



Group policy

on health and safety

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Policy owner	Director PostNL HR
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Scope, definitions, communication and implementation of this policy can be read in the Sheet of Terms on the Group Policies site.

The scope of this Group policy is as follows:

Applicable to	Health & safety
All PostNL Group companies	In scope
PostNL branded companies	-
Large / medium sized PostNL Group companies	-
PostNL Group companies based in the Netherlands	-

This Health and Safety (H&S) Policy applies PostNL-wide, covering all business units (BUs) in the Netherlands. It extends to everyone working for or with PostNL, including:

- Permanent and Temporary Employees
- Freelancers and Contractors
- Agency and Temporary Workers
- Delivery Contractors and Subcontractors

All personnel, regardless of their contractual relationship with PostNL, are responsible for adhering to the health and safety standards outlined in this policy. However, more specific and detailed responsibilities and agreements are made within the different categories that need to be adhered to.

Inclusion of Traffic Safety

This policy also explicitly addresses traffic safety, which is critical given PostNL's extensive logistics and delivery operations. All employees, delivery contractors, and subcontractors operating motorized and motorized traffic on behalf of PostNL are required to follow safe driving practices and traffic laws in every jurisdiction.

1. Objective

The primary objective of this Health and Safety (H&S) Policy is to establish and maintain a safe and healthy working environment for all employees, contractors, and visitors across our postal service operations. The policy aims to identify, resolve or mitigate health and safety risks and promote a safety culture.

When reviewing the policies, our stakeholders' interest on this topic are taken into consideration. This policy aims to provide the grounds to ensure the risks identified are addressed and managed to avoid their negative effects:

- Occupational Safety Hazards: for instance, managing risks related to vehicle operations, heavy lifting, repetitive tasks, and exposure to adverse weather conditions.
- Workplace Injuries and Accidents: for instance, implementing measures to reduce the incidence of slips, trips, falls, and ergonomic-related injuries, particularly in high-risk areas such as sorting centres and delivery routes.

Moreover, this policy aligns with the regulatory requirements and the principles of:

- ISO 45001:2018 Occupational Health and Safety Management System – to ensure a systematic approach to health and safety risk management.
- The International Labour Organization (ILO) Guidelines on Occupational Safety and Health – to align with global best practices for worker protection.
- Local and National Occupational Safety Regulations – to ensure full compliance with all relevant legal requirements in the jurisdictions in which we operate.
- Corporate Sustainability Reporting Directive (CSRD)- to ensure compliance to mandatory reporting standards

We recognize that effective health and safety management presents opportunities to improve productivity, reduce absenteeism, and strengthen employee engagement, all while enhancing the overall resilience and sustainability of our operations.

2. Policy provisions and responsibilities

PostNL is committed to creating a safe and healthy working environment for all employees, contractors, and stakeholders involved in our operations. The following provisions apply across all PostNL business units and locations:

Health and Safety Risk Assessment and Management:

- PostNL will implement a comprehensive risk management system to identify, assess, and control potential hazards. This includes regular risk assessments at all operational sites, from postal hubs to delivery routes.
- The risk assessments will cover occupational health and safety risks and are effectively managed.



Continuous Health and Safety Improvement:

- PostNL will maintain a culture of continuous improvement by reviewing health and safety performance, updating procedures, and adopting new technologies and practices to enhance workplace safety.
- We will track and report on key health and safety indicators, such as incident rates and near misses, in alignment with CSRD reporting requirements.
- Employees and contractors will be empowered and are required to report hazards or unsafe practices through established reporting systems, with a commitment to address concerns promptly and transparently. Direct reporting is not possible yet, however supervisors are obliged to log the information as an incident into the reporting system.

Employee Engagement and Training:

- PostNL will provide mandatory work instructions in which health and safety is included for all employees, contractors, and subcontractors, tailored to their specific roles and responsibilities.
- Specialized training will be offered for high-risk roles.

Traffic and Road Safety:

- As part of our commitment to road safety, PostNL will ensure that all vehicles used in postal and delivery services are regularly maintained and meet safety standards, including the APK and LK.
- Drivers and delivery personnel will receive training on traffic laws, defensive driving techniques, and fatigue management, with a focus on reducing the risk of accidents and minimizing the impact on local communities and other road users.

Well-being and Mental Health:

- PostNL recognizes the importance of mental health and offers work related mental health support.
- We will promote a psychologically and socially safe workplace, addressing issues such as workplace bullying, harassment, and excessive workload.

Compliance with Legal and Ethical Standards:

- PostNL will comply with all relevant national and international occupational health and safety laws and regulations.
- We will adhere to the principles of the ILO concerning fair working conditions, decent work, and the protection of workers' rights, ensuring that safety practices extend equally to all workers, including contractors and temporary staff.
- We are ISO 45001 certified, and by complying with the ISO audits, we have developed a comprehensive management system with a strong focus on the PDCA (Plan-Do-Check-Act) cycle.



Responsibilities

This table summarizes the key responsibilities for each group involved in PostNL's health and safety management, ensuring clarity and accountability across all levels.

Director PostNL HR	<ul style="list-style-type: none"> -Ensure PostNL's commitment to health and safety is dynamic and evolving Policy Owner & Validator -Ensures the capacity for the second line support of H&S.
Director HR Legal & Reward	<ul style="list-style-type: none"> - Ensure health and safety are part of PostNL's strategic goals. - Allocate resources for H&S initiatives. - Ensure the policy will be regularly reviewed and updated considering emerging risks, changes in legal requirements, or feedback from internal and external stakeholders.
Line Managers and Supervisors	<ul style="list-style-type: none"> - Implement health and safety practices in their areas. - Address hazards promptly.
Health and Safety Department	<ul style="list-style-type: none"> - Develop and update H&S policies. - Conduct regular safety checks. - Provide guidance on safe work practices. - Providing both requested and unsolicited advice on all workplace risks. Support in assessing and prioritizing these risks based on analyses. Managing data to support the advisory role, for example, from risk assessments (RI&E) and incidents.
Employees, Freelancers, and Contractors	<ul style="list-style-type: none"> - Comply with health and safety policies and training. - Follow all safety procedures. - Report unsafe conditions, near misses and accidents.
Subcontractors and Third Parties	<ul style="list-style-type: none"> - Adhere to PostNL's health and safety standards. - Demonstrate compliance with legal and safety requirements.
All Personnel	<ul style="list-style-type: none"> -Comply with health and safety policies and trainings. - Proactively report hazards or unsafe practices. - Engage in continuous improvement of workplace safety.

3. Communication

PostNL ensures that its Health and Safety Policy is communicated effectively to all potentially affected stakeholders, including employees, contractors, delivery partners, and members of the public. The following methods are employed to ensure accessibility and transparency:

- **Public Availability:** The Health and Safety Policy is made publicly available on the company's official website and intranet. This ensures that customers, local communities, and other external stakeholders are aware of our commitment to maintaining safe operations.
- **Workplace Distribution:** The policy will be displayed prominently in all PostNL locations, including post offices, sorting centers, and regional offices.

PostNL encourages active feedback from stakeholders regarding the Health and Safety Policy. This ensures that the policy remains relevant and effective, while addressing emerging risks. The following communication channels are available:

- **Employee Feedback Mechanisms:** Employees can raise safety concerns or provide suggestions for policy improvements directly via the company's health and safety representatives.
- **Stakeholder Consultations:** PostNL regularly engages with key stakeholders, including unions, employee representatives, and community groups, to discuss the policy's impact and potential enhancements. This consultation process ensures alignment with stakeholder expectations and regulatory requirements.
- **Incident Reporting Systems:** PostNL has an incident reporting system, allowing employees to report workplace incidents or near-misses. This data is reviewed regularly to improve policy implementation and prevent future risks.

By employing these communication strategies, PostNL ensures that the Health and Safety Policy is not only accessible to all relevant stakeholders but also implemented effectively across its entire operational footprint. These ongoing communication efforts reflect our commitment to transparency, continuous improvement, and the well-being of all those involved in or impacted by our operations.

4. Implementation and targets

The implementation of this policy will be done according to the previous section information.

The following objectives will be pursued yearly to control that all commitments placed above are being met, and to allow to identify any deviations and enable for corrective or preventive action where necessary to ensure these objectives are met:

1. No fatal workplace accidents
2. No workplace accidents resulting in permanent physical or psychological injury
3. No workplace accidents resulting in hospitalisations
4. Recording of all workplace accidents that have occurred

5. Definitions

This section outlines key definitions relevant to this Policy:

Term	Definition
Health and Safety (H&S)	A systematic process to identify, assess, and manage workplace and work-related risks that could cause harm to individuals in the workplace, with the aim of preventing injuries, illnesses, and fatalities.
Corporate Sustainability Reporting Directive (CSRD)	A European Union directive aimed at enhancing and standardizing sustainability reporting, including non-financial information on environmental, social, and governance (ESG) aspects, such as health and safety.
ISO 45001	An international standard for continuous improvement on issues regarding occupational health and safety management systems, aimed at reducing workplace risks and improving employee safety and well-being.
International Labour Organization (ILO)	A United Nations agency that sets international labor standards and promotes social justice, decent work, and safety in the workplace. PostNL's H&S policy aligns with ILO's Occupational Safety and Health (OSH) guidelines.
Occupational Safety Hazards	Potential risks in the workplace can lead to physical injuries or harm, such as machinery hazards, vehicle-related risks, ergonomic strain, or exposure to hazardous materials.
Risk Assessment	The process of identifying workplace hazards, analyzing their potential impact, and determining appropriate control measures to reduce or eliminate risks.
Incident Reporting	A formalized system where employees, contractors, or other stakeholders can report workplace accidents, near-misses, or unsafe conditions to prevent future occurrences.
Near-miss	An unplanned event that did not result in injury, illness, or damage but had the potential to do so. Near-miss reporting helps improve safety practices and prevent accidents.
Continuous Improvement	A principle from ISO 45001 that focuses on the ongoing efforts to enhance the effectiveness of the health and safety management system and to reduce workplace risks over time.
Stakeholders	Individuals or groups affected by or involved in the implementation of the Health and Safety Policy. This includes employees, contractors, freelancers, delivery partners, customers, regulators, and local communities.
Employee Well-being	A holistic approach to employee health, encompassing both physical safety and mental health, stress management, and work-life balance.
Traffic Safety	A set of guidelines and practices aimed at ensuring the safe operation of vehicles, including road safety for drivers, delivery personnel, and other road users, with the goal of preventing accidents and fatalities.



Term	Definition
Training and Awareness Programs	Structured educational initiatives designed to inform employees and contractors about health and safety risks, policies, and practices, ensuring compliance and safe behavior.
Freelancers and Contractors	Individuals or entities that work for PostNL under temporary or contract-based arrangements. They are required to comply with all health and safety standards as outlined in the PostNL H&S Policy.
Subcontractors and Third Parties	External companies or individuals hired by PostNL to perform services, such as delivery contractors. These parties must adhere to the same safety standards and practices as PostNL employees.
Safety Audits	Regular inspections and reviews of workplaces and operational procedures to ensure compliance with health and safety regulations and standards, such as ISO 45001.
Workplace Accidents	Unplanned and undesired events that result in injury or harm to workers or damage to property within the workplace. PostNL is committed to preventing accidents through risk management and training.
Psychological Safety	The mental health aspect of workplace safety including measures to prevent and address issues such as workplace stress, harassment, and burnout. PostNL promotes a psychologically safe working environment.
Contractor Management	The process of ensuring that all third-party contractors and subcontractors comply with PostNL's Health and Safety Policy, through training, contractual obligations, and safety audits.