

2019 Interim Report



# CONTINUED FOCUS ON STRENGTHENING E-COMMERCE AND A SUSTAINABLE LETTERS BUSINESS

# Second quarter 2019 \*

- Net sales totaled SEK 9,514m (9,503), an organic decrease of 1%
- Operating income totaled SEK -70m (-901)
- Adjusted operating income was SEK 95m (68)
- Net income for the period was -171m (-901)
- Earnings per share were SEK -0.09 (-0.45)
- Cash flow from operating activities totaled SEK 492m (1,862)

|  | April- | June   | JanJ   | June   |
|--|--------|--------|--------|--------|
| SEKm   | 2019   | 2018   | 2019   | 2018   |
| Net sales  | 9,514  | 9,503  | 18,985 | 18,605 |
| Operating income (EBIT)                                  | -70    | -901   | 92     | -975   |
| Adjusted operating income (adjusted EBIT)                | 95     | 68     | 257    | -6     |
| Income before tax  | -144   | -912   | -55    | -987   |
| Net income for the period                                | -171   | -901   | -115   | -1,068 |
| Earnings per share, SEK                                  | -0.09  | -0.45  | -0.06  | -0.53  |
| Cash flow from operating activities                      | 492    | 1,862  | 927    | 1,837  |
| Net debt ratio (2019, excl. IFRS 16)                     | 103%   | -3%    | 103%   | -3%    |
| Return on operating capital (ROCE) (2019, excl. IFRS 16) | 2.2%   | -12.4% | 2.2%   | -12.4% |

\*The Group applies IFRS 16 Leases as of January 1, 2019. In accordance with IFRS 16, the comparative figures have not been restated.

*We deliver!* PostNord is the leading supplier of communication and logistics solutions to, from, and within the Nordic region. We ensure postal service to households and businesses in Sweden and Denmark. With our expertise and strong distribution network, we develop the conditions for tomorrow's communication, e-commerce, distribution and logistics in the Nordic region. In 2018, the Group had around 30,000 employees and sales of SEK 37,7 billion. The Parent Company is a Swedish public limited company with Group headquarters in Solna, Sweden. Visit us at www.postnord.com

# Continued focus on strengthening e-commerce and a sustainable letters business

The second quarter shows an improved performance compared with the same period the previous year. The ongoing transition toward a clearer focus on ecommerce and a sustainable letters business is yielding results. The pressure to change continues to be high and the efficiency program is successfully proceeding according to plan in all businesses. We continue to grow in e-commerce logistics and also see mail customers streaming back from competitors.

Market growth in e-commerce continues, resulting in robust growth in our third-party logistics and ecommerce-related business. To address the growth in volume in Norway we are investing in modern technology and a larger space at the Langhus terminal in the Oslo region. The investment will help to expand our capacity and provide opportunities for continued efficiency enhancements. All in all, these factors create favorable conditions for further strengthening our position in the Norwegian market.

Delivery is an important part of the e-commerce experience. It is therefore rewarding to see that the pilot project that we carried out in Denmark during the first half of the year with parcel boxes, Nærboksar, i collaboration with the company SwipBox, has been favorably received by parcel recipients. In Sweden, the new value letter, which is traceable and delivered to the door, has had a promising start. With the option for delivery to the door or to a parcel box, recipients enjoy the freedom of not needing to adapt their daily lives to the time of delivery.

Sustainability considerations are a recurrent theme in our sustainability efforts. In May we released the Ebarometer, which summarizes e-commerce by Swedes during the first quarter. One of the conclusions is that three of four consumers are willing to pay more for sustainable deliveries. It is therefore rewarding that according to Swedish consumers, PostNord is the most sustainable logistics brand according to the Sustainable Brand Index, Europe's largest brand survey with a focus on sustainability, which was made public in April. This award provides confirmation that we are on the right track with our sustainability work.

Our mail quality continued to be high and stable in both Denmark and Sweden during the period. In Sweden we see an ongoing trend in which previously lost mail customers are returning to PostNord. During the period Sweden signed a new framework agreement for municipalities and county councils concerning letter



and parcel services with SALAR/Kommentus Inköpscentral.

Efforts to adapt the business to the shrinking demand for mail continue and productivity improvements have been implemented in both Sweden and Denmark. Nevertheless, the continued decline in volume has a major impact on the financial performance and it will be a challenge moving forward to offset the decline with internal activities alone. Current postal regulations in Sweden and Denmark need to be updated and broad political motivation will be required to ensure a financially sustainable letter service over time. Constructive discussions are underway with both the Swedish and Danish governments.

During the quarter we restructured the organization and beginning on July 1, the Group has a new simplified and more cost-effective organization. The change, which is part of PostNord's development strategy, delegates product and service ownership to the country organizations, which are thus closer to the customers and daily operations.

PostNord is in the middle of the digitalization paradigm shift, which has resulted in changed communication and consumption patterns. I want to thank all employees for their efforts during the second quarter. I am pleased that we have a traveled a good distance in the right direction and that our chosen path has produced results.

Annemarie Gardshol Acting President and CEO

# Net sales and income

Unless otherwise stated, the report comments on developments in April-June 2019 compared with the same period in 2018. The Group applies IFRS 16 Leases as of January 1, 2019. In accordance with IFRS 16, the comparative figures have not been restated.

Figures presented for comparison have not been restated in accordance with IFRS 16 Leases. The concept *like-for-like* entails change, excluding acquisitions/disposals and currency.

# FINANCIAL OVERVIEW

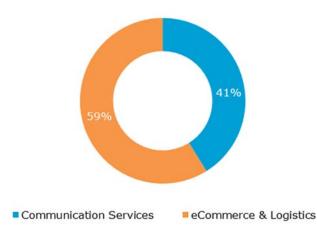
| Group                                     | April- | June   | Jan    | June   |
|---|--------|--------|--------|--------|
| SEKm                                      | 2019   | 2018   | 2019   | 2018   |
| Net sales                                 | 9,514  | 9,503  | 18,985 | 18,605 |
| Δ (like-for-like)                         | -1%    | 3%     | 1%     | 0%     |
| – Communication Services (external)       | -3,913 | -4,238 | 8,005  | 8,501  |
| Δ (like-for-like)                         | -8%    | -4%    | -7%    | -7%    |
| – eCommerce & Logistics (external)        | 5,601  | 5,264  | 10,980 | 10,104 |
| Δ (like-for-like)                         | 5%     | 8%     | 7%     | 6%     |
| Operating income (EBIT)                   | -70    | -901   | 92     | -975   |
| Operating margin                          | -0.7%  | -9.5%  | 0.5%   | -5.2%  |
| Items affecting comparability             | -165   | -968   | -165   | -968   |
| Adjusted operating income (adjusted EBIT) | 95     | 68     | 257    | -6     |
| Adjusted operating margin                 | 1.0%   | 0.7%   | 1.4%   | 0.0%   |
| Net financial items                       | -74    | -12    | -147   | -12    |
| Income before tax                         | -144   | -912   | -55    | -987   |
| Tax                                       | -27    | 11     | -60    | -81    |
| Net income for the period                 | -171   | -901   | -115   | -1,068 |

Net sales for the Group totaled SEK 9,514m (9,503), an organic decrease of 1%, after elimination of currency effects. The explanation is primarily continued digitalization which affects the businesses in Sweden, Denmark and Strålfors, as well as fewer working days in the second quarter than the previous year.

The Group's mail volumes declined by 10%; 11% in Sweden and 8% in Denmark.

Sales for digital services at Strålfors continue to record robust growth of 47%.

Parcel volumes rose by 1% as a result of growth in ecommerce, where B2C parcel volumes increased by 7%. Accumulated growth for parcels was 5%, of which B2C parcels accounted for 13%. Income for third-party logistics increased overall by 18%.



#### **INCOME ITEMS**

| Group operating income                                   | April-June |        | Jan  | June   |
|--|------------|--------|------|--------|
| SEKm   | 2019       | 2018   | 2019 | 2018   |
| PostNord Sweden  | 245        | 222    | 528  | 360    |
| PostNord Denmark   | -10        | -96    | -64  | -295   |
| PostNord Norway  | 15         | 17     | 37   | 18     |
| PostNord Finland   | 3          | 4      | 5    | 5      |
| PostNord Strålfors                                       | 34         | 46     | 65   | 93     |
| Other business activities                                | -20        | 2      | -20  | 6      |
| Other & eliminations                                     | -172       | -127   | -294 | -193   |
| Adjusted operating income (adjusted EBIT)                | 95         | 68     | 257  | -6     |
|  |            |        |      |        |
| Reversal of items affecting comparability:               |            |        |      |        |
| Other income, State subsidy                              | -          | 1,533  | -    | 1,533  |
| Impairment losses, non-current intangible assets         | -41        | -      | -41  | -      |
| Provisions/reversals of restructuring measures           | -124       | -2,562 | -124 | -2,562 |
| Capital gain, sale of property                           | -          | 73     | -    | 73     |
| Exchange rate differences, items affecting comparability | -          | -12    | -    | -12    |
| Operating income (EBIT)                                  | -70        | -901   | 92   | -975   |

Operating income for the second quarter was SEK -70m (-901). Restructuring costs attributable to a simplified and more cost-effective organization had a negative impact on the quarter. One consequence is the transfer of product and service ownership to the country organization. Restructuring costs mainly consisted of provisions for redundant personnel.

Results in the business continue to show a favorable trend, which can mainly be attributed to growth in ecommerce as well as the ongoing efficiency program in the countries. Operating income in the period was positively affected by adoption of IFRS 16 Leases, increasing by SEK 40m (-).

Adjusted operating income totaled SEK 95m (68). Provisions for unused premises and bad debts had a

negative impact on income of SEK 40m. The timing of the Easter holiday between the years also resulted in fewer working days, which had a negative impact on income.

Net financial items totaled SEK -74m (-12), which was mainly attributable to interest expense of SEK 31m (0) from leases recognized in accordance with IFRS 16, higher interest charges relating to pensions and provisions of SEK 28m (5) and exchange rate losses of SEK 8m (1).

Income taxes in the period totaled SEK -27m (-11).

Net income totaled SEK -171m (-901).

# Cash flow and financial position

| CASH FLOWS                                 |         |       |       |       |
|--|---------|-------|-------|-------|
| Group                                      | April-J | lune  | Jan   | lune  |
| SEKm                                       | 2019    | 2018  | 2019  | 2018  |
| Cash flow from operating activities        | 492     | 1,862 | 927   | 1,837 |
| Cash flows from investing activities       | -314    | -253  | -577  | -310  |
| Cash flows from financing activities       | -841    | 723   | -69   | 723   |
| Cash flows for the period                  | -663    | 2,332 | 281   | 2,250 |
| Cash and cash equivalents, closing balance | 3,374   | 4,157 | 3,374 | 4,157 |

Cash flow from operating activities totaled SEK 492m (1,862). The change is mainly attributable to a state subsidy of SEK 1,533m received the previous year, income for the period, recognition of leases in accordance with IFRS 16 (see note 5 for more information) and settlement of the Group's provisions for restructuring in Denmark. The cash flow increased via a credit of SEK 220m (766) from Postens Pensionsstiftelse (the Posten Pension Fund). Capitalization into the fund affected the cash flow in the amount of SEK -m (-203). Operating capital increased by SEK 221m (-255) during the quarter, mainly in connection with increased trade payables.

Cash flow from investing activities totaled SEK -314m (-253). Investments in property, plant and equipment

and in non-current intangible assets during the period totaled SEK 322m (406). The investments focused mainly on vehicles, soring machines, equipment for the third-party logistics business, the build-up of distribution hubs and IT development.

Cash flow from financing activities totaled SEK -841m (723). The change is mainly attributable to amortization of loans of SEK 1,550m (-154) and amortization of the lease liability SEK 285m (-).

Investments in commercial paper totaled SEK - (135).

During the quarter, the Group issued MTN bonds in the capital market and bilateral loans totaling SEK 1,000m. In the corresponding quarter the previous year SEK 875m was borrowed in commercial paper loans.

| NET DEBT  |         |         |         |         |
|---|---------|---------|---------|---------|
| Group   | June 30 | Mar. 31 | Dec. 31 | June 30 |
| SEKm  | 2019    | 2019    | 2018    | 2018    |
| Interest-bearing liabilities                              | 9,499   | 9,658   | 3,389   | 4,525   |
| Pensions and disability pension plans                     | 3,485   | 2,123   | 1,612   | -389    |
| Long- and short-term investments                          | -196    | -200    | -299    | -204    |
| Cash and cash equivalents                                 | -3,374  | -4,036  | -3,088  | -4,157  |
| Net debt incl. pensions and lease liabilities*            | 9,414   | 7,545   | 1,614   | -225    |
| Net debt ratio incl. pensions and lease liabilities       | 257%    | 156%    | 31%     | -3%     |
|   |         |         |         |         |
| Net debt incl. pensions but excl. lease liabilities       | 3,787   | 2,309   | 1,614   | -225    |
| Net debt ratio incl. pensions but excl. lease liabilities | 103%    | 48%     | 31%     | -3%     |
| Net debt excl. pensions and leases                        | 301     | 186     | 2       | 164     |
| Net debt ratio excl. pensions and lease liabilities       | 8%      | 4%      | 0%      | 3%      |

For information on the impact of IFRS 16 Leases on the Group's financial position, see Notes 1, 5 and 9.

The Group's net debt including pensions but excluding lease liabilities increased by SEK 1,477m (-470) during the second quarter, mainly as a result of revaluation of PostNord's pension commitments of SEK 1,362m (1,006). The previous year the change was attributable to an increase in cash and cash equivalents as a result of a state subsidy received SEK -m (1,533).

The net debt ratio excluding lease and pension liabilities totaled 8% (3). The Group's net debt ratio excluding lease liabilities totaled 103% (-3), which was within the Group's target range of 10-50%. Interest-bearing debt excluding lease liabilities

consists of a long-term portion of SEK 3,870m (1,594) and a current portion of SEK 0m (2,931).

Adjusted return on capital employed (ROCE) was 1.9% (-12.4) and excluding items affecting comparability 4.4% (2.0).

At the end of the quarter, the Group's financial preparedness totaled SEK 5,374m (6,161), represented by cash and cash equivalents of SEK 3,374m (4,157), short-term investments of SEK 0m (4) and unutilized long-term confirmed credit facilities of SEK 2,000m (2,000).

### EQUITY

The Group's equity decreased to SEK 3,665 from SEK 4,835m on March 31, 2019. The change was mainly

# **Sustainability**

The average number of employees (FTEs) totaled 28,117 (29,998). The change was largely attributable to the transformation at PostNord Denmark. Sick leave totaled 5.4% (5.6). Over a multi-year perspective, sick leave is gradually falling. To reduce sick leave, preventive initiatives and rehabilitation measures are being implemented. The proportion of women in levels 1–3 management positions was 35%. At levels 4–6, the figure was 31%. No major changes occurred during the second quarter of 2019 compared with previous quarters.

Delivery quality in Sweden is maintaining a stable level above the legal requirement for stamped letters, which is that 95% must be delivered to the intended recipient within two working days. The result over the 12 months to the end of the period was 98.2%. In Denmark, quality was also higher than both target and the legal requirement. Delivery quality for the Brevet service over the 12 months to the end of the period was 96.0%, which exceeds the legal requirement that 93% of letters must be delivered to the intended recipient within five working days. With the growth in e-commerce, the volume of parcels is increasing. Total

# Parent Company

The Parent Company conducted very limited operations, in the form of intra-Group services. No net sales were recognized during the quarter or in the

attributable to revaluation of pension commitments in the amount of SEK -1,069 net after tax, income for the period and translation differences.

delivery quality for parcels for the PostNord Group for the 12 months up to the end of the period was 95.4%, slightly below the target of 97%.

Emissions for the quarter amounted to 79,900 tonnes of carbon dioxide, 1% higher than in the second quarter of 2018. The background is increased transports because of the growth in parcel volumes. However, Sweden has reduced its CO2-emissions by 2% since the percentage of renewable energy in Sweden has been higher. In addition, efficiency measures are being implemented to adapt to the falling mail volumes, including streamlined transport planning in Sweden, which has resulted in fewer transports.

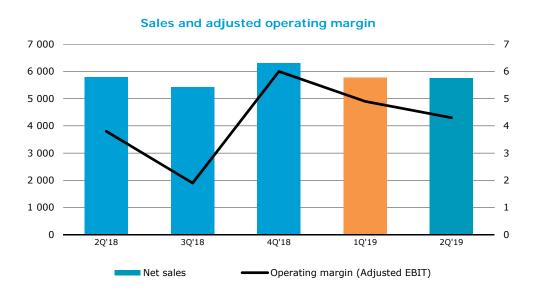
The sustainable supply chain target was adjusted for the second quarter. The long-term target is that all major suppliers will accept and comply with the Code of Conduct for Suppliers. At the end of the quarter, 69% of total purchase volumes originated from suppliers who had been approved via PostNord's process to verify compliance with the Code of Conduct for Suppliers. During the quarter, work continued on to assess suppliers for risk through self-assessment and, where relevant, site audit.

corresponding quarter last year. Net income totaled SEK -79m (-17). Expenses attributable to restructuring have had a negative impact on the period.

# **POSTNORD SWEDEN**

|                                     | April | June  | Jan    | June   |
|-------------------------------------|-------|-------|--------|--------|
| SEKm                                | 2019  | 2018  | 2019   | 2018   |
| Net sales                           | 5,757 | 5,791 | 11,540 | 11,485 |
| Δ (like-for-like)                   | -1%   | 4%    | 0%     | 3%     |
| – Communication Services (external) | 2,484 | 2,742 | 5,140  | 5,566  |
| ∆ (like-for-like)                   | -9%   | -1%   | -8%    | -2%    |
| – eCommerce & Logistics (external)  | 2,944 | 2,794 | 5,781  | 5,395  |
| Δ (like-for-like)                   | 5%    | 10%   | 7%     | 8%     |
| – internal                          | 329   | 254   | 619    | 524    |
| Operating income (EBIT)             | 245   | 222   | 528    | 360    |
| Operating margin                    | 4.3%  | 3.8%  | 4.6%   | 3.1%   |

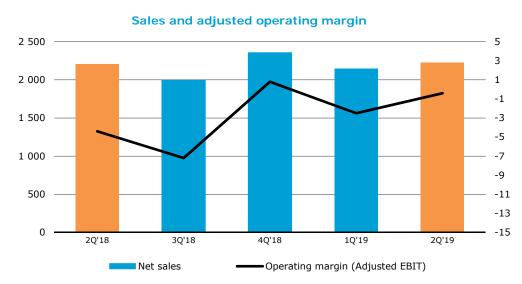
Net sales in Sweden decreased by a total of 1%. In Communication Services, sales decreased by 9% as a result of continued digitization, with mail volumes declining 11%. Sales for eCommerce & Logistics increased by 5% mainly through continued growth in e-commerce, where B2C parcel volumes rose 6%. Other logistics services also show growth, especially third-party logistics, which increased sales by 20% The improvement in income can mainly be attributed to growth in e-commerce and third-party logistics, the flow of mail customers returning from competitors, savings in air transports and other efficiency measures that have resulted in reduced staffing.



# **POSTNORD DENMARK**

|   | April-2 | lune   | JanJ  | une    |
|---|---------|--------|-------|--------|
| SEKm  | 2019    | 2018   | 2019  | 2018   |
| Net sales   | 2,228   | 2,204  | 4,375 | 4,210  |
| ∆ (like-for-like)                                     | -1%     | -2%    | 0%    | -8%    |
| <ul> <li>Communication Services (external)</li> </ul> | 877     | 918    | 1,759 | 1,808  |
| ∆ (like-for-like)                                     | -7%     | -14%   | -6%   | -20%   |
| – eCommerce & Logistics (external)                    | 1,196   | 1,159  | 2,331 | 2,156  |
| ∆ (like-for-like)                                     | 0%      | 9%     | 4%    | 4%     |
| – internal  | 155     | 126    | 286   | 246    |
| Operating income (EBIT)                               | -10     | -1,065 | -64   | -1,264 |
| Operating margin                                      | -0.4    | -48.3% | -1.5% | -30.0% |
| Items affecting comparability                         | -       | -968   | -     | -968   |
| Adjusted operating income (EBIT)                      | -10     | -96    | -64   | -295   |
| Adjusted operating margin                             | -0.4    | -4.4%  | -1.5% | -7%    |

In Communication Services sales declined as a result of a 8% fall in mail volumes. Growth in eCommerce & Logistics was generated above all by continued growth in e-commerce via Germany. The improvement is the result of growth in e-commerce, increased productivity within the context of a new production model, lower costs for administrative staff and improvements in heavy goods and third-party logistics.



### **POSTNORD NORWAY**

|                                     | April- | June  | JanJ  | lune  |
|-------------------------------------|--------|-------|-------|-------|
| SEKm                                | 2019   | 2018  | 2019  | 2018  |
| Net sales                           | 1,116  | 1,065 | 2,215 | 2,030 |
| $\Delta$ (like-for-like)            | 4%     | 10%   | 7%    | 6%    |
| – Communication Services (external) | 15     | 12    | 32    | 23    |
| Δ (like-for-like)                   | 28%    | 1%    | 36%   | -4%   |
| – eCommerce & Logistics (external)  | 909    | 860   | 1,820 | 1,657 |
| Δ (like-for-like)                   | 5%     | 7%    | 8%    | 3%    |
| – internal                          | 192    | 194   | 364   | 351   |
| Operating income (EBIT)             | 15     | 17    | 37    | 18    |
| Operating margin                    | 1.3%   | 1.6%  | 1.7%  | 0.9%  |

Net sales increased as a result of growth in ecommerce, groupage and part-load goods, despite two fewer working days than the previous year. Income improved through growth and efficiency measures in terminal and distribution handling.

# **POSTNORD FINLAND**

|   | April-J | une  | JanJ | une  |
|---|---------|------|------|------|
| SEKm  | 2019    | 2018 | 2019 | 2018 |
| Net sales   | 324     | 294  | 633  | 562  |
| Δ (like-for-like)                                     | 7%      | 10%  | 9%   | 6%   |
| <ul> <li>Communication Services (external)</li> </ul> | 2       | 3    | 5    | 5    |
| Δ (like-for-like)                                     | -20%    | -8%  | -11% | -25% |
| – eCommerce & Logistics (external)                    | 199     | 197  | 398  | 379  |
| Δ (like-for-like)                                     | -1%     | 8%   | 1%   | 4%   |
| – internal  | 123     | 94   | 230  | 177  |
| Operating income (EBIT)                               | 3       | 4    | 5    | 5    |
| Operating margin                                      | 0.9%    | 1.4% | 0.8% | 0.9% |

The increase in net sales is attributable to growth in B2C parcels and higher pallet income.

third-party logistics in Vantaa and fewer working days, which entail lower revenue.

The decline in income can be attributed to startup costs for establishment of a new production location for

# POSTNORD STRÅLFORS

|   | April-J | une  | JanJ  | une   |
|---|---------|------|-------|-------|
| SEKm  | 2019    | 2018 | 2019  | 2018  |
| Net sales   | 511     | 531  | 1,031 | 1,050 |
| Δ (like-for-like)                                     | -5%     | -1%  | -3%   | -4%   |
| <ul> <li>Communication Services (external)</li> </ul> | 472     | 494  | 958   | 979   |
| Δ (like-for-like)                                     | -6%     | -1%  | -4%   | -5%   |
| – internal  | 39      | 37   | 73    | 71    |
| Operating income (EBIT)                               | 34      | 46   | 65    | 93    |
| Operating margin                                      | 6.6%    | 8.6% | 6.3%  | 8.9%  |

Sales fell as a result of the continued decline in volume of physical products that was not fully offset by growth in digital and hybrid services such as WeMail, SMS and e-invoices. The lower sales can also be attributed to an extra mailing from customers in conjunction with the implementation of GDPR.

The weaker operating income was for the most part attributable to a change in the product mix.

## **OTHER BUSINESS ACTIVITIES**

|                                     | April- | June | JanJune |      |
|-------------------------------------|--------|------|---------|------|
| SEKm                                | 2019   | 2018 | 2019    | 2018 |
| Net sales                           | 417    | 322  | 765     | 639  |
| Δ (like-for-like)                   | 24%    | -1%  | 13%     | 0%   |
| - Communication Services (external) | 62     | 66   | 112     | 119  |
| ∆ (like-for-like)                   | -6%    | 2%   | -6%     | 4%   |
| – eCommerce & Logistics (external)  | 353    | 254  | 649     | 517  |
| ∆ (like-for-like)                   | 32%    | -2%  | 17%     | -1%  |
| – internal                          | 2      | 1    | 4       | 3    |
| Operating income (EBIT)             | -20    | 2    | -20     | 6    |
| Operating margin                    | -4.8%  | 0.6% | -2.6%   | 0.9% |

The increase in like-for-like sales can mainly be attributed to increased revenue form customers in all Direct Links markets - Europe, Asia-Pacific and the US. The lower income was attributable in the main to changes in the mix between markets and customers, as well as provisions for bad debts of SEK 20m.

### MAJOR EVENTS AFTER THE REPORTING PERIOD

### New organizational structure from July 1, 2019

PostNord's new organization, which places emphasis on decentralized responsibility and new Group-wide functions, became effective as of July 1. The new Group Leadership Team took over on the same date. For additional details, please see the press release from May 28, 2019 at www.postnord.com.

Solna, July 17, 2019

PostNord AB (publ), CIN 556771-2640

The Board of Directors and the President and Chief Executive Officer hereby declare that the quarterly report provides a true and fair view of the Group's and the Parent Company's operations, position and results, and also describes the material risks and uncertainties faced by the Parent Company and companies making up the Group.

| Christian Jansson<br>Chairman |                         | Christian Frigast<br>Vice Chair |
|-------------------------------|-------------------------|---------------------------------|
| Charlotte Strand              | Christian Ellegaard     | Måns Carlson                    |
| Director                      | Director                | Director                        |
| Peder Lundquist               | Sonat Burman Olsson     | Ulrica Messing                  |
| Director                      | Director                | Director                        |
| Bo Fröström                   | Johan Lindholm          | Sandra Svensk                   |
| Employee representative       | Employee representative | Employee representative         |

#### **Annemarie Gardshol**

Acting President and CEO

This report has not been the subject of auditors' review.

This information is such that PostNord AB (publ) is obliged to make public pursuant to the EU Market Abuse Regulation and the Securities Markets Act. The information was submitted for publication, through the agency of the contact person set out below, at 11:00 a.m. CET on July 17, 2019.

Financial calendar Interim report January September 2019 Year-end report 2019 Annual and Sustainability Report 2019

# October 25, 2019 January 30, 2020 March 2020

# **Contact details**

Acting CFO

Lena Larsson, Tel. +46 (0)10 436 00 00

Head of Communications Malin Norden, +46 (0)10 436 00 00 Contact: ir@postnord.com

## Sweden

Mailing address: SE-105 00 Stockholm Visiting address: Terminalvägen 24, Solna Tel.: +46 (0)10 436 00 00 www.postnord.com

## Denmark

Mailing and visiting address: Hedegaardsvej 88 DK-2300 Copenhagen S Tel.: +45 (0)70 70 70 30

# **FINANCIAL STATEMENTS**

# Income statement

| SEKm Note                    | April-<br>June<br>2019 | April-<br>June<br>2018 | Jan<br>June<br>2019 | Jan<br>June<br>2018 | Jan<br>Dec.<br>2018 |
|------------------------------|------------------------|------------------------|---------------------|---------------------|---------------------|
| 1,5                          | 2017                   | 2010                   | 2017                | 2010                | 2010                |
| Net sales                    | 9,514                  | 9,503                  | 18,985              | 18,605              | 37,669              |
| Other operating income       | 84                     | 1,693                  | 140                 | 1,837               | 2,053               |
| Operating revenue 3          | 9,598                  | 11,196                 | 19,125              | 20,442              | 39,722              |
| Personnel expenses           | -4,153                 | -6,693                 | -8,193              | -10,779             | -18,789             |
| Transportation expenses      | -2,773                 | -2,815                 | -5,558              | -5,503              | -11,224             |
| Other operating expenses     | -2,108                 | -2,267                 | -4,064              | -4,509              | -9,315              |
| Depreciation and impairments | -635                   | -321                   | -1,219              | -626                | -1,250              |
| Operating expenses           | -9,668                 | -12,096                | -19,033             | -21,417             | -40,578             |
| TOTAL OPERATING INCOME 3     | -70                    | -901                   | 92                  | -975                | -855                |
| Financial income             | 6                      | 6                      | 12                  | 18                  | 39                  |
| Financial expenses           | -80                    | -18                    | -159                | -30                 | -74                 |
| Net financial items          | -74                    | -12                    | -147                | -12                 | -35                 |
| Income before tax            | -144                   | -912                   | -55                 | -987                | -890                |
| Tax                          | -27                    | 11                     | -60                 | -81                 | -176                |
| NET INCOME                   | -171                   | -901                   | -115                | -1,068              | -1,067              |
| Attributable to              |                        |                        |                     |                     |                     |
| Parent company shareholders  | -171                   | -901                   | -116                | -1,069              | -1,068              |
| Non-controlling interests    | 0                      | 0                      | 1                   | 1                   | 1                   |
| Earnings per share, SEK      | -0.09                  | -0.45                  | -0.06               | -0.53               | -0.53               |

# Statement of comprehensive income

|  |            | April- |         |        |        |
|--|------------|--------|---------|--------|--------|
|  | April-June |        | JanJune |        |        |
| SEKm   | 2019       | 2018   | 2019    | 2018   | 2018   |
| NET INCOME   | -171       | -901   | -115    | -1,068 | -1,067 |
| OTHER COMPREHENSIVE INCOME   |            |        |         |        |        |
| Items that cannot be transferred to net income   |            |        |         |        |        |
| Revaluation of pension liabilities   | -1,346     | -476   | -1,977  | -421   | -2,504 |
| Change in deferred tax   | 277        | 105    | 407     | 93     | 547    |
| Total  | -1,069     | -371   | -1,570  | -328   | -1,957 |
| Items that have been or may be transferred to net income<br>Cash flow hedges after tax | -2         | 0      | -2      | 1      | -2     |
| Translation differences  | 73         | 110    | 211     | 298    | 138    |
| Total  | 71         | 110    | 209     | 299    | 136    |
| TOTAL OTHER COMPREHENSIVE INCOME   | -998       | -261   | -1,361  | -29    | -1,821 |
| COMPREHENSIVE INCOME   | -1,169     | -1,162 | -1,476  | -1,097 | -2,888 |
| Attributable to  |            |        |         |        |        |
| Parent company shareholders  | -1,169     | -1,162 | -1,477  | -1,098 | -2,889 |
| Non-controlling interests  | 0          | 0      | 1       | 1      | 1      |

# Statement of financial position

| SEKm Note   |              | Mar. 31,<br>2019 | Dec. 31,<br>2018     | Sep. 30,<br>2018 | Jun. 30,<br>2018 |
|---|--------------|------------------|----------------------|------------------|------------------|
| 1, 5  |              |                  |                      |                  |                  |
| ASSETS  |              |                  |                      |                  |                  |
| Goodwill  | 2,682        | 2,656            | 2,594                | 2,653            | 2,668            |
| Other non-current intangible assets                               | 767          | 761              | 747                  | 744              | 762              |
| Property, plant and equipment                                     | 8,078        | 8,088            | 7,961                | 7,902            | 8,028            |
| Right-of-use assets   | 5,783        | 5,387            | -                    | -                | -                |
| Participations in associated companies<br>Financial investments 7 | 95           | 89               | 87                   | 81               | 81               |
| Financial investments 7 Non-current receivables                   | 195<br>1,031 | 198              | 198<br>1,108         | 204              | 200<br>1,078     |
| Deferred tax assets   | 481          | 1,077<br>203     | 78                   | 1,179<br>75      | 1,078            |
| Total non-current assets  | 19,114       | 18,459           | 12,773               | 12,838           | 12,918           |
|   |              |                  |                      |                  |                  |
| Inventories   | 108          | 110              | 100                  | 108              | 103              |
| Tax assets  | 264          | 404              | 322                  | 218              | 229              |
| Trade receivables 7   |              | 4,719            | 5,009                | 4,776            | 4,734            |
| Prepaid expenses and accrued income                               | 1,212        | 1,066            | 1,113                | 1,080            | 1,441            |
| Other receivables   | 137          | 138              | 190                  | 158              | 217              |
| Short-term investments 7  |              | 2                | 101                  | 151              | 4                |
| Cash and cash equivalents 7                                       |              | 4,036            | 3,088                | 2,648            | 4,157            |
| Assets held for sale Total current assets                         | 124<br>9,952 | 123<br>10,597    | 125<br><b>10,048</b> | 100<br>9,239     | 108<br>10,993    |
| TOTAL ASSETS  | 29,066       | 29,056           | 22,821               | 22,077           | 23,911           |
|   |              |                  |                      |                  |                  |
| EQUITY AND LIABILITIES<br>EQUITY                                  | 3,665        | 4,835            | 5,142                | 6,564            | 6,266            |
|   |              |                  |                      |                  |                  |
|   |              |                  |                      |                  |                  |
| Non-current interest-bearing liabilities 7                        | '            | 2,871            | 1,770                | 1,887            | 1,594            |
| Long-term lease liabilities                                       | 4,418        | 4,048            | -                    | -                | -                |
| Other non-current liabilities                                     | 46           | 46               | 46                   | 54               | 53               |
| Pensions  | 4,363        | 3,054            | 2,576                | 144              | 660              |
| Other provisions 6  |              | 3,345            | 3,392                | 3,329            | 3,332            |
| Deferred tax liabilities  | 157          | 149              | 157                  | 679              | 579              |
| Total non-current liabilities                                     | 15,901       | 13,513           | 7,941                | 6,093            | 6,218            |
| Current interest-bearing liabilities 7                            | 0            | 1,550            | 1,619                | 1,855            | 2,931            |
| Current lease liabilities   | 1,210        | 1,189            | -                    | -                | -                |
| Trade payables 7  | 2,621        | 2,441            | 2,584                | 2,374            | 2,687            |
| Tax liabilities   | 48           | 122              | 49                   | -                | 58               |
| Other current liabilities 7                                       | 1,180        | 1,136            | 1,167                | 1,246            | 1,192            |
| Accrued liabilities and deferred income                           | 3,412        | 3,417            | 3,339                | 2,962            | 3,448            |
| Other provisions 6  |              | 852              | 980                  | 983              | 1,111            |
| Total current liabilities   | 9,500        | 10,707           | 9,738                | 9,420            | 11,427           |
| TOTAL LIABILITIES   | 25,400       | 24,221           | 17,678               | 15,513           | 17,645           |
| TOTAL EQUITY AND LIABILITIES                                      | 29,066       | 29,056           | 22,821               | 22,077           | 23,911           |

# Statement of cash flows

| SEKm  | Note | April-<br>June | April-<br>June<br>2018 | Jan<br>June |       | JanDec. |
|---|------|----------------|------------------------|-------------|-------|---------|
| OPERATING ACTIVITIES  | 5    | 2019           | 2018                   | 2019        | 2018  | 2018    |
| Income before tax   |      | -144           | -912                   | -55         | -987  | -890    |
| Adjustments for non-cash items <sup>1)</sup>                          |      | 490            | 3,110                  | 735         | 3,016 | 3,468   |
| Income tax paid   |      | -75            | -81                    | -105        | -169  | -175    |
| Cash flows from operating activities before change in working capital |      | 271            | 2,117                  | 575         | 1,860 | 2,403   |
| Cash flow from changes in working capital                             |      |                |                        |             |       |         |
| Increase(-)/decrease(+) in inventories                                |      | 2              | -13                    | -8          | -16   | -12     |
| Increase(-)/decrease(+) in other operating receivables                |      | 25             | -141                   | 231         | 219   | -125    |
| Increase(+)/decrease(-) in other operating liabilities                |      | 201            | -98                    | 136         | -194  | -202    |
| Other changes in working capital                                      |      | -7             | -3                     | -7          | -32   | 19      |
| Changes in working capital  |      | 221            | -255                   | 352         | -23   | -320    |
| Cash flow from operating activities                                   |      | 492            | 1,862                  | 927         | 1,837 | 2,083   |
| INVESTING ACTIVITIES  |      |                |                        |             |       |         |
| Purchase of property, plant and equipment                             |      | -251           | -372                   | -549        | -540  | -1,187  |
| Sale of property, plant and equipment                                 |      | 4              | 11                     | 8           | 16    | 30      |
| Acquisitions of non-current intangible assets                         |      | -71            | -34                    | -135        | -77   | -186    |
| Acquisition of financial assets                                       |      | 2              | 7                      | -3          | -4    | -156    |
| Sale of financial assets  |      | 2              | 135                    | 102         | 295   | 344     |
| Cash flows from investing activities                                  |      | -314           | -253                   | -577        | -310  | -1,155  |
| FINANCING ACTIVITIES  |      |                |                        |             |       |         |
| Amortized loans   |      | -1,550         | -154                   | -1,615      | -154  | -2,578  |
| New loans   |      | 1,000          | 875                    | 2,100       | 875   | 2,171   |
| Amortized lease liabilities   |      | -285           | -                      | -539        | -     | -       |
| Shareholder contribution  |      | -              | -                      | -           | -     | 667     |
| Dividend paid   |      | -2             | -2                     | -2          | -2    | -2      |
| Increase(+)/decrease(-) in other interest-bearing liabilities         |      | -4             | 4                      | -13         | 4     | -6      |
| Cash flows from financing activities                                  |      | -841           | 723                    | -69         | 723   | 252     |
| CASH FLOWS FOR THE PERIOD   |      | -663           | 2,332                  | 281         | 2,250 | -1,180  |
| Cash and cash equivalents, at beginning of period                     |      | 4,036          | 1,823                  | 3,088       | 1,901 | 1,901   |
| Translation difference in cash and cash equivalents                   |      | 1              | 2                      | 5           | 6     | 7       |
| Cash and cash equivalents, closing balance                            |      | 3,374          | 4,157                  | 3,374       | 4,157 | 3,088   |
| <sup>1</sup> Adjustments for non-cash items:                          |      |                |                        |             |       |         |
| Depreciation and impairments, property, plant and equipment           |      | 354            | 321                    | 666         | 626   | 1,250   |
| Amortization and impairments, right-of-use assets                     |      | 280            | -                      | 552         | -     | -       |
| Change in pension liability   |      | 92             | 529                    | 42          | 335   | 561     |
| Other provisions  |      | -235           | 2,345                  | -527        | 2,127 | 1,748   |
| Miscellaneous   |      | -1             | -85                    | 2           | -72   | -91     |
| Total   |      | 490            | 3,110                  | 735         | 3,016 | 3,468   |
|   |      |                |                        |             |       |         |

# Statement of changes in equity

#### Equity attributable to the Parent Company's shareholders

|  |                      | Other      | Non-       |         |          |             |        |
|--|----------------------|------------|------------|---------|----------|-------------|--------|
|  | Share                | contribute | Translatio | Hedging | Retained | controlling | Total  |
| SEKm   | capital <sup>1</sup> | d equity   | n reserve  | reserve | earnings | interests   | equity |
| Opening balance Jan. 1, 2018                           | 2,000                | 9,954      | -1,749     | 2       | -2,845   | 3           | 7,365  |
| Comprehensive income for the period                    |                      |            |            |         |          |             |        |
| Net income for the period                              | -                    | -          | -          | -       | -1,069   | 1           | -1,068 |
| Other comprehensive income for the period              | -                    | -          | 298        | 1       | -328     | -           | -29    |
| Total comprehensive income for the period              | -                    | -          | 298        | 1       | -1,397   | 1           | -1,097 |
| Dividend   | -                    | -          | -          | -       | -        | -2          | -2     |
| Shareholders' equity, closing balance<br>June 30, 2018 | 2,000                | 9,954      | -1,451     | 3       | -4,242   | 2           | 6,266  |

Equity attributable to the Parent Company's shareholders

| SEKm<br>Opening balance July 1, 2018      | Share<br>capital <sup>1)</sup><br><b>2,000</b> | Other<br>contribute<br>d equity<br>9,954 | Translatio<br>n reserve<br>-1,451 | Hedging<br>reserve<br>3 | Retained<br>earnings<br>-4,242 | Non-<br>controlling<br>interests<br>2 | Total<br>equity<br>6,266 |
|---|--|--|-----------------------------------|-------------------------|--------------------------------|---------------------------------------|--------------------------|
| Comprehensive income for the period       | 2,000  | 9,934                                    | -1,451                            | 3                       | -4,242                         | 2                                     | 0,200                    |
| Net income for the period                 | -  | -  | -                                 | -                       | 1                              | 0                                     | 1                        |
| Other comprehensive income for the period | -  | -  | -160                              | -3                      | -1,629                         | -                                     | -1,792                   |
| Total comprehensive income for the period | 2,000  | 9,954                                    | -1,611                            | 0                       | -5,870                         | 2                                     | 4,475                    |
| Contribution from owner                   | -  | 667                                      | -                                 | -                       | -                              | -                                     | 667                      |
| Dividend                                  | -  | -  | -                                 | -                       | -                              | -                                     | -                        |
| Shareholders' equity, closing balance     | 2,000  | 10,621                                   | -1,611                            | 0                       | -5,870                         | 2                                     | 5,142                    |

Dec. 31, 2018

# Equity attributable to the Parent Company's shareholders

|  |                                | Other              |                     |              |                    | Non-                     |                 |
|--|--------------------------------|--------------------|---------------------|--------------|--------------------|--------------------------|-----------------|
| SEKm   | Share<br>capital <sup>1)</sup> | contribute         | Translatio          | Hedging      | Retained           | controlling<br>interests | Total           |
| Opening balance Jan. 1, 2019                           | 2,000                          | d equity<br>10,621 | n reserve<br>-1,611 | reserve<br>0 | earnings<br>-5,870 | 2                        | equity<br>5,142 |
| Comprehensive income for the period                    |                                |                    |                     |              |                    |                          |                 |
| Net income for the period                              | -                              | -                  | -                   | -            | -116               | 1                        | -115            |
| Other comprehensive income for the period              | -                              | -                  | 211                 | -2           | -1,570             | -                        | -1,361          |
| Total comprehensive income for the period              | -                              | -                  | 211                 | -2           | -1,686             | 1                        | -1,476          |
| Dividend   | -                              | -                  | -                   | -            | -                  | -2                       | -2              |
| Shareholders' equity, closing balance<br>June 30, 2019 | 2,000                          | 10,621             | -1,400              | -2           | -7,556             | 2                        | 3,665           |

June 30, 2019 <sup>1)</sup> Number of shares is 2,000,000,001: 1,524,905,971 ordinary shares and 475,094,030 series B shares.

# Parent Company financial statements in brief

# Income statement

| SEKm                                     | Note | April-June<br>2019 | April-June<br>2018 | JanJune<br>2019 | JanJune<br>2018 | JanDec.<br>2018 |
|--|------|--------------------|--------------------|-----------------|-----------------|-----------------|
|  | 1    |                    |                    |                 |                 |                 |
| Other operating income                   |      | 3                  | 3                  | 7               | 7               | 14              |
| Operating revenue                        |      | 3                  | 3                  | 7               | 7               | 14              |
| Personnel expenses                       |      | -34                | -7                 | -40             | -13             | -24             |
| Other expenses                           |      | -33                | -2                 | -43             | -3              | -6              |
| Operating expenses                       |      | -67                | -9                 | -83             | -16             | -30             |
| TOTAL OPERATING INCOME                   |      | -64                | -6                 | -76             | -9              | -16             |
| Impairment of shares in subsidiaries     |      |                    |                    |                 |                 | -815            |
| Interest income and similar income items |      | 0                  | 1                  | 0               | 2               | 2               |
| Interest expenses and similar items      |      | -15                | -13                | -24             | -22             | -38             |
| Financial items                          |      | -15                | -12                | -24             | -20             | -851            |
| Income after financial items             |      | -79                | -17                | -100            | -28             | -868            |
| Appropriations                           |      | -                  | -                  | -               | -               | 51              |
| Income after tax                         |      | -79                | -17                | -100            | -28             | -817            |
| Тах                                      |      | -                  | -                  | -               | -               | -               |
| NET INCOME                               |      | -79                | -17                | -100            | -28             | -817            |

# Statement of comprehensive income

| SEKm                                      | April-June<br>2019 | April-June<br>2018 | JanJune<br>2019 | JanJune<br>2018 | JanDec.<br>2018 |
|---|--------------------|--------------------|-----------------|-----------------|-----------------|
| Net income for the period                 | -79                | -17                | -100            | -28             | -817            |
| Other comprehensive income for the period | -                  | -                  | -               | -               | -               |
| COMPREHENSIVE INCOME                      | -79                | -17                | -100            | -28             | -817            |

# Balance sheet

| SEKm                         | Note | June 30, 2019 | Jun. 30, 2018 | Dec. 31, 2018 |
|------------------------------|------|---------------|---------------|---------------|
|                              | 1    |               |               |               |
| ASSETS                       |      |               |               |               |
| Financial assets             |      | 10,890        | 11,701        | 10,888        |
| Total non-current assets     |      | 10,890        | 11,701        | 10,888        |
| Current receivables          |      | 8,130         | 8,003         | 7,612         |
| Total current assets         |      | 8,130         | 8,003         | 7,612         |
| TOTAL ASSETS                 |      | 19,020        | 19,704        | 18,500        |
| EQUITY AND LIABILITIES       |      |               |               |               |
| Equity                       |      | 15,513        | 15,736        | 15,613        |
| Non-current liabilities      |      | 3,435         | 1,032         | 1,330         |
| Current liabilities          |      | 72            | 2,937         | 1,557         |
| TOTAL EQUITY AND LIABILITIES |      | 19,020        | 19,704        | 18,500        |

# Notes to financial statements

## Note 1 – Accounting principles

The consolidated accounts have been prepared in accordance with the EU-approved International Financial Reporting Standards (IFRS). The interim report has been prepared in accordance with IAS 34 Interim Financial Reporting and supplementary rules in the Swedish Annual Accounts Act. The provisions of Chapter 9 of the Swedish Annual Accounts are applied in the Parent Company. Other disclosures in accordance with IAS 34.16A are presented both in the financial statements and other parts of the interim report.

#### New and amended accounting principles

The Group applies IFRS 16 Leases as of January 1, 2019. The Parent Company does not apply IFRS 16, in accordance with the exemption described in RFR 2.

For lessees, the classification according to IAS 17 in operational and financial leasing has been replaced by a model in which assets and liabilities for leasing agreements are reported in the balance sheet. The lessee recognizes a right-of-use asset that represents a right to use the underlying asset, and a lease liability that represents an obligation to pay lease charges. In the income statement, amortization is recognized separately from interest expenses arising from the lease liability.

The standard has not been applied to leases relating to intangible assets and non-lease components have been recognized separately. No material impact has arisen with regard to leases where the Group is the lessor.

The Group's leases identified in accordance with IFRS 16 relate for the most part to rent of premises. With regard to transportation and IT service leases, such leases are not deemed to fall within the scope of IFRS 16, mainly on the basis that PostNord has no control over which underlying asset is used.

At the time of transition, the lease liability was measured at the present value of the outstanding lease charges, discounted by the marginal borrowing interest rate. A differentiated marginal borrowing interest rate was calculated, taking into account geographical location, length of lease term, credit volumes and financial environment. At the time of transition, the average marginal borrowing rate was 2.3%.

The lease term was determined as the non-cancellable lease term. Taken into account are leases of material important that include options for extension or cancellation, where it is reasonably certain that the options will be exercised. PostNord has applied the modified retroactive approach without restatement of figures for comparison. Right-of-use assets relating to former operating leases have been recognized at amortized value from the start of the lease, for all current leases with a term of no less than 12 months from January 1, 2019.

PostNord applies the provisions on transitional rules for short-term leases and low-value assets. As a result, leases with a term of less than 12 months and low-value leases (assets valued at less than around SEK 50 thousand in new condition) are not included in the calculation of right-of-use asset or lease liability, but instead continue to be recognized on a linear cost basis over the lease term. Examples of low-value assets include computers, printers and coffee machines. For more information, see Note 5. Leases.

Otherwise, the same accounting policies and calculation methods are applied in the interim report as in the 2018 annual report for the Group and Parent Company.

#### Note 2 – Risks

The Parent Company and the Group are exposed to strategic, operational and financial risks.

The EU Commission announced in June that it was initiating an in-depth investigation to determine whether certain capital contributions to PostNord AB and Post Danmark A/S comply with EU rules on state subsidies after a complaint had been submitted to the Commission. The Commission is now conducting a more thorough investigation and the concerned parties may submit their opinions. The investigation is being conducted without any conditions. The Commission's decision is expected in the second half of 2020/first half of 2021.

For further information on risks, uncertainties, other aspects of risk management and significant assessments and estimates, see PostNord's 2018 Annual and Sustainability Report (pages 32-33 and Note 2, page 54).

## Note 3 – Operating segments

The Group's organization into segments is principally based on the companies' registered geographical domicile. The PostNord Strålfors segment is coordinated on the basis of the nature of the business. Market pricing is applied to legal transactions between PostNord's segments. There is no latitude for purchasing externally where the service is available internally. The operating segments reflect the operational structure.

PostNord Sweden operates in mail, logistics and e-commerce in the Swedish market.

**PostNord Denmark** operates in mail, logistics and e-commerce in the Danish market and is responsible for the e-commerce and logistics part of PostNord's operations in Germany.

PostNord Norway and PostNord Finland operate in mail, logistics and e-commerce in the Norwegian and Finnish markets, respectively. PostNord Strålfors operates in the area of information logistics. The company develops and offers communications solutions for companies with large customer bases.

Other business activities incorporates other business activities and Direct Link. Direct Link operates in the area of global distribution of marketing communications and lightweight goods, mainly for e-retailers. The business is conducted in the USA, the United kingdom, Germany, Poland, Singapore, Hong Kong and Australia.

The **Other** and **eliminations** segment consists of shared services and corporate functions including the Parent Company and Group adjustments. Group adjustments consist of IFRS measurement for pensions under IAS 19 Employee Benefits and IAS 16 Leases. An operational adjustment between Other and eliminations and PostNord Sweden is made to enable PostNord Sweden to report an accurate cost for pensions, which legally may vary, above all, depending on when credit is received from Postens Pensionsstiftelse. Eliminations consists of the elimination of internal transactions.

| Net sales per segment            | Q1    | Q2     | Q3    | Q4     | Q1    | Q2    |
|----------------------------------|-------|--------|-------|--------|-------|-------|
| SEKm                             | 2018  | 2018   | 2018  | 2018   | 2019  | 2019  |
| PostNord Sweden                  | 5,694 | 5,791  | 5,425 | 6,315  | 5,783 | 5,757 |
| - of which internal              | 269   | 254    | 255   | 306    | 290   | 329   |
| PostNord Denmark                 | 2,006 | 2,204  | 1,994 | 2,355  | 2,147 | 2,228 |
| - of which internal              | 119   | 126    | 110   | 130    | 130   | 155   |
| PostNord Norway                  | 965   | 1,065  | 1,019 | 1,143  | 1,099 | 1,116 |
| - of which internal              | 157   | 194    | 175   | 214    | 171   | 192   |
| PostNord Finland                 | 268   | 294    | 291   | 323    | 309   | 324   |
| - of which internal              | 83    | 94     | 102   | 119    | 107   | 123   |
| PostNord Strålfors               | 519   | 531    | 474   | 528    | 520   | 511   |
| - of which internal              | 34    | 37     | 34    | 39     | 34    | 39    |
| Other business activities        | 317   | 322    | 317   | 365    | 348   | 417   |
| - of which internal              | 2     | 1      | 1     | 2      | 2     | 2     |
| Other and eliminations           | -667  | -705   | -680  | -805   | -735  | -839  |
| Group                            | 9,102 | 9,502  | 8,840 | 10,225 | 9,471 | 9,514 |
| Operating income per segment     | Q1    | Q2     | Q3    | Q4     | Q1    | Q2    |
| SEKm, unless otherwise indicated | 2018  | 2018   | 2018  | 2018   | 2019  | 2019  |
| PostNord Sweden                  | 138   | 222    | 105   | 342    | 283   | 245   |
| - as % of net sales, EBIT        | 2.4   | 3.8    | 1.9   | 5.4    | 4.9   | 4.3   |
| PostNord Denmark                 | -199  | -1,065 | -152  | 50     | -54   | -10   |
| - as % of net sales, EBIT        | -9.9  | -48.3  | -7.6  | 2.1    | -2,5  | -0.4  |
| PostNord Norway                  | 1     | 17     | -18   | 41     | 22    | 15    |
| - as % of net sales, EBIT        | 0.1   | 1.6    | -1.8  | 3.6    | 2.0   | 1.3   |
| PostNord Finland                 | 1     | 4      | 6     | 8      | 2     | 3     |
| - as % of net sales, EBIT        | 0.3   | 1.4    | 2.1   | 2.5    | 0.5   | 0.9   |
| PostNord Strålfors               | 47    | 46     | 42    | 34     | 31    | 34    |
| - as % of net sales, EBIT        | 9.0   | 8.6    | 8.9   | 6.4    | 6.0   | 6,7   |
| Other business activities        | 4     | 2      | 8     | 6      | 0     | -20   |
| - as % of net sales, EBIT        | 1.2   | 0.6    | 2.5   | 1.6    | 0.0   | -4.8  |
| Other and eliminations           | -66   | -127   | -64   | -288   | -122  | -337  |
| Operating income                 | -74   | -901   | -73   | 193    | 162   | -70   |
| - as % of net sales, EBIT        | -0.8  | -9.5   | -0.8  | 1.9    | 1.7   | -0.7  |

# Note 3 – Operating segments (cont.)

| Adjusted operating income per segment | Q1   | Q2   | Q3   | Q4   | Q1   | Q2   |
|---------------------------------------|------|------|------|------|------|------|
| SEKm, unless otherwise indicated      | 2018 | 2018 | 2018 | 2018 | 2019 | 2019 |
| PostNord Sweden                       | 138  | 222  | 105  | 380  | 283  | 245  |
| - as % of net sales, Adjusted EBIT    | 2.4  | 3.8  | 1.9  | 6.0  | 4.9  | 4.3  |
| PostNord Denmark                      | -199 | -96  | -143 | 19   | -54  | -10  |
| - as % of net sales, Adjusted EBIT    | -9.9 | -4.4 | -7.2 | 0.8  | -2,5 | -0.4 |
| PostNord Norway                       | 1    | 17   | -18  | 41   | 22   | 15   |
| - as % of net sales, Adjusted EBIT    | 0.1  | 1.6  | -1.8 | 3.6  | 2.0  | 1.3  |
| PostNord Finland                      | 1    | 4    | 6    | 8    | 2    | 3    |
| - as % of net sales, Adjusted EBIT    | 0.3  | 1.4  | 2.1  | 2.5  | 0.6  | 0.9  |
| PostNord Strålfors                    | 47   | 46   | 42   | 34   | 31   | 34   |
| - as % of net sales, Adjusted EBIT    | 9.0  | 8.6  | 8.9  | 6.4  | 6.0  | 6,7  |
| Other business activities             | 4    | 2    | 8    | 5    | 0    | -20  |
| - as % of net sales, Adjusted EBIT    | 1.2  | 0.6  | 2.5  | 1.4  | 0.0  | -4.8 |
| Other and eliminations                | -66  | -127 | -64  | -287 | -122 | -172 |
| Adjusted operating income             | -74  | 68   | -64  | 200  | 162  | 95   |
| - as % of net sales, Adjusted EBIT    | -0.8 | 0.7  | -0.7 | 2.0  | 1.7  | 1.0  |

|                            | Business areas  |                               |                 |                 |  |  |
|----------------------------|-----------------|-------------------------------|-----------------|-----------------|--|--|
| Net sales                  | Communication   | <b>Communication Services</b> |                 |                 |  |  |
| SEKm<br>Operating segments | JanJune<br>2019 | JanJune<br>2018               | JanJune<br>2019 | JanJune<br>2018 |  |  |
| PostNord Sweden            | 5,140           | 5,566                         | 5,781           | 5,395           |  |  |
| PostNord Denmark           | 1,759           | 1,808                         | 2,331           | 2,156           |  |  |
| PostNord Norway            | 32              | 23                            | 1,820           | 1,657           |  |  |
| PostNord Finland           | 5               | 5                             | 398             | 379             |  |  |
| PostNord Strålfors         | 958             | 979                           | -               | -               |  |  |
| Other business activities  | 112             | 119                           | 649             | 517             |  |  |
| Total                      | 8,005           | 8,501                         | 10,980          | 10,104          |  |  |

The above table shows PostNord's external net sales per service category (business area) and operating segment.

PostNord's revenue is mostly recognized at one point in time. The main items in revenue recognition over time are third-party logistics, subscription services and mail services. The relative shares of income recognized at one point in time 95% (95) and over time 5% (5) are unchanged. Business area eCommerce & Logistics offers logistics services for deliveries to, from and within the Nordic region. The focus is on distribution of parcels, groupage, pallet goods and bulk logistics (part loads), as well as third-party logistics.

The services in Communication Services consist of services in business and market communications, newspaper distribution and a postal service for individual customers. For a more detailed description of PostNord's services, see the Annual Report.

#### Note 4 – Acquisitions and disposals

No material acquisitions or disposals took place during 2019 or 2018.

### Note 5 – Leases

#### Impact of adoption of IFRS 16 Leases

The Group has applied the modified retroactive approach. In this method, the accumulated effect of introducing IFRS 16 has been recognized in the opening balance as per January 1, 2019, without restatement of figures for comparison. The impact of transition on items in the Consolidated statement of financial positions at the start of the current financial year relates to right-of-use assets of SEK 5.5 billion and lease liabilities of SEK 5.4 billion, in which the difference, approximately SEK 0.1 billion, consists of advance payments. No impact on opening balance of equity. Recognized right-of-use assets refers to properties of SEK 5.2 billion and machinery and equipment of SEK 0.3 billion.

#### Impact on Consolidated financial statements

#### Income statement

Recognition of amortization of right-of-use assets instead of lease charges made a positive impact on operating income. The Group's aggregate operating income was SEK 40m higher than if previous accounting principles had been applied. Estimated interest on the lease liability has a negative impact on net financial items. Deferred tax is recognized as the difference between leasing cost booked by legal entities and the amount of amortization and interest calculated in accordance with IFRS 16. The Group's aggregate operating income was SEK 18 million lower than if previous accounting principles had been applied. New contracts and terms were registered during the quarter. The updates mainly relate to costs of premises.

#### Statement of financial position

The Consolidated statement of financial position on June 30, 2019 included right-of-use assets of SEK 5,783 million and lease liabilities of SEK 5,628 million, where the difference for the most part consists of advance payments. Deferred tax assets consisting of temporary differences are recognized in the amount of SEK 5m.

#### Statement of cash flows

Leases recognized as assets or liabilities in the Consolidated statement of financial position have no impact on cash flow. No investment regarding new leases is reported in the statement of cash flows. Amortizations of the lease liability are reported under financing activities. The cash flow from operating activities is adjusted to take into account amortization of right-of-use assets.

The Group's key performance indicators for operating capital (ROCE) and net debt are impacted to a major extent by IFRS 16. See also Net Debt table on page 5 and Note 9 in the Interim Report.

#### Information presented for comparison as if IFRS 16 had not been applied in 2019.

| Summary statement of financial position | Carrying<br>amounts,<br>IFRS 16 not<br>applied | Effect of<br>IFRS 16 | Statement of<br>financial<br>position |
|---|--|----------------------|---------------------------------------|
| SEKm                                    | June 30, 2019                                  | June 30, 2019        | June 30, 2019                         |
| Right-of-use assets                     | -  | 5,783                | 5,783                                 |
| Deferred tax assets                     | 476  | 5                    | 481                                   |
| Prepaid expenses and accrued income     | 1,394  | -182                 | 1,212                                 |
| Equity                                  | 3,683  | -18                  | 3,665                                 |
| Long-term lease liabilities             | -  | 4,418                | 4,418                                 |
| Current lease liabilities               | -  | 1,210                | 1,210                                 |

|                              | Carrying<br>amounts, |              |              |
|------------------------------|----------------------|--------------|--------------|
|                              | IFRS 16 not          | Effect of    | Income       |
| Summary income statement     | applied              | IFRS 16      | statement    |
| SEKm                         | JanJune 2019         | JanJune 2019 | JanJune 2019 |
| Operating revenue            | 19,125               | -            | 19,125       |
| Personnel expenses           | -8,202               | 9            | -8,193       |
| Transportation expenses      | -5,609               | 51           | -5,558.      |
| Other operating expenses     | -4,596               | 532          | -4,064       |
| Depreciation and impairments | -667                 | -552         | -1,219       |
| Operating expenses           | -19,074              | 40           | -19,034      |
| TOTAL OPERATING INCOME       | 52                   | 40           | 92           |
| Financial income             | 12                   | -            | 12           |
| Financial expenses           | -97                  | -62          | -159         |
| Net financial items          | -85                  | -62          | -147         |
| Income before tax            | -33                  | -22          | -55          |
| Tax                          | -65                  | 5            | -60          |
| NET INCOME                   | -97                  | -18          | -115         |

# Note 5 – Leases (cont.)

|                                      | Carrying     |              |              |
|--------------------------------------|--------------|--------------|--------------|
|                                      | amounts,     |              |              |
|                                      | IFRS 16 not  | Effect of    | Statement of |
| Summary statement of cash flows      | applied      | IFRS 16      | cash flows   |
| SEKm                                 | JanJune 2019 | JanJune 2019 | JanJune 2019 |
|                                      |              |              |              |
| Cash flow from operating activities  | 385          | 542          | 927          |
| Cash flows from investing activities | -577         | -            | -577         |
| Cash flows from financing activities | 473          | -542         | -69          |
| CASH FLOWS FOR THE PERIOD            | 281          | -            | 281          |

# Note 6 – Other provisions

| JanJune 2019, SEKm             | Opening<br>balance | Provisions | Reversals | Utiliz-<br>ation | Impact of<br>translation/<br>reclassification | Closing<br>balance |
|--------------------------------|--------------------|------------|-----------|------------------|---|--------------------|
| Restructuring measures         | 3,147              | 124        | -         | -560             | 117   | 2,828              |
| Non-vested pension commitments | 1,156              | 24         | -         | -135             | 126   | 1,169              |
| Miscellaneous                  | 70                 | 0          | -         | -                | 6   | 76                 |
| Total                          | 4,372              | 148        | -         | -695             | 249   | 4,073              |
| Of which, current              | 980                |            |           |                  |   | 1,027              |
| Of which, Non-current          | 3,392              |            |           |                  |   | 3,046              |

| JanJune 2018, SEKm             | Opening<br>balance | Provisions | Reversals | Utiliz-<br>ation | Impact of<br>translation/<br>reclassification | Closing<br>balance |
|--------------------------------|--------------------|------------|-----------|------------------|---|--------------------|
| Restructuring measures         | 1,127              | 2,457      | -3        | -339             | 119   | 3,361              |
| Non-vested pension commitments | 1,098              | 26         | -         | -161             | 29  | 992                |
| Miscellaneous                  | 90                 | -          | -         | -4               | 4   | 90                 |
| Total                          | 2,316              | 2,483      | -3        | -504             | 152   | 4,443              |
| Of which, current              | 592                |            |           |                  |   | 1,111              |
| Of which, Non-current          | 1,724              |            |           |                  |   | 3,332              |

# Not 7 – Financial instruments

|   | Financial<br>assets | Financial<br>assets      |                                  | Financial<br>liabilities<br>measured at fair | Financial<br>liabilities |          |            |
|---|---------------------|--------------------------|----------------------------------|--|--------------------------|----------|------------|
| Carrying amount and<br>fair value of financial assets and | fair value via      | measured at<br>amortized | liabilities at<br>fair value via | value via other<br>comprehensive             | measured at<br>amortized | Carrying |            |
| liabilities, SEKm   | income              | cost                     |                                  | income                                       | cost                     | amount   | Fair value |
| Financial investments                                     | -                   | 20                       | -                                | -  | -                        | 20       | 20         |
| Currency derivatives                                      | 1                   | -                        | -                                | -  | -                        | 1        | 1          |
| Trade receivables   | -                   | 4,732                    | -                                | -  | -                        | 4,732    | 4,732      |
| Terminal fees <sup>1</sup>                                | -                   | 749                      | -                                | -  | -                        | 749      | 749        |
| Short-term investments                                    | -                   | 0                        | -                                | -  | -                        | 0        | 0          |
| Cash and cash equivalents                                 | -                   | 3,374                    | -                                | -  | -                        | 3,374    | 3,374      |
| Long-term interest-bearing liabilities                    | -                   | -                        | -                                | -  | -3,870                   | -3,870   | -3,888     |
| Current interest-bearing liabilities                      | -                   | -                        | -                                | -  | 0                        | 0        | 0          |
| Trade payables  | -                   | -                        | -                                | -  | -2,621                   | -2,621   | -2,621     |
| Other current liabilities                                 | -                   | -                        | -                                | -  | -1,180                   | -1,180   | -1,180     |
| Currency derivatives                                      | -                   | -                        | -36                              | -  | -                        | -36      | -36        |
| Interest rate derivatives, hedge                          | -                   | -                        | -                                | -3   | -                        | -3       | -3         |
| accounting<br>Terminal fees <sup>1</sup>                  | -                   | -                        | -                                | -  | -311                     | -311     | -311       |
| Total financial assets and liabilities, by category       | 1                   | 8,875                    | -36                              | -3   | -7,982                   | 855      | 837        |

# December 31, 2018

June 30, 2019

|  |                |             |                | Financial     |             |          |            |
|--|----------------|-------------|----------------|---------------|-------------|----------|------------|
|  | Financial      | Financial   |                | liabilities   | Financial   |          |            |
|  | assets         | assets      |                |               | liabilities |          |            |
| Carrying amount and                                    |                | measured at | liabilities at |               |             | - · ·    |            |
| fair value of financial assets and                     | fair value via |             | fair value via | comprehensive | amortized   | Carrying |            |
| liabilities, SEKm                                      | income         | cost        | income         | income        | cost        | amount   | Fair value |
| Financial investments                                  | -              | 20          | -              | -             | -           | 20       | 20         |
| Currency derivatives                                   | 16             | -           | -              | -             | -           | 16       | 16         |
| Trade receivables                                      | -              | 5,009       | -              | -             | -           | 5,009    | 5,009      |
| Terminal fees <sup>1</sup>                             | -              | 504         | -              | -             | -           | 504      | 504        |
| Short-term investments                                 | -              | 101         | -              | -             | -           | 101      | 101        |
| Cash and cash equivalents                              | -              | 3,088       | -              | -             | -           | 3,088    | 3,088      |
| Long-term interest-bearing liabilities                 | -              | -           | -              | -             | -1,595      | -1,595   | -1,600     |
| Current interest-bearing liabilities                   | -              | -           | -              | -             | -1,619      | -1,619   | -1,621     |
| Trade payables   | -              | -           | -              | -             | -2,584      | -2,584   | -2,584     |
| Other current liabilities                              | -              | -           | -              | -             | -1,167      | -1,167   | -1,167     |
| Currency derivatives                                   | -              | -           | -13            | -             | -           | -13      | -13        |
| Interest rate derivatives, hedge accounting            | -              | -           | -              | 0             | -           | 0        | 0          |
| Terminal fees <sup>1</sup>                             | -              | -           | -              | -             | -340        | -340     | -340       |
| Total financial assets and<br>liabilities, by category | 16             | 8,722       | -13            | 0             | -7,305      | 1,420    | 1,413      |

## Note 7 – Financial instruments (cont.)

| accounting<br>Terminal fees <sup>1</sup>                                       | -  | -   | -   | -  | -271   | -271               | -271       |
|--|--|---|---|--|--|--------------------|------------|
| accounting   |  |   |   |  |  |                    |            |
| Interest rate derivatives, hedge   | -  | -   | -   | 0  | -  | 0                  | 0          |
| Currency derivatives   | -  | -   | -1  | -  | -  | -1                 | -1         |
| Other current liabilities  | -  | -   | -   | -  | -1,509   | -1,509             | -1,509     |
| Trade payables   | -  | -   | -   | -  | 2,687  | 2,687              | 2,687      |
| Current interest-bearing liabilities   | -  | -   | -   | -  | -2,931   | -2,931             | -2,936     |
| Long-term interest-bearing liabilities   |  | -   | 0   | -  | -1,417   | -1,417             | -1,421     |
| Cash and cash equivalents  | -  | 4,157   | -   | -  | -  | 4,157              | 4,157      |
| Short-term investments   | -  | 4   | -   | -  | -  | 4                  | 4          |
| Terminal fees <sup>1</sup>   | -  | 717   | -   | -  | -  | 717                | 717        |
| Trade receivables  | -  | 4,734   | -   | -  | -  | 4,734              | 4,734      |
| Currency derivatives   | 14   | -   | -   | -  | -  | 14                 | 14         |
| Financial investments  | -  | 21  | -   | -  | -  | 21                 | 21         |
| Carrying amount and fair<br>value of financial assets<br>and liabilities, SEKm | Financial<br>assets<br>reported at<br>fair value via<br>income | Financial<br>assets<br>measured at<br>amortized<br>cost | Financial<br>liabilities at<br>fair value via<br>income | Financial<br>liabilities<br>measured at<br>fair value via<br>other<br>comprehend-<br>sive income | Financial<br>liabilities<br>measured at<br>amortized<br>cost | Carrying<br>amount | Fair value |

June 30, 2018

liabilities, by category

<sup>1</sup>Terminal fees are payment for production services performed in the receiving country, for mail posted in another country, under international agreements between countries. Terminal fees are recognized under Prepaid expenses and accrued income and in Accrued expenses and deferred income in the Statement of financial position.

#### Recognition and fair value measurement of financial instruments

Fair value for currency derivatives is calculated using listed currency forward contracts on the accounting date and a calculation of the present value based on the yield curve for the currency concerned. Fair value of interest rate derivatives is calculated using the present value of estimated future cash flows. Estimated cash flows are discounted using the yield curve and the reference interest rate in the currency concerned. The fair value of loan liabilities is calculated as the discounted value of future cash flows relating to repayment of capital amounts and interest. The value is discounted to the current loan interest rate. In view of the short terms for trade receivables and trade payables, it is assumed that the carrying amount is the best approximation of the fair value.

All financial assets and liabilities recognized at fair value in the balance sheet are classified at level 2; see also Note 27 Financial risk management and financial instruments in PostNord's Annual Report.

# Note 8 – Related parties

Beginning on July 1, the Group has a new, simplified and cost-effective organization with expanded responsibility in the country organizations. The Group Leadership Team, which changed In conjunction with the reorganization as was previously announced in a press release, worked at a rapid pace with the Board of Directors to formulate a plan to implement necessary changes. During the quarter, Board member Charlotte Strand worked as a consultant on PostNord's strategic and financial plan, for which reason she received remuneration in addition to the directors' fee.

#### Note 9 – Definitions and alternative key performance indicators

| Alternative key performance<br>indicators: | References are made in the interim report to a number of alternative financial measures that are<br>not defined in IFRS. These key performance indicators provide additional information and are used<br>as guidance to external stakeholders and management in their analysis of the Company's<br>operations. Because not all companies calculate financial measures in the same way, these<br>indicators are not always comparable with measures used by other companies. As a result, these<br>financial indicators should not be regarded as a direct equivalent of indicators as defined in IFRS. |
|--|--|
| Return on operating capital<br>(ROCE)      | Operating profit for the 12 months to the end of the period, divided by average capital employed for the 12 months to the end of the period.   |
| Adjusted return on operating<br>capital    | Adjusted operating profit for the 12 months to the end of the period, divided by average capital employed for the 12 months to the end of the period.  |
| Financial preparedness                     | Cash and cash equivalents, short-term investments and unutilized committed credit line.  |
| EBITDAI                                    | Operating income excluding depreciation and impairments.   |
| Adjusted operating income                  | Operating income excluding items affecting comparability.  |
| Adjusted operating margin                  | Adjusted operating income in relation to net sales.  |
| Items affecting comparability              | Items affecting comparability are substantial, nonrecurring or directly attributable to operating<br>activities. Examples of items affecting comparability include capital gains on the sale of assets,<br>impairment of assets and provision for personnel redundancies employed under special<br>employment conditions in Denmark. Ongoing restructuring costs are not regarded as items   |

Net debt

Interest-bearing liabilities, provision for pensions and lease liabilities, minus cash and cash equivalents, financial investments, financial receivables as described in IAS 19 that are recognized as other Non-current receivables and short-term investments.

**Reconciliation with financial statements** 

affecting comparability.

|   | June 30 | Mar. 31 | Dec. 31 | Sep. 30 | June 30 |
|---|---------|---------|---------|---------|---------|
| SEKm                                    | 2019    | 2019    | 2018    | 2018    | 2018    |
| Interest-bearing liabilities, current   | 0       | 1,550   | 1,619   | 1,855   | 2,931   |
| Current lease liabilities               | 1,210   | 1,410   | -       | -       | -       |
| Interest-bearing liabilities, long-term | 3,870   | 2,872   | 1,770   | 1,887   | 1,594   |
| Long-term lease liabilities             | 4,418   | 3,826   | -       | -       | -       |
| Pensions <sup>1</sup>                   | 4,363   | 3,054   | 2,576   | 144     | 660     |
| Financial investments                   | -195    | -198    | -198    | -204    | -200    |
| Non-current receivables <sup>2)</sup>   | -878    | -930    | -964    | -1,047  | -1,049  |
| Short-term investments                  | 0       | -2      | -101    | -151    | -4      |
| Cash and cash equivalents               | -3,374  | -4,036  | -3,088  | -2,648  | -4,157  |
| Net debt                                | 9,414   | 7,545   | 1,615   | -163    | -225    |

<sup>1</sup>Including assets under management. When the plan assets exceed the estimated present value of the pension commitments, they are recognized under the heading of Non-current receivables.

 $^2$  This amount is the portion of non-current receivables that is attributable to funded defined-benefit disability pension plans and defined-benefit pension plans measured in accordance with IAS 19.

| Net debt ratio    | Net liabilities in relation to equity.                              |
|-------------------|---|
| Operating capital | Non-interest-bearing assets, less non-interest-bearing liabilities. |
| Operating margin  | Operating income in relation to net sales.                          |

#### Other key performance indicators:

#### **Basic staff**

Refers to all full- and part-time regular employees. Average number of employees (FTE) The total number of paid employee hours divided by the standard number of hours for a full-time employee during the cumulative period from the beginning of the year.

Earnings per share

Share of net earnings attributable to Parent Company shareholders divided by the average number of shares outstanding.

# Quarterly data

| 2   | Q2     | Q3     | Q4     | Q1     | Q2      | Q3     | Q4      | Q1     | Q2     |
|---|--------|--------|--------|--------|---------|--------|---------|--------|--------|
| SEKm, if not otherwise stated                   | 2017   | 2017   | 2017   | 2018   | 2018    | 2018   | 2018    | 2019   | 2019   |
| Group   |        |        |        |        |         |        |         |        |        |
| Net sales                                       | 9,067  | 8,547  | 10,065 | 9,102  | 9,503   | 8,840  | 10,225  | 9,471  | 9,514  |
| Other operating income                          | 62     | 76     | 116    | 144    | 1,693   | 112    | 104     | 56     | 84     |
| Expenses  | -9,420 | -8,822 | -9,909 | -9,321 | -12,096 | -9,025 | -10,136 | -9,365 | -9,669 |
| of which, personnel expenses                    | -4,512 | -3,828 | -4,215 | -4,086 | -6,693  | -3,730 | -4,280  | -4,040 | -4,153 |
| of which, transport expenses                    | -2,514 | -2,588 | -2,888 | -2,688 | -2,815  | -2,783 | -2,938  | -2,785 | -2,773 |
| of which, other expenses                        | -2,052 | -2,085 | -2,476 | -2,242 | -2,267  | -2,204 | -2,602  | -1,956 | -2,108 |
| p impairments                                   | -342   | -321   | -330   | -305   | -321    | -309   | -315    | -584   | -635   |
| Total operating income (EBITDAI)                | 51     | 122    | 602    | 231    | -580    | 236    | 508     | 746    | 565    |
| Operating margin (EBITDAI)                      | 0.6%   | 1.4%   | 6.0%   | 2,5%   | -6.1%   | 2.7%   | 4.9%    | 7.9%   | 5.9%   |
| Operating income (EBIT)                         | -291   | -199   | 272    | -74    | -901    | -73    | 193     | 162    | -70    |
| Operating margin (EBIT)                         | -3.2%  | -2.3%  | 2.7%   | -0.8%  | -9.5%   | -0.8%  | 1.9%    | 1.7%   | -0.7%  |
| Cash flow from operating activities             | 922    | -370   | -181   | -25    | 1,862   | -371   | 617     | 435    | 492    |
| Net debt  | 32     | 926    | 238    | 245    | -225    | -164   | 1,614   | 7,545  | 9,414  |
| Return on operating capital (ROCE)              | -15.9% | -17.5% | -1.6%  | -3.9%  | -12.4%  | -10.9% | -12.4%  | -7.9%  | 1.9%   |
| Average number of employees<br>(FTE)            | 31,210 | 32,096 | 31,134 | 29,469 | 29,998  | 30,790 | 29,596  | 28,461 | 28,117 |
| Number of staffing (basic) at end<br>of period  | 31,910 | 30,905 | 30,797 | 30,355 | 30,500  | 29,623 | 29,886  | 29,959 | 28,324 |
| Volumes, millions of mails<br>produced:         |        |        |        |        |         |        |         |        |        |
| Sweden, priority mail                           | 176    | 160    | 191    | 174    | 168     | 150    | 171     | 163    | 149    |
| Sweden, non-priority mail                       | 217    | 207    | 238    | 226    | 199     | 173    | 203     | 205    | 179    |
| Denmark, priority mail/Quickbrev                | 10     | 9      | 10     | 9      | 9       | 8      | 9       | 7      | 6      |
| Denmark, non-priority and business mail         | 64     | 56     | 72     | 62     | 60      | 50     | 58      | 58     | 58     |
| Volumes, millions of parcels<br>produced (net): |        |        |        |        |         |        |         |        |        |
| (eliminated for volumes between countries)      |        |        |        |        |         |        |         |        |        |
| Parcels, group total                            | 37     | 37     | 45     | 39     | 43      | 40     | 49      | 43     | 43     |