Agenda

Strategy for growth and efficiency, essentials for Nobia going forward	Morten Falkenberg, CEO	
Financial implications	Mikael Norman, CFO	
Short break		
Streamlined range supporting brand differentiation	Björn Block, Range and Grace Pardy, Marketing	
Coffee break		
Purchasing and production potentials	Ingemar Tärnskär, Production and Logistics	
Commercial initiatives	Morten Falkenberg, CEO	
Retail and Professional sales, Nordic	Henrik Karup Jörgensen	
B2B Retail in UK and Continental Europe	Christian Rösler	
Short break		
Magnet Retail and Trade in UK	Anjum Ahmed	
Hygena in France	Per Kaufmann	
Short break		
Summing up	Morten Falkenberg, CEO and Mikael Norman, CFO	
Q & A session		

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Morten Falkenberg, CEO

Strategy for growth and efficiency



2

What I will share...

- Our strategic framework
- Our direction and priorities
- Our mindset



Group Management





















A winner must excel across the value chain



It's all about strong brands

































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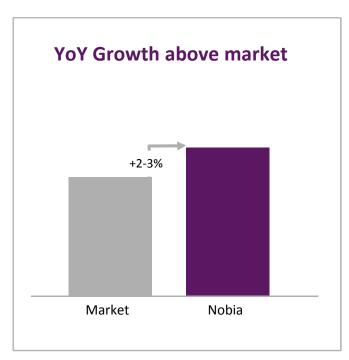


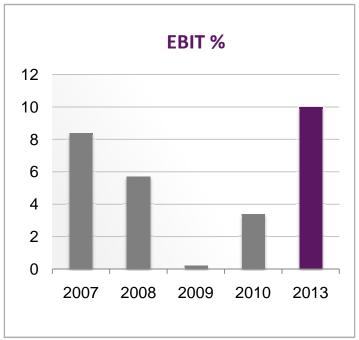






Growth and efficiency will lead us to 10% EBIT



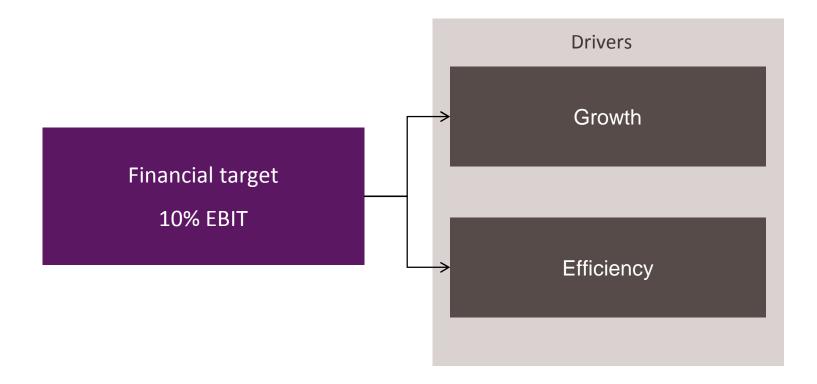


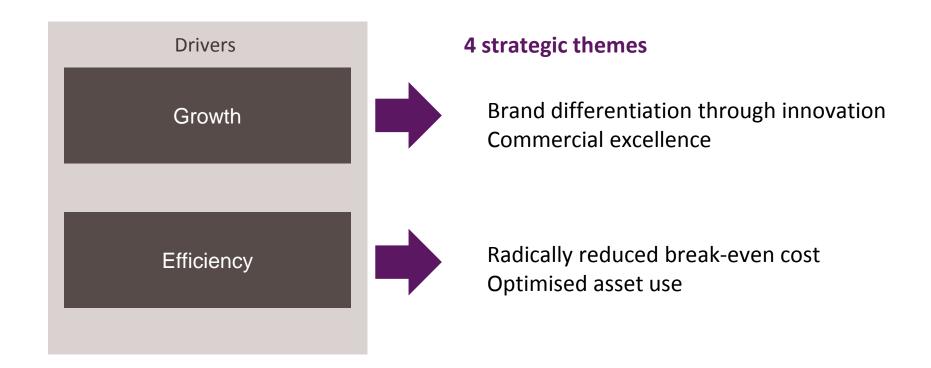
Goals

To grow 2-3% more than the market

EBIT margin above 10% on Group level

The drivers that will help us reach our financial target





Bringing our strategic themes to life

Growth

Brand differentiation through innovation

experienceInnovation across all key touch-points

Commercial excellence

• Best-in-class sales metrics and tracking systems to measure performance in lead generation, conversion and customer satisfaction

• Visible differentiation in our range, service proposition and store

 Consistent and high-quality execution across all critical consumer/customer touch-points

Efficiency

Radically reduced break-even costs

• Reduced product cost through coordination and complexity reduction

• Streamlined cost-to-serve through process simplification and cost focus

Optimised asset use

- Exploring new business opportunities that improve capacity utilisation in factories without adding complexity
- Increasing footfall to get more "mileage" out of existing store network

Our strategic mindset



We will earn the right to grow outside our current core.



We will treat our people as our most important asset, recognising and rewarding high performance.

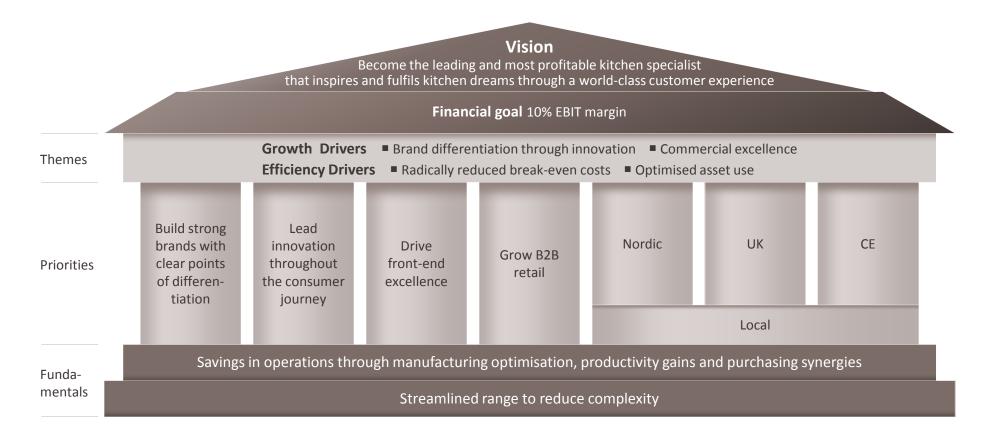


We will focus on our strongholds – key brands, categories, channels/customers.



We will be a customer and innovation driven business with simultaneous, relentless focus on cost and operational excellence.

Strategy for growth and efficiency



What does it mean?

Strategic principles



What does it mean?

- We will prioritize organic growth and only invest in new stores when we have satisfactory performance in the existing network.
- We don't enter new markets or channels/customers until we have satisfactory performance in our current business

We will focus on our strongholds – key brands, categories, channels/customers

- We will focus our limited resources and management capacity on the opportunities that really "move the needle"
- We will abandon non-core categories (such as bathrooms) if financial or business logic is lacking and we will not invest in brands, channels/ customers that have no potential to meet our Group financial targets



- We see attraction, development and retention of great people in all parts of our business as a key success factor
- We will recognise and reward high performing individuals who embrace the core values of Nobia, passion, customer focus and commitment to change

We will be a customer and innovation driven business with simultaneous, relentless focus on cost and operational excellence

- We will drive innovation from deep customer understanding and make decisions across the entire value chain based on the value it brings to the customer
- We will be top-tier in back-end efficiency by leveraging our scale
- We will practice financial discipline in everything we do and we will know exactly where we make and loose money
- We will strive for excellence in all key areas to increase brand desirability, improve conversion rates, lift average order value and drive customer loyalty

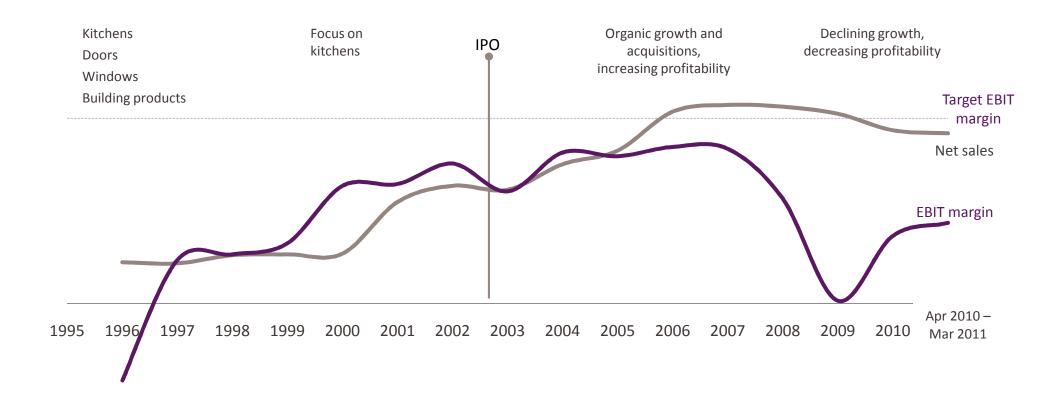
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Mikael Norman, CFO

Financial implications



Today's reality



Our plan to reach the 10% EBIT margin target

	Run-rate EBIT impact SEK m	Run-rate EBIT margin impact	Timeframe to run-rate	One-time costs SEK m	Comment
Range/ Purchasing	150 – 250	1.0 – 1.6%	~ 3 years	100	Net purchasing benefit including expected raw materials increases
Production restruct.	250 – 300	1.6 – 2%	3 – 4 years	500 – 700	Will extend into 2014
Hygena turnaround	200 – 300	1.3 – 2%	2 – 3 years	Minor	Store refurbishment program largely complete by end of 2012. Investment ~SEK 250m
Front-end initiatives	250 – 350	1.6 – 2.2%	2 – 3 years	Minor	Store efficiency, pricing strategy, CRM etc
Cost-out program	100 – 125	0.6 – 0.8%	< 1 year	Taken	SEK 244m EBIT charge taken in Q4 2010
Total	1,000 – 1,300	6 – 8% EBIT margin improvement		600 – 800	Pay-back in less than one year

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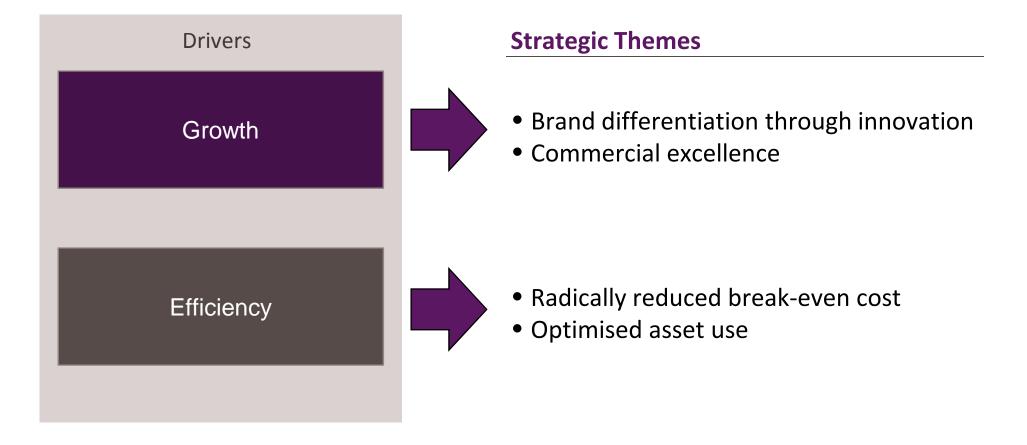
Brand strategy

Grace Pardy







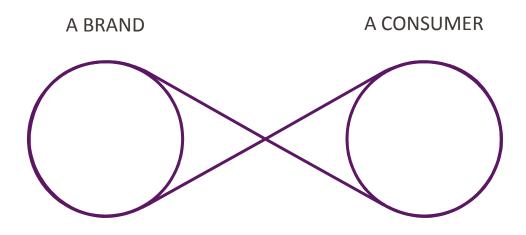




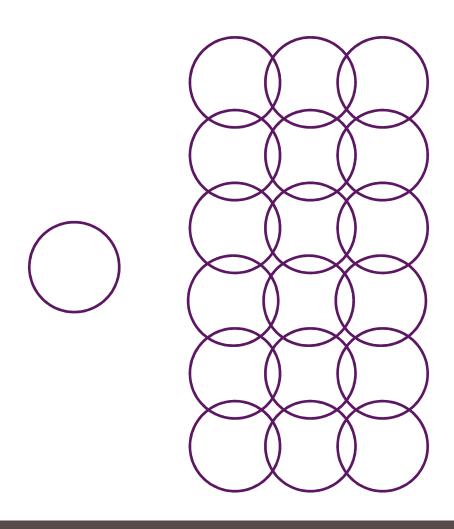
A brand is more than just a logo



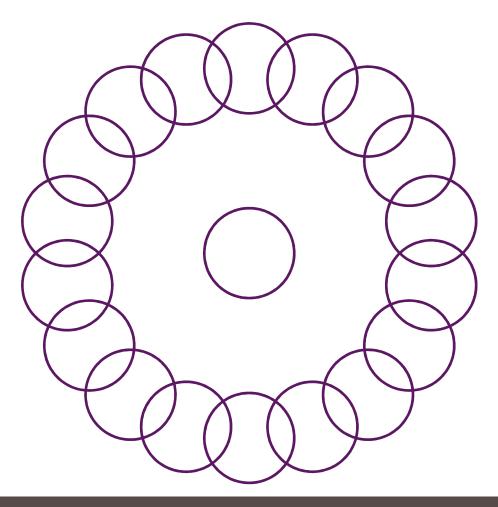




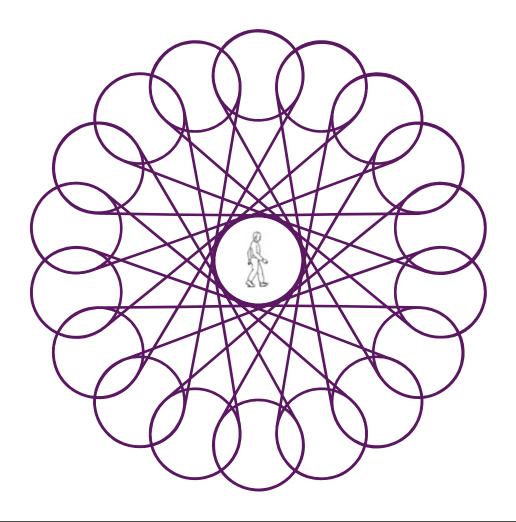
Where they touch we have a connection or touchpoint



There are many contact moments between a brand and a consumer



These contact moments form a loop from first contact to sharing experiences and advocate purchase



The touch points also form a loop and support the consumer through the journey

Our brands are our most valuable assets

Our goal: Increase the value of our brands profitably































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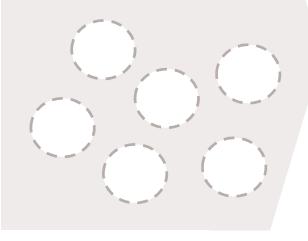
We need to organize our brands to capitalize on opportunities more effectively



Consumer insight

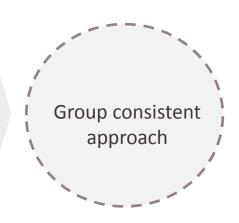
STARTING POINT

Different levels of consumer and brand understanding



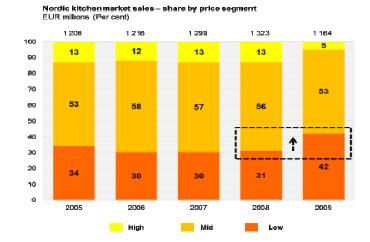
RESEARCH CONDUCTED

- Brands Phase one: Magnet, Hygena, HTH, Marbodal, Norema, Sigdal
- 500 respondents in 5 markets
- Screening criteria:
 - Have bought a kitchen during the last 2 years
 - Planning to buy a kitchen and have started the process
- 60 items tested with consumer



Key analysis – Category perspective

Category dynamics



35%

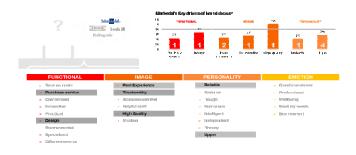
The overall sales decreased during the recession, but the low price business segment increased both in relative (35%) and absolute (19%) terms

Trends

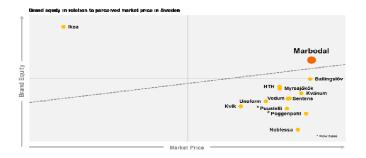


Key analysis – Brand perspective

Drivers behind brand choice



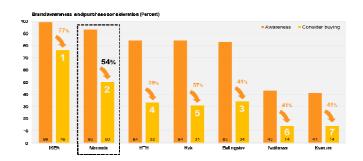
Price/equity equation



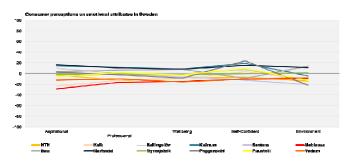
Brand platform



Brand Funnel analysis



Brand perception analysis



Brand Heritage



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Nobia is best equipped to capitalize on key opportunities and lead in changing the game in our industry



Differentiation in an undifferentiated category















Breaking the 15 year cycle

1980's



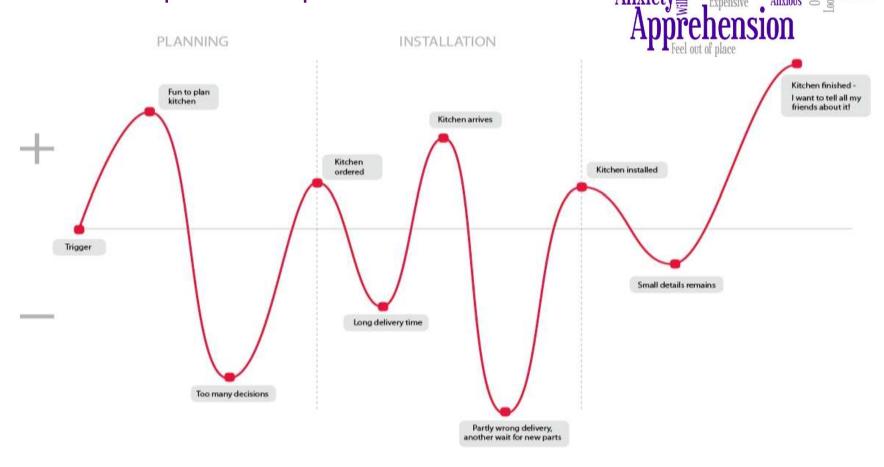
Every 8 years

2000's



Every 4 years

Consumer journey: from emotional rollercoaster to a consistent positive experience





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We are establishing strong and differentiating platforms for our brands



Group brand framework processes

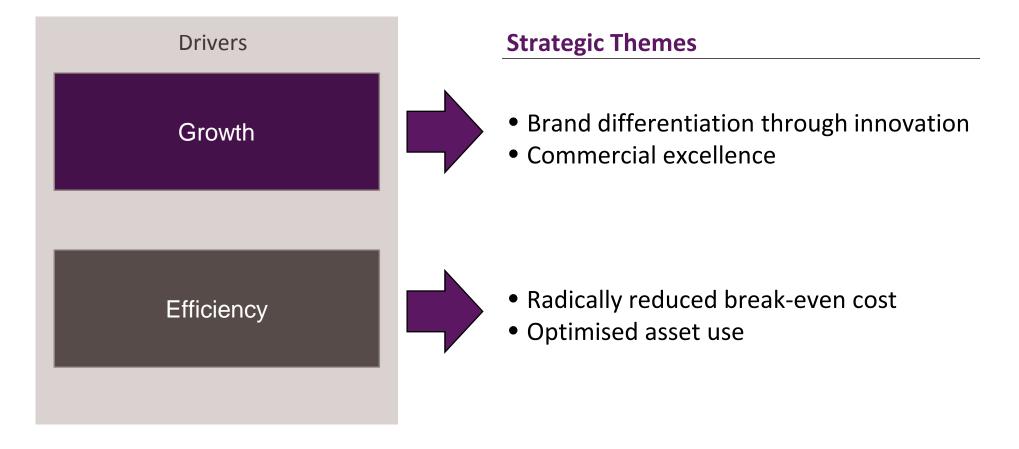
Global positioning framework

Nobia brand mapping

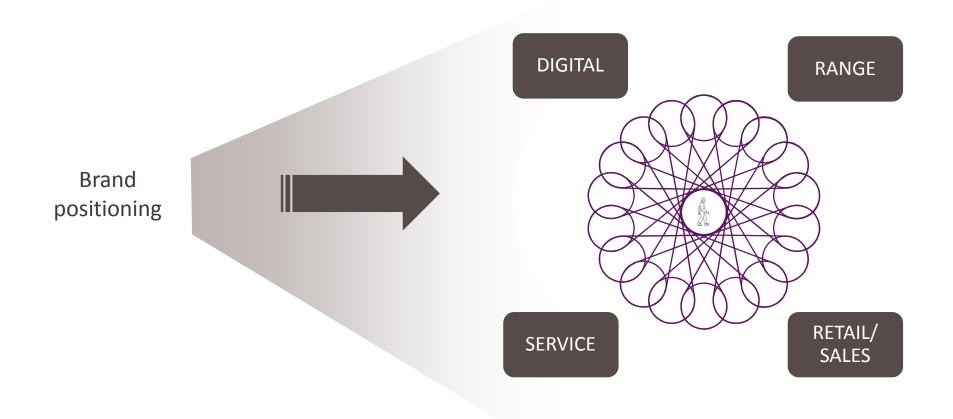
Positioning routes







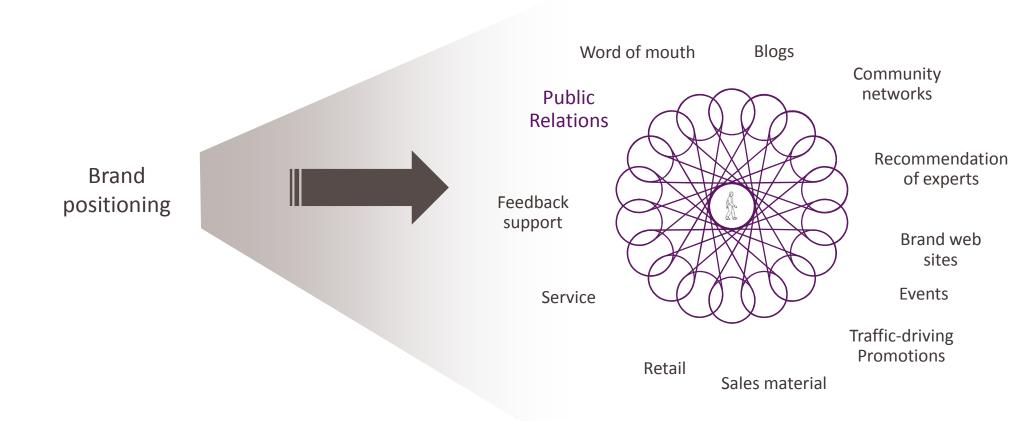
Innovation driven by brand positioning across key consumer touchpoints



Positions drive all our activities going forward



Relevant and consistent Activation

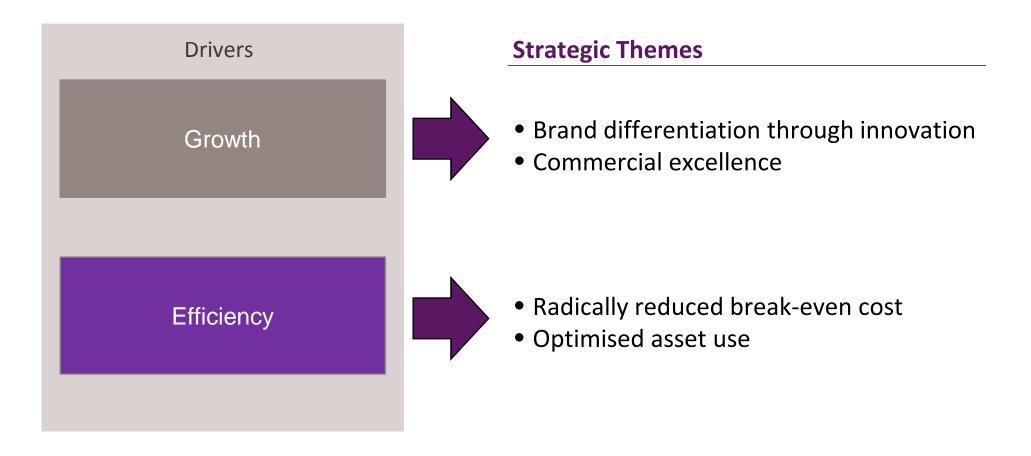


Potential in production and purchasing

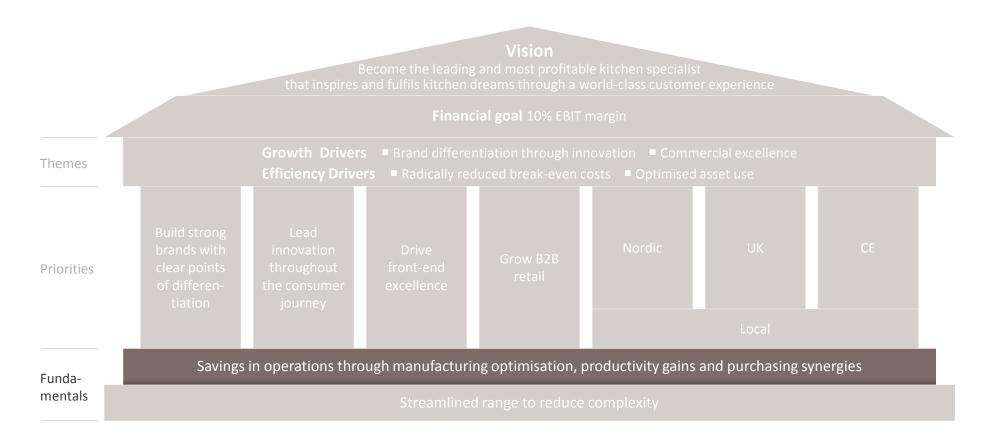
Ingemar Tärnskär



4 key strategic themes

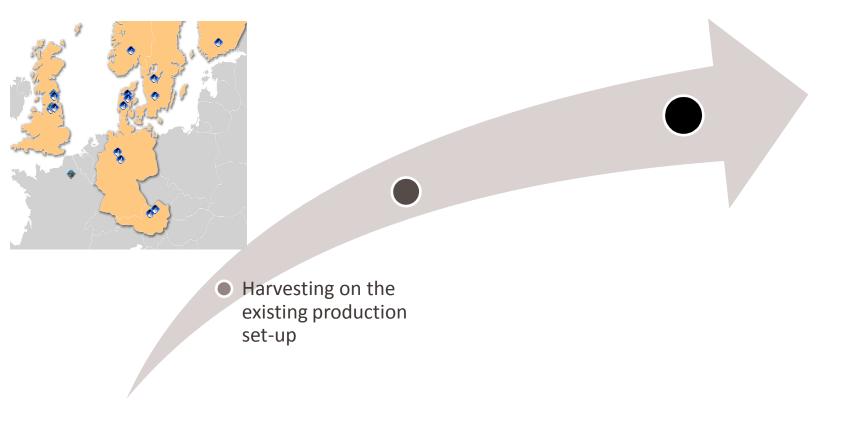


Strategy for growth and efficiency



Nobia Production roadmap

From local production to brand-independent best-in-class service



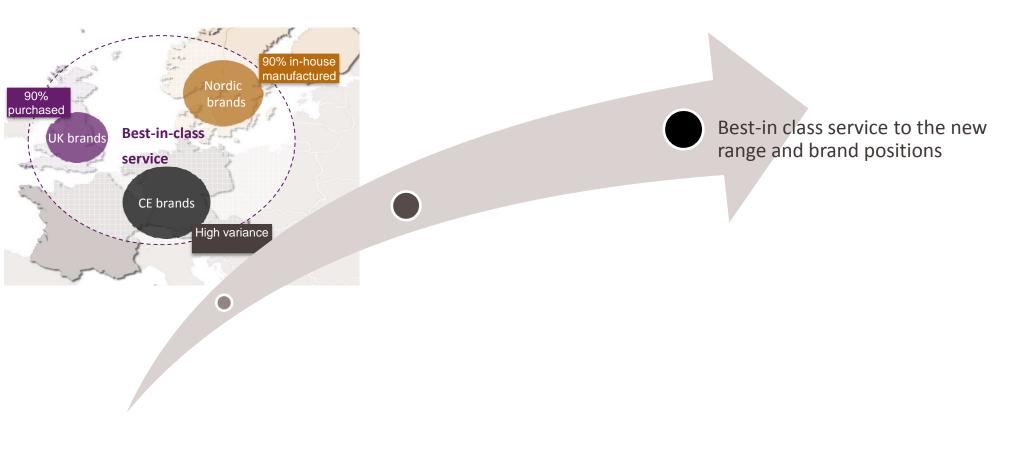
Nobia Production roadmap

From local production to brand-independent best-in-class service



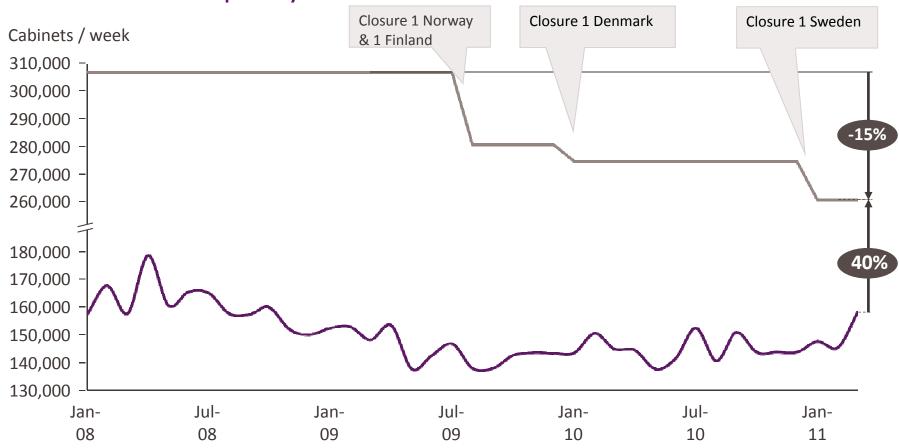
Nobia Production roadmap

From local production to brand-independent best-in-class service

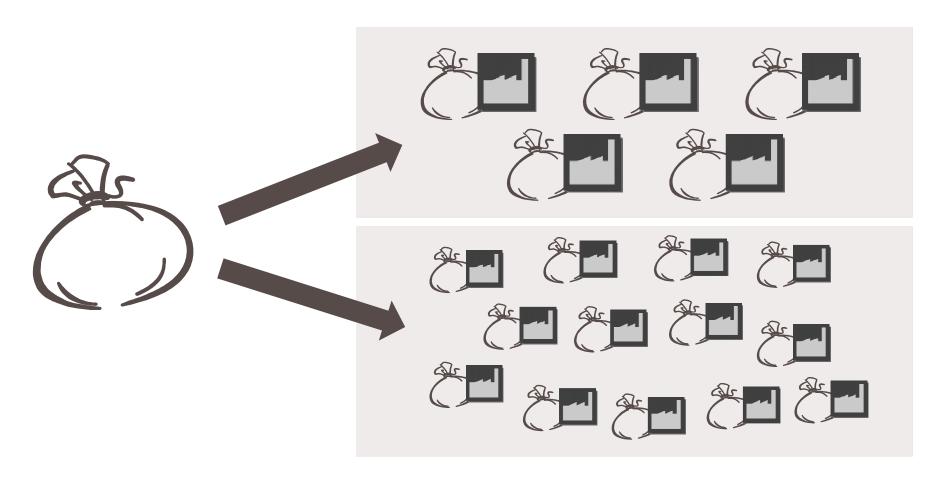


Capacity has been reduced by 15%, Yet still 40% over-capacity

Max. capacityWeekly volumes



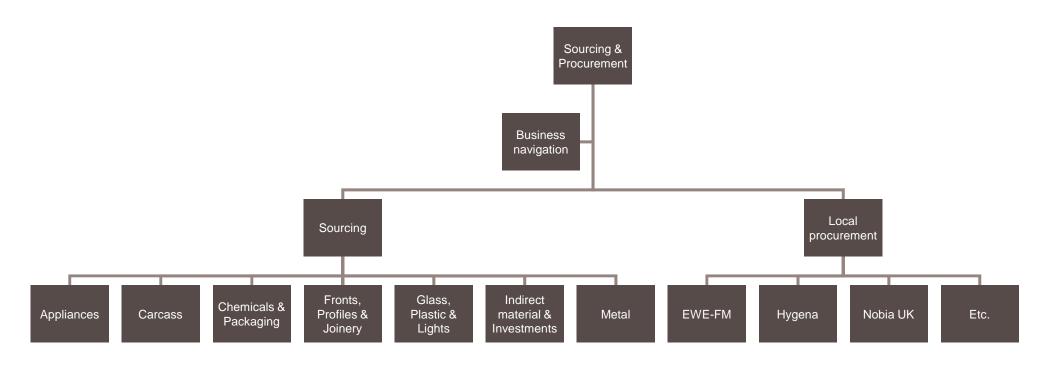
More focused investments



Potentials in Purchasing



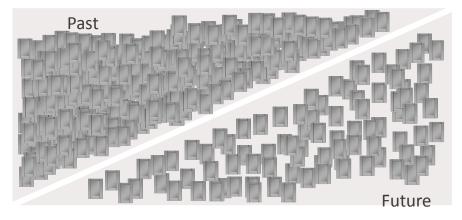
New Purchasing organisation enables category expertise



Streamlined range creates economy of scale in purchasing



Well-balanced product specifications from Commercial, Range, Purchase and Production perspectives already on the drawing-board



Fewer article numbers in higher volumes



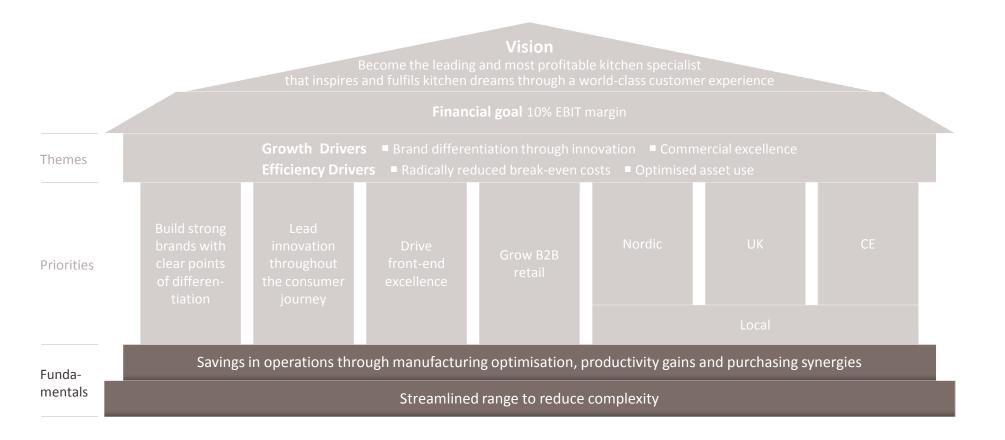
Fewer suppliers means strategic relationships with key suppliers

Lower purchasing cost by increasing and improving LCC sourcing



- Review alternatives for increased sourcing from Asia and other low cost countries e.g. in Eastern Europe
- Review agent set-up to increase proportion of direct LCC sourcing

2.6-3.6 % EBIT margin improvement

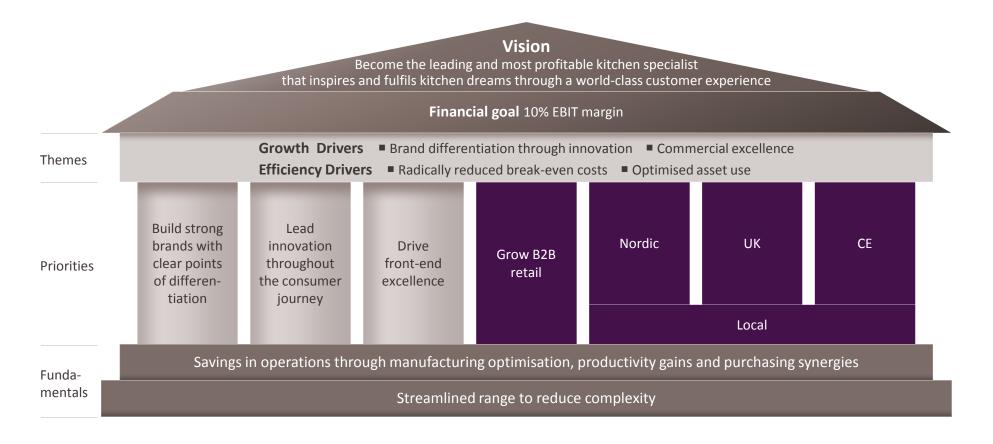


Morten Falkenberg, CEO

Commercial initiatives



Strategy for growth and efficiency



Commercial initiatives

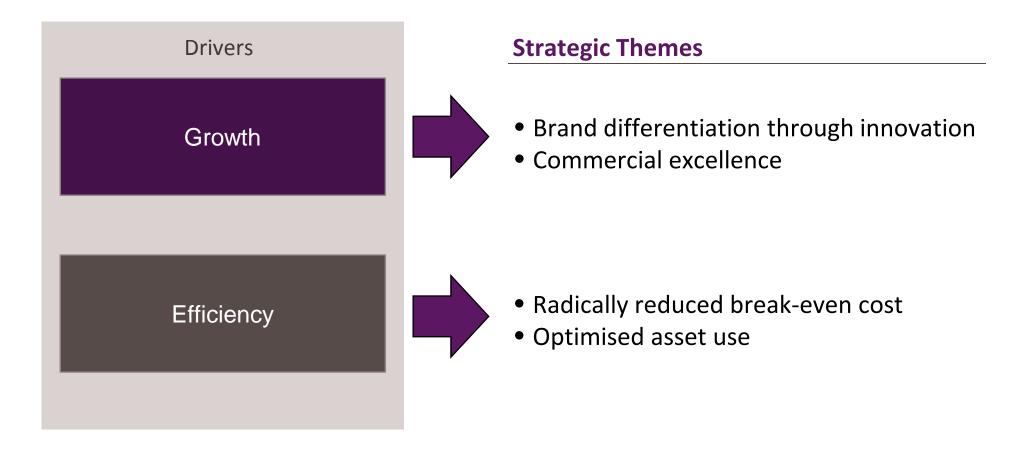
- 1. Retail and Professional sales, Nordic
- 2. B2B Retail UK and Continental Europe
- 3. Magnet Retail and Trade in UK
- 4. Hygena in France

Henrik Karup Jörgensen, Retail and Professional, Nordic region

Market update and how we will further improve margins



4 key strategic themes



Strong market development primarily driven by the recovering professional segment

- Positive new build development
- Renovation growing; partly driven by government subsidies (e.g. ROT)
- Strong market shares
 - Sweden 31%
 - Norway 48%
 - Finland 25%
 - Denmark 35-40%
- Positive trend which also reflects in the financials; in Q1 EBIT has grown to 5,9% (1,4%) with a organic growth of 14%

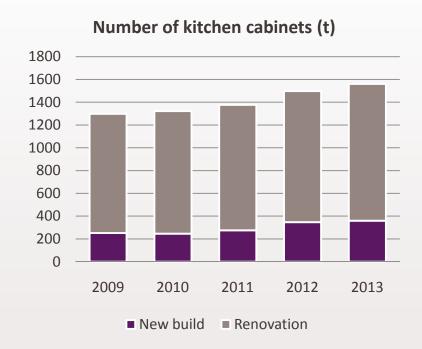


Looking forward, the kitchen market is likely to continue developing positively in Sweden and Norway

Sweden

Number of kitchen cabinets (t) 3500 2500 2000 1500 1000 500 2009 2010 2011 Renovation

Norway

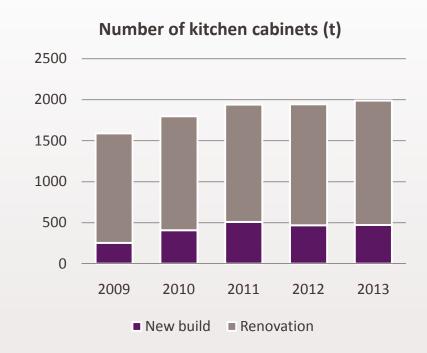


Source: Prognoscentret

After a few tough years in Denmark the market is likely to slowly catch up. The Finnish market forecast to stabilise in 2012

Denmark

Finland

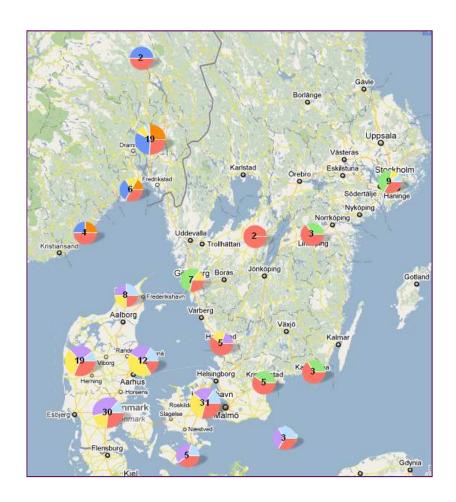


Source: Prognoscentret

In the Nordic, Nobia has about 300 own and franchise stores in total

Number of O&C stores and size (Apr 2011)

Market	Number of stores	Size (m²)
Denmark	107	89 000
Finland	69	14 000
Norway	66	26 000
Sweden	47	32 000
Export	17	2 500
Total	306	167 000















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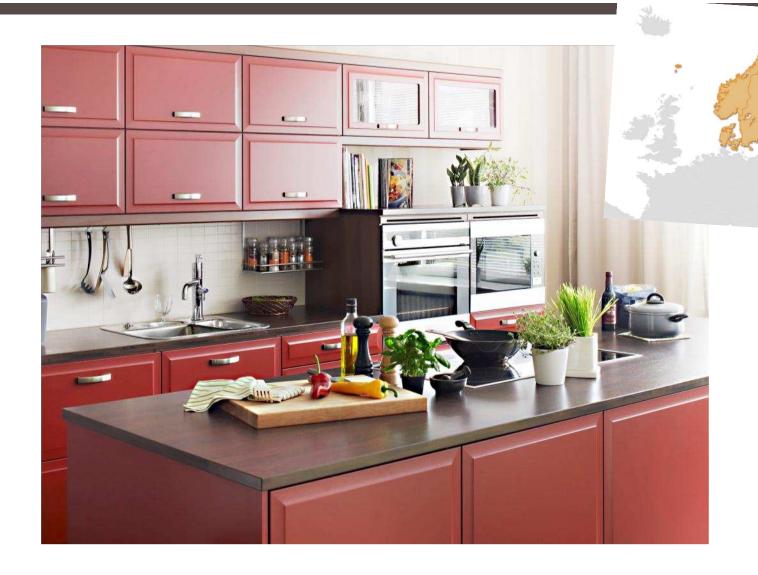






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Moving forward, the Nordic has two clear strategic priorities to increase profitability

- 1. Develop our offer towards the professional segment to become an even better partner
- 2. Enhance the customer experience in our stores we are the kitchen specialist



Conclusion

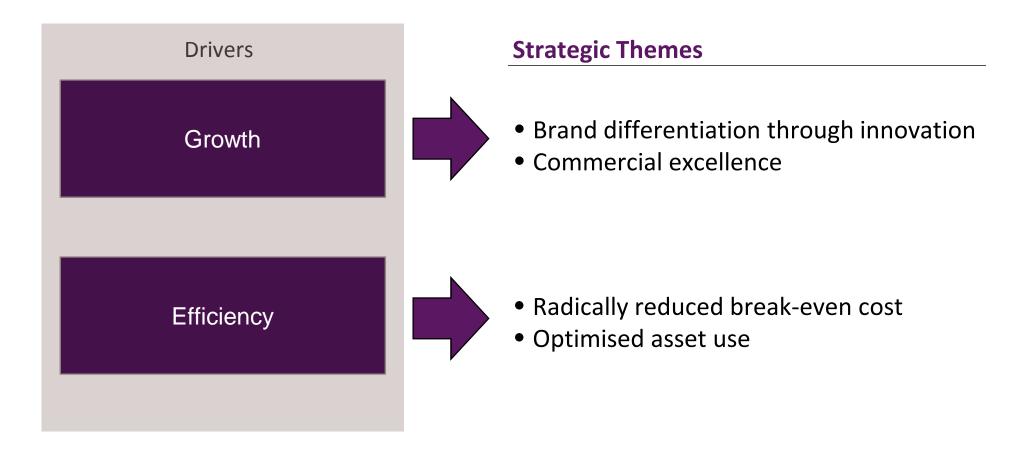
- Leading brands
- Growth from a strong base
- Strong positions in all sales channels



Christian Rösler, B2B Retail in UK and Continental Europe



4 key strategic themes

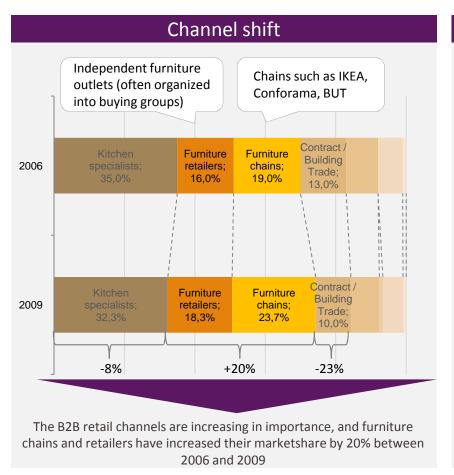


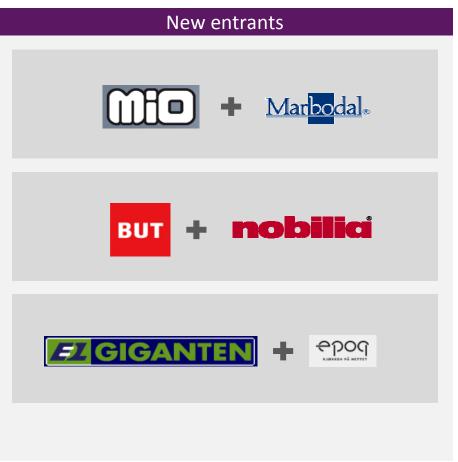
Asset utilization

- We have the knowledge
- We have the capability
- We have the capacity in manufacturing
- Exploring geographic virgin territory
- Align our approach to the market



New B2B retail opportunities for Nobia





B2B Customer groups

- Large Scale Retailers
- Purchasing Associations working cross border
- Independent kitchen dealers

Current position and key initiatives for ewe/FM

- High market share
- Strong brands with a clear profile
- Private label as option
- 100% Professional sales via multiple channels
- Growth potential domestic and export
- Customized category management
- New show room/competence center in Linz

Conclusion

- Growth area, lean and existing business model
- Low risk
- High potential
- Share knowledge across the Group



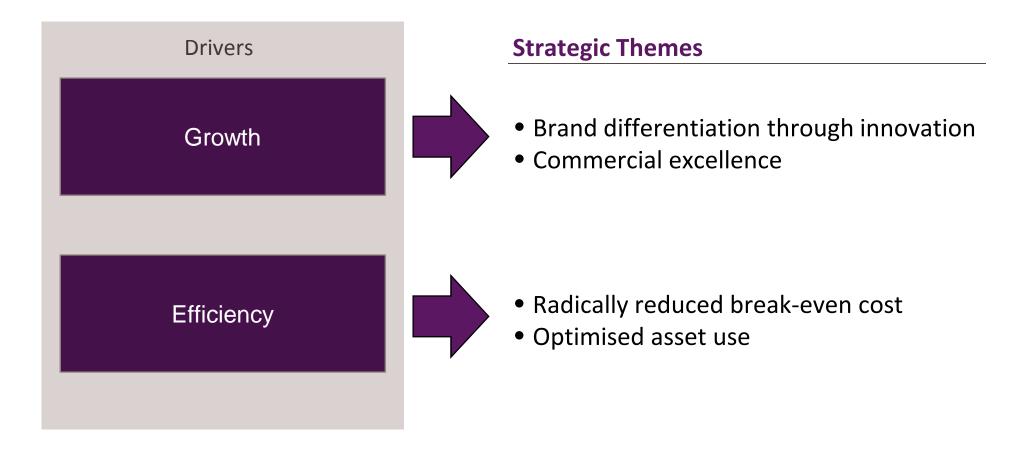
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Magnet Retail and Trade in UK

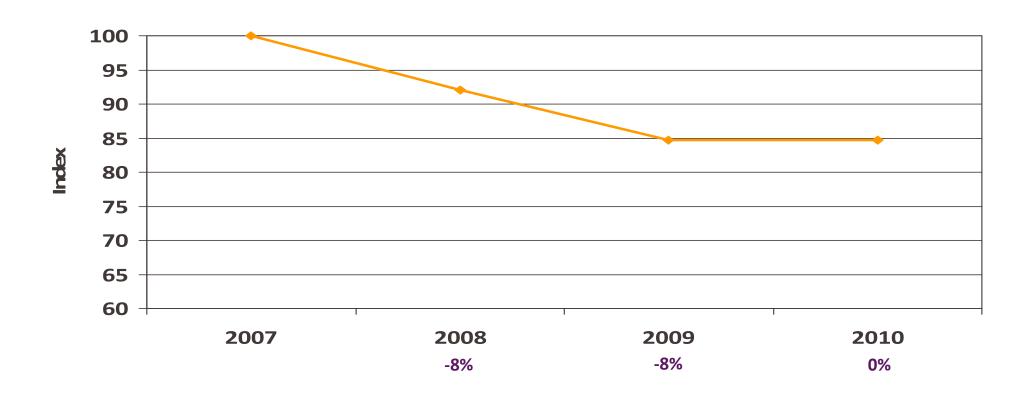
Anjum Ahmed



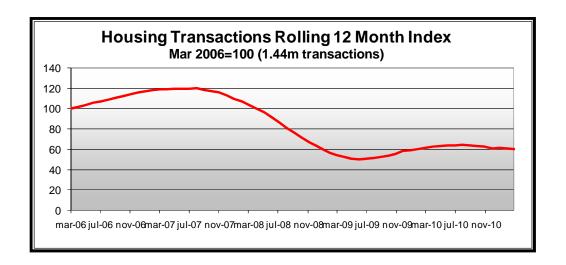
4 key strategic themes



UK Kitchen Market Indexed 2007 = 100 (£3,066m)



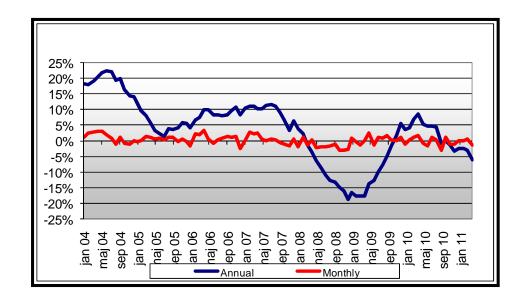
Housing Transactions



- Housing transactions still 53% down on the 2007 market peak.
- Personal uncertainty and lack of mortgage availability hampers recovery



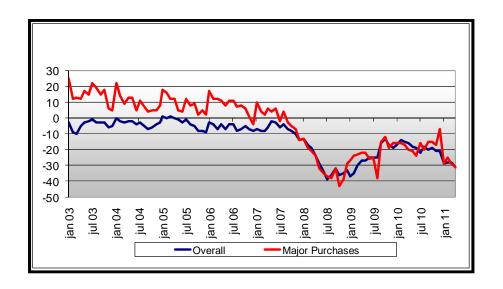
House Prices





- House price recovery in H2 2009 and H1 2010 is being eroded as prices fall
- 2011 Prices Fall 5%
- Oversupply

Consumer Confidence

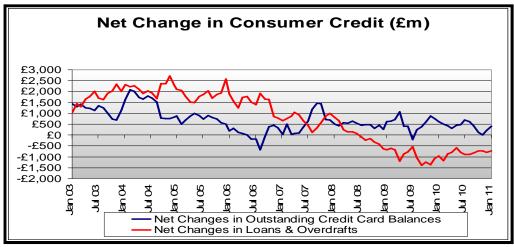




- Consumer confidence continues to fall in 2011,
- Index -31 is now lowest point since 2008

Savings Ratio and Consumer Credit Measures





• UK Consumer is untypically saving more and reducing debt

Responding to market downturn

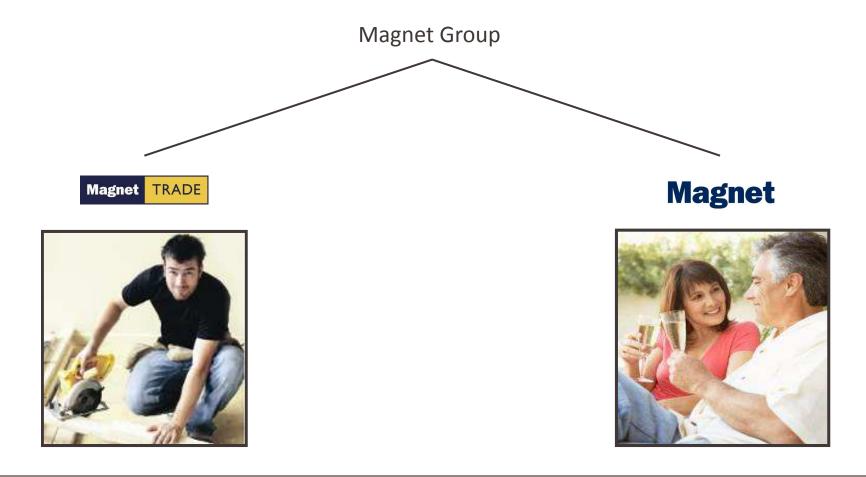
Control Costs

- Closing unprofitable stores
- Rent Negotiations
- Managing Productivity
- Re-negotiating utility contracts
- Reducing subsidy on consumer finance
- Reducing bad debt

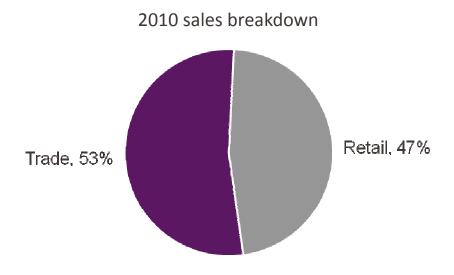
Increasing customer appeal to a wider market

Maintain Retail Discipline

Background



Background



113 stores

34 retail solus



133 mixed sites



46 trade solus



Magnet TRADE

Target Customer: Small Local Builder

- Generalist tradesmen
- They are price sensitive and do not easily become loyal
- Demand is driven by customer recommendations



Easy to install, time saving products

> Good Counter Service

Quality Product to help their reputation Products Available in Stock

Meeting the customer's need





KPIs

New Account Openings

Account Conversion

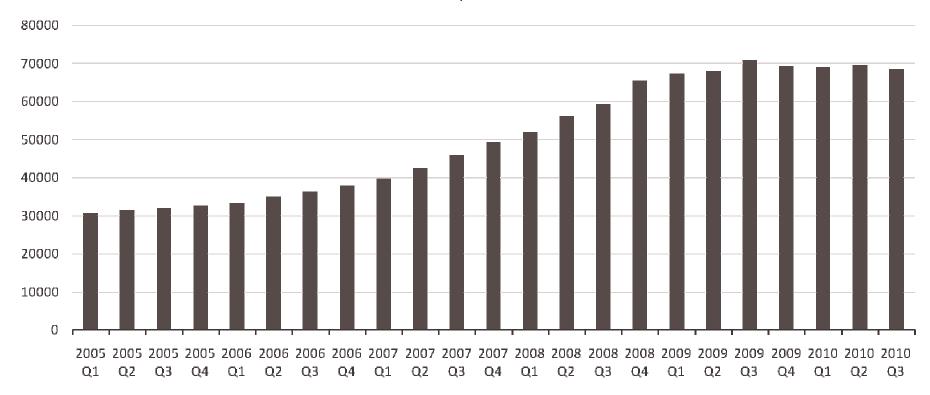
Account Base Growth

Average Spend per Account

Sales / Visit Frequency / Average Order Value

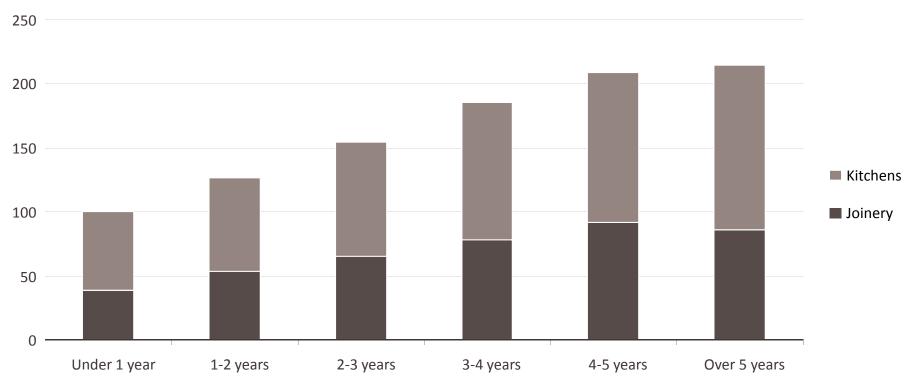
Trade

Account Base by Qtr 2005 to date



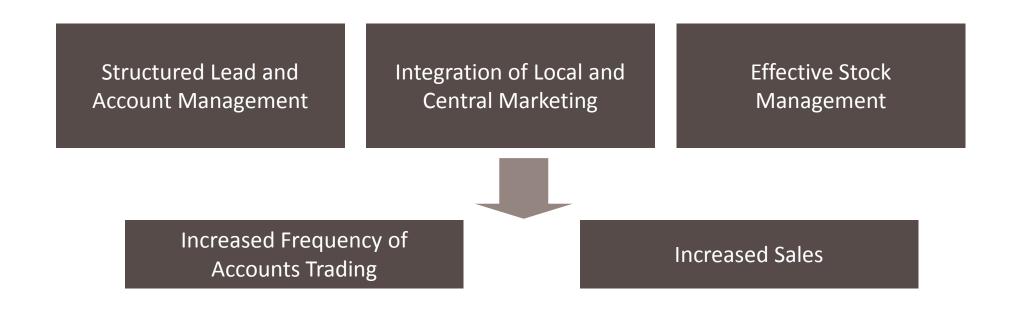
Average Account Spend by Age

Account Spend: average Account Spend by age - 2010 Data



Indexed to compare older accounts versus those under 1 year Under 1 year index = 100

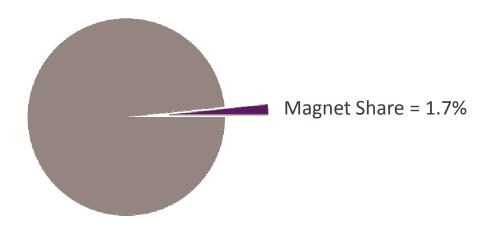
Introducing CRM



powering a greater customer experience

Growth opportunities through Social Housing and Private Developers

UK Contract Kitchen Market is worth £545m per annum



Private Developers





Social Housing

Utilising Existing Resources to Develop Contract Channel

Utilise Existing Store Network





Utilise Existing Product

Utilise Existing Logistics





Small dedicated sales team to win contracts to be serviced by the store network

Magnet

Who are our retail customers?

- Appeal to customers spending in the region of £5k to £15k
- Self Expressionists
- They demand quality product and service
- Like variation
- Like recognition
- Household income £50k to £75k+







The Retail Proposition

Best Showroom in Town



Full Circle Service (FCS)



Measurable KPIs

Web Traffic

Footfall

Prospects

Leads

Sales

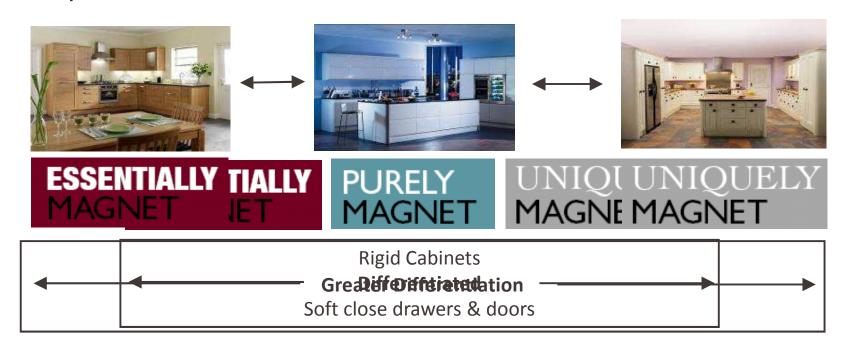
Inspirational Products



Widening the appeal of the Magnet brand



Increase product differentiation between collections



Value Conscious Ranges

- + Enhanced cabinet options
- + Enhanced colour options
 - + design innovations
- + Enhanced cabinet options
- + Enhanced colour options
 - + Timber Drawer boxes
- + Built in Storage as standard

Summary of Magnet Focus

- Tough UK market
- Maintain core retail principles
- Control costs
- Widen brand appeal
- Provide a reason to buy
- Stronger service



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Hygena in France – Turnaround

Per Kaufmann

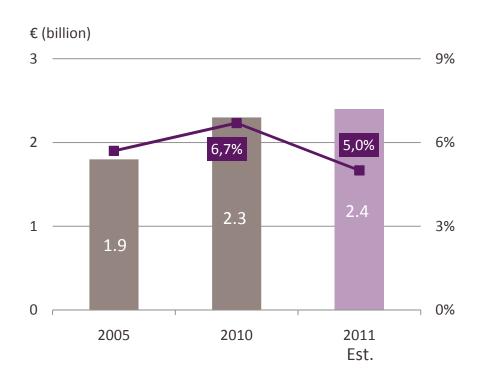


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The French Kitchen Retail Market

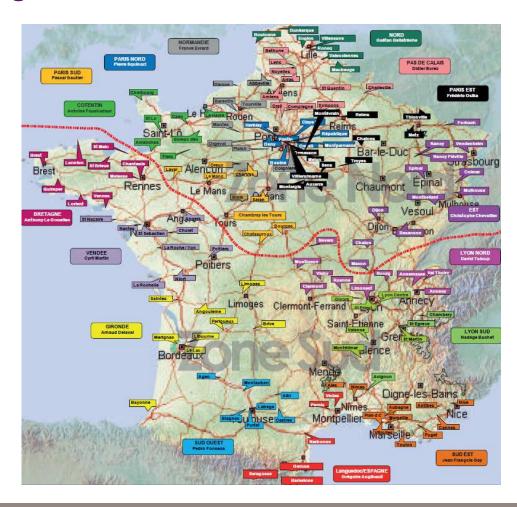


The French kitchen market – growing with potential

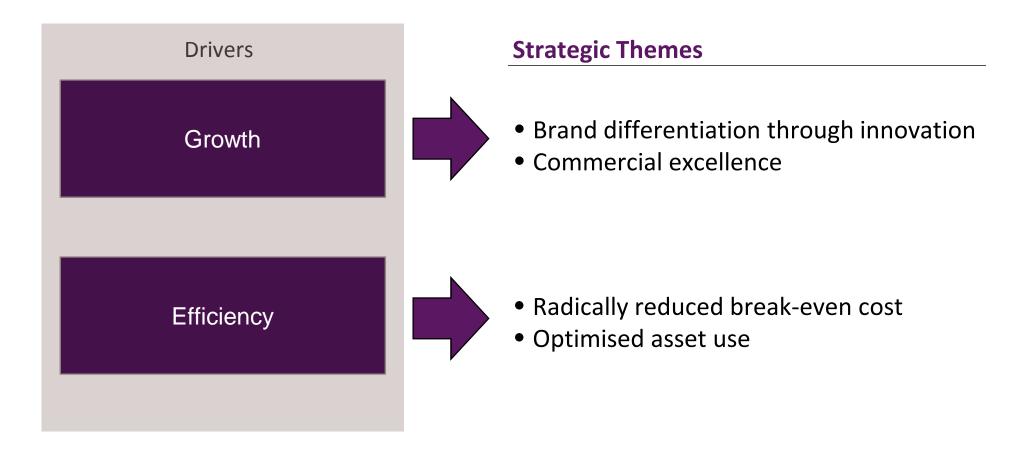


- Built in appliances kitchen specialist (GFK source): +4.2% Vs 2010 (Invoices, end of feb)
- IPEA kitchen specialist panel: +10 % Vs 2010 (orders, end of Feb 2011)
- Only 60% of French kitchens are equipped compared to 80% in Germany and even higher in Scandinavia.
- Between 2005 and 2010, the market growth is +26% and the selling surface growth is +25%.

140 stores covering all of France

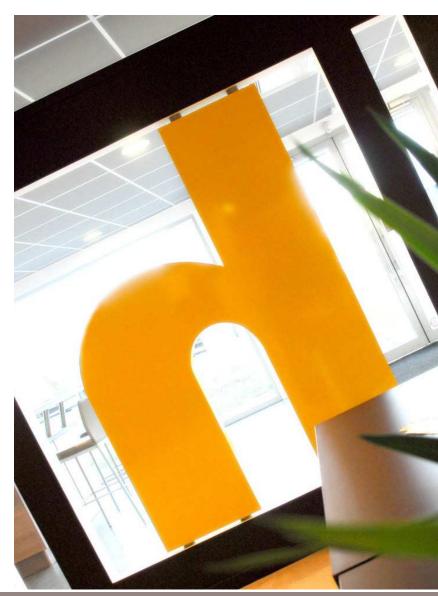


4 key strategic themes



Growth – Value-added kitchens

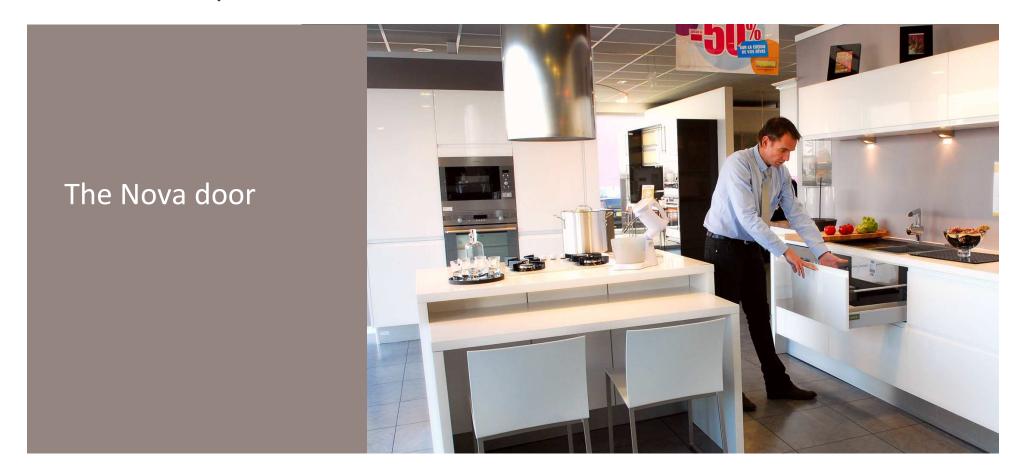
- New product introductions
- New store concept
- Increase sales personnel competence
- Put content into the brand



Growth - New product introductions — A wider range



Growth - New product introductions — New best-sellers



Growth – New product introductions - New worktops



Growth - A new store concept



Growth - A new store concept

- Circular layout
- Design Studio
- 19 kitchens
- 6 Vendor boxes



Circular layout

Design Studio

Kitchen

Vendor Boxes

Growth - A new store concept - Design studio



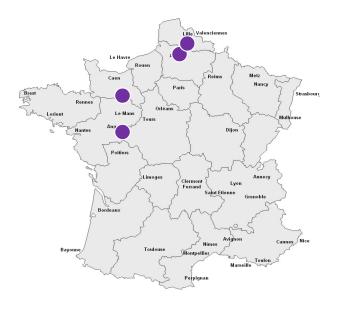
Growth - A new store concept – More value added



Growth - A new store concept – More value added



Growth - A new store concept — Estimated roll-out plan



2010	Dec	2
2011	Apr – May Nov - Dec	3 20
2012	May-Dec	84
2013	Apr – May	31



Growth - A new Store concept – Customer Research

Does this store make you want to buy a kitchen?	After	Before
Yes, very much	66%	46%
Yes	30%	28%
A little	4 %	19%
Does not comment	-	7%

Why does this store make you want to buy?	After	Before
Kitchen presentation/expo	87%	49%
The choice of kitchens/variety of models	52%	44%
The style	47%	30%
The quality of the kitchens	24%	19%
Sales person advice	20%	20%
Functionality of the kitchens	14%	19%
Easiness to compose oneself	13%	10%
The promotions	11%	27%
Proposed services	3%	4%
The prices	2%	13%
The Shopping windows	1%	4%

Growth - Increase sales staff competence

Recruitement Process

Test each new recruit after two months.

-> Starts in June

More attractive remuneration

More attractive remuneration for performers

-> Negotiations with unions

Technical use of drawing system

Training for all people in sales

-> June to September

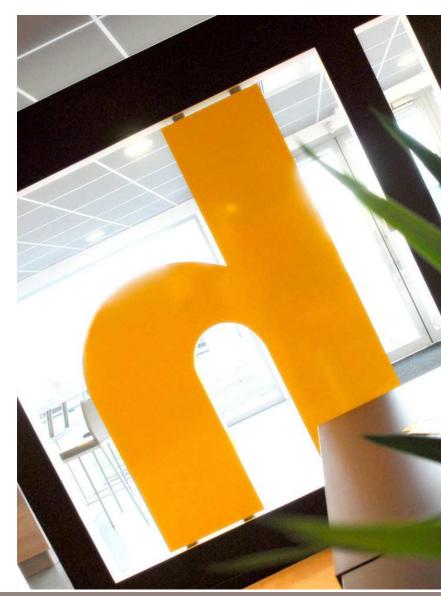
Drawing better kitchens

Technical, functional and emotional kitchens training programs

-> 2011-12

Efficiency – Diminish our costs

- Closures of stores and Delivery platforms
- Redundancies
- Daily operations
- Costs of Failures



Efficiency - Diminish our costs

Closures

10 stores

2 delivery platforms

Redundancies

109

- HQ: 40

- Store: 40

- Central WH: 21

- Deliv. agencies: 8

Daily Operations

Energy

Cleaning

Supplies

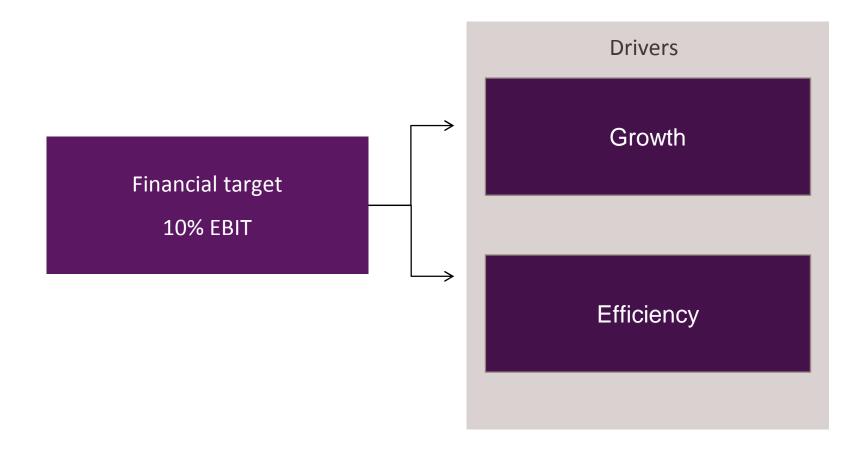
Etc.

Efficiency - Diminish our costs

Cost of failure



The drivers that will help us reach our financial target



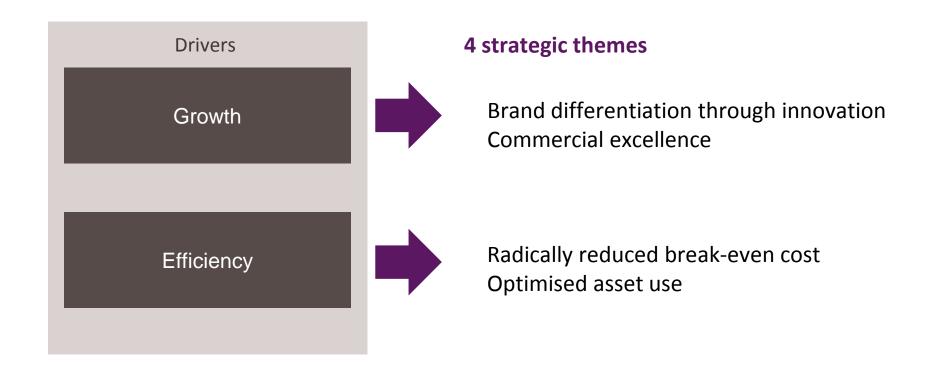
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Morten Falkenberg, CEO

Summing up



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Q and A

































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Highlighted features

Improved search function



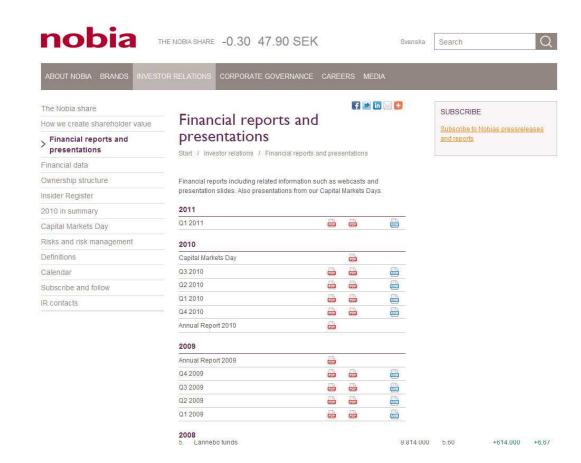
- Improved search function
- Investor portal



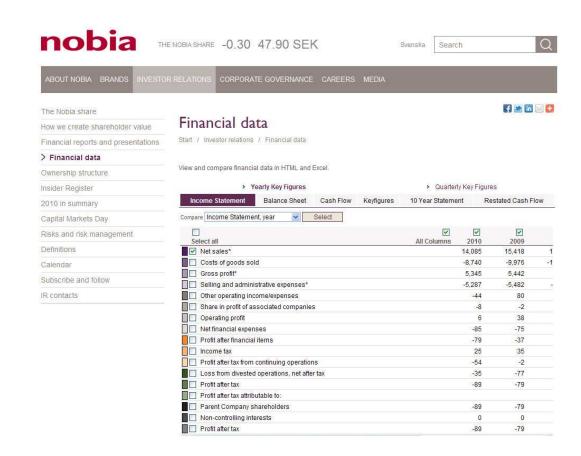
- Improved search function
- Investor portal
 - Current and historical share development



- Improved search function
- Investor portal
 - Current and historical share development
 - Reports and presentations at one place



- Improved search function
- Investor portal
 - Current and historical share development
 - Reports and presentations at one place
 - View and compare financial data in HTML and Excel



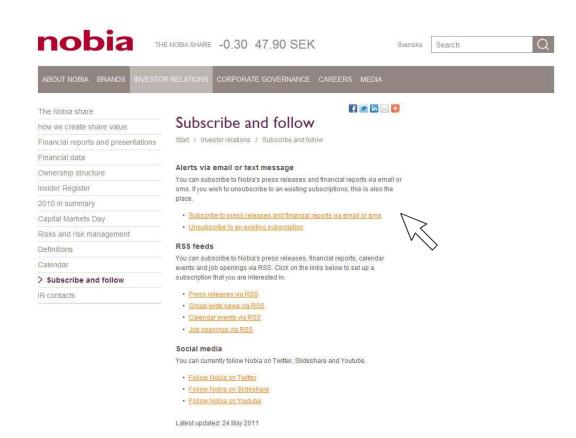
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 - View and compare financial data in HTML and Excel
 - Our ownership structure



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 - Follow us





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Thank you































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