

## Confirmation of Bokusgruppen's strength EBITA increased 48\% for the quarter

## YEAR-END REPORT OCTOBER-DECEMBER 2023

## Q4 2023

- Net sales increased 7.5\% to MSEK 665.2 (618.7)
- The gross margin increased to $45.1 \%$ (43.6)
- EBITA was MSEK 110.8 (75.0)
- EBITA excl. items affecting comparability increased MSEK 28.7 to MSEK 110.4 (81.7)
- Net profit improved to MSEK 75.1 (47.2)
- Earnings per share before and after dilution increased to SEK 4.65 (2.92)


## Full-year 2023

- Net sales increased 2.7\% to MSEK 1,870.3 $(1,822.0)$
- The gross margin increased to $42.5 \%$ (40.5)
- EBITA was MSEK 114.9 (94.4)
- EBITA excl. items affecting comparability increased MSEK 40.1 to MSEK 112.9 (72.8)
- Net profit improved to MSEK 40.6 (29.8)
- Earnings per share before and after dilution increased to SEK 2.51 (1.85)


## Significant events in the quarter

- A decision was made to open a new Akademibokhandeln store in Tyresö Centrum. The store will open in the first quarter of 2024.
- Board games were named the Christmas Gift of the Year by HUI Research, leading to a boost in sales within other products (which includes board games) during the Christmas shopping season. A selection of our range of other products has also been available on Bokus.com since 2023.

$$
\begin{array}{c|c|c}
7.5 \% & 11.2 \% & 47.8 \% \\
\text { NET SALES GROWTH IN THE } & \text { GROSS PROFIT GROWTH IN THE } & \text { EBITA GROWTH } \\
\text { QUARTER } & \text { QUARTER } & \text { IN THE QUARTER }
\end{array}
$$

## Performance measures

| MSEK | 2023 | 2022 |  |  |
| :---: | :---: | :---: | :---: | :---: |
|  | Oct-Dec | Oct-Dec | ear 2023 | ear 2022 |
| Net sales | 665.2 | 618.7 | 1,870.3 | 1,822.0 |
| Net sales growth, \% | 7.5\% | -3.5\% | 2.7\% | -2.4\% |
| Gross margin, \% | 45.1\% | 43.6\% | 42.5\% | 40.5\% |
| EBITDA | 145.6 | 106.6 | 252.9 | 219.1 |
| EBITA | 110.8 | 75.0 | 114.9 | 94.4 |
| EBITA excl. items affecting comparability | 110.4 | 81.7 | 112.9 | 72.8 |
| EBIT | 99.6 | 63.7 | 69.5 | 51.6 |
| Net profit/loss | 75.1 | 47.2 | 40.6 | 29.8 |
| Earnings per share, SEK 1) | 4.65 | 2.92 | 2.51 | 1.85 |
| Equity per share | 40.6 | 41.1 | 40.6 | 41.1 |
| Operating cash flow | 258.2 | 166.2 | 218.2 | 99.1 |
| Share of sales in online channels, \% | 35.9\% | 34.8\% | 39.3\% | 41.0\% |

[^0]
## bokusgruppen

## ABOUT BOKUSGRUPPEN

## Sweden's leading book retailer

Bokusgruppen AB (publ) is Sweden's market-leading book retailer which, with strong and complementary brands, reaches a very large share of Sweden's population. In addition to books in all channels and formats, a large and inspirational range of other products is also offered. Based on its vision - "Everyone should experience the joy of reading, every day" - Bokusgruppen aims to satisfy the customers' varying requirements and be the preferred choice for as many as possible.


The above figures refer to 2023 unless otherwise stated.

## bokus

Online shopping with over ten million physical and digital book titles, a seamless customer experience and low prices.

Part of the segment
Bokus Online


Subscription service for audio books and e-books.


A network of 94 stores and a growing online shopping business. Product range of books, board games, toys, art supplies and gift wrapping.

Part of the segments
Akademibokhandeln Stores \&
Akademibokhandeln Online


# Confirmation of Bokusgruppen's strength EBITA increased 48\% for the quarter 


#### Abstract

With an improved fourth quarter, Bokusgruppen has now closed the books on a very positive 2023. With a clear cost focus, smart investments, product range development and forward-looking investments, gross profit increased $7.7 \%$ and EBITA increased $\mathbf{2 1 . 7 \%}$ for the full year, meaning that the financial target for EBITA was achieved. It is very gratifying to report that the fourth quarter of 2023 was the strongest quarter ever for Bokusgruppen, with sales growth of $7.5 \%$ and EBITA that increased a full MSEK 35.8, or $47.8 \%$, over the year-earlier quarter. With this strong fourth quarter, we have now closed the books on a year in which sales increased $2.7 \%$, the gross margin increased 2.0 percentage points and EBITA increased $21.7 \%$. We also reached our financial target of EBITA of $6.0 \%$ and improved our adjusted operating cash flow by MSEK 102.5.

During the year, Akademibokhandeln's stores continued the positive trend we had seen earlier in the year and sales increased $5.7 \%$. At the same time, Akademibokhandeln Online accelerated its positive trend and sales increased a full $24.8 \%$. On the whole, this is a fantastic conclusion to the year for Akademibokhandeln, which is a sign of the strength of our omnichannel offering. Even more satisfying is the turnaround for Bokus Online during the fourth quarter, following a decline in sales after the pandemic, with sales growth of $8.9 \%$. Our positive performance in online sales in the fourth quarter is particularly impressive since online shopping as a whole,


according to the Swedish Trade Federation's e-commerce indicator, declined $11 \%$ in the same period.

## Focus on profitability

At the beginning of 2023, we were concerned about how our sales and profitability would be impacted by reduced consumer purchasing power and increased costs due to inflation. The early implementation of measures prepared us for handling a turbulent environment, and our focus during the year was on increasing our gross margins and on cost-saving measures to offset inflation-based cost increases like store rents and personnel expenses.
Looking back on 2023, we can say that these programmes, and hard work by all of our dedicated employees, had excellent results. At the same time, our loyal customers continued to prioritise books, board games and other items from our range of products. The number of active customers and their willingness to recommend us (as measured by NPS) increased for the full year.

## Investments and initiatives for the future

Our forward-looking investments continued in 2023, but the prevailing uncertainty during the year meant that we had to make some difficult decisions in terms of which items to prioritise. We continued our digital transformation and focused on preparing and researching for the replacement of our online shopping system. In 2024, we will enter the next phase, with investments largely dedicated to development and implementation.

We also focused on optimising our online shopping logistics during the year. We improved our lead times and delivery
reliability in online shopping, and these improvements were reflected directly in a higher customer satisfaction score (NPS) for Bokus. Our focus on developing our logistics will continue in 2024 in order to make additional improvements for a more competitive shipping offering.

At Bokus, we launched part of our range of other products, and a select range of board games, jigsaw puzzles and calendars were available for sale just in time for the Christmas shopping period. Since the launch went well, we will further expand the range.

As for stores, during the quarter we decided to establish a new store in Tyresö Centrum outside Stockholm. The store will open in the first quarter of 2024. The profitability we generate from our stores helps us establish other stores, if the location and rental conditions are appealing. Nearly all of our stores currently generate positive contributions to operations and Akademibokhandeln Stores are our most profitable segment. Our ability to expand the store network is positive for book retail overall.

## Private label products create a unique product range

Akademibokhandeln's private label products continued to perform well during the year and the share of private label products within the range of other products increased from $17.3 \%$ to $18.2 \%$ during the year. This was the result of a deliberate effort to create a unique range that appeals to our customers. Our private label products give us greater control over design, development and production, including environmental and climate impact. They also provide higher margins.

During the year, we launched a design partnership with Carl Larsson-gården, with designs from Carl and Karin Larsson's artwork. They appear on products like notebooks, jigsaw puzzles and much more. This is one of our most popular and successful partnerships to date.

We also launched new jigsaw puzzles, art supplies and board games. Board games were named the 2023 Christmas Gift of the Year by HUI Research, which boosted sales of board games and toys by over $20 \%$ in the fourth quarter.

## More clarity in following up sustainability targets

We put a lot of work into making the company more sustainable and have set ambitious targets to take us there. Our overall sustainability target is to lower $\mathrm{CO}_{2} \mathrm{e}$ emissions by $25 \%$ and achieve $90 \%$ of all sub-targets by 2026. In 2023, we achieved $25 \%$ of all of our sub-targets, and at the time of writing we are preparing our climate report for the year. During the year, we strove to clarify our sub-targets and their follow-up. We also started to prepare for the new reporting requirements in the EU Corporate Sustainability Reporting Directive (CSRD). As usual, we carried out several initiatives to promote reading. We also began an initiative to promote writing and continued our efforts to lower our carbon emissions and to reduce waste. Read more about this in our Annual and Sustainability Report 2023, which will be released later in the spring.

## Outlook

In 2024, we will be taking a major, important step forward by upgrading our online shopping platform. This will allow us to create an even more attractive customer experience online and support a more efficient organisation.
As before, we have demonstrated good resilience in difficult times. The recession continued into the new year, but we see the light at the end of the tunnel and, hopefully, a turnaround later in the year.
I would like to extend my sincere thanks to all of our committed and skilled employees who work hard for our customers and to achieve our vision: "Everyone should experience the joy of reading, every day." With an incredibly strong 2023 behind us, we are starting the new year with several exciting initiatives and the confidence that we are a company to be reckoned with.

## Maria Edsman, CEO

## Report presentation Q4 2023

- Maria Edsman, CEO, and Ola Maalsnes, CFO, presented the interim report on 15 February 2023 at 10:00 a.m.
- https://ir.financialhearings.com/bokusgruppen-q4-report$\underline{2023}$
- The presentation is published on bokusgruppen.com.


## Financial calendar 2024

- 24 April: Interim report January-March 2024
- 7 May: AGM
- 16 July: Interim report January-June 2024
- 23 October: Interim report January-September 2024



## OVERVIEW

## Consolidated financial trend

## Quarter

## Net sales

Net sales for the Group increased 7.5\% to MSEK 665.2 (618.7) for the quarter, a record high with growth in all channels.
For the Akademibokhandeln Stores segment, sales increased $5.7 \%$. This sales growth was attributable to books as well as the range of other products. The selection of board games as the Christmas Gift of the Year and subsequent media attention in combination with the launch of strong new games was an important contributing factor.
Sales for the Akademibokhandeln Online segment grew $24.8 \%$, largely due to very strong campaigns in connection with loyalty club days, the School Reading Holiday, Black Friday and Christmas.

The share of other products, "Skriva Spela Skapa," totalled $38.2 \%$ of net sales for Akademibokhandeln Stores and Online.

Net sales for the Bokus Online segment increased by $8.9 \%$. This was due to an increased number of customers, strong new book and board game releases and a good delivery capacity that meant a high rate of sales could be maintained.
Altogether, online channels posted a $10.9 \%$ increase in net sales for the quarter. Sales in online channels accounted for $35.9 \%$ of the Group's total net sales, compared with $34.8 \%$ in the year-earlier quarter.
Sales of the "Skriva Spela Skapa" range of other products increased $12.7 \%$ compared with the previous year and represented $26.8 \%$ ( 25.6 ) of the Group's total sales.
Sales of digital books (single sales and through subscriptions) increased $18.6 \%$. Subscription sales continued to display high growth after successfully promoting the subscription service in stores, while single sales decreased.
For more information about each segment, refer to pages 811.

## Earnings

The gross margin for the Group amounted to $45.1 \%$ for the quarter, up 1.5 percentage points from the year-earlier quarter primarily due to deliberate consumer price adjustments. Product margins improved in all segments compared with the previous year.
Fixed operating expenses, including depreciation of right-ofuse assets and property, plant and equipment and adjusted for items affecting comparability, were MSEK 1.5 or $+0.8 \%$ higher than in the year-earlier period. The restructuring programme continued to have a full impact in the quarter. The cost increase is due to the agreed annual adjustments of rents and salaries, partially offset by lower marketing costs, rent negotiations and reduced staffing in offices and stores.
EBITA for the Group amounted to MSEK 110.8 (75.0).
The Group's amortisation of intangible assets was on a par with the year-earlier quarter.
The Group's net profit amounted to MSEK 75.1 (47.2), an improvement of MSEK 27.9.
For information about items affecting comparability, see Note 13.

## Full-year

## Net sales

The Group's net sales amounted to MSEK 1,870.3 (1,822.0). This is the Group's highest net sales in the last five years and represents growth of $2.7 \%$ compared with the previous year. A large portion of the sales increase is attributable to the fourth quarter.

Sales growth for Akademibokhandeln Stores amounted to $5.5 \%$, driven by customers' return to retail during the first few months of the year, deliberate consumer price adjustments and a successful Christmas sales season.

Sales for Akademibokhandeln Online increased $12.6 \%$ as a result of strong campaigns, price optimisation and more customers choosing to shop in this channel.

Sales for Bokus Online decreased 3.1\%. Lower demand for course literature was the primary reason for the decline in sales, which had a significant impact on the development during the first half of the year and then improved in the autumn, particularly in the last quarter.

Altogether, sales in online channels decreased 1.4\%. Sales in online channels accounted for $39.3 \%$ of the Group's total net sales, compared with 41.0\% in 2022.

Sales of the "Skriva Spela Skapa" range of other products increased 8.3\% during the year and represented 23.1\% (21.9) of the Group's total sales.

Sales of digital books (single sales and through subscriptions) increased $15.0 \%$ over the year-earlier period, with a strong increase in subscriptions offsetting a negative trend in single sales.

For trends in each segment, refer to pages 8-11.

## Earnings

The gross margin for the Group amounted to $42.5 \%$, up 2.0 percentage points from the year-earlier period due to deliberate consumer price adjustments. All segments posted improved margins and the share of in-store sales continued to improve. Gross profit grew 7.7\%.

Fixed operating expenses, including depreciation of right-ofuse assets and property, plant and equipment and adjusted for items affecting comparability, were MSEK 16.8 higher than in the year-earlier period, equivalent to $2.5 \%$. The restructuring programme had the intended effect and brought down costs. The remaining cost increase is due to forward-looking investments in IT transformation and higher depreciation of right-of-use assets, primarily related to store rents.

EBITA for the period amounted to MSEK 114.9 (94.4). Pension refunds and compensation for sick pay costs had a positive impact on earnings in the previous year of MSEK 27.8 and MSEK 2.0, respectively, while the cost savings programme had a negative impact of MSEK 8.2. Earnings for the year were impacted by electricity support of MSEK 2.0. EBITA excluding items affecting comparability was MSEK 112.9 (72.8), an increase of MSEK 40.1. For more information about items affecting comparability, see Note 13.

The EBITA margin was $6.1 \%$ (5.2) and the adjusted EBITA margin was $6.0 \%$ (4.0), which is in line with the long-term financial target of $6 \%$.
The Group's amortisation of intangible assets was MSEK 2.6 higher than in the previous year due to higher investments related to the IT transformation in recent years.

The Group's net profit for the period excluding items affecting comparability amounted to MSEK 38.6 (8.2), an improvement of MSEK 30.3.


## Net sales, MSEK

- EBITA excl. items affecting comparability



## Cash flow and financial position

## Cash flow and investments

Operating cash flow for the quarter improved MSEK 91.9 and amounted to MSEK 258.2 (166.2). The improvement over the previous year is due to higher earnings, reduced tied-up working capital and lower investments.

The trend in working capital had a positive impact of MSEK 117.7 (81.0) on cash flow. The improvement over the previous year is due to reduced inventories related to high in-store sales for the quarter, lower operating receivables after an unusually high level late last year, and higher operating liabilities due to price increases.

Investments for the fourth quarter amounted to MSEK -5.1 (-15.4). Most of the investments pertained to the planned IT transformation.

Cash flow from financing activities amounted to MSEK 150.8 (-98.5) and mainly consisted of a repayment of the overdraft facility and the second dividend payment of MSEK 24.2 (24.2). Finance leases also arose during the quarter.

The adjusted operating cash flow amounted to MSEK 222.4 (134.8), which was an increase of MSEK 87.6.

Operating cash flow for the full year amounted to MSEK 218.2 (99.1), an increase of MSEK 119.1 attributable to improved earnings, reduced tied-up working capital and lower investments. The improvement largely pertains to the last
quarter of the year, which was the strongest in terms of sales and profitability. Working capital had an impact of MSEK 15.6 (-34.4) on cash flow, an improvement of MSEK 50.0. Investments also had an additional positive impact of MSEK 24.7.

Cash flow from financing activities amounted to MSEK 178.8 (-162.3), down MSEK 16.5 due to higher payments relating to the repayment of lease liabilities. Dividends contributed MSEK 48.5 (48.5).

The adjusted operating cash flow amounted to MSEK 87.8, up MSEK 102.5 year on year.

## Financing

During the second quarter of 2021, Bokusgruppen entered into an agreement with Nordea for an overdraft facility of MSEK 200.0. The overdraft facility applies for one year at a time and is extended annually. The overdraft facility has a market interest rate and is subject to customary financial covenants. The overdraft facility has been extended by an additional year beginning in May 2023.

Of the overdraft facility granted, MSEK 0 had been utilised as of 31 December 2023. The equity/assets ratio at the end of the year was 44.2\% (45.6). Net debt/adjusted EBITDA LTM was $0.8 x$, compared with $-0.9 x$ on 31 December 2022.

## SEGMENTS

## Bokus Online

## Bokus.com is an online shopping service with over ten million physical and digital book titles. Bokus Play is a subscription service for audio books and e-books.

Net sales for Bokus Online amounted to MSEK 204.9 (188.2) for the quarter, an increase of $8.9 \%$ compared with the yearearlier quarter. Sales recovered significantly, underpinned by strong Black Friday and Christmas campaigns with several excellent titles and offerings as well as a high delivery capacity. Reduced sales of course literature had a slight impact on the quarter. During the quarter, the Bokus range was expanded to include sales of board games, which contributed to the increase in sales.

Digital book sales (subscriptions and single sales) increased $18.6 \%$ during the quarter after a successful marketing campaign for the subscription service in stores. The corresponding increase for the full year amounted to 15.0\%.

Net sales for the full year decreased $3.1 \%$, largely due to significantly reduced sales of course literature. This decrease was the most significant during the first half of the year and has since receded. The number of active customers decreased
3.1\% from the previous year, which is in line with the sales trend. The segment's NPS, which measures customer satisfaction, increased and is well over the target of 55. The Bokus Scholarship was awarded for the second consecutive year in the autumn in recognition of the student who has done the most to promote reading.

EBITA improved to MSEK 16.5 for the quarter, compared with the year-earlier quarter, primarily due to increased sales and a stronger gross margin. EBITA for the full year amounted to MSEK 26.9 (21.2) and the EBITA margin was $4.2 \%$ (3.2). Forward-looking investments, including the Bokus Reader app and the procurement of a new online platform, entailed increased costs that were largely offset by lower marketing costs.

|  | Full-year |  |  |  |
| :--- | ---: | ---: | ---: | ---: |
|  | Oct-Dec |  |  |  |
| Net sales, MSEK | $\mathbf{2 0 2 3}$ | $\mathbf{2 0 2 2}$ | $\mathbf{2 0 2 3}$ | $\mathbf{2 0 2 2}$ |
| EBITA, MSEK | 204.9 | 188.2 | 644.7 |  |
| No. of active customers (thousands), LTM | 21.4 | 4.9 | 26.9 | 21.2 |
| NPS - LTM | 789 | 815 | $\mathbf{7 8 9}$ | 815 |




## Akademibokhandeln Online

## Akademibokhandeln.se is a growing online store with over ten million physical book titles. Together with Akademibokhandeln Stores, the segment provides a competitive omnichannel offering.

Net sales for Akademibokhandeln Online amounted to MSEK 33.6 (26.9) for the quarter, equivalent to growth of $24.8 \%$, due to significantly increased sales of books as well as other products. The segment's sales continued to display a very positive trend and were a popular complement to in-store sales. Net sales increased $12.6 \%$ for the full year and gross profit growth was $19.3 \%$. The gross margin improved 1.8 percentage points for the full year, strengthened by successful price and campaign optimisation.
The share of other products, "Skriva Spela Skapa," increased, accounting for $16.0 \%$ (12.7) of sales for the quarter and 10.5\% (8.9) for the full year.

The online share of total sales for Akademibokhandeln (Stores and Online) was $7.3 \%$ (6.2) for the quarter. The fullyear figure increased to $7.4 \%$, compared to $7.0 \%$ for 2022.

EBITA improved to MSEK 4.1 for the quarter, compared with the year-earlier quarter. EBITA for the full year amounted to MSEK 7.9 (1.4) and the EBITA margin was $8.6 \%$ (1.7). The improvement in profitability is primarily due to increased sales, an improved gross margin and reduced marketing costs.

|  | Oct-Dec |  | Full-year |  |
| :---: | :---: | :---: | :---: | :---: |
|  | 2023 | 2022 | 2023 | 2022 |
| Net sales, MSEK | 33.6 | 26.9 | 91.2 | 81.0 |
| EBITA, MSEK | 5.6 | 1.5 | 7.9 | 1.4 |
| Share of online sales, \% | 7.3\% | 6.2\% | 7.4\% | 7.0\% |



## Akademibokhandeln Stores


#### Abstract

Akademibokhandeln consists of 94 stores throughout Sweden, of which 69 are centrally owned and 25 are franchises. The stores offer a wide range of books and "Skriva Spela Skapa." Together with Akademibokhandeln Online, the segment provides a competitive omnichannel offering.


Net sales for Akademibokhandeln Stores amounted to MSEK 426.7 (403.6) for the quarter, an increase of $5.7 \%$. Books and the range of other products both posted growth, with the selection of board games as the Christmas Gift of the Year accounting for the largest increase. In terms of other products, private label products posted a positive trend and accounted for a higher share of sales for the quarter as well as for the full year, with a subsequent positive impact on the gross margin.

Net sales increased $5.5 \%$ for the full year and amounted to MSEK 1,134.4. Gross profit grew MSEK 42.9 or $7.4 \%$. Two stores closed during the year: the temporary pop-up store at

Stockholm Central Station that was opened to test a new concept before Christmas, and the store in Kista Galleria that had been decreasing in profitability for an extended period of time. Operations at Frölunda Torg moved to newer, more efficient retail premises.

The number of active customers increased $5.4 \%$ from the previous year, which is in line with the sales trend. The segment's NPS, which measures customer satisfaction, remained at a high 66 during all quarters of the year, which is above the target level.

EBITA improved to MSEK 10.5 for the quarter, compared with the year-earlier quarter. EBITA for the full year amounted to MSEK 100.1 (73.2) and the EBITA margin was $8.8 \%$ (6.8). The improvement is due to increased sales, a stronger gross margin and optimised staffing, which successfully offset increased costs, primarily in the form of indexed store rents.

Despite the increased cost of premises, the share of stores posting a positive contribution to operations was a full 98.6\%, an improvement over the previous year.

|  | Oct-Dec |  | Full-year |  |
| :---: | :---: | :---: | :---: | :---: |
|  | 2023 | 2022 | 2023 | 2022 |
| Net sales, MSEK | 426.7 | 403.6 | 1,134.4 | 1,075.6 |
| EBITA, MSEK | 90.4 | 79.9 | 100.1 | 73.2 |
| No. of stores under own management | 69 | 71 | 69 | 71 |
| Share of stores posting a positive contribution to operations LTM, \% | 98.6\% | 97.1\% | 98.6\% | 97.1\% |
| Growth in other products | 10.0\% | -2.0\% | 7.1\% | 3.4\% |
| Share of private label in other products, \% | 14.4\% | 13.4\% | 18.2\% | 17.3\% |
| Cost of store premises, as a \% of Akademibokhandeln sales LTM, \% | 14.5\% | 14.4\% | 14.5\% | 14.4\% |
| No. of active customers (thousands), LTM | 1,468 | 1,393 | 1,468 | 1,393 |
| NPS - LTM | 66 | 66 | 66 | 66 |



## Central Functions

Consists of the Parent Company and Group management. EBITA for Central Functions amounted to MSEK -6.6 (-11.3) for the quarter, an improvement of MSEK 4.8. The fourth quarter of the previous year was charged with restructuring costs of MSEK 8.2, offset by pension refunds of MSEK 1.5.

EBITA for the full year amounted to MSEK -20.0 (-1.4), a decrease of MSEK 18.6. Pension refunds of MSEK 27.8 received in the previous year were offset by restructuring costs of MSEK 8.2. Adjusted for items affecting comparability, EBITA improved
 MSEK 1.0.
For more information about items affecting comparability, see Note 13.

## Other information

## Seasonal variations

Bokusgruppen's sales are affected by seasonal variations, primarily due to Christmas sales in December and the start of the school year in the autumn. As a result, Bokusgruppen usually posts stronger earnings during the fourth quarter every fiscal year. The Akademibokhandeln Stores segment displays the largest seasonal variations. This affects sales as well as EBITA, which is usually low or even negative during the first two quarters and then gradually increases during the second half of the year. The majority of the annual earnings are posted in the fourth quarter.
The fourth quarter largely followed normal seasonal variations.


## Organisation and employees

The average number of employees during the fourth quarter was 457 (482). Of these, 363 (379) were employees in physical stores and the rest were employed in HR, finance, sales, purchasing and assortment, supply chain, marketing and communications, and IT. A restructuring programme to reduce the number of employees by ten roles at the company's office was carried out during the first quarter. The full effect was achieved during the latter part of the second quarter. The average number of employees for the full year was 409 (428). Of these, 313 (326) were employees in physical stores.

## Sustainability

Bokusgruppen's sustainability management is based on four sustainability strategies: the joy of reading, product range, environment and climate, and employees. Based on these four strategies, Bokusgruppen addresses sustainability issues in seven sustainability areas for each of which an overall target and a number of sub-targets are formulated. These targets are linked to several of the UN Sustainable Development Goals. Cross-functional teams develop the sub-targets, with the aim of integrating sustainability throughout the organisation. This builds strong commitment and spreads knowledge throughout the business. Bokusgruppen's two overall sustainability targets are to achieve $90 \%$ of all sub-targets and lower carbon emissions by $25 \%$ by 2026. In 2023, $25 \%$ of all sub-targets were met. This means that we need to pick up the pace.

In 2023, we worked to simplify follow-up of our sustainability targets. This means that we clarified our followup and sub-targets in order to increase measurability. We also added several sub-targets.

Preparations ahead of the new CSRD continued during the year and work to adapt our sustainability reporting to the new European Sustainability Reporting Standards (ESRS) will scale up in 2024.

During the year, we also carried out several tangible activities to help us live up to our ambition of becoming a more sustainable company. Our concept to promote reading, Läsborgarmärket, reached an estimated 45,000 children. We participated in initiatives like School Reading Holiday and World Book Week, organised book exchange days, awarded the Bokus Scholarship and much more. Our pilot test with the non-profit organisation Erikshjälpen to sell Akademibokhandeln's products that would have otherwise been disposed of went well and will become a permanent operation in 2024. We also carried out a pilot test with
packaging-free deliveries, and during the year we increased the share of eco-labelled products in our sales.
Our emissions are presented in our climate report for 2023, which will be included in our Annual and Sustainability Report. Bokusgruppen's 2023 Annual and Sustainability Report will be published on the website in the end of March.

## The share and owners

Bokusgruppen AB (publ) was listed on Nasdaq First North Premier Growth Market on 4 June 2021.
For more information, visit
https://www.bokusgruppen.com/investerare/aktien-ochagare/

Bokusgruppen share, price/share, SEK


Source: Nasdaq OMX Nordic
The total number of shares outstanding was $16,151,226$. On 31 December 2023, the share price was SEK 30.20 and the total market value was MSEK 487.8. Refer to the table below for the principal owners. The Board and senior executives own approximately $35 \%$ of the shares in Bokusgruppen.
Bokusgruppen has two (2) active warrant programmes. During the second quarter, the AGM of Bokusgruppen resolved to introduce a second warrant programme, series 2023/2026, for select key personnel. The last day to subscribe was 10 May 2023. A total of 260,000 warrants were subscribed for, of which Bokusgruppen's CEO Maria Edsman subscribed for 50,000 and other participants subscribed for a total of 210,000 . The dilution effect, if all the subscribed warrants are exercised for shares, will amount to $1.6 \%$ in Bokusgruppen. The subscription price for the warrants in the 2023/2026 series is based, as per the AGM's resolution, on the average volumeweighted price paid for Bokusgruppen's shares on Nasdaq First North Premier Growth Market during the period 2-8 May 2023. The average volume-weighted price was SEK 36.19. The subscription price for the warrants thus amounts to SEK 1.02 per warrant and the future exercise price for the share based on the warrant amounts to SEK 47.00 per share. The first warrant programme was introduced in 2021, series 2021/2024, according to the AGM's decision. A total of 550,585 warrants were subscribed for, of which Bokusgruppen's CEO Maria Edsman subscribed for 117,647
warrants, and other senior executives in Bokusgruppen subscribed for a total of 432,938 warrants. If all the subscribed warrants in this programme are exercised for shares, this would entail a dilution effect of $3.3 \%$ in Bokusgruppen. The exercise price for subscribing for shares based on the issued warrants in the 2021/2024 series is SEK 55.80 per share. The subscription prices in both programmes were set at market price and calculated using the Black \& Scholes model.

## Principal owners 31 Dec 2023

| Ten largest shareholders at 31 <br> \# December 2023 | No. of shares | Holding, \% |
| :--- | ---: | ---: |
| 1 Karl Perlhagen | $8,029,293$ | 49.71 |
| 2 Patrik Wahlén Gunnarsson | $3,871,255$ | 23.97 |
| 3 Mattias Björk | $1,031,129$ | 6.38 |
| 4 Förräkringsaktiebolaget Avanza Pension | 709,178 | 4.39 |
| 5 Mårten Andersson | 502,306 | 3.11 |
| 6 Aktiebolag 1909 Gruppen | 248,730 | 1.54 |
| 7 Nordnet Pensionsförsäkring AB | 119,183 | 0.74 |
| 8 Maria Edsman | 100,800 | 0.62 |
| 9 Håkan Karlström | 100,000 | 0.62 |
| 10 Swedbank Försäkring AB | $\mathbf{7 4 , 4 4 6}$ | 0.46 |
| Total | $\mathbf{1 4 , 7 8 6 , 3 2 0}$ | $\mathbf{9 1 . 5 5}$ |
|  |  |  |
| Other shareholders | $1,364,906$ | 8.45 |
| Total number of shares | $\mathbf{1 6 , 1 5 1 , 2 2 6}$ | $\mathbf{1 0 0 . 0 0}$ |

## Financial targets

Bokusgruppen has three medium-term financial targets for the next three to five years, specified below. These were established in conjunction with the listing during the first half of 2021, so it is still too early to evaluate the outcomes in respect to these targets.
Online channels posted negative growth for the full year, which is not line with the target of an average of $10 \%$ annual growth. The average over the last three years amounted to negative growth of $1.7 \%$. The challenging economic situation has hit online channels harder than physical stores and the boost from the pandemic makes the previous years a difficult comparison.
Growth for the full year was $5.5 \%$, which surpassed the target of growth in line with the general economy.
The EBITA margin of $6.1 \%$ for the year surpassed Bokusgruppen's defined target for three to five years, which is $6 \%$. Adjusted for items affecting comparability, the EBITA margin was $6.0 \%$. The margin improved 0.9 percentage points over the previous year. The focus on improved profitability through improved margins and cost-saving programmes was effective.

|  | Medium-term <br> target (3-5 years) | $\mathbf{2 0 2 3}$ <br> Jan-Dec | $\mathbf{2 0 2 2}$ <br> Jan-Dec | $\mathbf{2 0 2 1}$ <br> Jan-Dec |
| :--- | :--- | ---: | ---: | ---: |
| Net sales growth in <br> online channels | Average 10\% annual growth | $-1.4 \%$ | $-10.2 \%$ | $7.3 \%$ |
| Net sales growth in <br> physical stores | Growth in line with general <br> economy | $5.5 \%$ | $3.9 \%$ | $3.4 \%$ |
| EBITA | EBITA margin of approx. 6\% | $6.1 \%$ | $5.2 \%$ | $6.7 \%$ |

## Dividends

Bokusgruppen strives to provide a stable and gradually increasing dividend while maintaining an efficient capital structure over the long term. When operating cash flow exceeds the need for investments in profitable expansion on a
long-term basis and the stipulated targets for the company's capital structure have been met, the surplus can be distributed to the shareholders. Given Bokusgruppen's strong financial position, the Board proposes that the AGM approve a dividend of SEK 3.30 (3.00) per share, totalling MSEK 53.3. The dividend can be regarded in relation to profit after tax, which amounts to MSEK 56.2 after adjustment for impairment of acquired intangible assets. As in the previous year, it is proposed that the dividend be paid in two instalments of SEK 1.65 each. The record date for the first payment is to be as soon as possible after the AGM and the record date for the second is to be six months after the first.

## 2024 AGM

Bokusgruppen AB's AGM will be held on 7 May 2024 in
Stockholm. Shareholders who wish to have a matter addressed at the AGM must submit a written request to
bolagsstamma@bokusgruppen.com. To ensure that the matter can be included in the agenda for the AGM, it needs to arrive no later than 19 March 2024. Further information about how and when to register will be published well ahead of the AGM. The 2023 Annual and Sustainability Report for Bokusgruppen AB (publ) will be published on Bokusgruppen's website at the end of March 2024.

## Parent Company

The Parent Company, Bokusgruppen AB (publ), consists of four employees, and manages real property and movables in
addition to providing administrative intra-Group services. The income statement and balance sheet for the Parent Company are presented on pages 20-21.

## Events after the balance sheet date

No significant events took place after the balance sheet date.

## Outlook

The economic situation in Sweden looks like it will improve in 2024. Inflation figures are beginning to approach more normal levels and despite the lingering recession in the beginning of the year, it looks like a turnaround could come later in 2024. This bodes well for the future and for Bokusgruppen.

Bokusgruppen will once again make major investments in online shopping in 2024, largely by upgrading the online shopping system but also by taking the next step in consumer logistics. The goal of these investments is to strengthen our long-term competitiveness and efficiency in order to reach our financial targets.

At the same time, our operating environment remains uncertain, with ongoing war and turmoil. The subsequent political and economic uncertainty will, in our assessment, continue for the foreseeable future and could also impact the Swedish market.

## Review

This interim report has not been reviewed by the company's auditor.

## The Board's assurance

The Board of Directors and the CEO hereby certify that this year-end report for 2023 provides a fair view of the Parent Company's and the Group's operations, position and performance, and describes the material risks and uncertainties facing the Parent Company and the companies included in the Group.

Bokusgruppen AB (publ), Corp. Reg. No. 559025-8637

Stockholm, 15 February 2024

| Mårten Andersson | Mattias Björk |
| :--- | :--- |
| Chairman of the Board | Director |
| Cecilia Marlow | Jeanette Söderberg <br> Director |
| Director |  |
| Director | Anna Wallenberg |
| Director |  |

## Contacts

Maria Edsman, CEO
Tel: +46 768882610
E-mail: maria.edsman@bokusgruppen.com

## Ola Maalsnes, CFO

Tel: +46 738682290
E-mail: ola.maalsnes@bokusgruppen.com

## Presentation of the report

The year-end report for Q4 and FY 2023 will be presented in a webcast.
Date and time: 15 February 2024, 10:00 a.m.
Use the following link to view the webcast: https://ir.financialhearings.com/bokusgruppen-q4-report-2023

## Financial calendar 2024

- 24 April:
- 7 May:
- 16 July: Interim report January-June 2024
- 23 October:

Interim report January-March 2024
AGM

Interim report January-September 2024

## Certified Adviser

The company is listed on Nasdaq First North Growth Market. The company's Certified Adviser is Carnegie Investment Bank AB (publ).

## Financial statements

## Consolidated statement of comprehensive income

|  |  | Accounting period |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | $2023$ | $2022$ | $2023$ |  |
| Amounts in MSEK | Note |  |  |  |  |
| Net sales | 5 | 665.2 | 618.7 | 1,870.3 | 1,822.0 |
| Total revenue |  | 665.2 | 618.7 | 1,870.3 | 1,822.0 |
|  |  |  |  |  |  |
| Operating expenses |  |  |  |  |  |
| Goods for resale |  | -365.3 | -349.1 | -1,075.7 | -1,084.3 |
| Other external costs |  | -61.1 | -66.6 | -220.4 | -225.5 |
| Personnel expenses | 6,10 | -93.7 | -97.0 | -321.3 | -292.9 |
| Other operating expenses |  | 0.5 | 0.5 | 0.0 | -0.1 |
| EBITDA |  | 145.6 | 106.6 | 252.9 | 219.1 |
|  |  |  |  |  |  |
| Depreciation of right-of-use assets |  | -32.7 | -28.9 | -127.7 | -114.0 |
| Depreciation of property, plant and equipment |  | -2.1 | -2.7 | -10.4 | -10.7 |
| EBITA |  | 110.8 | 75.0 | 114.9 | 94.4 |
|  |  |  |  |  |  |
| Amortisation of intangible assets |  | -6.4 | -6.4 | -25.7 | -21.1 |
| Amortisation of acquisition-related intangible assets |  | -4.9 | -4.9 | -19.6 | -21.6 |
| EBIT |  | 99.6 | 63.7 | 69.5 | 51.6 |
|  |  |  |  |  |  |
| Financial income |  | 0.3 | 0.0 | 0.4 | 0.0 |
| Financial expenses |  | -4.9 | -3.6 | -18.4 | -13.2 |
| Net financial items |  | -4.6 | -3.5 | -18.0 | -13.1 |
|  |  |  |  |  |  |
| Profit/loss after financial items |  | 94.9 | 60.2 | 51.5 | 38.5 |
|  |  |  |  |  |  |
| Income tax |  | -19.8 | -13.0 | -11.0 | -8.7 |
| Net profit/loss |  | 75.1 | 47.2 | 40.6 | 29.8 |
|  |  |  |  |  |  |
| Other comprehensive income: |  |  |  |  |  |
| Other comprehensive income for the period |  | - | - | - | - |
| Total comprehensive income for the period |  | 75.1 | 47.2 | 40.6 | 29.8 |
|  |  |  |  |  |  |
| Earnings per share before and after dilution, SEK | 8 | 4.65 | 2.92 | 2.51 | 1.85 |
| Average no. of shares before and after dilution |  | 16,151,226 | 16,151,226 | 16,151,226 | 16,151,226 |

Net profit/loss and total comprehensive income for the period are attributable in their entirety to the owners of the Parent.

## bokusgruppen

## Consolidated balance sheet

| Amounts in MSEK | Note | 31/12/2023 | 31/12/2022 |
| :---: | :---: | :---: | :---: |
| ASSETS |  |  |  |
| Non-current assets |  |  |  |
| Intangible assets and goodwill |  |  |  |
| Goodwill |  | 410.1 | 410.1 |
| Brands |  | 240.1 | 240.1 |
| Customer relationships |  | 45.6 | 65.2 |
| Capitalised expenditure for development work |  | 87.0 | 93.1 |
| Total intangible assets and goodwill |  | 782.9 | 808.6 |
|  |  |  |  |
| Property, plant and equipment |  |  |  |
| Equipment, fixtures and fittings |  | 21.3 | 23.5 |
| Total property, plant and equipment |  | 21.3 | 23.5 |
|  |  |  |  |
| Financial assets |  |  |  |
| Other financial assets |  | 0.6 | 0.6 |
| Total financial assets |  | 0.6 | 0.6 |
|  |  |  |  |
| Right-of-use assets |  | 283.5 | 258.8 |
| Deferred tax asset |  | 2.6 | 2.2 |
| Total non-current assets |  | 1,090.8 | 1,093.6 |
|  |  |  |  |
| Current assets |  |  |  |
| Inventories |  | 201.4 | 204.9 |
| Trade receivables |  | 22.2 | 23.3 |
| Other receivables |  | 23.7 | 29.0 |
| Prepaid expenses and accrued income |  | 36.7 | 33.8 |
| Cash and cash equivalents |  | 108.7 | 69.4 |
| Total current assets |  | 392.8 | 360.5 |
|  |  |  |  |
| TOTAL ASSETS |  | 1,483.5 | 1,454.1 |


| Amounts in MSEK | Note |
| :--- | :---: |
| EQUITY AND LIABILITIES | $\mathbf{3 1 / 1 2 / 2 0 2 3}$ |
|  | $\mathbf{3 1 / 1 2 / 2 0 2 2}$ |
| EQUITY | 0.6 |
| Share capital | 252.8 |
| Other paid-in capital | 401.8 |
| Retained earnings including net profit/loss | $\mathbf{4}$ |
| Total equity attributable to owners of the Parent | $\mathbf{2 5 2 . 6}$ |


| LIABILITIES |  |  |  |
| :---: | :---: | :---: | :---: |
| Non-current liabilities |  |  |  |
| Other provisions |  | 0.6 | 0.6 |
| Lease liabilities |  | 157.1 | 151.2 |
| Deferred tax liabilities |  | 90.0 | 92.5 |
| Total non-current liabilities |  | 247.8 | 244.3 |
|  |  |  |  |
| Current liabilities |  |  |  |
| Overdraft facility | 11 | - | - |
| Lease liabilities |  | 109.9 | 93.9 |
| Current tax liabilities |  | 12.6 | 4.9 |
| Trade payables |  | 255.1 | 238.9 |
| Advance payments from customers |  | 1.5 | 1.1 |
| Other current liabilities |  | 62.5 | 63.6 |
| Accrued expenses and deferred income |  | 139.1 | 144.3 |
| Total current liabilities |  | 580.6 | 546.7 |
|  |  |  |  |
| Total liabilities |  | 828.3 | 791.0 |
|  |  |  |  |
| TOTAL EQUITY AND LIABILITIES |  | 1,483.5 | 1,454.1 |

## Consolidated statement of changes in equity

|  |  |  |  |
| :--- | ---: | ---: | ---: | ---: |
|  |  |  | Attributable to owners of the Parent |

## bokusgruppen

## Consolidated statement of cash flow

|  |  | Accounting period |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2023 | 2022 | 2023 | 2022 |
| Amounts in MSEK | Note | Oct-Dec | Oct-Dec | Jan-Dec | Jan-Dec |
| Cash flow from operating activities |  |  |  |  |  |
| EBIT |  | 99.6 | 63.7 | 69.5 | 51.6 |
| Adjustments for non-cash items: |  |  |  |  |  |
| - Depreciation, amortisation and impairment of assets |  | 46.1 | 42.9 | 183.4 | 167.5 |
| - Other items not affecting cash flow |  | - | - | 0.0 | 0.1 |
| Interest received |  | 0.3 | 0.0 | 0.4 | 0.0 |
| Interest paid |  | -4.9 | -3.6 | -18.4 | -13.2 |
| Tax paid |  | 4.6 | -2.4 | -6.2 | -21.7 |
| Cash flow from operating activities before changes in working capital |  | 145.6 | 100.6 | 228.8 | 184.4 |
|  |  |  |  |  |  |
| Cash flow from changes in working capital |  |  |  |  |  |
| Increase (-)/decrease (+) in inventories |  | -6.9 | -20.2 | 3.5 | -9.2 |
| Increase (-)/decrease (+) in operating receivables |  | -7.0 | -18.1 | 1.9 | -18.9 |
| Increase (+)/decrease (-) in operating liabilities |  | 131.4 | 119.3 | 10.2 | -6.3 |
| Total change in working capital |  | 117.6 | 81.0 | 15.6 | -34.4 |
|  |  |  |  |  |  |
| Cash flow from operating activities |  | 263.2 | 181.6 | 244.4 | 150.0 |
|  |  |  |  |  |  |
| Cash flow from investing activities |  |  |  |  |  |
| Investments in intangible assets |  | -3.8 | -13.1 | -19.6 | -42.3 |
| Investments in property, plant and equipment |  | -1.3 | -2.4 | -6.5 | -8.6 |
| Sales of property, plant and equipment |  | - | - | - | 0.0 |
| Cash flow from investing activities |  | -5.1 | -15.4 | -26.2 | -50.9 |
| Operating cash flow |  | 258.2 | 166.2 | 218.2 | 99.1 |
|  |  |  |  |  |  |
| Cash flow from financing activities |  |  |  |  |  |
| Utilised overdraft facility | 11 | -90.8 | -42.8 | - | - |
| Proceeds from warrants | 10 | - | - | 0.1 | - |
| Payments pertaining to repayment of lease liabilities |  | -35.7 | -31.4 | -130.4 | -113.9 |
| Dividends paid |  | -24.2 | -24.2 | -48.5 | -48.5 |
| Cash flow from financing activities |  | -150.8 | -98.4 | -178.8 | -162.3 |
|  |  |  |  |  |  |
| Decrease/increase in cash and cash equivalents |  | 107.4 | 67.8 | 39.4 | -63.2 |
| Cash and cash equivalents at beginning of period |  | 1.3 | 1.6 | 69.4 | 132.5 |
| Cash and cash equivalents at end of period |  | 108.7 | 69.4 | 108.7 | 69.4 |

## bokusgruppen

## Parent Company income statement

|  | Accounting period |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
|  | 2023 | 2022 | 2023 | 2022 |
| Amounts in MSEK | Oct-Dec | Oct-Dec | Jan-Dec | Jan-Dec |
| Net sales | 7.2 | 3.4 | 23.8 | 23.2 |
| Total revenue | 7.2 | 3.4 | 23.8 | 23.2 |
|  |  |  |  |  |
| Operating expenses |  |  |  |  |
| Other external costs | -1.7 | -2.1 | -6.4 | -7.3 |
| Personnel expenses | -4.9 | -6.3 | -13.6 | -17.5 |
| Amortisation of intangible assets | -3.0 | -3.0 | -12.0 | -12.0 |
| Total operating expenses | -9.6 | -11.3 | -32.0 | -36.8 |
|  |  |  |  |  |
| Operating profit/loss | -2.4 | -7.9 | -8.2 | -13.5 |
|  |  |  |  |  |
| Profit/loss from financial items |  |  |  |  |
| Profit from participations in Group companies | - | - | 20.0 | 60.0 |
| Other interest income and similar profit/loss items | 6.9 | 5.2 | 22.8 | 10.4 |
| Interest expenses and similar profit/loss items | -6.3 | -4.3 | -22.3 | -8.5 |
| Total financial items | 0.6 | 1.0 | 20.5 | 61.9 |
|  |  |  |  |  |
| Profit/loss after financial items | -1.8 | -7.0 | 12.3 | 48.3 |
|  |  |  |  |  |
| Appropriations | 8.4 | 12.5 | 8.4 | 13.1 |
| Profit/loss before tax | 6.6 | 5.6 | 20.7 | 61.5 |
| Income tax | -1.1 | -0.8 | - | - |
| Net profit/loss | 5.5 | 4.8 | 20.7 | 61.5 |

The Parent Company has no items recognised as other comprehensive income. Total comprehensive income is therefore the same as net profit/loss for the period.

## bokusgruppen

## Parent Company balance sheet

| Amounts in MSEK | Note | 31/12/2023 | 31/12/2022 |
| :---: | :---: | :---: | :---: |
| ASSETS |  |  |  |
| Non-current assets |  |  |  |
|  |  |  |  |
| Intangible assets |  |  |  |
| Concessions, patents, licenses, brands and similar intellectual property |  | 14.0 | 26.0 |
| Total intangible assets |  | 14.0 | 26.0 |
|  |  |  |  |
| Financial assets |  |  |  |
| Participations in Group companies | 12 | 553.7 | 553.7 |
| Total financial assets |  | 553.7 | 553.7 |
|  |  |  |  |
| Total non-current assets |  | 567.7 | 579.7 |
|  |  |  |  |
|  |  |  |  |
| Current assets |  |  |  |
| Current receivables |  |  |  |
| Receivables from Group companies |  | 392.8 | 436.3 |
| Current tax asset |  | 1.2 | 0.5 |
| Other receivables |  | 0.2 | 0.6 |
| Prepaid expenses and accrued income |  | 1.0 | 0.8 |
| Total current receivables |  | 395.1 | 438.2 |
|  |  |  |  |
| Cash and bank balances |  | 107.4 | 67.8 |
| Total current assets |  | 502.6 | 506.0 |
|  |  |  |  |
| TOTAL ASSETS |  | 1,070.2 | 1,085.7 |
| Amounts in MSEK | Note | 31/12/2023 | 31/12/2022 |
| EQUITY AND LIABILITIES |  |  |  |
|  |  |  |  |
| Equity |  |  |  |
| Restricted equity |  |  |  |
| Share capital |  | 0.6 | 0.6 |
| Total restricted equity |  | 0.6 | 0.6 |
|  |  |  |  |
| Non-restricted equity |  |  |  |
| Share premium reserve |  | 165.3 | 165.2 |
| Retained earnings |  | 241.8 | 228.8 |
| Net profit/loss |  | 20.7 | 61.5 |
| Total non-restricted equity |  | 427.8 | 455.5 |
| Total equity |  | 428.4 | 456.1 |
|  |  |  |  |
| Untaxed reserves |  | 2.0 | 5.4 |
|  |  |  |  |
| Non-current liabilities |  |  |  |
| Liabilities to Group companies |  | 120.0 | 120.0 |
| Total non-current liabilities |  | 120.0 | 120.0 |
|  |  |  |  |
| Current liabilities |  |  |  |
| Overdraft facility |  | - | - |
| Trade payables |  | 0.3 | 0.3 |
| Liabilities to Group companies |  | 513.3 | 496.8 |
| Other current liabilities |  | 0.5 | 0.6 |
| Accrued expenses and deferred income |  | 5.7 | 6.4 |
| Total current liabilities |  | 519.8 | 504.1 |
|  |  |  |  |
| TOTAL EQUITY AND LIABILITIES |  | 1,070.2 | 1,085.7 |

## Note disclosures

## 1 GENERAL INFORMATION

Bokusgruppen AB (publ) ("Bokusgruppen"), Corp. Reg. No. 559025-8637 is a Parent Company registered in Sweden with its registered office in Stockholm at Lindhagensgatan 126, SE-112 51 Stockholm, Sweden. The Group is Sweden's leading book retailer and conducts operations through the companies Bokus $A B$ and Akademibokhandeln Holding $A B$, with the subsidiary Bokhandelsgruppen i Sverige AB.
Amounts are stated in millions of SEK (MSEK) unless otherwise specified. Figures in parentheses refer to the comparative period.

## 2 SUMMARY OF KEY ACCOUNTING POLICIES

This interim report has been prepared in accordance with IAS 34 Interim Financial Reporting. The Parent Company's interim report has been prepared in accordance with the Swedish Annual Accounts Act and the Swedish Financial Reporting Board's recommendation RFR 2.
The accounting policies applied are the same as those described in the 2022 Annual Report for Bokusgruppen AB (publ).

## New and amended standards and interpretations that have not yet been applied

The changes that are expected to have an impact on the Group are IAS 1 Presentation of Financial Statements (disclosures on accounting policies). The Group is affected by the expanded disclosure requirements and is analysing the changes.

## 3 RISKS AND UNCERTAINTIES

The Group's key financial and business risks are presented in the Directors' Report and in Note 2 of the 2022 Annual Report and Sustainability Report. World-wide uncertainty has led to general disruptions in the global economy. High inflation and continued high interest rates are creating uncertainty in the market and affecting customer purchasing power. This could impact Bokusgruppen's operations.

## 4 FINANCIAL INSTRUMENTS

The Group's financial instruments consist of trade receivables, accrued income, cash and cash equivalents, trade payables and interest-bearing liabilities. Financial assets and liabilities have short maturities. The fair value of all financial instruments is approximately equivalent to their carrying amount.

## 5 SEGMENT REPORTING

Group management, as the chief operating decision maker, has determined the operating segments based on the information used as the basis for allocating resources and evaluating performance. Group management primarily assesses operating segment performance based on EBITA. The segment distribution is the same as in the annual report.
Group management assesses the operations for Bokus Online, Akademibokhandeln Online and Akademibokhandeln Stores separately. Revenue comes from the sale of books, e-books, audio books, board games, jigsaw puzzles, toys and art supplies.

- The Bokus Online segment consists of physical books, e-books and a digital book subscription service.
- The Akademibokhandeln Online segment consists of physical books and other products such as board games, jigsaw puzzles, toys and art supplies.
- The Akademibokhandeln Stores segment consists of physical books and other products such as board games, jigsaw puzzles, toys and art supplies.
- The Central Functions segment consists of the Parent Company and Group management.


## Revenue

Revenue from external parties that is reported to the CEO is measured in the same manner as in the consolidated statement of comprehensive income.

## bokusgruppen

|  | $\mathbf{2 0 2 3}$ | $\mathbf{2 0 2 2}$ | $\mathbf{2 0 2 3}$ |
| :--- | ---: | ---: | ---: | ---: |
| External revenue | Oct-Dec | $\mathbf{2 0 2 2}$ |  |
| Oct-Dec | Jan-Dec | Jan-Dec |  |

1) In Bokus Online, MSEK 9.3 (11.6) was eliminated in Q3 2023 as it relates to intra-Group sales to the Akademibokhandeln Online segment.

NOTE 5 Segment reporting, cont.

|  | 2023 | 2022 | 2023 | 2022 |
| :---: | :---: | :---: | :---: | :---: |
| EBITA | Oct-Dec | Okt-Dec | Jan-Dec | Jan-Dec |
| Bokus Online | 21.4 | 4.9 | 26.9 | 21.2 |
| Akademibokhandeln Online | 5.6 | 1.5 | 7.9 | 1.4 |
| Akademibokhandeln Stores | 90.4 | 79.9 | 100.1 | 73.2 |
| Central Functions | -6.6 | -11.3 | -20.0 | -1.4 |
| Total EBITA | 110.8 | 75.0 | 114.9 | 94.4 |
| Amortisation of intangible assets | -11.3 | -11.3 | -45.4 | -42.7 |
| EBIT | 99.6 | 63.7 | 69.5 | 51.6 |
| Net financial items | -4.6 | -3.5 | -18.0 | -13.1 |
| Profit/loss after financial items | 94.9 | 60.2 | 51.5 | 38.5 |


| Breakdown of revenue from external customers Oct-Dec 2023 | Bokus Online | Akademibokhan deln Online | Akademibokhan deln Stores | Central Functions | Total |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Physical books | 178.7 | 26.6 | 242.7 | - | 448.0 |
| Digital books | 13.9 | - | - | - | 13.9 |
| Other products | 2.6 | 5.4 | 170.7 | - | 178.6 |
| Other revenue | 9.9 | 1.6 | 13.4 | - | 24.9 |
| Total | 204.9 | 33.6 | 426.7 | - | 665.2 |
| Oct-Dec 2022 | Bokus Online | Akademibokhan deln Online | Akademibokhan deln Stores | Central Functions | Total |
| Physical books | 168.1 | 22.0 | 236.2 | - | 426.3 |
| Digital books | 11.7 | - | - | - | 11.7 |
| Other products | - | 3.4 | 155.1 | - | 158.5 |
| Other revenue | 8.4 | 1.5 | 12.4 | - | 22.3 |
| Total | 188.2 | 26.9 | 403.6 | - | 618.7 |
| Jan-Dec 2023 | Bokus Online | deln Online | deln Stores | Central Functions | Total |
| Physical books | 562.1 | 77.4 | 671.2 | - | 1,310.8 |
| Digital books | 50.3 | - | - | - | 50.3 |
| Other products | 3.0 | 9.6 | 419.3 | - | 431.9 |
| Other revenue | 29.4 | 4.1 | 43.9 | - | 77.5 |
| Total | 644.7 | 91.2 | 1,134.4 | - | 1,870.3 |
| Jan-Dec 2022 | Bokus Online | deln Online | deln Stores | Central Functions | Total |
| Physical books | 592.5 | 70.2 | 644.2 | - | 1,306.9 |
| Digital books | 43.7 | - | - | - | 43.7 |
| Other products | - | 7.2 | 391.5 | - | 398.7 |
| Other revenue | 29.2 | 3.6 | 39.9 | - | 72.7 |
| Total | 665.4 | 81.0 | 1,075.6 | - | 1,822.0 |

Revenue, in all material aspects, is recognised at a point in time and all sales are conducted in Sweden.

## 6 SUBSIDIES AND GOVERNMENT GRANTS

Subsidies and government grants were received in the form of compensation for sick pay costs and electricity support.

|  | $\begin{array}{r} 2023 \\ \text { Oct-Dec } \end{array}$ | $\begin{array}{r} 2022 \\ \text { Oct-Dec } \end{array}$ | $\begin{array}{r} 2023 \\ \text { Jan-Dec } \end{array}$ | $\begin{array}{r} 2022 \\ \text { Jan-Dec } \end{array}$ |
| :---: | :---: | :---: | :---: | :---: |
| Compensation for sick pay costs (recognised in the income statement item "Personnel expenses") |  |  |  | 2.0 |
| (recognised in the income statement item "Net sales") | 0.5 | - | 2.0 |  |
| Total | 0.5 |  | 2.0 | 2.0 |

There are no unfulfilled terms or contingent liabilities connected to these grants. The Group has not received any other forms of government grants.

## 7 RELATED-PARTY TRANSACTIONS

Related-party transactions are described in Note 26 of the Annual Report and Sustainability Report for 2022. The scope and focus of these transactions have not changed significantly during the quarter.

8 EARNINGS PER SHARE

|  | $\begin{array}{r} 2023 \\ \text { Oct-Dec } \end{array}$ | $\begin{array}{r} 2022 \\ \text { Oct-Dec } \end{array}$ | $\begin{array}{r} 2023 \\ \text { Jan-Dec } \end{array}$ | $\begin{array}{r} 2022 \\ \text { Jan-Dec } \end{array}$ |
| :---: | :---: | :---: | :---: | :---: |
| SEK |  |  |  |  |
| Earnings per share before and after dilution | 4.65 | 2.92 | 2.51 | 1.85 |
| Earnings measures used in the calculation of earnings per share |  |  |  |  |
| Earnings attributable to owners of the Parent used for earnings per share before and after dilution, MSEK | 75.1 | 47.2 | 40.6 | 29.8 |
| No. |  |  |  |  |
| Weighted average no. of ordinary shares for calculating earnings per share before and after dilution | 16,151,226 | 16,151,226 | 16,151,226 | 16,151,226 |
| Equity per weighted average number of ordinary shares, SEK | 40.6 | 41.1 | 40.6 | 41.1 |

## bokusgruppen

## SHARE CAPITAL AND OTHER PAID-IN CAPITAL

At the end of the year, the share capital amounted to SEK $600,864(600,864)$ divided between $16,151,226$ shares $(16,151,226)$. The quotient value is SEK 0.0372 per share.

Share capital development

|  | No. of shares, thousands | Share capital, MSEK | Other paid-in capital | Total |
| :---: | :---: | :---: | :---: | :---: |
| Opening balance, 1 Jan 2022 | 16,151 | 0.6 | 252.7 | 253.3 |
| Closing balance, 31 Dec 2022 | 16,151 | 0.6 | 252.7 | 253.3 |
| Opening balance, 1 Jan 2023 | 16,151 | 0.6 | 252.7 | 253.3 |
| Warrants |  |  | 0.1 | 0.1 |
| Closing balance, 31 Dec 2023 | 16,151 | 0.6 | 252.8 | 253.4 |

*Comprises premiums paid of MSEK 0.3 and external costs of MSEK 0.2 related to the introduction of the programme.

## 10 WARRANTS TO SENIOR EXECUTIVES

Senior Bokusgruppen executives subscribed for 550,585 warrants in the 2021/2024 series in 2021. Bokusgruppen's CEO Maria Edsman subscribed for 117,647 warrants, and other senior executives in Bokusgruppen subscribed for a total of 432,938 warrants. If all the subscribed warrants in this series are exercised for shares, this entails a dilution effect of $3.3 \%$ in Bokusgruppen. The subscription price for the warrants in the 2021/2024 series is based, as per the AGM's resolution, on the average volume-weighted price paid for Bokusgruppen's shares on Nasdaq First North Premier Growth Market during the period 7-11 June 2021. The average volume-weighted price was SEK 42.90. The subscription price for the warrants thus amounts to SEK 1.30 per warrant and the future exercise price for the share based on the warrant amounts to SEK 55.80 per share.

A second warrant programme was resolved on by the 2023 AGM, directed at senior Bokusgruppen executives. A total of 260,000 warrants in the 2023/2026 series were subscribed for. Bokusgruppen's CEO Maria Edsman subscribed for 50,000 warrants, and other senior executives subscribed for 210,000 warrants. If all the subscribed warrants in this series are exercised for shares, this entails a dilution effect of $1.6 \%$ in Bokusgruppen. The subscription price for the warrants in the 2023/2026 series is based, as per the AGM's resolution, on the average volume-weighted price paid for Bokusgruppen's shares on Nasdaq First North Premier Growth Market during the period 2-8 May 2023. The average volume-weighted price was SEK 36.19. The subscription price for the warrants thus amounts to SEK 1.02 per warrant and the future exercise price for the share based on the warrant amounts to SEK 47.00 per share. The subscription prices in both programmes were set at market price and calculated using the Black \& Scholes model.

## 11 OVERDRAFT FACILITY

Bokusgruppen has had an overdraft facility of MSEK 200.0 since April 2021. The overdraft facility has been extended by an additional year beginning in May 2023. According to the terms of the loan, certain financial covenants must be fulfilled with respect to the Group's debt/equity ratio and equity/assets ratio. The covenants are evaluated quarterly and the Group meets the terms.

## bokusgruppen

## 12 PARTICIPATIONS IN GROUP COMPANIES

The Parent Company holds participations in the following subsidiaries:

| Namn | Corp. Reg. No. | Registered office | No. of shares | Carrying amount 31 Dec 2023 | Carrying amount 31 Dec 2022 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Akademibokhandeln Holding AB | 559101-0938 | Stockholm | 8000000 | 433.7 | 433.7 |
| Bokus AB | 556493-0492 | Stockholm | 100 | 120.0 | 120.0 |
|  |  |  |  | 553.7 | 553.7 |


| MSEK | $30 / 09 / 2023$ | $31 / 12 / 2022$ |
| :--- | ---: | ---: |
| Opening cost | 553.7 | 553.7 |
| Closing accumulated cost | 553.7 |  |
| Closing carrying amount | 553.7 |  |

## 13 Alternative performance measures and earnings measures

The financial reports published by Bokusgruppen include alternative performance measures (APMs), which supplement the performance measures defined or specified in the applicable rules for financial reporting.
APMs are specified when they, in their context, provide clearer or more in-depth information than those performance measures defined in the applicable rules for financial reporting.
The basis for APMs is that they are used by management to assess the company's financial performance and can thus be considered to give analysts and other stakeholders valuable information.
Bokusgruppen regularly uses APMs as a complement to the performance measures defined in IFRS.
bokusgruppen

|  | $\begin{array}{r} 2023 \\ \text { Oct-Dec } \end{array}$ | $\begin{array}{r} 2022 \\ \text { Oct-Dec } \end{array}$ | $\begin{array}{r} 2023 \\ \text { Jan-Dec } \end{array}$ | $\begin{array}{r} 2022 \\ \text { Jan-Dec } \end{array}$ |
| :---: | :---: | :---: | :---: | :---: |
| Adjusted EBITDA LTM |  |  |  |  |
| EBITDA LTM | 252.9 | 219.1 | 252.9 | 219.1 |
| Reversal of IFRS 16 effect | -136.9 | -121.8 | -136.9 | -121.8 |
| Items affecting comparability* | - | -19.6 | - | -19.6 |
| Adjusted EBITDA LTM | 116.1 | 77.7 | 116.1 | 77.7 |
| *Items affecting comparability refers to restructuring costs and pension refunds |  |  |  |  |
|  |  |  |  |  |
| Net debt (excl. lease liabilities)/adjusted EBITDA LTM, x |  |  |  |  |
| Financial liabilities | 20.0 | 1.5 | 20.0 | 1.5 |
| Interest-bearing liabilities | 0.0 | 0.0 | 0.0 | 0.0 |
| Cash and cash equivalents | -108.7 | -69.4 | -108.7 | -69.4 |
| Net debt | -88.8 | -67.9 | -88.8 | -67.9 |
| Adjusted EBITDA LTM | 116.1 | 77.7 | 116.1 | 77.7 |
| Net debt/adjusted EBITDA, x | -0.8 | -0.9 | -0.8 | -0.9 |
|  |  |  |  |  |
| EBITA excluding items affecting comparability |  |  |  |  |
| EBITA | 110.8 | 75.0 | 114.9 | 94.4 |
| Subsidies and government grants | -0.5 | - | -2.0 | -2.0 |
| Pension refunds | - | -1.5 | - | -27.8 |
| Restructuring costs | - | 8.2 | - | 8.2 |
| EBITA excluding items affecting comparability | 110.4 | 81.7 | 112.9 | 72.8 |
|  |  |  |  |  |
| Fixed operating expenses excluding items affecting comparability |  |  |  |  |
| Other external costs | -61.1 | -66.6 | -220.4 | -225.5 |
| Personnel expenses | -93.7 | -97.0 | -321.3 | -292.9 |
| Other operating expenses | 0.5 | 0.5 | 0.0 | -0.1 |
| Fixed operating expenses | -154.2 | -163.0 | -541.7 | -518.5 |
| Depreciation of right-of-use assets | -32.7 | -28.9 | -127.7 | -114.0 |
| Depreciation of property, plant and equipment | -2.1 | -2.7 | -10.4 | -10.7 |
| Fixed operating expenses including depreciation of right-of-use assets and property, plant and equipment | -189.0 | -194.6 | -679.8 | -643.3 |
| Subsidies and government grants | -0.5 | - | -2.0 | -2.0 |
| Pension refunds | - | -1.5 | - | -27.8 |
| Restructuring costs | - | 8.2 | - | 8.2 |
| Fixed operating expenses excluding items affecting comparability | -189.5 | -187.9 | -681.7 | -664.9 |
|  |  |  |  |  |
| Adjusted operating cash flow |  |  |  |  |
| Operating cash flow | 258.2 | 166.2 | 218.2 | 99.1 |
| Payments pertaining to repayment of lease liabilities | -35.7 | -31.4 | -130.4 | -113.9 |
| Adjusted operating cash flow | 222.4 | 134.8 | 87.8 | -14.7 |
|  |  |  |  |  |
| Adjusted cost of store premises as a \% of total sales in Akademibokhandeln, LTM |  |  |  |  |
| Cost of premises | -48.0 | -50.8 | -48.0 | -50.8 |
| Reversal of costs unrelated to stores | 6.6 | 6.0 | 6.6 | 6.0 |
| Reversal of IFRS 16 effect | -136.9 | -121.8 | -136.9 | -121.8 |
| Adjusted cost of store premises | -178.2 | -166.6 | -178.2 | -166.6 |
| Sales in Akademibokhandeln (Online and Stores) | 1,225.6 | 1,156.6 | 1,225.6 | 1,156.6 |
| Adjusted cost of store premises as a \% of total sales in Akademibokhandeln, LTM | 14.5\% | 14.4\% | 14.5\% | 14.4\% |

## bokusgruppen

## MULTI-YEAR REVIEW

|  | 2021 | 2021 | 2021 | 2021 | 2022 | 2022 | 2022 | 2022 | 2023 | 2023 | 2023 | 2023 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| MSEK | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Net sales | 461.9 | 334.4 | 428.4 | 641.4 | 440.8 | 341.5 | 421.0 | 618.7 | 446.9 | 342.1 | 416.1 | 665.2 |
| Net sales growth, \% | 4.0\% | 12.0\% | 0.4\% | 5.9\% | -4.6\% | 2.1\% | -1.7\% | -3.5\% | 1.4\% | 0.2\% | -1.2\% | 7.5\% |
| Gross margin, \% | 32.5\% | 37.7\% | 39.2\% | 42.6\% | 36.4\% | 41.3\% | 39.5\% | 43.6\% | 38.4\% | 42.6\% | 42.6\% | 45.1\% |
| EBITDA | 27.8 | 13.2 | 64.1 | 140.8 | 30.2 | 36.2 | 46.1 | 106.6 | 37.5 | 12.3 | 57.5 | 145.6 |
| EBITA | -2.4 | -16.7 | 34.4 | 108.8 | -0.4 | 4.9 | 14.9 | 75.0 | 4.1 | -23.5 | 23.5 | 110.8 |
| EBITA excl. items affecting comparabili | -5.2 | -17.2 | 32.2 | 98.8 | -2.2 | -21.6 | 14.9 | 81.7 | 4.1 | -23.5 | 22.0 | 110.4 |
| EBIT | -12.7 | -27.2 | 23.7 | 97.3 | -10.3 | -6.0 | 4.3 | 63.7 | -7.5 | -34.6 | 12.1 | 99.6 |
| Net profit/loss | -15.2 | -25.8 | 15.9 | 75.6 | -10.6 | -7.4 | 0.6 | 47.2 | -8.8 | -31.4 | 5.7 | 75.1 |
| Earnings per share, SEK 1) | -1.1 | -1.7 | 1.0 | 4.7 | -0.7 | -0.5 | 0.0 | 2.9 | -0.5 | -1.9 | 0.3 | 4.7 |
| Equity per share | 34.4 | 38.6 | 37.5 | 42.2 | 41.6 | 38.1 | 38.1 | 41.1 | 40.5 | 35.6 | 35.9 | 40.6 |
| Operating cash flow | -51.9 | -44.3 | 83.5 | 230.0 | -103.2 | -14.6 | 50.8 | 166.2 | -86.7 | 3.1 | 43.6 | 258.2 |
| Share of sales in online channels, \% | 54.0\% | 47.8\% | 45.2\% | 35.6\% | 47.3\% | 40.8\% | 43.6\% | 34.8\% | 43.7\% | 38.9\% | 40.6\% | 35.9\% |

The following table sets out definitions for Bokusgruppen's performance measures.

| PERFORMANCE MEASURES | DESCRIPTION | REASON FOR USE |
| :---: | :---: | :---: |
| EBITDA | Earnings before interest, tax, depreciation, amortisation and impairment. | Together with EBITA, EBITDA provides an overview of the profit generated by operating activities by highlighting earnings before the effects of depreciation and impairment as well as amortisation of acquisition-related intangible assets. |
| Adjusted EBITDA | Calculated as EBITDA LTM as of the reporting date, excluding IFRS 16 adjustments and adjusted for other revenue and expenses considered to be items affecting comparability. | Adjusted EBITDA provides Group management and investors with an overview of the size of the operations included in the Group as of the reporting date, since this is adjusted for items that do not directly pertain to operating activities. Also used when calculating covenants with banks. |
| Net debt/adjusted EBITDA | Interest-bearing liabilities and cash and cash equivalents, excluding IFRS 16, in relation to adjusted EBITDA for the period. | Used to assess the Group's financial risk and in calculations of covenants with banks. |
| EBITA | Earnings before amortisation of intangible assets generated and acquisition-related intangible assets. | Together with EBITDA, EBITA provides an overview of the profit generated by operating activities. |
| EBITA margin | Earnings before amortisation of intangible assets generated and acquisition-related intangible assets as a percentage of total revenue. | The EBITA margin shows profit generated by operating activities as a percentage of total revenue. |
| EBITA excluding items affecting comparability | Calculated as EBITA adjusted for items affecting comparability. | Used by Group management to monitor the underlying earnings growth for the Group. |
| Items affecting comparability | The Group's earnings may be impacted by certain items which affect comparability between years. Items affecting comparability are defined as non-recurring items not directly related to the ordinary course of business, such as government grants, listing costs and pension refunds. | Recognising items affecting comparability provides a better understanding of the Group's operating activities. |
| EBIT | Earnings before net financial items and tax. | EBIT provides an overview of the profit generated by operating activities and its financing. |


| bokusgruppen |  |  |
| :--- | :--- | :--- |
| Fixed operating expenses <br> excluding items affecting <br> comparability | Calculated as fixed costs less items affecting <br> comparability. | Gives Group management a clear overview of <br> how underlying costs for the operations develop <br> over time. |
| Operating cash flow | Calculated as the total of cash flow from <br> operating activities and cash flow from investing <br> activities. | Operating cash flow is used by Group <br> management to monitor the cash flow <br> generated by operating activities, including <br> investments, before the repayment of lease |
| liabilities. |  |  |


| Share of private label in <br> other products | The share of private label products in relation to <br> other products. | Private label products have favourable gross <br> margins. This performance measure is used by <br> Group management to monitor the share of <br> other products attributable to private label <br> products. |
| :--- | :--- | :--- |
| Store contributions to <br> operations LTM | Store contributions to operations refers to <br> direct revenue and expenses generated in <br> individual stores. | Provides guidance about individual stores' <br> profitability and contributions to EBITA. |


| Cost of premises (excl. IFRS <br> 16) as a \% of sales in <br> Akademibokhandeln Online and Stores | Calculated as total cost of store premises for the period, excluding IFRS 16 adjustments, in relation to sales in Akademibokhandeln Online and Stores for the last 12 months and the full year. | Provides guidance about how the key item of cost of premises developed in relation to Akademibokhandeln's total sales. The share of cost of premises attributable to rent is a key factor for profitability and shows how effective renegotiations with landlords have been. |
| :---: | :---: | :---: |
| Number of active customers | Number of customers who have made at least one purchase in the last 12 months. For Akademibokhandeln, this refers to members of the loyalty club. For Bokus, this refers to all customers. | Provides an overview of how the customer bases are developing, how many customers have been active in the last year and how many customers have been dormant. |
| Brand awareness | Share of population aged 15 to 65 who have purchased at least one book in the past year who answered YES to the question "Have you heard of Akademibokhandeln or Bokus?". Based on 100 interviews per week since 2015. | Measures the share of customers who are aware of our brands. |
| NPS (Net Promoter Score) | Based on accumulated data for the last 12 months. NPS data is collected through e-mail questionnaires from customers. | Used to monitor overall customer satisfaction and loyalty over time as well as whether they are likely to recommend the company. |
| "Skriva Spela Skapa" | "Skriva Spela Skapa" and Other products are names for the same product category. | Both terms refer to the same product category. |


[^0]:    1) Earnings per share before and after dilution

    Performance measures in the table are presented in the income statement on page 15 or in alternative performance measures on pages $25-29$.

