## First quarter 2018

Important steps towards a more modern postal distribution system and continued rapid growth in e-commerce.

04/26/2018

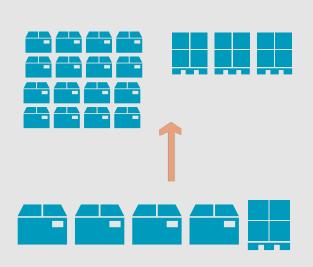




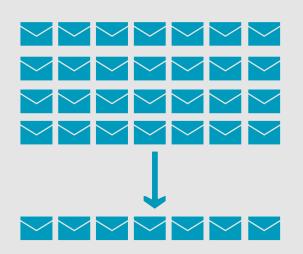
### Two opposing market trends

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Change in Q1 2018 compared with Q1 2017 (full year 2017)



PARCELS TOTAL: +9% (+ 9%)
PARCELS B2C: +19% (+14%)

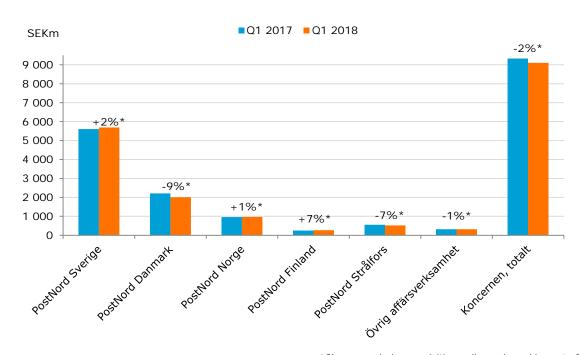


LETTERS SE: -11% (-7%) LETTERS DK: -16% (-18%) LETTERS TOTAL: -12% (-9%)

## Net sales, Q1 2018

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- Sharply declining mail volumes
- Continued strong growth in e-commerce related volumes, as well as in third-party logistics and consignment goods and mixed-cargo groupage
- Lower-than-anticipated increase in sales in Norway due to continued competition in the logistics market
- Growth in B2B and B2C parcels in PostNord Finland
- Increase in digital services not compensating for lower printing volumes at PostNord Strålfors
- eCommerce & Logistics accounted for more than 50% of sales



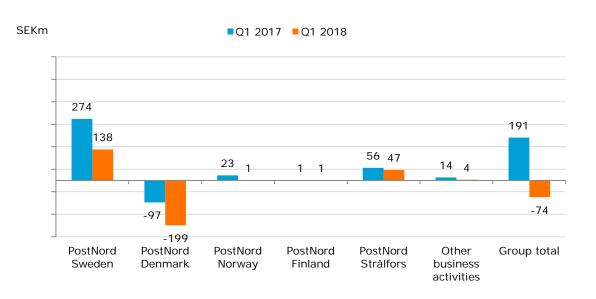
<sup>\*</sup>Change excludes acquisitions, disposals and impact of currency



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# Adjusted operating income (EBIT), Q1 2018

- Operating income did not include any items affecting comparability in the quarter (last year: SEK -97m)
- Lower income at PostNord Sweden as a result of the continued decline in mail volumes, the timing of the Easter holiday and extra costs incurred in processing of imported VAT-liable items
- Income in Denmark is still being affected by digitization and the situation of EU approval for the funding of the transformation in Denmark dragging on
- Robust cost adjustments in all operations



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PostNord Group AB SE-105 00 Stockholm

postnord.se