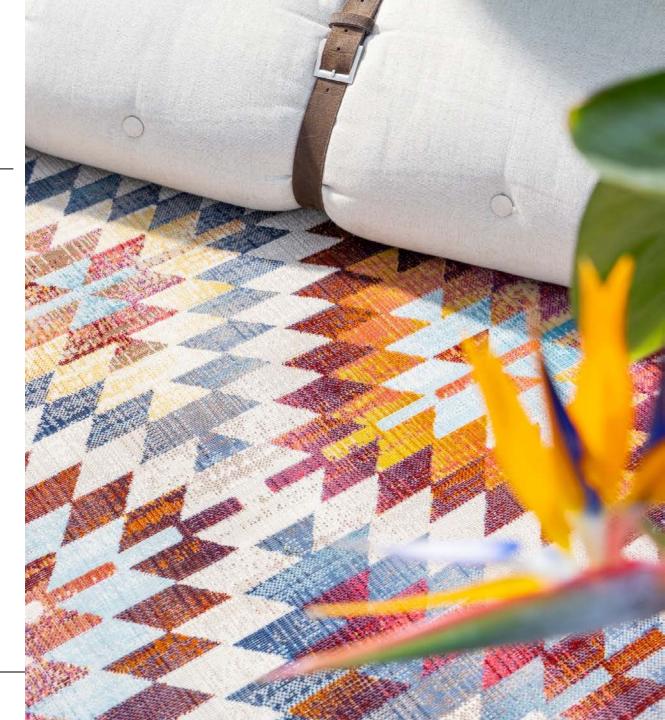
Today's agenda

Start time	Topic	Presenter
10:05	Investment case & Strategy intro	Michael
10:30	Assortment & Sourcing	Carin
10:55	Brand building strategy	Ulrika
11:10	New e-commerce platform	Peter
11:25	Break	-
11:30	Financial targets	Joakim
11:45	Sustainability strategy	Patricia
12:00	Questions & Answers	Carl
12:30	Lunch	-







Michael Lindskog

CEO since Oct-2019

Selected previous experience:

- Zalando (2012-2016)
 - MD & Co-founder MOVMT (Factory-2-Consumer platform)
 - Head of Nordics
- McKinsey & Company (2007-2011)

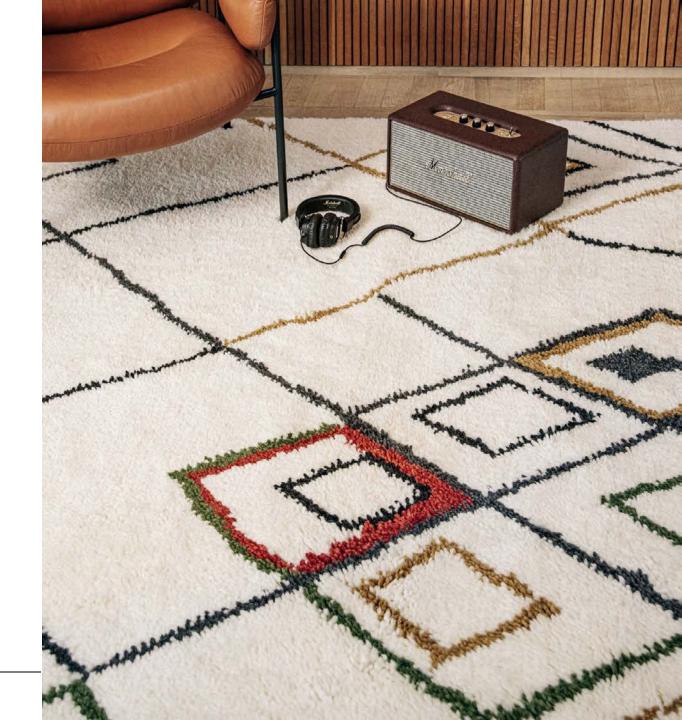
Education:

- MBA, Stockholm School of Economics
- Master of Science in Marketing, Western Kentucky University

Today's topics

The Basics

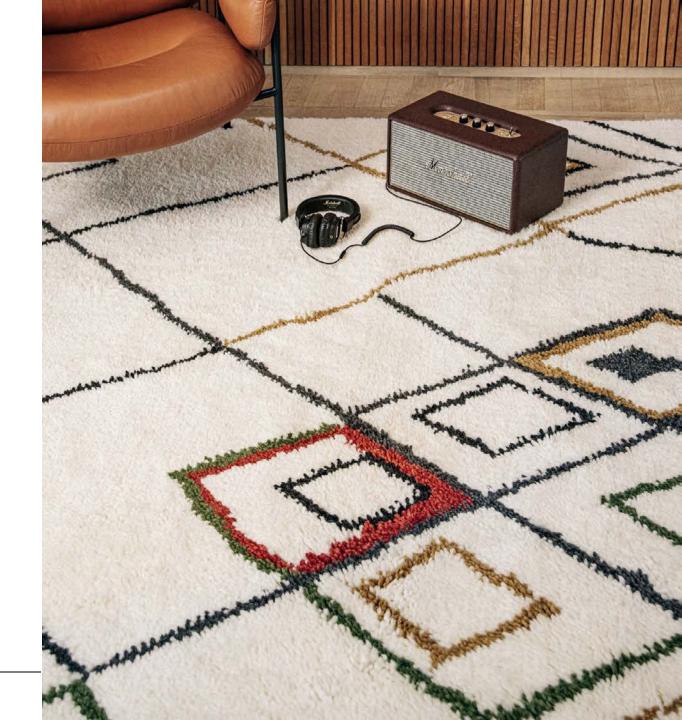
Why invest?



Today's topics

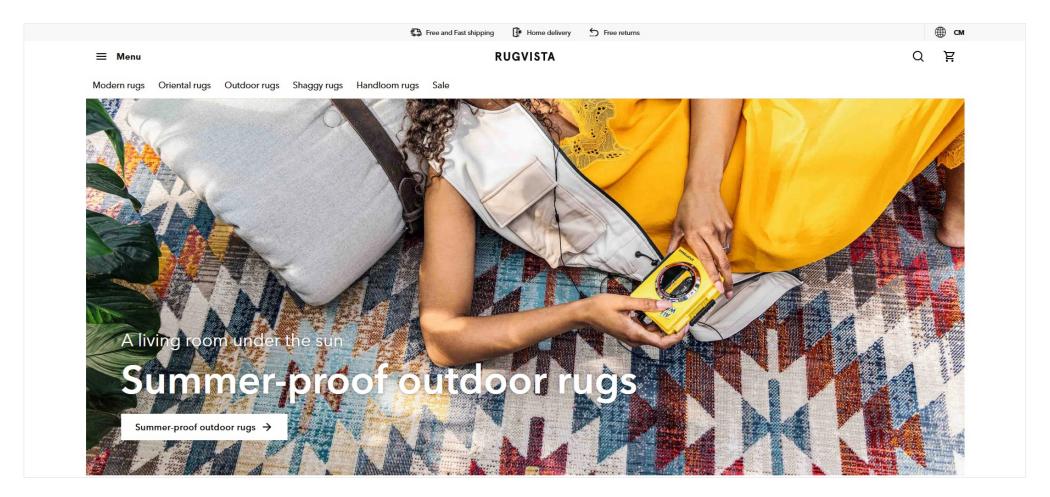
The Basics

Why invest?



The basics

What we do



"We sell in-house designed rugs through our own web-shops."

Key facts & History

Key facts

Headquarter in Malmö, Sweden

warehouse locations in Malmö

Average monthly web-shop visits ≥ 2 million

SEK 639 million in 2022 Net Revenue

11.7% 2022 EBIT margin

89 # of FTEs

Female share in the management team 44%

Company history



Purpose

We help people to a home they love

Business vision

To be the center of gravity for the European rug industry

People vision

To attract, motivate, and retain extraordinary people

Sustainability vision

To lead the rug industry towards a socially and environmentally sustainable future

Focus on impact

We are obsessed with delivering customer value

We make decisions based on insights and the best arguments

We are sustainability leaders

We earn responsibility and are accountable

Stay true

Values

We put purpose and team first, ego last

We act with integrity, respect, and honesty

We appreciate our differences

We take pride in and celebrate our successes

Be entrepreneurs

We seek to improve ourselves and our business

We pursue excellence

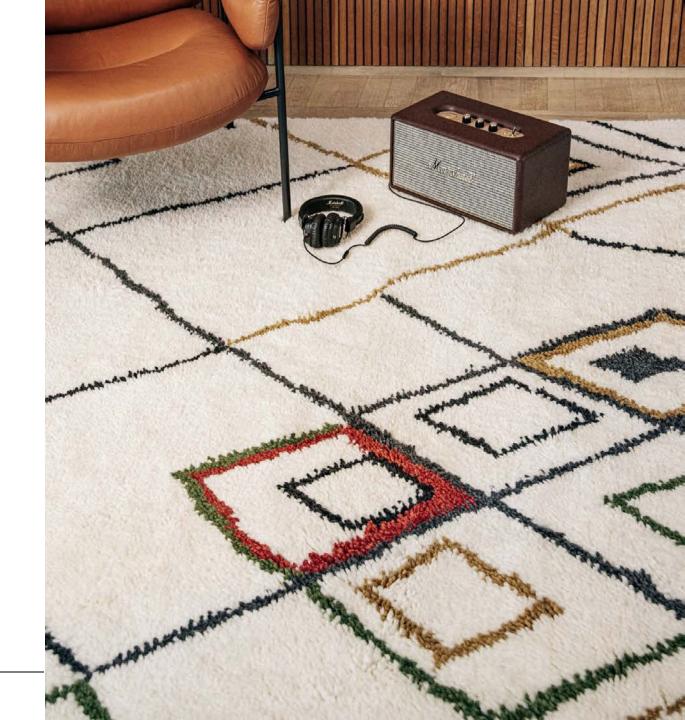
We dare to change

We act as owners

Today's topics

The Basics

Why invest?



Leading European digitally native Direct-2-Consumer rug expert

4

1 Large attractive market transitioning online

Large market transitioning online

- Worth >30 BSEK annually
- >10% online CAGR expected
- >225 million millennials in Europe by 2030

Perfect online product

- Superior online shopping experience
- Low inventory risk
- High average order value
- Low return rates

Fragmented competition & no brands present

- Fragmented reseller landscape online & offline
- No mega brands present in the vertical

2 Ambition & positioned to own European online rug category

Customer centricity

- Industry leading satisfaction ratings
- Best-in-class service proposition

Optimized D2C business model

- In-house product design & sourcing
- Comprehensive assortment offering outstanding valuefor-money

Tailored operating model & expertise

- Operating model designed with customer in mind
- Tailored in-house tech, warehousing, and customer service

Clear strategy for profitable growth

Showcase own assortment

- Lead with our collections
- Build content to inspire and help
- Serve more user journeys

Win Europe

- Localize end-2-end customer experience
- Build a known and liked brand

Be world-class

 Refine capabilities to efficiently drive growth at scale

Capture add-on opportunities

- Optimize & scale Amazon presence
- Leverage additional 3rd party channels

Strong financial position & track record

16%

5-yr Net Revenue CAGR (SEK 639 million in 2022) 37%

5-yr EBIT CAGR (SEK 75 million in 2022) 142

SEK million cash-on-hand Q1 2023

RUGVISTA

Large market transitioning online

Huge vertical transitioning online...

European home furnishing 2019 market size¹

Home furnishing **SEK ~2,170bn**

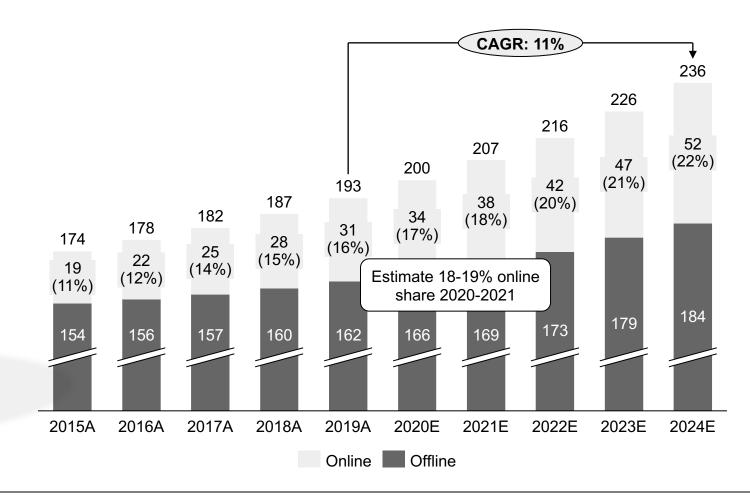
Rugs & carpets

SEK ~193bn

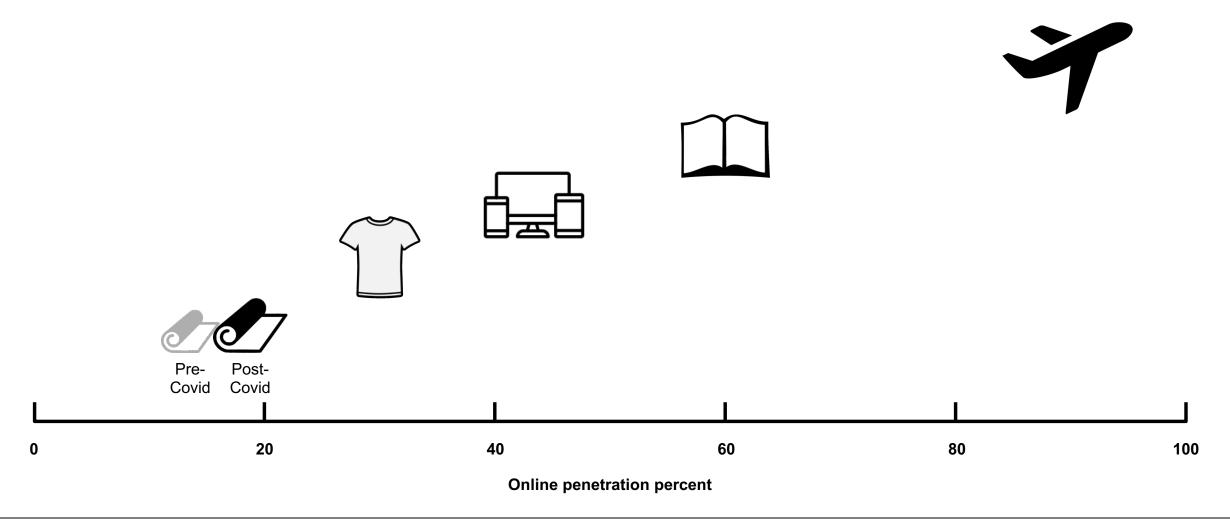
Online rugs & carpets market SEK ~31bn

...online migration driven by mega trends & helped by Covid-19

European rug & carpet market¹, SEK billion (online share & CAGR)

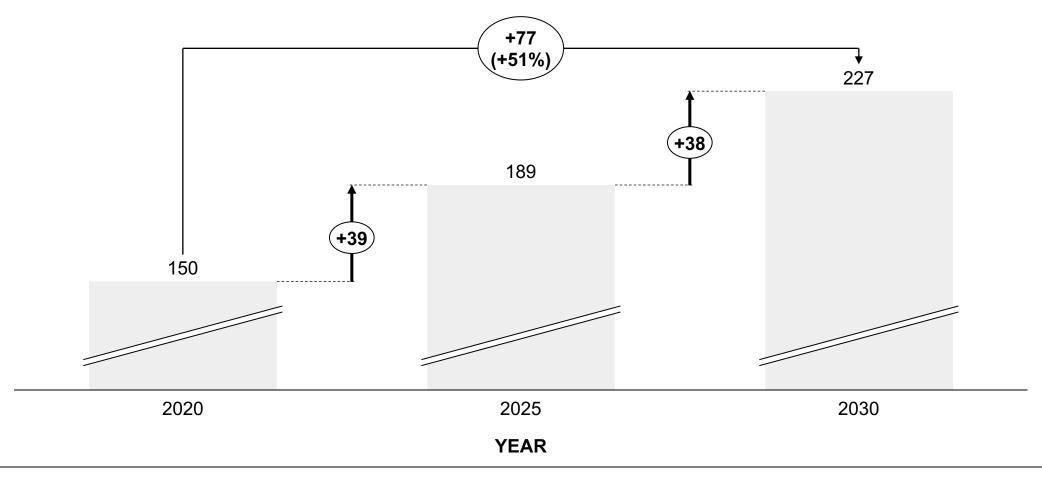


Covid-19 accelerated online migration, but vertical still trailing more mature categories



>225 million digitally native Europeans expected to live in their own homes by 2030

25+ year old Europeans from generation Millennials and later Million



Rugs "perfect" online product

	2	(D)		Q		
	APPAREL	CONSUMER ELECTRONICS	TOYS AND GAMES	BEAUTY	RUGS	RUGVISTA FACTS
HIGH AOV					\bigcirc	■ SEK ~3,600 average order value
LONG PRODUCT LIFE CYCLES			\bigcirc	\bigcirc	\odot	 Inventory not destroyed when on shelf Multiple best-selling designs introduced 5+ years ago
LIMITED INVENTORY RISK					\bigcirc	 3% annual inventory provision used
LOW RETURN RATES					\odot	■ Stable return rate of ~16%
SUPERIOR ONLINE BUYING EXPERIENCE					\bigcirc	 ~30K SKUs to select from Convenient and free home delivery of heavy and bulky item

Fragmented competitive landscape with no strong brands

Fragmented competitive landscape

Traditional resellers:

- Small offline privately owned stores
- Focus on traditional rugs or local furniture stores offering limited rug selection

Large & medium home furnishing chains

- Wide range of home products
- Typically focus on furniture or home textiles
- Offline focus, but many have web-shops

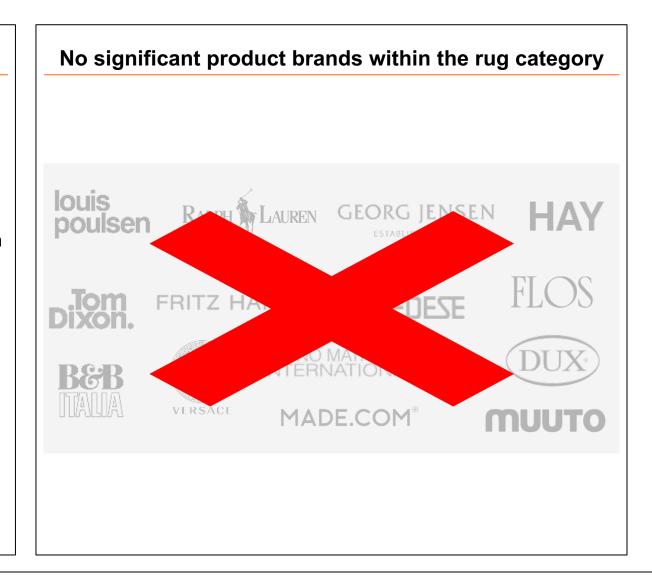
Digital department stores

- Wide range of products across multiple categories (e.g., Amazon) or within home furnishing mega-category (e.g., Wayfair)
- Generic shopping experience and/or sub-par post-purchase experience

Digital rugs & carpet specialists

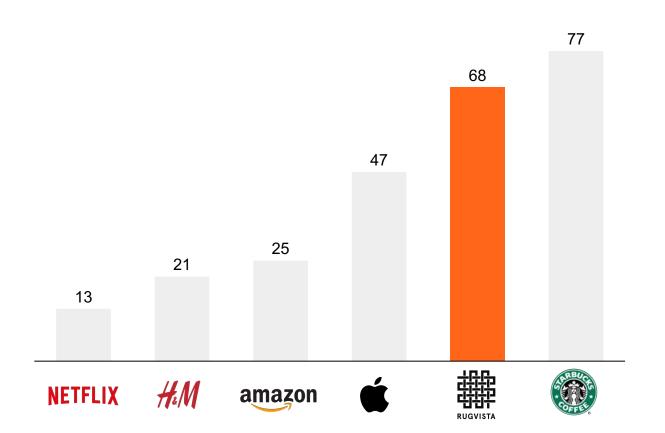
- Broad selection of different rug types
- Tailored shopping and delivery experience
- Few European players of any significant size

- Fragmented both offline & online
- Offline focus
- Few with advanced digital capabilities



Obsessed with delivering customer value proven by our KPIs

Outstanding NPS score compared to world-leading brands¹



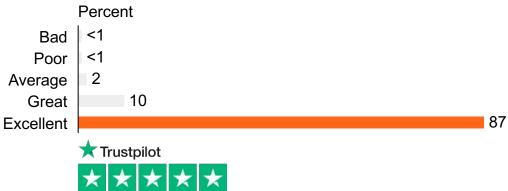
4.8 average score on TrustPilot based on ~90K reviews

"Really happy with my rug which actually it is better than I expected and It has arrived before the scheduled date which is such a bonus. Definitely I will be purchasing in the future!"

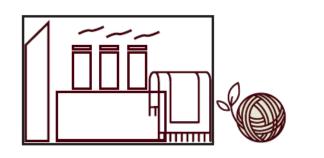
"Fast, efficient service at a great price. My rug was exactly as pictured and arrived in really good condition thank you. It is perfect for the space and I love it."

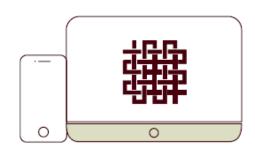
"Amazing company to deal with. Best tracking system and communication I've come across in the age of online shopping. A credit to the company. Great quality. Really recommended them."

Share of total reviews



Optimized Direct-to-Consumer business model provides distinct advantages











- In-house product development, design, and direct sourcing
- Carefully curated assortment across rug types, styles, and price points

- In-house software development and technology infrastructure
- Dedicated and custom fitted warehouse combined with tailored order fulfillment

- Marketing communication adapted to local preferences
- In-house customer service with product expertise in ~20 languages

Outstanding value-for-money for customers

Customized End-2-End customer experience

High degree of margin profile control

D2C benefits

Clear strategy to drive future profitable growth



Showcase own assortment

- Lead with our in-house designed collections
- Build content to inspire and help users in the discovery and decision-making process
- Serve more user journeys effectively through new platform



Win the key European markets

- ✓ Tailor and localize End-2-End customer experience, e.g., localize go-to-market approach
- Build a known and liked brand in selected key markets



Be world-class

 Develop commercial and operational capabilities to efficiently drive profitable growth at scale



Capture selected add-on opportunities

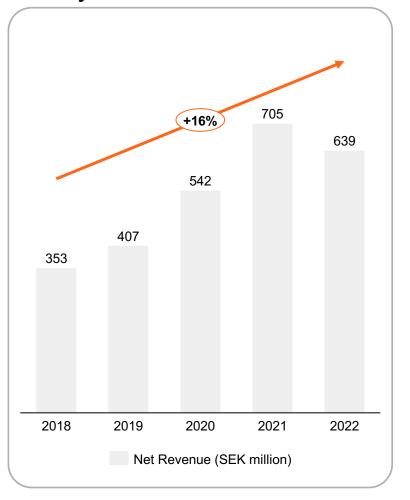
- ✓ Optimize and scale Amazon presence
- ✓ Leverage selected additional third-party channels

Leverage data & technology to fuel growth Maintain high customer satisfaction levels

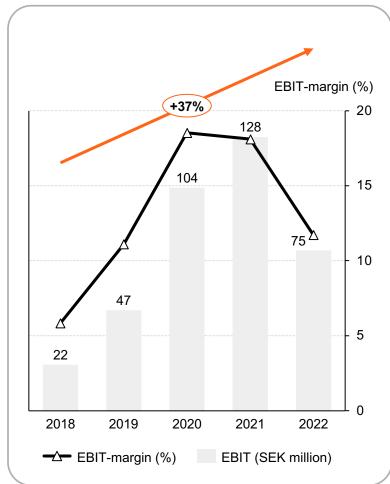


Profitable growth combined with strong cash generation

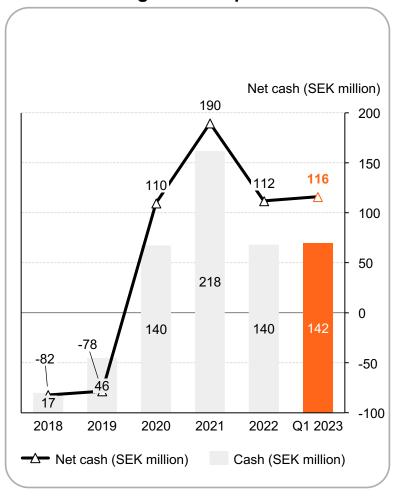
5-yr Net Revenue CAGR of 16%



5-yr EBIT CAGR of 37%



Strong financial position



Leading European digitally native Direct-2-Consumer rug expert









Carin Terins

CDPO since Jan-2018

Selected previous experience:

- Flash (2003-2017) Design- and Purchasing Director
 - Flash (1998-2003) Design Manager and Buyer
- Tenson Designer

Education:

- University of Borås, Product Development, Design
- IHM Business School, Digital Marketing

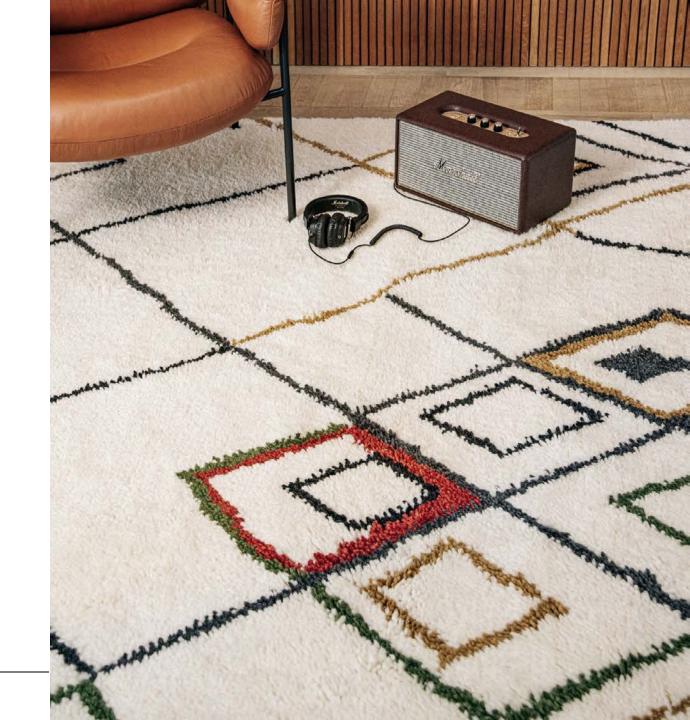
Today's topics

Assortment overview

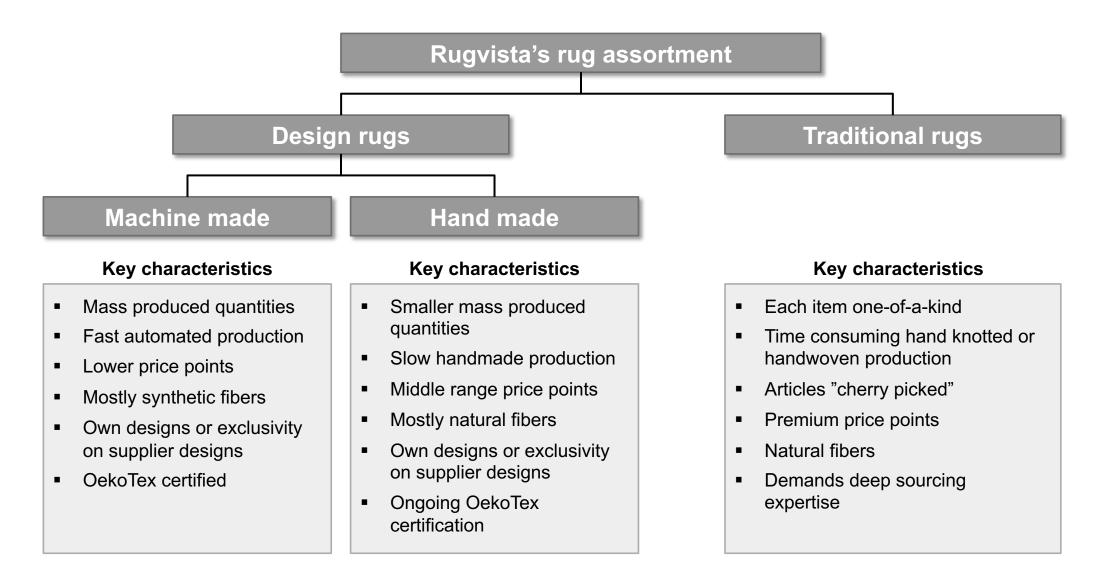
Sourcing and production strategy

Own designs and collection strategy

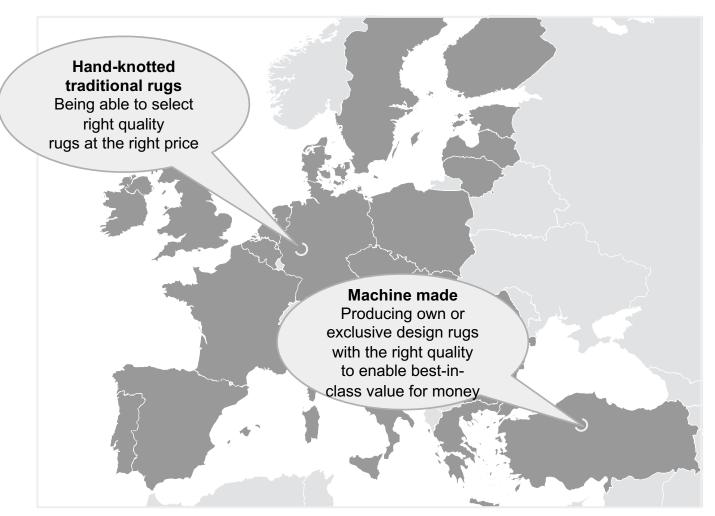
Category extensions



Introduction to the world of rugs

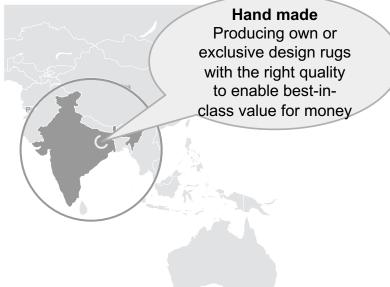


Deep sourcing expertise and cooperations with leading producers



KEY SUCCESS FACTORS

- Longstanding relationships with suppliers
- Economies of scale
- Continuous external auditing of all suppliers



Sourcing

Sourcing of unique traditional rugs



Handknotted and Handwoven

Iran, Afghanistan, Turkey, Morocco, India

Selection of categories of unique rugs



Persian traditional



Afghan/ Pakistan



China



Ziegler



Silke



Vintage



Berber/Moroccan



Kilim



Village/Gabbeh



Nomad

"Cherry picking" unique carpets

















Production unit for handloom weaving

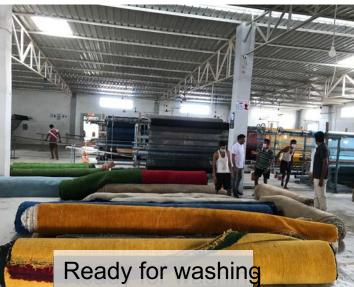












Production unit of handloom finishing



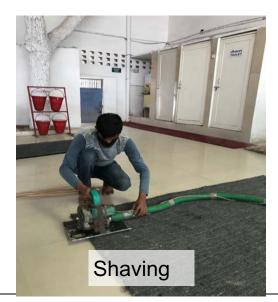














Machinemade production















Design- and product development



TREND- AND COLOR ANALYSIS

- Fairs and Trend seminars inspiration
- Create moodboards
- Social Media what is going on
- RV Design competition
- Co-operation with designers

IN-HOUSE DATA EXPERTISE

Provides insights on customer preferences and trends

LISTEN TO OUR CUSTOMERS

Cooperation with our customer service

LISTEN TO OUR SUPPLIERS

Experts in our area!





Design strategy

- In-house designs and exclusivity on designs from suppliers and co-labs, a key factor for the future
- Building an interesting assortment and collections by producing own designs or exclusive design rugs in the right quality and price, will enable best-in class value for money
- Helps building the brand and we can easier target our prices and keep a strong margin



Collections

 A name for a theme, style or other inspiration from which a set of designs have been developed and put together

Benefits

- Better structure for building our assortment and
 more inspiring and user friendly to our
 customers
- Our collections will support storytelling and it will be easier to "set the scene" when centered around the collection concepts

Sub-brands



Essentials

Essentials offers a unique range of affordable rugs for the trendy home.

- Essentials (good)
- Core (better)
- Premium (best)

Benefits

- Our collections will contain a mix of the sub-brands
- Helps us to structure our assortment in regard to quality, pricing and purchasing
- There shall be rugs for every wallet and every stage in life

Rugvista Essentials an affordable story









Essentials

- Successfully launched 2022
- First home
- Limited budget
- Early adpoters of trends
- Digital natives
- No car (home delivery important)
- A growing target group
- Updated assortment for A/W 2023



Shaggy



New Shaggy



New Shaggy

Printed

Washable



Colorfull



Washable



Washable



Flatweave Easy clean



Kids







Kids



Printed Washable



Structured



Structured



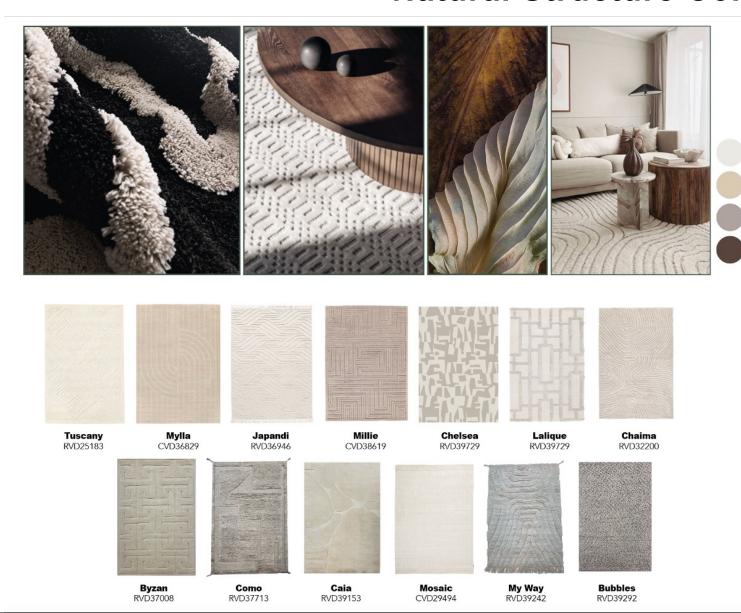


Base Moodboard 2023-24



- Nature is the source for inspiration
- Focus on the warm shades from Brown to Beige and Ivory
- The nature inspires to tactile surfaces in both textiles, ceramics and furnitures
- Rattan, wood, jute, leather and wool are materials that brings nature into our homes
- Round and chunky shapes in everything from tables to soffas, rugs and accessories
- Most important, a warm and textured rug that will bring the room together

Natural Structure Collection



- Structures is the trend
- Different surfaces meets in the same rug
- Natural color shades
- Timeless look
- Mix with wooden details and ceramics
- All sub-categories included

Bold and Brave Collection



















Bean Bean CVD36737

Barba CVD36973

Barba CVD37694

Barba CVD37694

Barba CVD39676

Barba CVD39674

Barba CVD39678



Quentin

RVD39694



Jardin

RVD39697







Botanic

CVD31853

















Elephant CVD31852

Portal **Portal** CVD31872 CVD31868

Portal CVD31876

Portal CVD31880

Elephant CVD31882

Eye catching is the trend

- Bold, brave and colorful
- Blue, Green, Orange and Pink
- Round and uneven shapes
- Paint the walls and the ceiling in the same brave color
- Go outside the box, express yourself!

Kids Collection















Confetti RVD34073



Lucky Numbers CVD31865



Lurig RVD34006



Baloon Ride CVD33643



Honey Bear RVD33864



Puppy RVD36800



Lollo Lamm RVD39212



Paradise RVD33598



Rainbow RVD39612



Play Track RVD33462



Gecko RVD39266



Bear World RVD33870



Apple Tree RVD39608

- Co-ordinated warm and dusty colors
- Playful and interactive designs
- Uneven shapes
- Mix 2-3 designs together
- Focus on lower priced sub-categories

Bathroom rugs













THALE



CHATEAU

CVD38763





CHATEAU CVD38763

BREEZE CVD39593

New product category

- Successfully launched in March this year
- Two major looks; Colorful and Classics
- Tufted cotton rugs with or without latex anti-slip
- Washable
- OekoTex certified



OCEANA CVD38780













NEPTUN CVD38776



ARIEL CVD38775

CADIZ CVD38777

RIVIERA CVD38770

ATLANTIS CVD38779

RUGVISTA







Ulrika Klinkert

CMO since Nov-2017

Selected previous experience:

- Betsson (2014-2017), Head of Markets
- Kjell & Company, (2010-2013), CMO
- Cloetta, (2001-2010), Marketing Manager, Brand Manager, KAM

Education:

- M.Sc.Eng. LTH and KIT (Karlsruhe Institute of Technology)
- Thesis, ANU (Australian National University)

Today's topics

Why branding

Rugvista Brand Position

Next steps



Today's topics

Why branding

Rugvista Brand Position

Next steps



Why branding?



Reach = awareness = **consideration list**



Brand awareness = trust =

more efficient marketing mix



Strong brand = less price sensitive = higher margin

Today's topics

Why branding

Rugvista Brand Position

Next steps





Rugvistas Kundmålgrupper

Inom segmenten Privatpersoner (B2C) och Företagskunder (B2B) arbetar vi utifrån identifierade kundmålgrupper. För B2B är fokus primärt på tre kundgrupper: inredningsarkitekter, hotelikedjor samt boutiquehoteli. För B2C gjorde vi under 2022 en ny kundsegmenteringsstudie i Europa. Utifrån studien avseende privatpersoner identifierades fem kundtyper (se nedan) för vilka vi vill vara ett relevant alternativ.



Premiumkunden

Mycket intresserad av heminredning och ser mattan som en viktig del av inredningen. Kvalitet och exklusivitet är viktigt vid val av produkt.



Visuella kunden

Mycket intresserad av trender, både inom mode och heminredning. Mattans utseende och trendriktighet är viktiga faktorer vid val av produkt.



Situationsstyrda kunden

Intresserad av heminredning. Ser möbler som de viktigaste delarna i inredningen och att mattan ska komplettera övrig inredning. Köpprocessen påbörjas utifrån behov till exempel på grund av att nya möbler har inhandlats, något är utslitet eller en flytt.



Försiktiga kunden

Intresserad av heminredning och ser mattan som en viktig inredningsdetalj. Har lägre inkomst och därför mån om och villig att jämföra mellan olika butiker i valet av den perfekta produkten.



Priskänsliga kunden

Lågt intresse för heminredning och ser mattan som en produkt som skapar en personligare och mysigare känsla i rummet men som ändå är en perifer detalj i hemmet. Pris är den viktigaste faktorn i valet av produkt.

Rugvista brand strategy

Who are we?

What do we want people to think about us

Convenient - practical & save time

Experts - inspired, get support

Trustworthy - confident to buy



Brand position

Brand experience



We help people create inspiring homes

Brand identity

Customer benefits

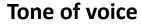
... at point of contact

- Rugvista.com / pop up store
- Media & communication
- Product









Look & feel

Distinctive: Simple and easy to understand
 Unique: Rememberable, standing out
 Relevant: Match target group & category
 Likable: Drive consideration to buy



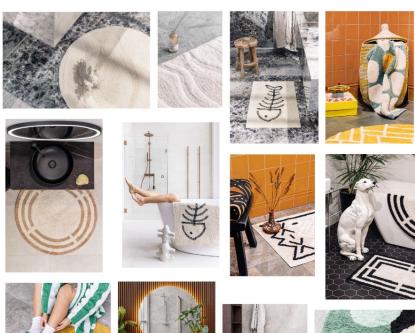




Branding in all touch points – distinctive & unique













Branding in all touch points – relevant & likable





























Branding in all touch points – first steps Q1&Q2



Today's topics

Why branding

Rugvista Brand Position

Next steps



Next steps - to be a liked and well-known brand





-> New opportunities for growth



Build **broad brand awareness** in key markets

- -> Increased direct and organic traffic
- -> More cost efficient media mix
- -> Trigger both new and current customers



Jotex





RUGVISTA				
	RugVista			
Unaided awareness	1 %	5 %	66 %	36 %
Aided awareness	11 %	61 %	93 %	84 %
Aided consideration	8 %	30 %	79 %	59 %
Aided preference	5 %	17 %	65 %	46 %
Recent purchase	2 %	6 %	44 %	38 %

Focus on customer relevant content, on and of site

- -> Increased consideration
- -> Visual formats important for our category
- -> New tech stack key enabler







Peter Rosenfors

CTO at Rugvista since Dec-2021

Selected previous experience:

- CDON (2020-2021)
- Axis Communications (2019-2020)
- Rillion (2017-2019)

Education:

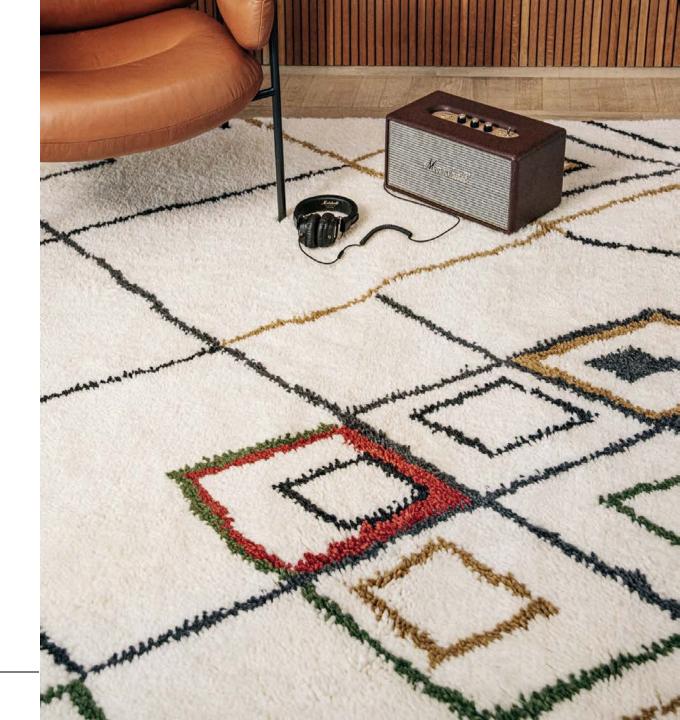
■ M.Sc. Civ. Eng., Luleå Technical University

Today's topics

History of previous tech solution

Overview of new e-com platform

Next steps



Strategic priorities to drive growth



Showcase own assortment

- ✓ Lead with our in-house designed collections
- ✓ Build content to inspire and help users in the discovery and decision-making process
- ✓ Serve more user journeys effectively through new platform



Win the key European markets

- Tailor and localize End-2-End customer experience, e.g., localize go-to-market approach
- ✓ Build a known and liked brand in selected key markets

Finalizing remaining core features while releasing in additional domains

0.8 Existing version of the new platform

New Checkout experience New My Pages experience

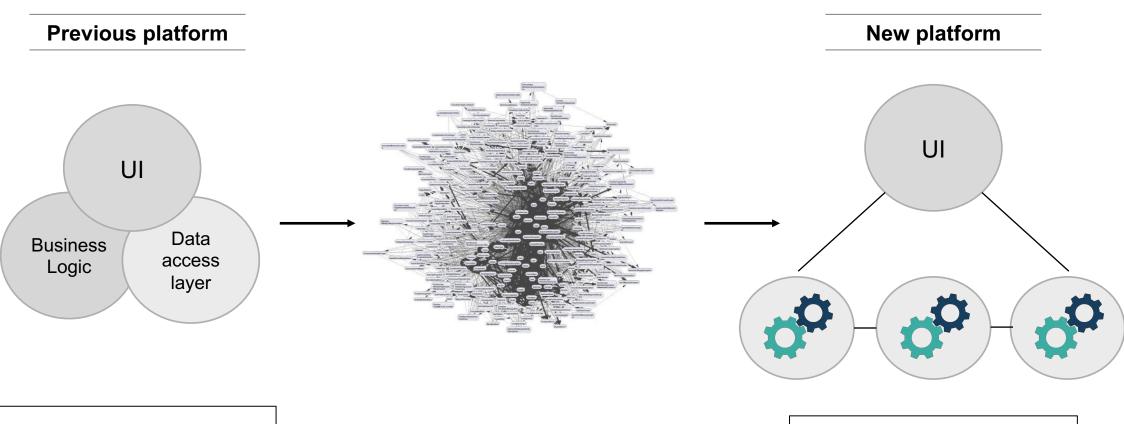
Number of markets live on the new platform today

Croatia, Austria, Switzerland, the UK, and Sweden

Total number of markets today

All major markets live 2023

New platform is a complete technology transition



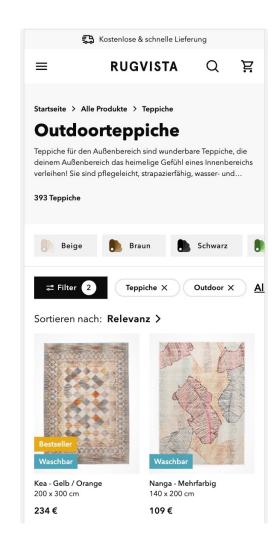
- Hard to maintain
- Difficult to add feature
- Single point of failure

- Better maintainability
- Better scalability
- Independent deployment

New e-commerce platform comprised of 3 major system components

Backend solution

Content management



The backend solution is the data foundation



Inhouse solution

- Flexible and tailor made
- Use our knowledge



Platform foundation

- Enhanced product model
- Serves onsite experience



Localization enabler

- Product content
- Price, discount, campaigns, more

Content Management

System and solution

Tech foundation

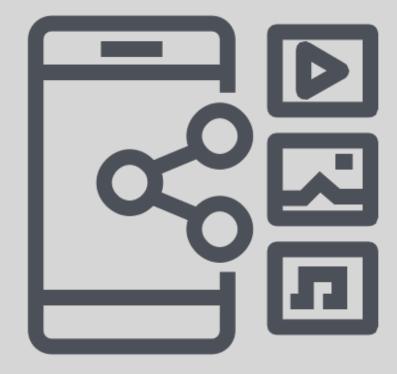
- Headless 3rd party solution
- Separated from frontend solution
- Customized to support strategy
- Multi domain setup

Localization enabler

- Different online merchandising between countries
- Possibility to localize site experience, content and campaigns
- Catch countries seasonality assortment

Make-a-difference functionality

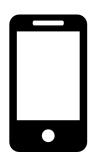
- Build an enrich the e-com shop (layout, text/image/video content)
- Efficient content creation
- SEO optimized structure



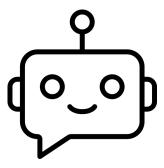
Frontend - Online Shop



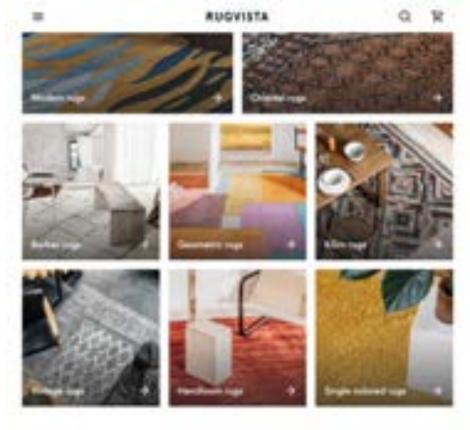
- Built our frontend ourselves
- Own our User Experience
- Ability to present our products and use our full potential



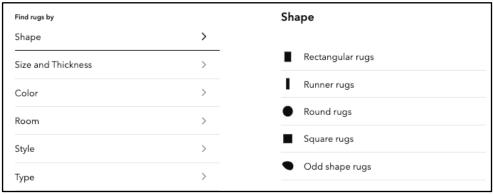
- Responsive design for all devices
- Mobile first approach
- Site speed important

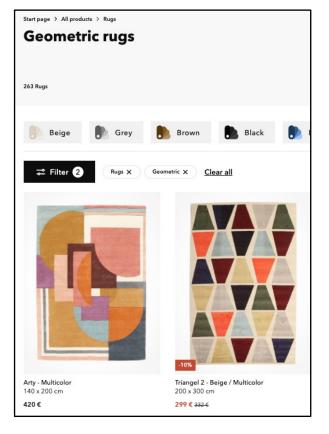


- Search engine optimized site structure
- Machine- and human content value available
- Support transition to more cost efficient traffic mix





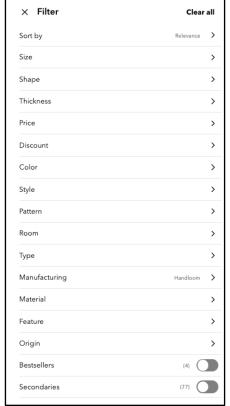


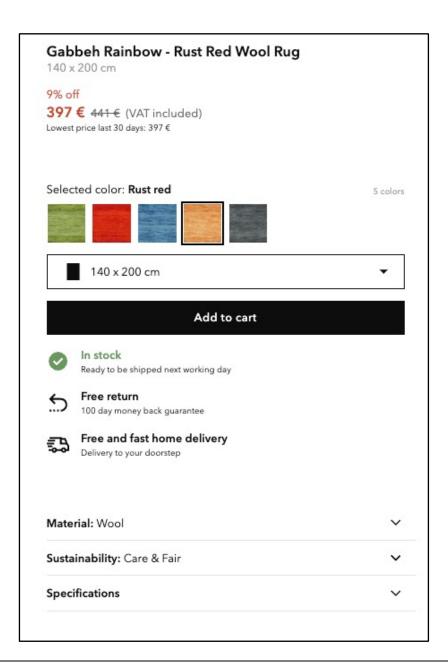






The new platform





New platform basis for enhanced shopping experience



New checkout experience



New my pages experience



Enhanced onsite algorithms (personalization)



Create content!





Joakim Tuvner

CFO since Jan-2023

Selected previous experience:

- VP Finance Oatly EMEA
- CFO Bona
- CFO KLS
- CFO & dep CEO Pågen
- Head of Finance Oriflame, Latin America & Asia

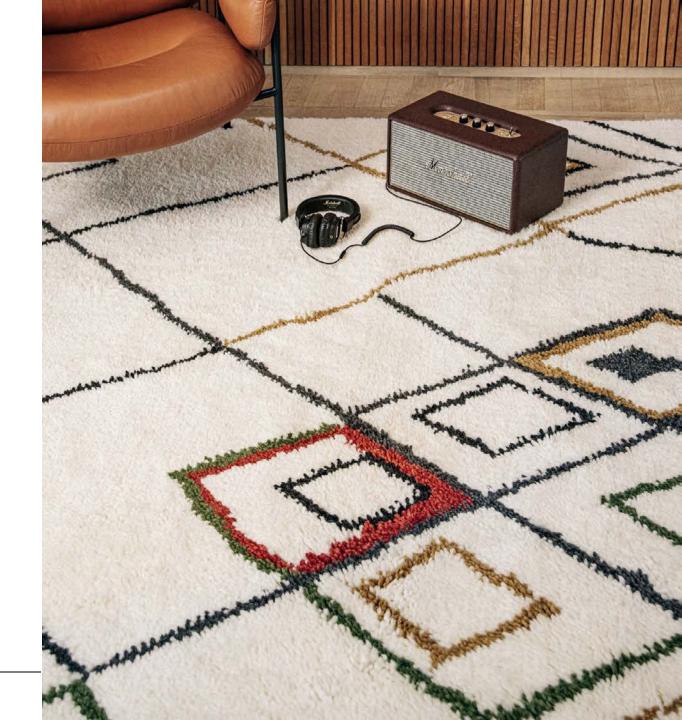
Education:

■ BSc. In Business administration, Lund University

Topics covered today

Our financial targets

Our financial development



Our financial targets

Medium- to long-term targets

Organic net revenue growth of approx.

20%

EBIT-margin of at least

15%

Dividend as % of net profits, up to

50%

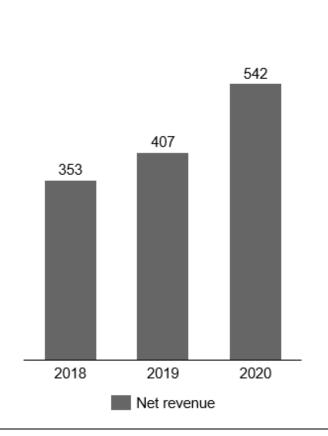
20% Net revenue growth

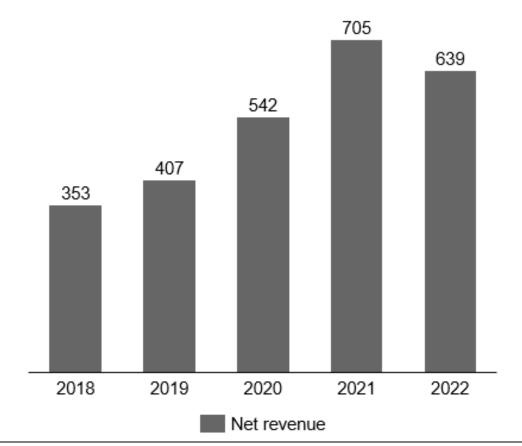
@IPO 3 Year CAGR 20% 1)

SEK million

After two more years 5 Year CAGR 16% 1)

SEK million





- ✓ Pandemic short-term boost of interior design and home improvement
- ✓ Pandemic long-term boost of migration from off- to online strengthened our growth case
- ✓ Current setting in the market due to macro-economics led us to focus on profitability rather than growth



Foundation for growth



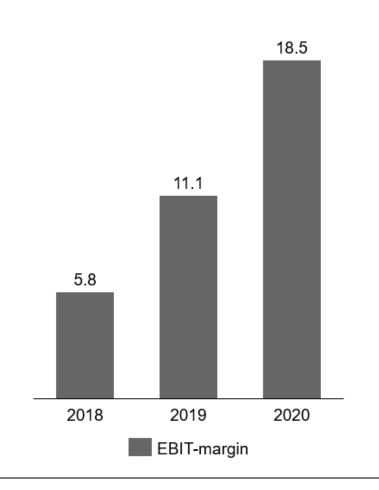
Organic net revenue growth of approx.

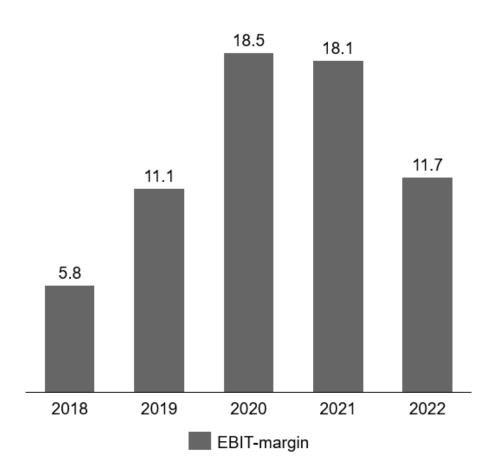
20%

EBIT-margin of at least 15%

@IPO EBIT-margin

2021 delivered, 2022 macro-economic slowdown





2022 share of net revenue

Variable costs 70.1%:

- Goods for resale
- Marketing

Fixed costs 18.1%:

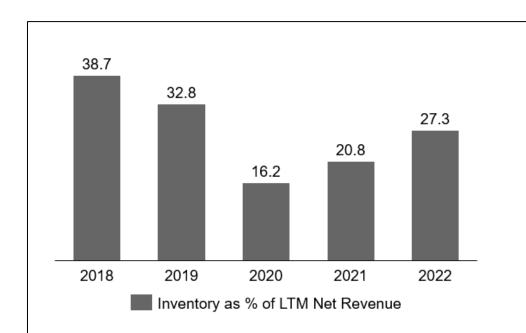
- Other external expenses (excl marketing)
- Personnel expenses
- Amortization and depreciation
- Other operating expenses

Lacking economies of scale in 2022.

Growth => EBIT-margin

Dividend of up to 50% of net profit

2018-2022 Inventory & cash conversion



- Changes in inventory make up for a large part of working capital changes
- Inventory target is 17.5%-22.5% of LTM of Net revenue. Quarter 1 2023 was at 26.3%
- Total weighted 5-year cash conversion: 84.5% ¹)
- High solvency and no interest-bearing debt

Dividend track record as a listed company

For 2021 profits:

- SEK 2.50 per share
- 52.0 SEK million
- 52.0% of Net profit for 2021

For 2022 profits the Board has proposed:

- SEK 1.50 per share
- 31.2 SEK million
- 53.0% of Net profit for 2022

Our financial targets

Medium- to long term targets

Organic net revenue growth of approx.

20%

EBIT-margin of at least

15%



Dividend as % of net profits, up to

50%





Patricia Rajkovic Widgren

Chief Organization & Sustainability Officer since Jan-2020

Selected previous experience:

- Hangzhou Century Co., Ltd. (2011-2015), CEO Century Europe
- Bergendahls (2008-2011), Retail Director Bergendahl Home Deco
- Biltema Sweden (2005-2008) CEO & Country Manager

Education:

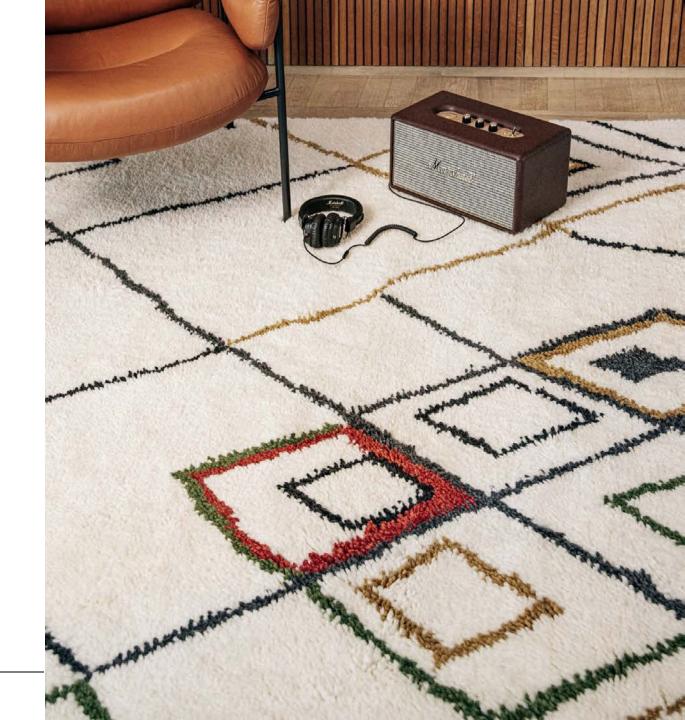
Marketing economist DIHM, IHM Business School

Sustainability topics covered today

Vision and strategy

Long-term goals and achievements

Going forward





LEAD.CHANGE – our 2030 sustainability strategy

LEAD.CHANGE

- is divided into three focus areas, all crucial to achieving our vision.
- serves as the foundation for our 2030 sustainability goals.
- supports the UN's Sustainable Development Goals (SDGs)
- encompasses five change levers that must be engaged to successfully accomplish our longterm sustainability goals

CHANGE LEVERS



Our team

Drive sustainability into everything we do



Our communication

Be transparent about our current progress, ambition, and challenges.



Our business practices

Our customers

Engage and inspire customers

to consume more sustainably

and circular.

Maintain functioning and efficient governance through our standards, policies and code of conduct.



Our business partners

Support all our business partners to develop sustainable business practices.

FOCUS AREAS



Planet

Develop a circular business model & reduce our environmental impact



People

Promote inclusion & Social responsibility



Business

Maintain good governance & responsible business practices



Our 2030 goals are crucial catalysts in achieving the sustainability vision

Selected achievements



Rugvista's climate goals are approved by SBTi:

- We aim to reduce GHG emissions by 46% in scope 1 and 2 by 2030 (base year: 2019).
- Committed to measuring and reducing GHG emissions in scope 3

In 2022, we conducted LCA for the top five materials used in our rugs. The insights led us to:

- broaden our scope 3 goals, encompassing the climate impact of rug materials.
- understand the climate impact of each material and the relevant environmental issues for each fiber.



All rug suppliers are included in Rugvista's social audit system.

• In 2022, 607 audits were conducted by accredited auditors through amfori BSCI and Label Step.

In 2022, we successfully mapped 67% of our tier 2 rug suppliers, based on the percentage of Rugvista's purchase value.

-Long-term goals-



Planet

By 2030, we aim to:

- Increase the proportion of recycled, reused, recyclable, or more sustainable natural materials to 80%.
- Reduce greenhouse gas emissions by 50% (based on 2019 levels) in scope 1, 2, and parts of scope 3 related to our own operations, such as employee commuting and business travel.
- Reduce indirect greenhouse gas emissions from carpet procurement by 50% per square meter of carpet sold (based on 2021 levels).
- Use packaging that is 100% made from circular or other sustainable materials.



People

By 2025

- 100% of our suppliers will be included in Rugvista's system for social audits.
- Rugvista's employee Net Promoter Score will reach 60.



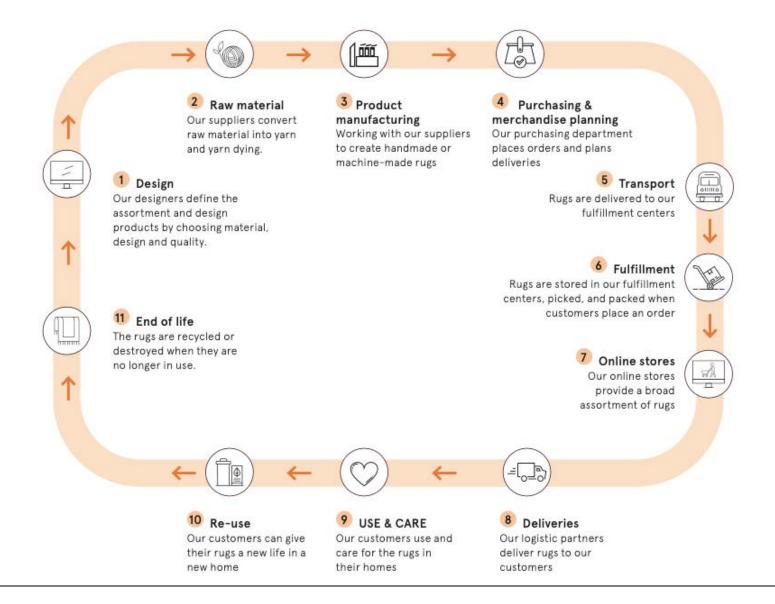
Business

By 2025

 100% of all tier 2 subcontractors will be mapped.



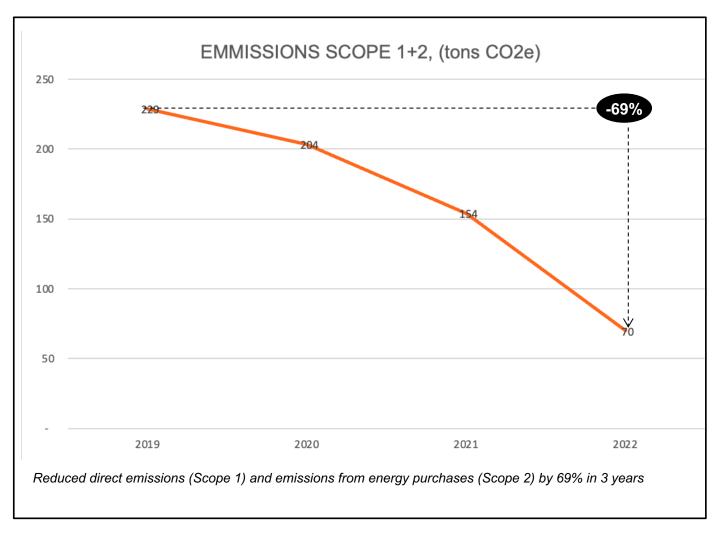
A sustainable value chain creates stakeholder value

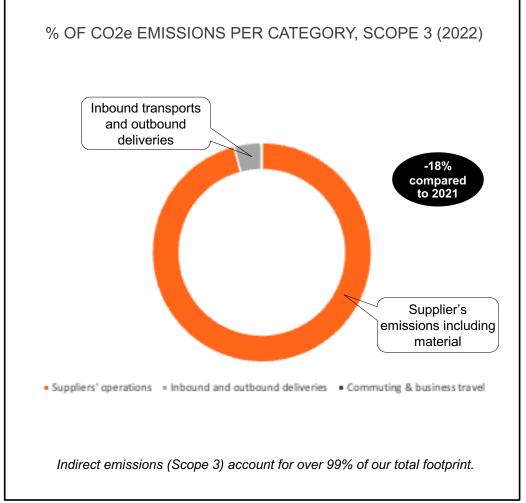


RUGVISTA



GHG emissions break down





Developing a circular business model while inspiring customers to make sustainable choices

1

Restored old rugs

- Antique and semi-antique wool rugs (20 to >100 years old)
- Patchwork rugs, created by pieces of old worn-out handmade rugs
- Colored Vintage rugs, washed and recolored older rugs





2

Recycled materials

- Hand-woven PET yarn rugs from worn out, recycled PET bottles
- Printed rugs made by recycled cotton





3

RUGVISTA RE.USE a circular marketplace

- Helps customers to extend the life of their Rugvista rugs
- Enables customers to buy preloved Rugvista rugs
- Enables us to give defective rugs a second chance

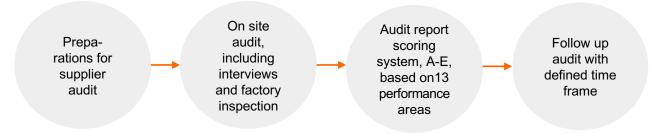




The people in our value chain are the core of everything we do Our supply chain

- Social responsibility is vital, addressing complex issues and ensuring sustainable development across our value chain
- Long-term supplier relationships enable us to drive improvements through collaboration, education, and support
- We have established strategic partnerships with two renowned NGOs to effectively navigate the complex audit processes in the rug industry:
 - amfori for centralized production units
 - Label Step for home weavers

amfori BSCI audit process

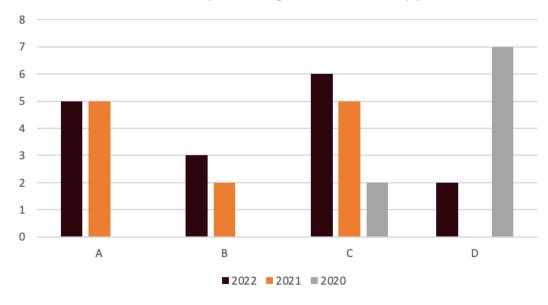


amfori BSCI 13 performance areas:

- 1. Social management system and cascade effect
- 2. Worker engagement and protection
- 3. Freedom of association and the right to collective bargaining
- 4. No discrimination
- 5. Fair remuneration
- 6. Decent working hours
- 7.Occupational Health and Safety

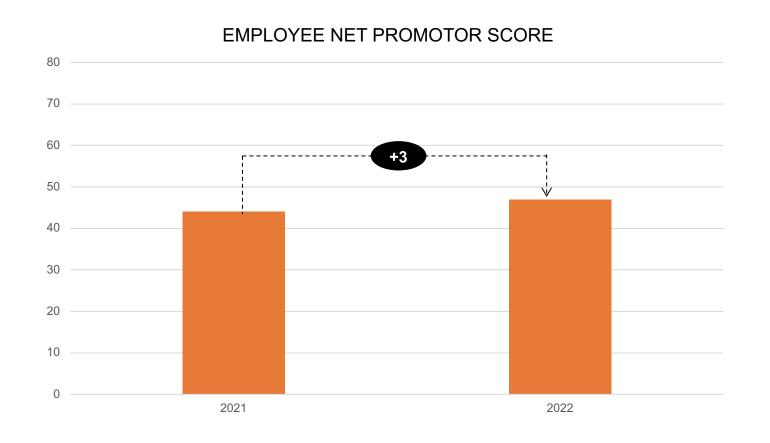
- 8. No child labor
- 9. Special protection for young workers
- 10. No precarious employment
- 11. No forced labor
- 12. Environmental protection
- 13. Ethical behavior

Audit results per rating, amfori BSCI suppliers



In 2022, **607** audits were conducted by accredited auditors through amfori BSCI and Label Step

The people in our value chain are the core of everything we do Our people





BUSINESS

Good corporate governance and responsible business practices maintained in 2022

100% of our rug suppliers have signed our Code of Conduct

We have mapped 67% of our tier 2 suppliers (as % of purchase value)

Zero corruption incidents reported

Going forward

PLANET

- Ensure implementation of amfori BEPI and emission reduction plans with key suppliers by 2024
- Incorporate a higher percentage of recycled materials in our rug design and integrate recyclability in the design process using LCA insights
- Further develop our circular marketplace Rugvista RE.USE

PEOPLE



- Continuously educate and support suppliers to adhere to best practices for social and environmental concerns
- Initiate auditing of tier 2 subsuppliers
- Further enhance our employee value proposition and attain an eNPS of 60

BUSINESS



- Strengthen our brand positioning by building content that empowers our customers to make sustainable choices leveraging the new platform as a key enabler
- Increase supply chain transparency by achieving 100% tier 2 mapping to align with HRDD
- Prepare for upcoming laws and requirements, such as the Corporate Sustainability Reporting Directive (CSRD), that will have an impact on our operations and financial reporting



Foundation for sustainably continuing profitable growth journey

