

## Update on operational disruptions in Rusta's IT-system

**Rusta's IT system is affected by operational disruptions, following an incident at hosting provider Tietoevry on January 20, 2024. All of Rusta's 208 stores are open as usual. Rusta's online sales platform has been inaccessible since the disruptions began, which is estimated to have a minor impact on the company's total sales. The operational disruptions also affect Rusta's supply chain system and if the problems are prolonged, they may negatively impact Rusta's sales. Currently there is no forecast for when the disruptions will be fully solved.**

As a result of the operational disruptions affecting Rusta's IT system, following an incident at hosting provider Tietoevry on January 20, 2024, Rusta provides the following update on the current status of its operations:

- Rusta's stores remain open during standard opening hours on all markets, but the number of check out systems accepting card payments are limited as a result of the operational disruptions.
- Rusta's online sales platform on the website has been inaccessible since the disruptions began, and there is currently no forecast for when online sales can be up and running again. Rusta's online channel normally accounts for less than one percent of the total sales during the month of January.
- The operational disruptions affect Rusta's IT supply chain system, which will make effective inventory tracking and replenishment in the stores more difficult. If the problems are prolonged, they may negatively impact Rusta's sales.
- Rusta and Tietoevry are still investigating the extent of the incident, and Tietoevry has not provided a forecast for when the disruptions in the systems may be fully resolved.

"We are concerned about the situation and are working hard to restore full functionality in our systems. In the short term, there has been limited negative impact on our sales as we have managed to keep all stores open across all markets. However, time is a critical factor, and the longer this persists, the greater the negative consequences for our value chain and, consequently, our sales", says Göran Westerberg, CEO of Rusta.

### **For further information, please contact:**

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### **About Rusta**

Rusta is a leading retailer in the Nordic low-price market with over 200 stores in Sweden, Norway, Finland and Germany. The physical stores are supplemented by Rusta's online sales channel, Rusta Online, in Sweden and Finland. Rusta offers a wide but carefully selected range of home and leisure products, with good quality at low prices. Rusta has more than 4,000 employees with headquarter in Upplands Väsby, Sweden. Rusta's shares are traded on Nasdaq Stockholm (RUSTA). [investors.rusta.com](http://investors.rusta.com)

## **Attachments**

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