



Quarterly Report

3rd quarter 2021

Posten Norge



3rd quarter and YTD 2021

Highlights and financial development



Highlights

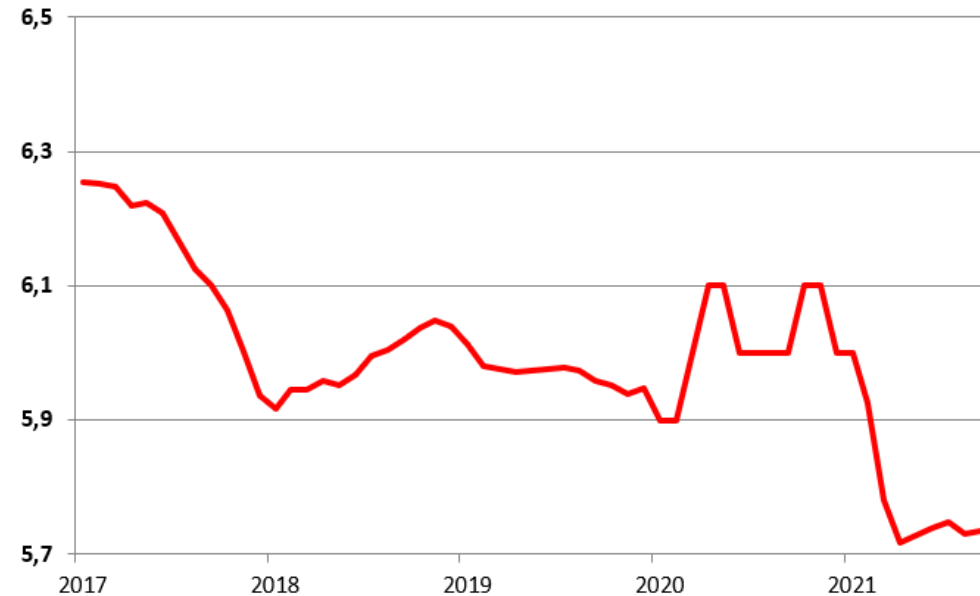
- **Good operations and high quality deliveries** maintained throughout the Corona pandemic
- **Satisfactory results** for the first three quarters 2021
- **35,7 % growth** in e-commerce parcels in the last 12 months, declining growth in the 3rd quarter
- **Volume fall in addressed mail** as expected
- **Absence due to sickness** at a record-low level
- Continued focus on systematic measures to **reduce injury frequency**
- **Large-scale commitment** to increasing employees' skill levels
- Focus on **positioning towards the busy season** of the year with Black Friday and Christmas
- Investments to **strengthen the service range to the customers**
- Work on **sustainable value creation** continues
- Wholly-electric distribution point **“Oslo City HUB”** established



HSE so far in 2021: Record-low absence due to sickness, but still a high number of injuries

ABSENCE DUE TO SICKNESS IN THE GROUP, %

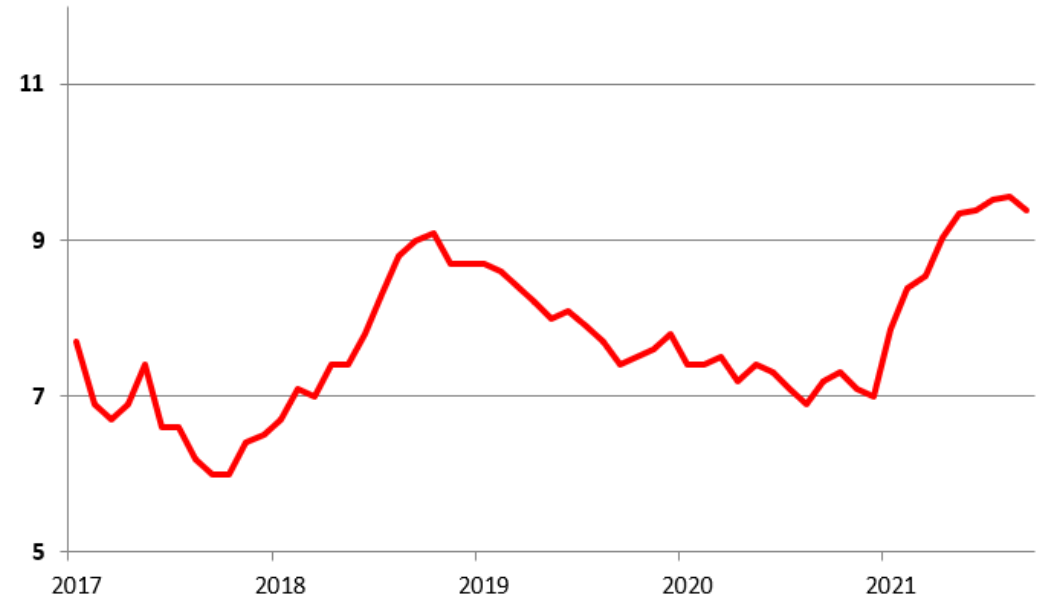
5,7 % (last 12 months)



*Historical data has been adjusted for post-registration

H2 IN THE GROUP

9.4 (last 12 months)



*Historical data has been adjusted for post-registration

- Absence due to sickness in the last 12 months was 5,7 %, 0,3 % points better than at year-end. One of the reasons for the low absence due to sickness is good infection control during the pandemic.

- The total number of injuries per million worked hours (H2) in the last 12 months was 9,4, an increase of 2,4 from year-end. The increase was mainly related to the Network Norway division, and most cases were fall injuries. Measures have been implemented to reverse this trend.

Our goal is a health-promoting working environment where nobody gets injured or sick as a consequence of their work in the Group. Efforts to improve the development through goal-oriented measures continue

Financial highlights – 3rd quarter

OPERATING REVENUES, MNOK

Q3 2021	Q3 2020	YTD 2021	YTD 2020
5 913	5 588	17 939	17 381

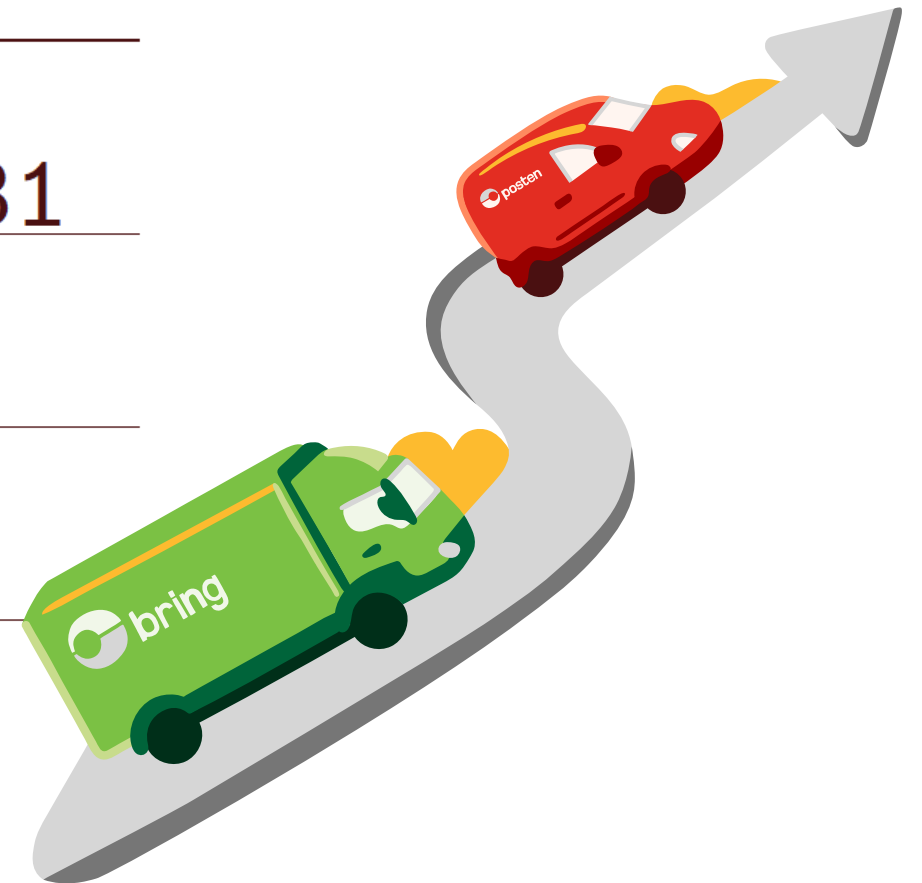
ADJUSTED OPERATING PROFIT*, MNOK

Q3 2021	Q3 2020	YTD 2021	YTD 2020
402	431	1 211	818

RETURN ON INVESTED CAPITAL/ROIC*, %

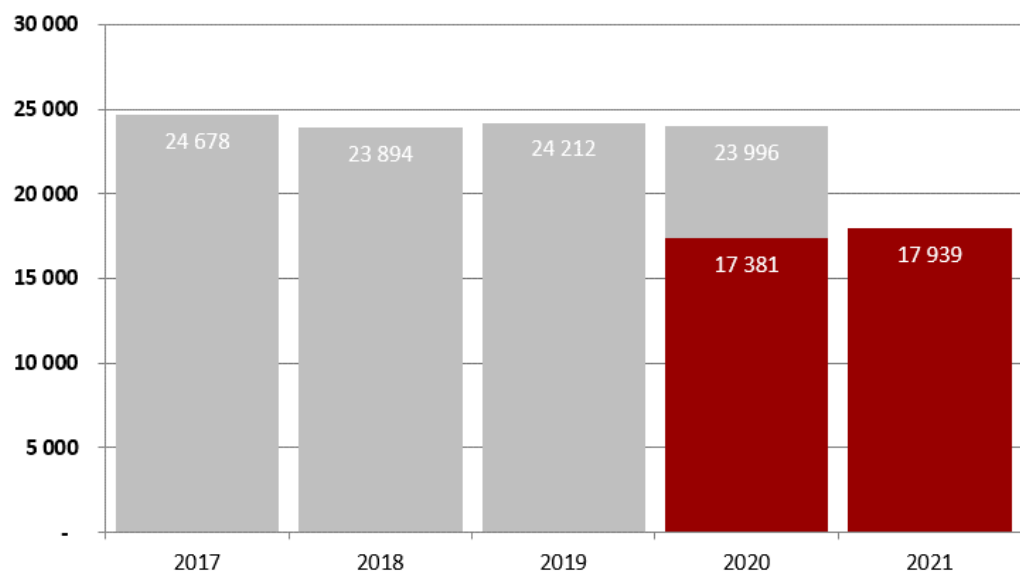
Last 12 months	Last 12 months
19,5	10,5

*For descriptions of alternative performance measures, see appendix to the report



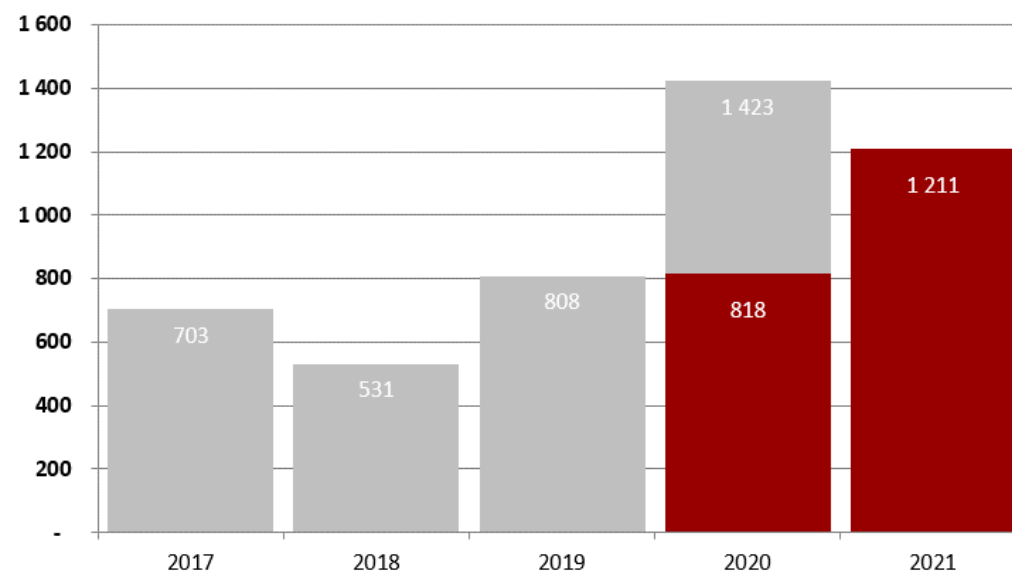
Revenue growth and good adjusted operating profit in the first three quarters of 2021

Revenue,
MNOK



- Organic growth was 5,4 % per the 3rd quarter 2021
- Growth in revenue in the Logistics segment, with an organic growth of 10,9 %
- Reduced revenue in the Mail segment due to the continued decline in volumes

Adjusted operating profit,
MNOK



- Adjusted operating profit in the first three quarters of 2021 was MNOK 1 211, an improvement of MNOK 393 compared with the same period last year
- The Logistics segment had significantly improved profitability per the 3rd quarter 2021
- The Mail segment has also had a satisfactory result development so far in 2021

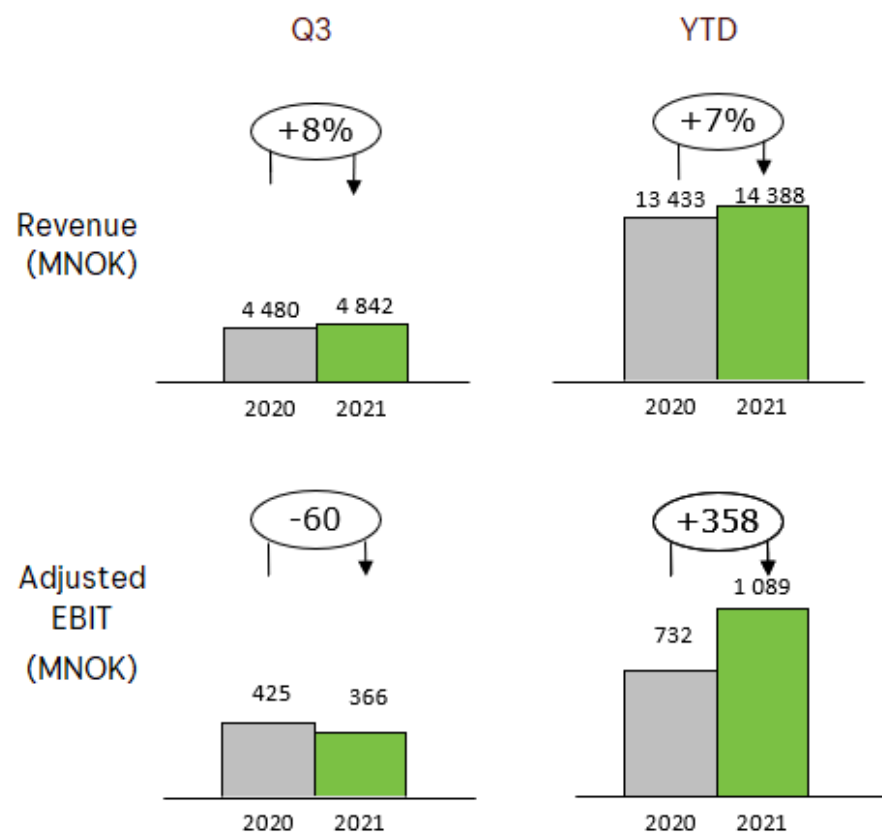
Results 3rd quarter and YTD 2021

Q3 2021	Q3 2020		YTD 2021	YTD 2020	Year 2020
5 913	5 588	Revenue	17 939	17 381	23 996
710	792	EBITDA	2 125	1 920	2 886
402	431	Adjusted operating profit	1 211	818	1 423
402	510	Operating profit (EBIT)	1 222	952	1 485
(54)	(21)	Net financial items	(79)	(116)	(141)
348	489	Profit before tax	1 144	836	1 344
242	396	Profit after tax	863	670	1 123

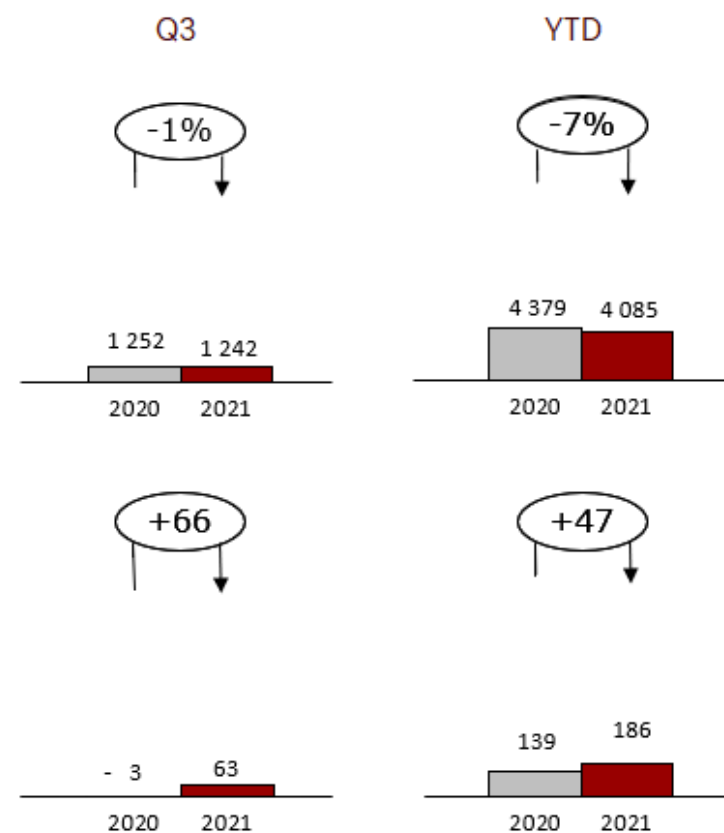
For descriptions of alternative performance measures, see appendix to the report

Segment reporting

LOGISTICS



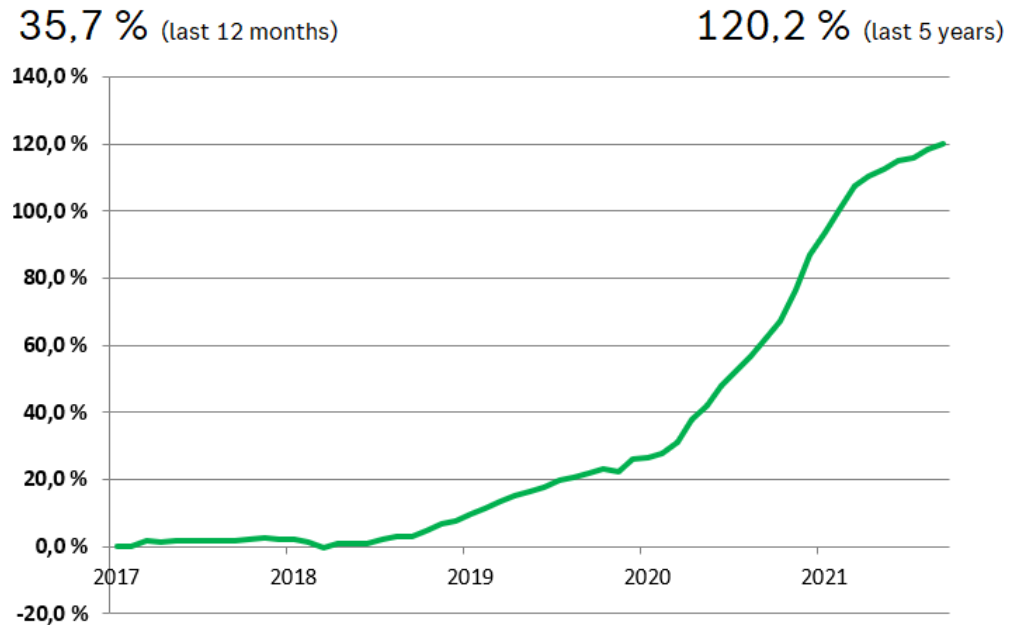
MAIL



Segment Logistics: Continued substantial growth in e-commerce volumes

- New shopping habits expected to be permanent even though the growth in e-commerce to private consumers and home deliveries declined in the 3rd quarter
- E-commerce volumes increased by 35,7 % in the last 12 months
- The Corona pandemic resulted in a decline in volumes to the corporate market in 2020, but demand has picked up and the corporate market grew in the first three quarters of 2021
- Stable operations and high delivery quality in the logistics segment in the first three quarters of 2021

DEVELOPMENT IN E-COMMERCE FROM Q3 2016, %

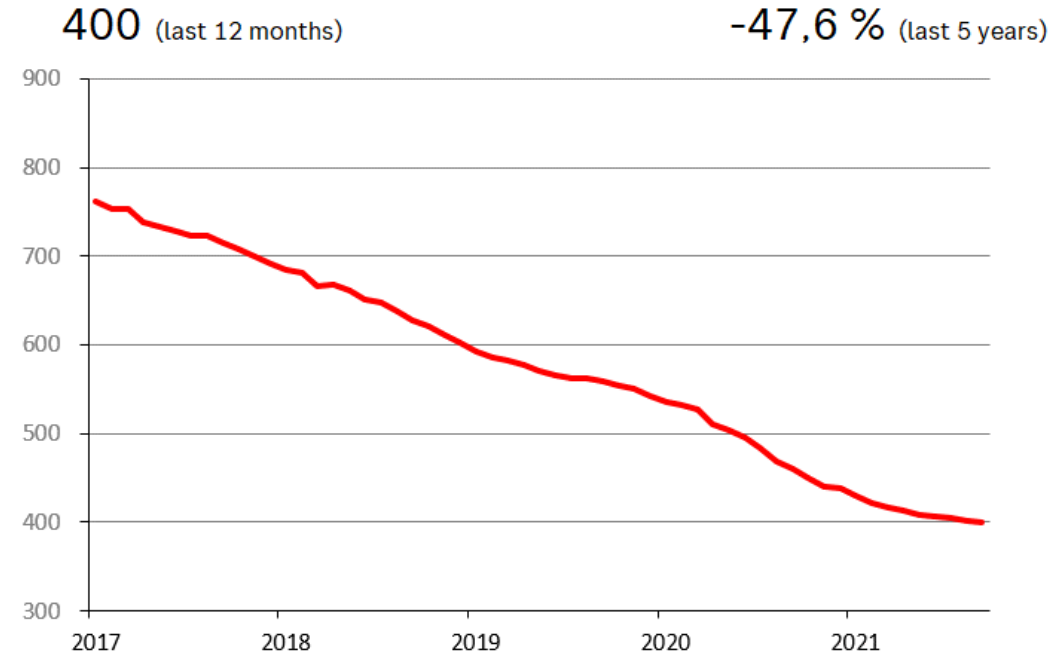


E-commerce volumes include all parcels under E-commerce & Consumer Deliveries in division E-commerce and Logistics

Segment Mail: Expected decline in mail volumes

- The addressed mail volume fell by 11,7 % in the first three quarters of 2021
- The delivery quality was 93,6 % in the 3rd quarter, well above the requirement of 85 %
- The volume of unaddressed mail was relatively stable with a growth of 1,5 % in the first three quarters of 2021.
- “Norgespakken” had a positive revenue growth of 9,1 % in the first three quarters of 2021

VOLUME ADRESSED MAIL FROM Q3 2016, millions



Future prospects

- The Group is **preparing** for the year's busy season with Black Friday and Christmas coming up
- The **network continues to be upgraded**
- Despite the decline in growth in e-commerce parcels in the 3rd quarter, **new shopping habits** in the private consumer market are expected to be permanent
- Bring strengthens its position in the **e-commerce market in Sweden** by investing in DreamLogistics AB
- The introduction efforts of the wholly integrated warehouse solution "**Shelfless**" continue. The fully automated warehouse at Berger outside Oslo opened in July, and a new warehouse in Stockholm is under construction
- Posten's **climate ambitions have been raised** and targets for emission reduction by 2030 are set in line with the Paris Agreement

