The Hague, the Netherlands, 27 February 2023



PostNL presents additional plans to solidify its fundamentals

Normalised EBIT of €84 million for FY 2022

Financial highlights Q4 and FY 2022

| in€ million | Q4 2021 | Q4 2022 | % Change | FY 2021 | FY 2022 | % Change |
|---|---------|---------|----------|---------|---------|----------|
| Revenue | 936 | 883 | -6% | 3,466 | 3,144 | -9% |
| Normalised EBIT | 93 | 60 | -35% | 308 | 84 | -73% |
| assumed to be non-recurring and related to Covid-19 | 9 | 1 | | 82 | 2 | |
| Free cash flow | 65 | 79 | 22% | 288 | 40 | -86% |
| Normalised comprehensive income | 89 | 41 | -54% | 285 | 90 | -68% |

Reported numbers are impacted by the change in accounting classification of pensions following pension agreement of 23 December 2022, mainly non-cash. On balance, the positive impact on consolidated equity was €13m. Please refer to page 5 and our Annual Report 2022 for more information.

Highlights Q4 2022

- Solid performance in peak season
- Domestic volumes Parcels -3.8%, excluding non-recurring impact Covid-19; reported volumes -5.4%
- Volumes Mail in the Netherlands -8.1%
- Efficiency improvements and productivity gains in comparison to last year

Highlights FY 2022

- Domestic volumes Parcels up 2.3%, excluding non-recurring Covid-19 impact; overall, volumes -10.2%, also reflecting development in cross-border activities, predominantly from and to China
- Volumes Mail in the Netherlands -8.0%, at better end of expected range
- 25% improvement in carbon efficiency
- Proposed 2022 dividend of €0.16 per share

Additional plans to solidify fundamentals in 2023

- Reduction of 200-300 FTEs in overhead and other indirect cost measures, mainly at Parcels
- €20 million costs in 2023, mainly restructuring provision
- Additional annual cost savings: ~€25 million in 2024, run rate ~€30 million as of 2025
- Additional €10 million capex in 2023 in innovation and quality to improve customer value

CEO statement

Herna Verhagen, CEO of PostNL, said: "2022 turned out to be a year in which we were navigating rapidly changing and turbulent circumstances. The global macroeconomic and geopolitical environment was extremely challenging, with record-high inflation and consumer confidence at an all-time low. This impacted our performance, as we saw a sharp increase in labour and fuel costs. At the same time, parcel volumes were under pressure as the economic developments impacted consumer spending, but also due to overcapacity in the market.

"We took firm and swift actions to improve operational efficiency and preserve our financial position, which supported our 2022 performance. As well as taking these efficiency measures, such as reducing storage capacity and route optimisation, we also adjusted our prices, to the extent possible, to reflect the higher cost base.

"As the challenging conditions are expected to continue into 2023, it is critical to invest in further strengthening of our fundamentals and to secure our position in a dynamic and very competitive market. In 2023, we will further innovate our services, and improve customer value. And in addition to a number of initiatives to improve efficiency, mainly at Parcels, we are today announcing a reduction of 200-300 FTEs in overhead and other measures to reduce indirect costs.

"Based on a longer-term upward trend in e-commerce, underpinned by fundamental growth drivers, we have full confidence in our strategy. Our pro-active approach ensures that PostNL is well-positioned to resume its





growth trajectory in e-commerce, while maintaining solid performance at Mail in the Netherlands. Taking into account the benefits from all measures, including the additional plans presented today, a step-up in performance will be visible as of 2024, that should be further supported once the economic environment starts to improve."

Executing on our strategy

Over the last couple of years, PostNL has successfully transformed into an e-commerce logistics player. The e-commerce market has strong potential going forward, with unchanged fundamental growth drivers. While PostNL is taking all necessary adaptive measures and is focusing on strict cost and cash control in the shorter term, its strategic aims for the longer term remain unchanged.

At Parcels, the aim is to capture further e-commerce growth by balancing volume, value and capacity. The related investment programme is flexible and ensures an efficient and future-proof infrastructure. At Mail in the Netherlands, PostNL aims for mitigating volume decline through a moderate pricing policy and cost savings initiatives, by further improving its sorting and delivery processes. The company aims to further strengthen its competitive position by building on its platform, integrating customers, consumers and solutions through simple and smart digital journeys. The impact of its business activities on the environment and society at large are important for PostNL. Clear and ambitious ESG objectives are fully embedded in its strategy.

Outlook 2023 and beyond

2023 is expected to be a challenging year with continued macro-economic uncertainty. Parcel volume projections remain uncertain for the short term. PostNL now assumes a low single digit volume decline for the year, also taking into account some potential loss in market share. Organic costs will increase again, and will not be fully offset by price adjustments in a competitive market characterised by overcapacity. In this operating environment, PostNL today announced a reduction of 200-300 FTEs in overhead and other measures to further reduce indirect costs and improve efficiency, mainly at Parcels. This results in €20 million restructuring provision and related costs in 2023. At Mail in the Netherlands, volume decline is expected to continue at between 8% and 10%.

PostNL is well-positioned to resume its growth trajectory. In 2024, a margin improvement for PostNL of at least 200 basis points is expected. This results from additional cost savings mainly at Parcels, which are expected to be around €25 million in 2024 and reach a run-rate of around €30 million as of 2025. This margin improvement also assumes an upward trend in the development of e-commerce. Further upside is dependent on economic conditions. The company aims to pay dividend that develops substantially in line with operational performance.

For 2023, PostNL assumes:

| in€ million | 2022 | 2023 outlook |
|---------------------------------|------|--------------|
| Normalised ⊞IT | 84 | 70 - 100 |
| Normalised comprehensive income | 90 | 40 - 70 |
| Free cash flow | 40 | 10 - 40 |

Share buyback programme

In 2022, the first tranche of the share buyback programme, with a total maximum value of €250 million, was completed. PostNL repurchased 51 million shares for a total consideration of €164 million.

A second tranche of the programme, scheduled to be executed during 2023, will be delayed until further recovery of business performance and in accordance with PostNL's capital allocation framework. The company aims at a leverage ratio (adjusted net debt/EBITDA) not exceeding 2.0.

Further ESG progress in 2022

PostNL is proud to be ranked as one of the most sustainable companies in the transport and logistics sector worldwide by the Dow Jones Sustainability Index (DJSI) and also achieved an 'A' score in the CDP benchmark, a global environmental disclosure system, for the third year in a row. These recognitions evidence the continuing progress PostNL is making on ESG.



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PostNL improved the carbon efficiency of its own fleet by 25% compared with 2021, by further stepping up investments in sustainability, increasing usage of renewable fuels and further expanding its fleet of electric vehicles. For 2022, PostNL offset any remaining carbon emissions from its own transport and that of delivery partners, cutting its footprint to net zero.

While scores on customer satisfaction and employee engagement dropped slightly in 2022, they remained strong and were in line with market trends. In 2022, PostNL took first steps to switch to NPS. For 2023 the company will report on this metric. The 2023 target is to maintain the average number one position in relevant markets.

As of 1 January 2023, pensions of (former) PostNL employees increased by 10% as a result of the adjustment to a collective defined contribution plan combined with the solid financial position of the pension fund.

In January 2023, agreement on CLAs for PostNL and Saturday deliverers was reached, applying to around 18,000 employees. The total wage increase amounts to up to 9.5% between 1 April 2022 to 31 March 2024. In addition, a one-time payment of 1.5% of annual salaries will be made in February 2023. In May 2022, an agreement on the CLA for mail deliverers had been reached. That agreement applies to nearly 16,500 employees, includes a pay rise of 4% in 2022 plus another 4% in 2023 and runs until 31 December 2023.

Accelerating digital transformation

The acceleration of PostNL's digital transformation is progressing, with consumers and customers increasingly digitally connected to the company's platform. PostNL now has 7.8 million consumer accounts (Q4 2021: 6.8 million), of which 63% are actively used. Significant upgrades to the app were released in 2022 to deliver a distinctive consumer experience. PostNL is speeding up the roll-out of automated parcel lockers (517 APLs at year-end 2022) and will give other carriers access to its parcel lockers in the course of 2023. Consumers will be able to collect and send parcels from various carriers using a PostNL parcel locker.

PostNL spent around €12 million on the acceleration of its digital transformation in 2022, of which €2 million was visible in the fourth quarter (intention 2022: around €15 million).

Q4 and FY 2022 business performance

| | Volu | ume | Reve | enue | Normalis | ed EBIT |
|---------------------------------------|---------|---------|---------|---------|----------|---------|
| in€ million, volume in million items | Q4 2021 | Q4 2022 | Q4 2021 | Q4 2022 | Q4 2021 | Q4 2022 |
| Parcels | 99 | 94 | 604 | 587 | 55 | 24 |
| Mail in the Netherlands | 581 | 534 | 482 | 429 | 66 | 60 |
| PostNL Other | | | 50 | 49 | (29) | (23) |
| Intercompany | | | (200) | (182) | | |
| PostNL | | | 936 | 883 | 93 | 60 |
| in € million, volume in million items | FY 2021 | FY 2022 | FY 2021 | FY 2022 | FY2021 | FY 2022 |
| Parcels | 384 | 344 | 2,361 | 2,165 | 230 | 56 |
| Mail in the Netherlands | 2,048 | 1,884 | 1,683 | 1,495 | 160 | 107 |
| PostNL Other | | | 200 | 215 | (81) | (80) |
| Intercompany | | | (777) | (731) | | |
| PostNL | | | 3,466 | 3,144 | 308 | 84 |

- Impact on normalised EBIT related to Covid-19
 - Q4 2022: €1 million, fully at Mail in the Netherlands (Q4 2021: €9 million; €2 million at Parcels and €7 million at Mail in the Netherlands)
 - FY 2022: €2 million, €(2) million at Parcels and €5 million at Mail in the Netherlands (FY 2021: €82 million;
 €40 million at Parcels and €42 million at Mail in the Netherlands)
- €35 million impact on normalised EBIT from new CLA PostNL, retroactively implemented in December (start date 1 April 2022), fully visible in Q4 2022

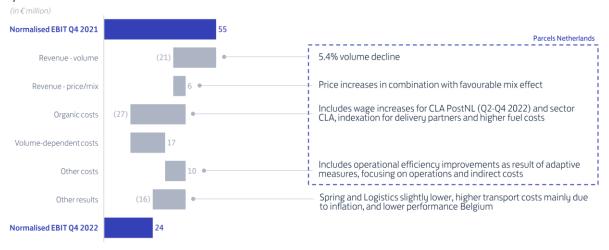




Segment information Q4 2022

Parcels: Efficient peak season while organic costs increased

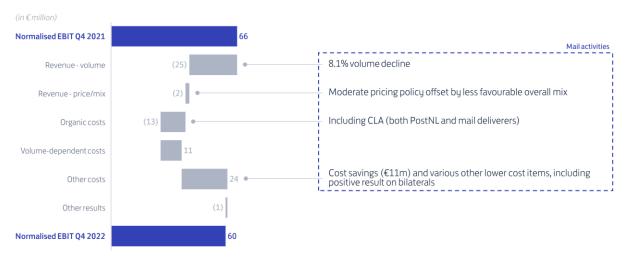
Normalised EBIT at Parcels came in at €24 million (Q4 2021: €55 million). In Q4 2022, there was no Covid-19-related impact (Q4 2021: €2 million). Excluding the non-recurring Covid-19 impact, normalised EBIT decreased by €29 million.



Revenue was down to €587 million (Q4 2021: €604 million), driven by a volume decline of 5.4%. Domestic parcel volumes, excluding the non-recurring impact related to Covid-19 in Q4 2021, declined by 3.8%. In a market with overcapacity, assumed to be temporary, PostNL experienced some domestic market share pressure. Revenue at Spring in Europe was up, while revenue at Logistics was down.

Mail in the Netherlands: Busy peak season with solid performance

Normalised EBIT at Mail in the Netherlands came in at €60 million (Q4 2021: €66 million). In Q4 2022, the Covid-19-related impact was €1 million (Q4 2021: €7 million). Excluding this non-recurring Covid-19 impact, normalised EBIT was flat.



Revenue was down to €429 million (Q4 2021: €482 million), mainly explained by the overall volume decline of 8.1% in the quarter, including fewer Covid-19 items. Underlying mail development was -6.5%, mainly reflecting substitution. The price/mix effect was slightly negative.

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PostNL Other

Revenue at PostNL Other amounted to €49 million (Q4 2021: €50 million). Normalised EBIT came in at €(23) million (Q4 2021: €(29) million). Regular pension expense amounted to €42 million (Q4 2021: €40 million) and total regular pension cash contributions to €26 million (Q4 2021: €25 million).

Cash flow development

Free cash flow was €79 million (Q4 2021: €65 million), reflecting the impact of lower reported normalised EBIT, a settlement payment for transitional plans of €28 million (in 2021: €16 million paid in Q2) and tax effects including a partial refund in Q4 2022.

Key figures and explanation of change in accounting classification pensions

| in€ million | Q4 2021 | Q4 2022 | FY 2021 | FY 2022 |
|---|---------|---------|------------------|------------------|
| Revenue | 936 | 883 | 3,466 | 3,144 |
| Operating income* | 90 | 48 | 324 | 66 |
| Profit for the period* | 68 | 29 | 258 | 14 |
| Profit from continuing operations* | 61 | 27 | 228 | 26 |
| Total comprehensive income* | 94 | 34 | 325 | 66 |
| * excluding change in pension accounting classification | | | | |
| | | | 31 December 2021 | 31 December 2022 |
| Adjusted net debt | | | 203 | 467 |
| Consolidated equity | | | 426 | 177 |

Summary details on change in accounting classification pensions:

| in€ million | FY 2022 Reported | Technical accounting adjustment IAS 19 | Unconditional funding obligation adjustment | FY 2022 Normalised |
|-----------------------------------|---------------------|--|---|-----------------------|
| Operating income | (1,291) | 1,377 | (20) | 66 |
| Profit for the period | (993) | 1,022 | (15) | 14 |
| Profit from continuing operations | (981) | 1,022 | (15) | 26 |
| Other comprehensive income | (1,071) | (1,020) | | 52 |
| Total comprehensive income | 79 | 2 | (15) | 66 |

The change towards a collective defined contribution plan in December 2022, resulted in a settlement in the income statement with a compensating impact in other comprehensive income.

As part of the agreement, the unconditional funding obligation has been reduced by €20 million. On balance, this resulted in an improvement in PostNL's adjusted net debt position of €20 million and €13 million in consolidated equity. Please refer to our Annual Report 2022 for more information on our financial statements, including disclosure notes.

Dividend 2022

PostNL will propose to the Annual General Meeting of Shareholders (AGM), to be held on 18 April 2023, a dividend of €0.16 per ordinary share for 2022 (2021: €0.42). This represents a pay-out ratio of 85% of normalised comprehensive income, which amounted to €90 million in 2022. €0.14 per share was paid as an interim dividend in August 2022. After approval by the AGM, the final dividend of €0.02 per share will be paid, at the shareholders' election, either in cash (default) or in ordinary shares. The dividend in shares will be paid out of additional paid-in capital as part of the distributable reserves, free of withholding tax in the Netherlands. The conversion ratio will be based on the volume-weighted average share price (VWAP) for all PostNL shares traded on Euronext Amsterdam over the three trading day period that ends on the final day of the election period. The value of the stock dividend, based on this VWAP, will, subject to rounding, be targeted at but not be lower than the cash dividend. There will be no trading in stock dividend rights.

The Hague, the Netherlands, 27 February 2023



| 20 April 2023 | 9 August 2023 | Ex-dividend date |
|---------------|----------------|---|
| 21 April 2023 | 10 August 2023 | Record date |
| 24 April 2023 | 11 August 2023 | Start of election period |
| 9 May 2023 | 24 August 2023 | End of election period and determination of conversion rate |
| 11 May 2023 | 28 August 2023 | Payment date |

Financial calendar

| 18 April 2023 | Annual General Meeting of Shareholders |
|-----------------|--|
| 8 May 2023 | Publication of Q1 2023 results |
| 7 August 2023 | Publication of Q2 & HY 2023 results |
| 6 November 2023 | Publication of Q3 2023 results |

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Audio webcast and conference call on Q4 2022 results

On 27 February 2023, at 11.00 am CET, a conference call for analysts and investors will start, which can be followed live via an audio webcast at https://www.postnl.nl/en/about-postnl/investors/results-reportstrading-updates/.

Additional information

Additional information is available at www.postnl.nl. Elements of this press release contain or may contain inside information within the meaning of article 7(1) of the EU Market Abuse Regulation.

Note that the numbers presented in this press release (tables and explanations of results) may not sum precisely to the totals provided and percentages may not precisely reflect the absolute figures due to rounding.

Caution on forward-looking statements

Some statements in this press release are "forward-looking statements". By their nature, forward-looking statements involve risk and uncertainty because they relate to events and depend on circumstances that may occur in the future. These forward-looking statements involve known and unknown risks, uncertainties and other factors that are outside of our control and impossible to predict, and that may cause actual results to differ materially from any future results expressed or implied. These forward-looking statements are based on current expectations, estimates, forecasts, analyses and projections about the industries in which we operate and management's beliefs and assumptions about possible future events. You are cautioned not to put undue



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reliance on these forward-looking statements, which only apply as of the date of this press release and are neither predictions nor guarantees of possible future events or circumstances. We do not undertake any obligation to release publicly any revisions to these forward-looking statements to reflect events or circumstances after the date of this press release or to reflect the occurrence of unanticipated events, except as may be required under applicable securities law.

Use of non-GAAP information

In presenting and discussing the PostNL Group operating results, management uses certain non-GAAP financial measures. These non-GAAP financial measures should not be viewed in isolation as alternatives to the equivalent IFRS measures and should be used in conjunction with the most directly comparable IFRS measures. Non-GAAP financial measures do not have a standardised meaning under IFRS and therefore may not be comparable to similar measures presented by other issuers. The main non-GAAP key financial performance indicator is normalised EBIT. Normalised EBIT is derived from the IFRS-based performance measure operating income adjusted for the impact of project costs and incidentals.



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Please refer to our Annual Report 2022 for more information on our financial statements, including disclosure notes

 $\textcolor{red}{\textbf{PostNL Consolidated statement of profit or loss}} in \textbf{0} \\ \textcolor{red}{\textbf{million}}$

| PostNL Consolidated statement or profit or loss in € million | | | | |
|--|------------------------------|--------------------------------------|--|----------------|
| | | 2022 excl. change in | Change in pension | |
| | Q4 2021 | pension accounting classification | accounting classification | Total Q4 2022 |
| Revenue from contracts with customers | 934 | 881 | | 881 |
| Other operating revenue | 3 | 2 | | 2 |
| Total operating revenue | 936 | 883 | 0 | 883 |
| Other income | 1 | 0 | | 0 |
| Cost of materials | (21) | (24) | | (24) |
| Work contracted out and other external expenses | (456) | (424) | | (424) |
| Salaries, pensions and social security contributions | (291) | (310) | (1,357) | (1,667) |
| Depreciation, amortisation and impairments | (41) | (41) | | (41) |
| Other operating expenses | (39) | (36) | | (36) |
| Total operating expenses | (848) | (835) | (1,357) | (2,192) |
| Operating income | 90 | 48 | (1,357) | (1,309) |
| | | | | |
| Interest and similar income | 0 | 2 | | 2 |
| Interest and similar expenses | (7) | (5) | | (5) |
| Net financial expenses | (6) | (3) | | (3) |
| Results from investments in JVs/ associates | (0) | (1) | | (1) |
| Profit/ (loss) before income taxes | 84 | 44 | (1,357) | (1,313) |
| Income taxes | (23) | (18) | 350 | 333 |
| Profit/ (loss) from continuing operations | 61 | 27 | (1,007) | (980) |
| Profit/ (loss) from discontinued operations | 7 | 2 | | 2 |
| Profit for the period | 68 | 29 | (1,007) | (978) |
| Attributable to: | | | | |
| Non-controlling interests | 0 | 0 | | 0 |
| Equity holders of the parent | 68 | 29 | (1,007) | (978) |
| Earnings per ordinary share (in € cents) 1 | 13.2 | 5.8 | (204.4) | (198.6) |
| Earnings per diluted ordinary share (in € cents) ² | 13.1 | 5.8 | (204.0) | (198.1) |
| Earnings from continuing operations per ordinary share (in € cents) 1 | 11.8 | 5.4 | (204.4) | (199.0) |
| Earnings from continuing operations per diluted ordinary share (in € cents) ² | 11.7 | 5.4 | (204.0) | (198.5) |
| Earnings from discontinued operations per ordinary share (in € cents) ¹ | 1.4 | 0.4 | 0.0 | 0.4 |
| Earnings from discontinued operations per diluted ordinary share (in € cents) ² | 1.3 | 0.4 | 0.0 | 0.4 |
| Non-controlling interests Equity holders of the parent Earnings per ordinary share (in € cents) ¹ Earnings per diluted ordinary share (in € cents) ² Earnings from continuing operations per ordinary share (in € cents) ¹ Earnings from continuing operations per diluted ordinary share (in € cents) ² Earnings from discontinued operations per ordinary share (in € cents) ¹ | 13.2 13.1 11.8 11.7 | 5.8 5.8 5.4 5.4 | (204.4) (204.0) (204.4) (204.0) | (1 (1 (1 |

¹ Based on an average of 492,519,772 outstanding ordinary shares (2021: 505,163,452). 2 Based on an average of 493,642,384 outstanding diluted ordinary shares (2021: 505,981,123).



The Hague, the Netherlands, 27 February 2023

PostNL Consolidated statement of profit or loss in € million

| PostNL Consolidated statement of profit or loss in € million | | | | |
|--|--------------|--|---|---------------|
| | FY 2021 | 2022 excl. change in pension accounting classification | Change in pension accounting classification | Total FY 2022 |
| Revenue from contracts with customers | 3,447 | 3,132 | Gasarication | 3,132 |
| Other operating revenue | 19 | 13 | | 13 |
| Total operating revenue | 3,466 | 3,144 | 0 | 3,144 |
| | , | -, | | -, |
| Other income | 25 | 7 | | 7 |
| Cost of materials | (69) | (85) | | (85) |
| Work contracted out and other external expenses | (1,708) | (1,570) | | (1,570) |
| Salaries, pensions and social security contributions | (1,129) | (1,147) | (1,357) | (2,504) |
| Depreciation, amortisation and impairments | (149) | (156) | | (156) |
| Other operating expenses | (113) | (128) | | (128) |
| Total operating expenses | (3,168) | (3,085) | (1,357) | (4,442) |
| Operating income | 324 | 66 | (1,357) | (1,291) |
| operating income | 324 | 00 | (1,337) | (1,291) |
| Interest and similar in a sec | 4 | 2 | | 2 |
| Interest and similar income | 1 | 3 | | 3 |
| Interest and similar expenses Net financial expenses | (22) (21) | (22) (19) | | (22) (19) |
| Net illiandal expenses | (21) | (19) | | (13) |
| Results from investments in JVs/ associates | (0) | (1) | | (1) |
| Profit/ (loss) before income taxes | 302 | 46 | (1,357) | (1,311) |
| Income taxes | (74) | (21) | 350 | 330 |
| Profit/(loss) from continuing operations | 228 | 26 | (1,007) | (981) |
| Profit/(loss) from discontinued operations | 29 | (11) | | (11) |
| Profit for the period | 258 | 14 | (1,007) | (993) |
| Attributable to: | | | | |
| Non-controlling interests | 1 | 0 | | 0 |
| Equity holders of the parent | 257 | 14 | (1,007) | (993) |
| Earnings per ordinary share (in € cents) ¹ | 50.9 | 2.8 | (204.4) | (201.6) |
| Earnings per diluted ordinary share (in € cents) ² | 50.8 | 2.8 | (204.0) | (201.2) |
| Earnings from continuing operations per ordinary share (in € cents) 1 | 45.1 | 5.2 | (204.4) | (199.3) |
| Earnings from continuing operations per diluted ordinary share (in \in cents) 2 | 45.0 | 5.2 | (204.0) | (198.8) |
| Earnings from discontinued operations per ordinary share (in \in cents) 1 | 5.8 | (2.3) | 0.0 | (2.3) |
| Earnings from discontinued operations per diluted ordinary share (in \in cents) 2 | 5.8 | (2.3) | 0.0 | (2.3) |

¹ Based on an average of 492,519,772 outstanding ordinary shares (2021: 505,163,452).

² Based on an average of 493,642,384 outstanding diluted ordinary shares (2021: 505,981,123).



The Hague, the Netherlands, 27 February 2023

PostNL Consolidated statement of comprehensive income in € million

| | Q4 2021 | 2022 excl. change in pension accounting classification | Change in pension accounting classification | Total Q4 2022 |
|---|---------|--|---|---------------|
| Profit for the period | 68 | 29 | (1,007) | (978) |
| Impact pensions, net of tax | 14 | 13 | 1,020 | 1,033 |
| Change in value of financial assets at fair value through OCI | 11 | (5) | | (5) |
| Other comprehensive income that will not be reclassified | | | | |
| to the income statement | 25 | 8 | 1,020 | 1,027 |
| Currency translation adjustment, net of tax | 0 | (1) | | (1) |
| Gains/(losses) on cashflow hedges, net of tax | 0 | (2) | | (2) |
| Other comprehensive income that may be reclassified to the income statement | 1 | (3) | | (3) |
| Total other comprehensive income for the period | 26 | 5 | 1,020 | 1,025 |
| Total comprehensive income for the period | 94 | 34 | 13 | 47 |
| Attributable to: | | | | |
| Non-controlling interests | 0 | 0 | | 0 |
| Equity holders of the parent | 94 | 34 | 13 | 46 |
| Total comprehensive income attributable to the equity holders of the parent arising from: | | | | |
| Continuing operations | 87 | 32 | 13 | 45 |
| Discontinued operations | 7 | 2 | | 2 |

Post NL Consolidated statement of comprehensive income in € million

| | FY 2021 | 2022 excl. change in pension accounting classification | Change in pension accounting classification | Total FY 2022 |
|---|---------|--|---|---------------|
| Profit for the period | 258 | 14 | (1,007) | (993) |
| | | | | |
| Impact pensions, net of tax | 54 | 57 | 1,020 | 1,077 |
| Change in value of financial assets at fair value through OCI | 12 | (8) | | (8) |
| Other comprehensive income that will not be reclassified to the income statement | 67 | 49 | 1,020 | 1,069 |
| Currency translation adjustment, net of tax | 1 | 0 | | 0 |
| Gains/(losses) on cashflow hedges, net of tax | 0 | 2 | | 2 |
| Other comprehensive income that may be reclassified to the income statement | 1 | 2 | | 2 |
| Total other comprehensive income for the period | 68 | 52 | 1,020 | 1,071 |
| Total comprehensive income for the period | 325 | 66 | 13 | 79 |
| Attributable to: | | | | |
| Non-controlling interests | 1 | 0 | | 0 |
| Equity holders of the parent | 325 | 66 | 13 | 78 |
| Total comprehensive income attributable to the equity holders of the parent arising from: | | | | |
| Continuing operations | 296 | 77 | 13 | 90 |
| Discontinued operations | 29 | (11) | | (11) |



The Hague, the Netherlands, 27 February 2023

| Post NI | Consolidated | statement of | cash fl | OWSin Emillion |
|---------|--------------|--------------|---------|----------------|

| PostNL consolidated statement of cash flows in emillion | Q4 2021 | Q4 2022 | FY 2021 | FY 2022 |
|--|---------|---------|---------|---------|
| Profit/(loss) before income taxes | 84 | (1,313) | 302 | (1,311) |
| Change in pension accounting classification | | 1,357 | | 1,357 |
| Profit/(loss) before income taxes, excl. change in pension accounting classification | 84 | 44 | 302 | 46 |
| Adjustments for: | | | | |
| Depreciation, amortisation and impairments | 41 | 41 | 149 | 156 |
| Share-based payments | 1 | (0) | 3 | 2 |
| (Profit)/loss on disposal of assets | (1) | (0) | (4) | (5) |
| (Profit)/loss on sale of Group companies | | | (16) | |
| Interest and similar income | (0) | (2) | (1) | (3) |
| Interest and similar expenses | 7 | 5 | 22 | 22 |
| Results from investments in JVs/associates | 0 | 1 | 0 | 1 |
| Investment income | 5 | 3 | 2 | 15 |
| Pension liabilities | 15 | (12) | 53 | 47 |
| Other provisions | 3 | 2 | (2) | (3) |
| Changes in provisions | 18 | (9) | 51 | 44 |
| Inventory | 3 | (1) | (2) | (2) |
| Trade accounts receivable | (38) | (31) | (23) | 30 |
| Other accounts receivable | 1 | (2) | 5 | (2) |
| Other current assets excluding taxes | (23) | (14) | 11 | (11) |
| Trade accounts payable | 19 | 12 | 26 | 18 |
| Other current liabilities excluding short-term financing and taxes | 98 | 94 | 25 | (36) |
| Changes in working capital | 59 | 57 | 41 | (3) |
| Cash generated from operations | 207 | 137 | 547 | 259 |
| Interest paid | (9) | (8) | (21) | (20) |
| Income taxes received/(paid) | (58) | 13 | (76) | 1 |
| Net cash (used in)/from operating activities | 140 | 142 | 450 | 240 |
| Interest received | 0 | 2 | 1 | 3 |
| Disposal of subsidiaires | 0 | 2 | 44 | 3 |
| Investments in JVs/associates | (2) | (0) | (3) | (2) |
| Capital expenditure on intangible assets | (16) | (21) | (56) | (80) |
| Capital expenditure on property, plant and equipment | (34) | (17) | (85) | (58) |
| Proceeds from sale of property, plant and equipment | 2 | 0 | 10 | 12 |
| Changes in other loans receivable | (1) | 1 | (3) | 3 |
| Other changes in (financial) fixed assets | (0) | (0) | (1) | 0 |
| Net cash (used in)/from investing activities | (51) | (35) | (92) | (122) |
| Dividends paid | (0) | 0 | (113) | (165) |
| Share buyback | (0) | · · | 0 | (164) |
| Changes related to non-controlling interests | 0 | (1) | 0 | (104) |
| Proceeds from short-term borrowings | (1) | 0 | 0 | 0 |
| Repayments of short-term borrowings | (4) | (4) | (5) | (4) |
| Repayments of lease liabilities/incentives | (23) | (22) | (69) | (74) |
| Net cash (used in)/ from financing activities | (28) | (27) | (186) | (408) |
| Total change in cash from continuing operations | 62 | 79 | 172 | (290) |
| | | | | |
| Cash at the beginning of the period | 786 | 477 | 651 | 848 |
| Cash transfers related to discontinued operations | 0 | (0) | 25 | (1) |
| Total change in cash from continuing operations | 62 | 79 | 172 | (290) |
| Cash at the end of the period | 848 | 556 | 848 | 556 |





PostNL Consolidated statement of financial position in € million

| Assets | 31 December 2021 | 31 December 2022 |
|---|------------------|------------------|
| | | |
| Goodwill | 207 | 207 |
| Other intangible assets | 147 | 182 |
| Intangible fixed assets | 354 | 389 |
| Land and buildings | 254 | 255 |
| Plant and equipment | 141 | 146 |
| Other equipment | 13 | 13 |
| Construction in progress | 25 | 44 |
| Property, plant and equipment | 433 | 457 |
| Right-of-use assets | 289 | 295 |
| Investments in joint ventures/associates | 6 | 7 |
| Loans receivable | 20 | 17 |
| Deferred tax assets | 11 | 9 |
| Financial assets at fair value through OCI | 28 | 20 |
| Financial fixed assets | 65 | 53 |
| Total non-current assets | 1,141 | 1,194 |
| Inventory | 5 | 7 |
| Trade accounts receivable | 400 ¹ | 370 |
| Accounts receivable | 11 | 12 |
| Income tax receivable | 25 | 1 |
| Prepayments and accrued income | 43 ¹ | 76 |
| Cash and cash equivalents | 848 | 556 |
| Total current assets | 1,332 | 1,022 |
| Assets classified as held for sale | 11 | 6 |
| Total assets | 2,484 | 2,221 |
| Equity and liabilities | | |
| Equity attributable to the equity holders of the parent | 426 | 177 |
| Non-controlling interests | 3 | 2 |
| Total equity | 429 | 179 |
| Deferred tax liabilities | 37 | 40 |
| Provisions for pension liabilities | 67 | 2 |
| Other provisions | 29 | 35 |
| Long-term debt | 697 | 697 |
| Long-term lease liabilities | 269 | 255 |
| Other long-term liabilities | 31 | 27 |
| Total non-current liabilities | 1,129 | 1,057 |
| Trade accounts payable | 168 | 182 |
| Other provisions | 21 | 15 |
| Short-term debt | 4 | 21 |
| Short-term lease liabilities | 65 | 75 |
| Other current liabilities | 111 | 168 |
| Income tax payable | 1 | 13 |
| Contract liabilities | 70 | 70 |
| Accrued current liabilities | 487 | 441 |
| Total current liabilities | 927 | 984 |
| Total equity and liabilities | 2,484 | 2,221 |
| | | |