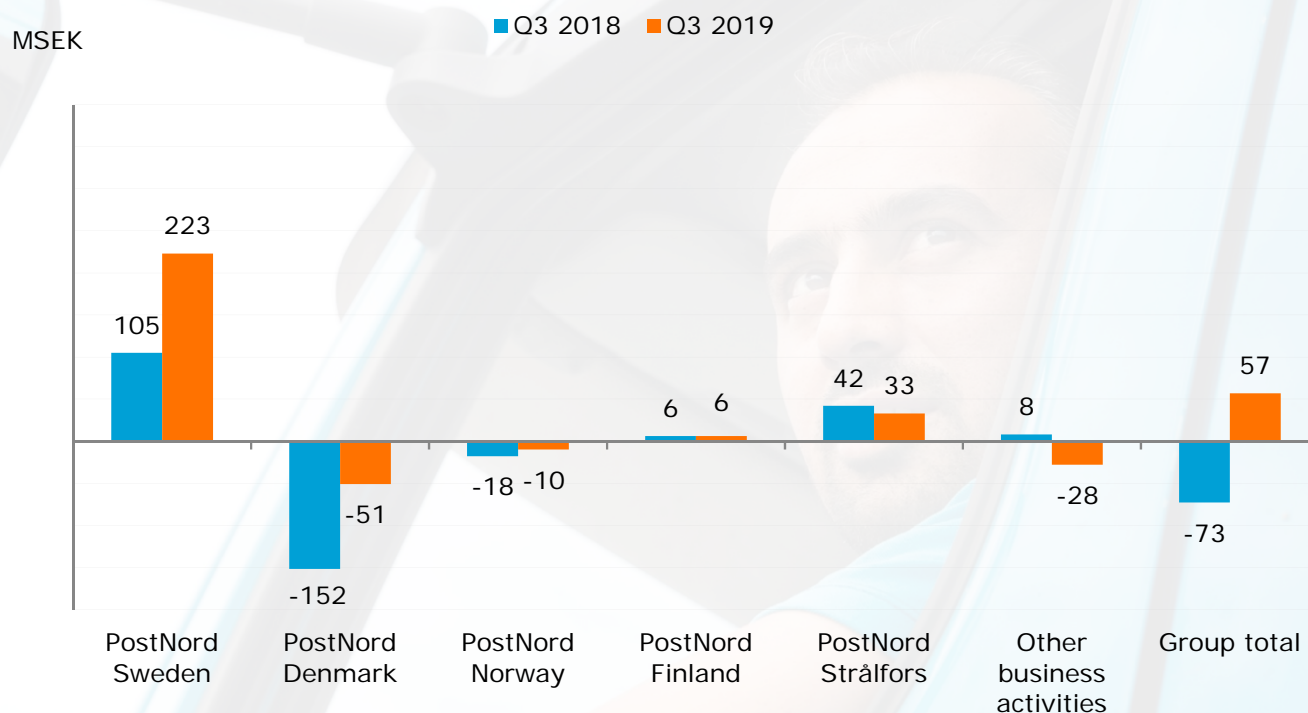
Net sales, Q3 2019

- Net sales for the Group totaled SEK 9,026m (8,840), an organic increase of 1%, after elimination of currency effects.
- The Group's mail volumes declined by 9%; 8% in Sweden and 12% in Denmark.
- Sales for digital services at Strålfors again recorded robust growth, of 37%.
- Parcel volumes rose by 8% through growth in e-commerce, where B2C parcel volumes increased by 16%.
- Accumulated growth for parcels was 6%, with a rise of 14% for B2C parcels. Income from third-party logistics increased by 17%, excluding currency effects.



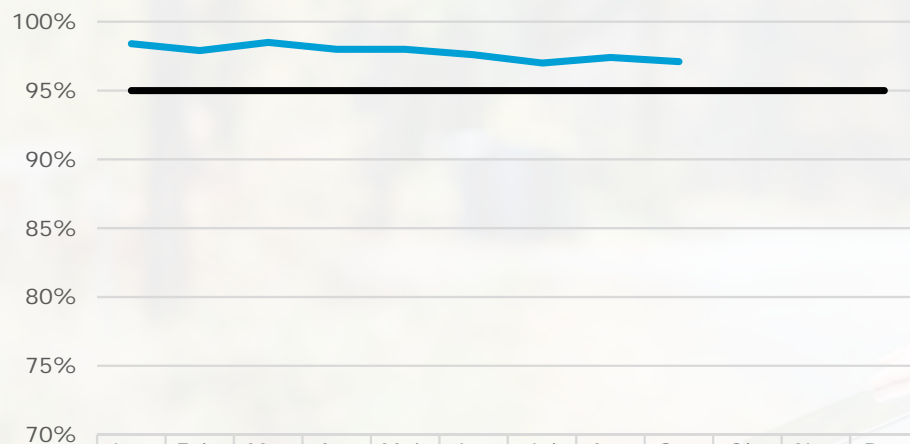
Operating income, EBIT, Q3 2019

- Sweden: Improvement in income mainly attributed to growth in e-commerce and third-party logistics, the flow-back of mail customers from competitors, savings in air transports and other measures
- Denmark: Income improved through growth in e-commerce, higher productivity within the framework of a new production model, improvements in heavy goods, TPL, and capital gains from property sales
- Norway: Income improved through growth and efficiency measures in terminal and distribution handling
- Finland: Income on a par with preceding year, when improved income in operating activities was offset by higher rental costs
- Strålfors: The weaker operating income resulted from changes in the product mix



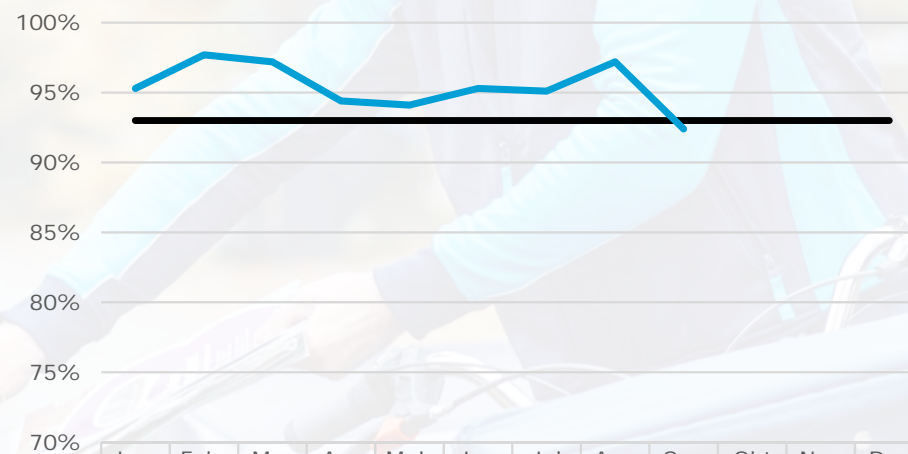
Quality for mail 2019

Sweden



	Jan	Feb	Mar	Apr	Maj	Jun	Jul	Aug	Sep	Okt	Nov	Dec
— Lagkrav	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
— 2019	98,40	97,90	98,50	98%	98%	97,60	97%	97,40	97,10			

Denmark

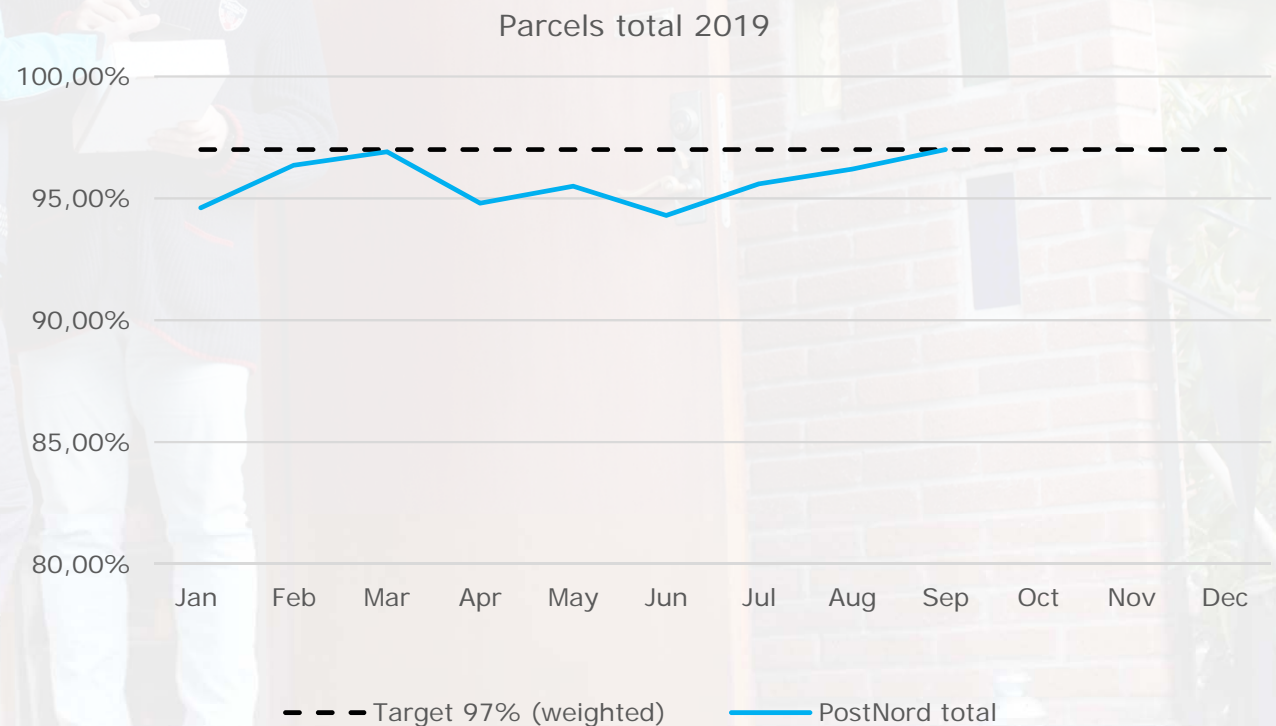


	Jan	Feb	Mar	Apr	Maj	Jun	Jul	Aug	Sep	Okt	Nov	Dec
— Lagkrav	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%
— 2019	95,30	97,70	97,20	94,40	94,10	95,30	95,10	97,20	92,40			

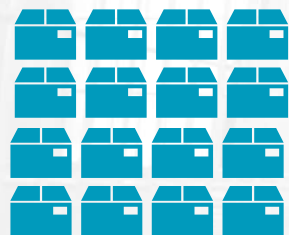
Comment: As of 2018, a new system of postal regulation in Sweden requires 95% of letters posted for two-day delivery to be delivered within two business days. Statistically assured results for comparison with earlier years have not been produced by Kantar TNS.

Quality for parcels 2019

- With the growth in ecommerce, the volume of parcels is increasing
- Total delivery quality for parcels for the PostNord Group for the 12 months up to the end of the period was 95.6%, slightly below the target of 97%.



Two opposing market trends



Changes in Q3 2019 (Q2 2019)

Total parcels: +8% (+1%)
Parcels B2C: +16% (+7%)



Changes in Q3 2019 (Q2 2019)

Letters SE: -8% (-11 %)
Letters DK: -12% (-8%)
Total letters: -9% (-10%)

