

Sustainability Statement



We are PostNL and we deliver to everyone. For more than 220 years, we have been delivering special moments. We want to be the favourite deliverer. With our extensive network across the Benelux, operations in countries across the globe and around 38,000 employees, we are a leading company. We are conscious of the impact we have on society. We strive to meet the needs of the current generation to the best of our ability, while also preserving the world for future generations. That is why we invest in a sustainable future.

We have aligned our sustainability goals to the ten United Nations Global Compact principles, which focus on human rights, labour, the environment and anti-corruption measures. Sustainability is an intrinsic part of our corporate strategy and our way of working. This Sustainability Statement describes the impact we aim to have on society, and how we intend to achieve this target.

Being a good employer

We realise that engaged colleagues and partners are essential to achieving our goals. Throughout the year, we measure our employees' level of engagement within PostNL and their enthusiasm about the work they do. We also measure their commitment to and cooperation with our partners. We use the results to achieve further improvement.

We want to be a good employer and client for everyone who works with us and for us. It is important to us that our colleagues and partners enjoy working with and for PostNL, and that they know how they can contribute to achieving PostNL's ambition and the success of our customers. It starts on day one: we devote a lot of time to our new colleagues and partners so that they feel at home here and know what is expected. We encourage our people to continue their personal development. This enables them to work on their sustainable employability, and we give them the space to work towards their own future goals. As a result, they can continue working productively and are adequately trained, skilled, motivated and healthy. We support our people in enhancing their employability, both at PostNL and beyond. To that end, we also offer colleagues who leave our company the support of our internal job programme, Mobility, to help them find work outside PostNL.

We firmly believe that our differences make us stronger and better equipped to adapt to changes in the market. This is why our diversity policy aims to achieve a balance of different ages, equal numbers of men and women and teams with members drawn from a range of backgrounds. We promote the appointment and advancement of ambitious women and multicultural talent. We actively work towards the acceptance of the LGBT target population and offer work to people who are distanced from the labour market. In doing so, we aim to ensure that PostNL remains a safe, inclusive organisation.

Sustainability in Logistics

In 2018, PostNL set itself new ambitious long-term targets to further reduce CO₂ emissions. By 2030 at the latest, we want all parcel and mail deliveries in the Benelux to be emission-free in the last mile. As an intermediary step, by 2025, we want to make deliveries emission-free in 25 city centres.

We are always on the lookout for solutions to minimise our ecological footprint, and we are committed to reducing the amount of CO₂, NO_x and particulate matter released into the atmosphere. Of course, people have been delivering mail on foot and by bicycle for many years now. For the remaining deliveries, we increasingly use clean modes of transport, encourage our drivers to develop efficient driving habits and choose routes that reduce the number of kilometres driven. We are actively involved in improving the quality of life in urban areas. Combining logistics flows from other companies helps us reduce the volume of traffic in city centres, and we use green gas and electric vehicles such as electric cargo bikes. In cooperation with both suppliers and customers, we are developing better packaging materials and reducing the air content of our packaging. These measures also reduce our CO₂, NO_x and particulate emissions.

We work as sustainably and efficiently as possible at all our locations, installing LED lighting and reducing our energy consumption, not to mention that 40% of the electricity we need at our parcel sorting centres is generated sustainably using solar panels. The new parcel sorting centres currently under construction are among the Netherlands' most sustainable corporate buildings.

Finally, sustainability is one of the permanent criteria of our purchasing criteria. We are committed to improving cooperation in the logistics supply chain, for instance by taking greater advantage of our suppliers' expertise. We are also continuing to improve product collection, reuse, and recycling.

A connected society

At PostNL, we ensure that people remain connected with each other and with society at large. To achieve this target, we need to ensure that our services remain accessible to all. That's why we are making sure that our network of post boxes and post offices is also accessible for older people. We have partnered with the National Foundation for the Elderly and ANBO, a prominent organisation for older people, to achieve this aim.

Our thousands of parcel and mail delivery staff bring PostNL to every street, every day. Our extensive network enables us to transport and deliver a wide range of products, but we are keen to use this unique presence more broadly. This will enable us not only to deliver customers' daily post and parcels, but also to contribute to a more lively and social society. For example, thanks to our special delivery of items such as medicines, medical aids and meals, older people can live independently at home for longer.

We support Stichting Jarige Job by delivering birthday boxes, and we deliver sport and party parcels to primary schools as part of the King's Games.

Transparent about our performance

The goal of improved sustainability is one of PostNL's core principles, and we always hold ourselves accountable for our achievements. That is why sustainability is one of the key criteria we employ in assessing our executive management, and we are certified on the basis of prominent international standards, such as ISO 9001 (quality), ISO 14001 (environment), and OHSAS 18001 (working conditions and health and safety). Certifying bodies regularly inspect our organisation to confirm that we meet these standards.

We use our annual report to provide yearly updates on the tangible progress we have made in terms of sustainability, based on current standards and guidelines such as the UN Global Compact. Each year, we participate in leading benchmarks such as the Dow Jones Sustainability Index.

We have submitted our new long-term CO₂ emission reduction targets to the Science Based Target initiative (SBTi) for review and approval. The SBTi assists companies to ensure that their sustainability targets are scientifically substantiated. In 2019, the SBTi confirmed that our targets meet and contribute to achieving the Paris Climate Agreement. At PostNL, we have set a target of reducing CO₂ emissions across all operations (including outsourced road and air transport) by 18% by 2030, compared with 2017 emissions. This target includes a CO₂ reduction in our own operations (scope 1 and 2): a 60% absolute reduction and 80% reduction relative to kilometre driven.

Finally, we believe that sustainability is a licence to operate for the future. Our activities are not goals in themselves. They are our way of ensuring that PostNL treats the world we share as responsibly as possible. Only then can we be a sustainable mail and parcel company with a positive impact on people, the environment and society.



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PostNL CEO



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