



Human Rights PostNL

Human Rights Due Diligence | 2022-2023



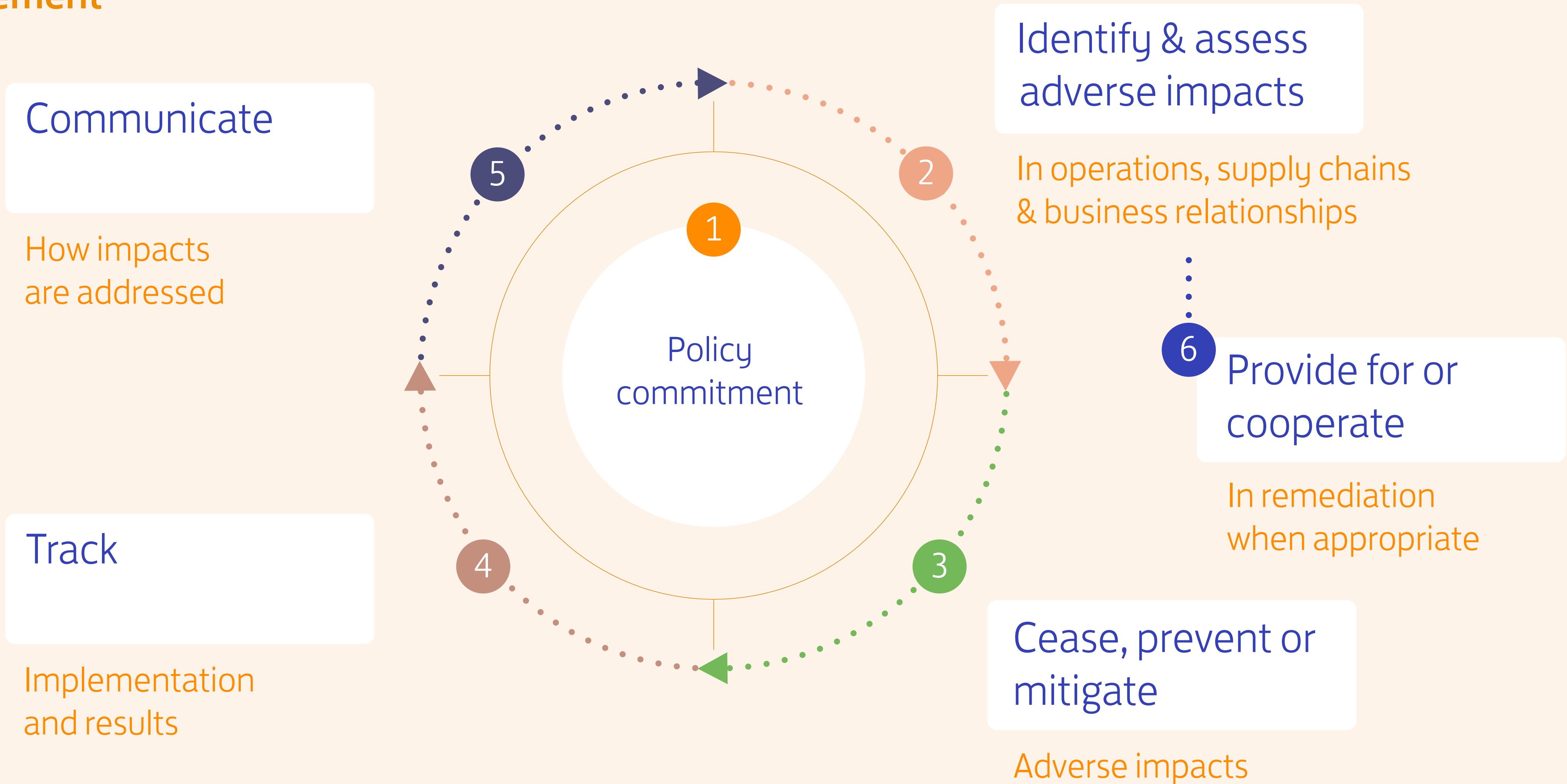
Our impact on society is clear

From our daily presence at millions of front doors, through to our wide-range of services and solutions that positively impact the lives of our customers, the communities we serve, and the people who work for and with us. At the heart of this is our respect for Human Rights.

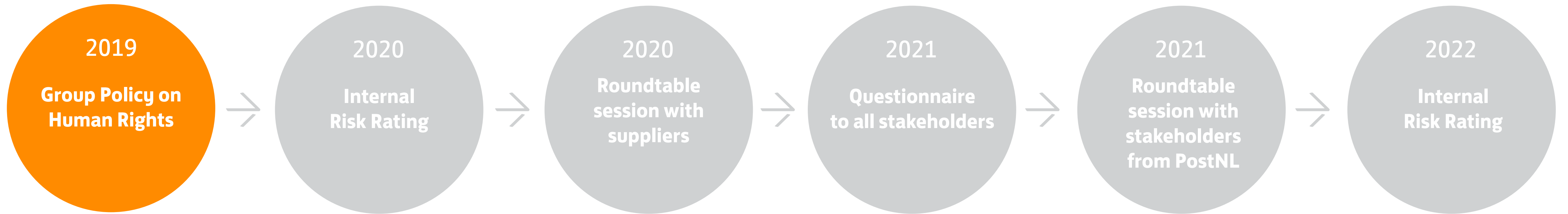
We believe that being a responsible business partner and a good employer, that ensures fair compensation, safeguards labour rights, stimulates diversity and inclusion, prevents discrimination and protects privacy, helped us to become the company we are today.

Human Rights for PostNL

Policy Agreement



1 Policy commitment

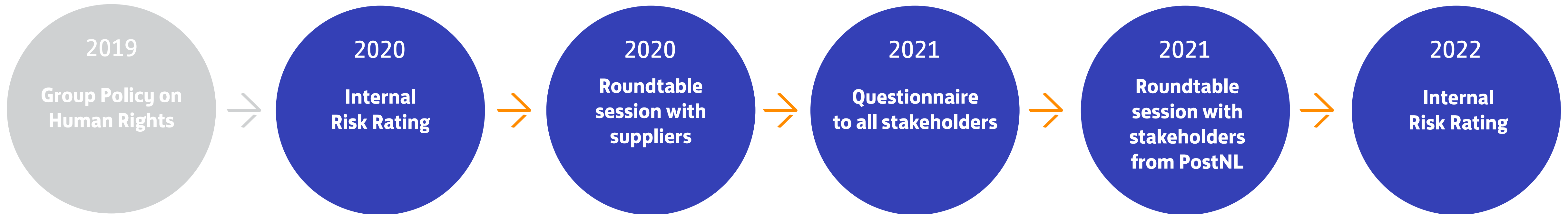


1 Policy commitment

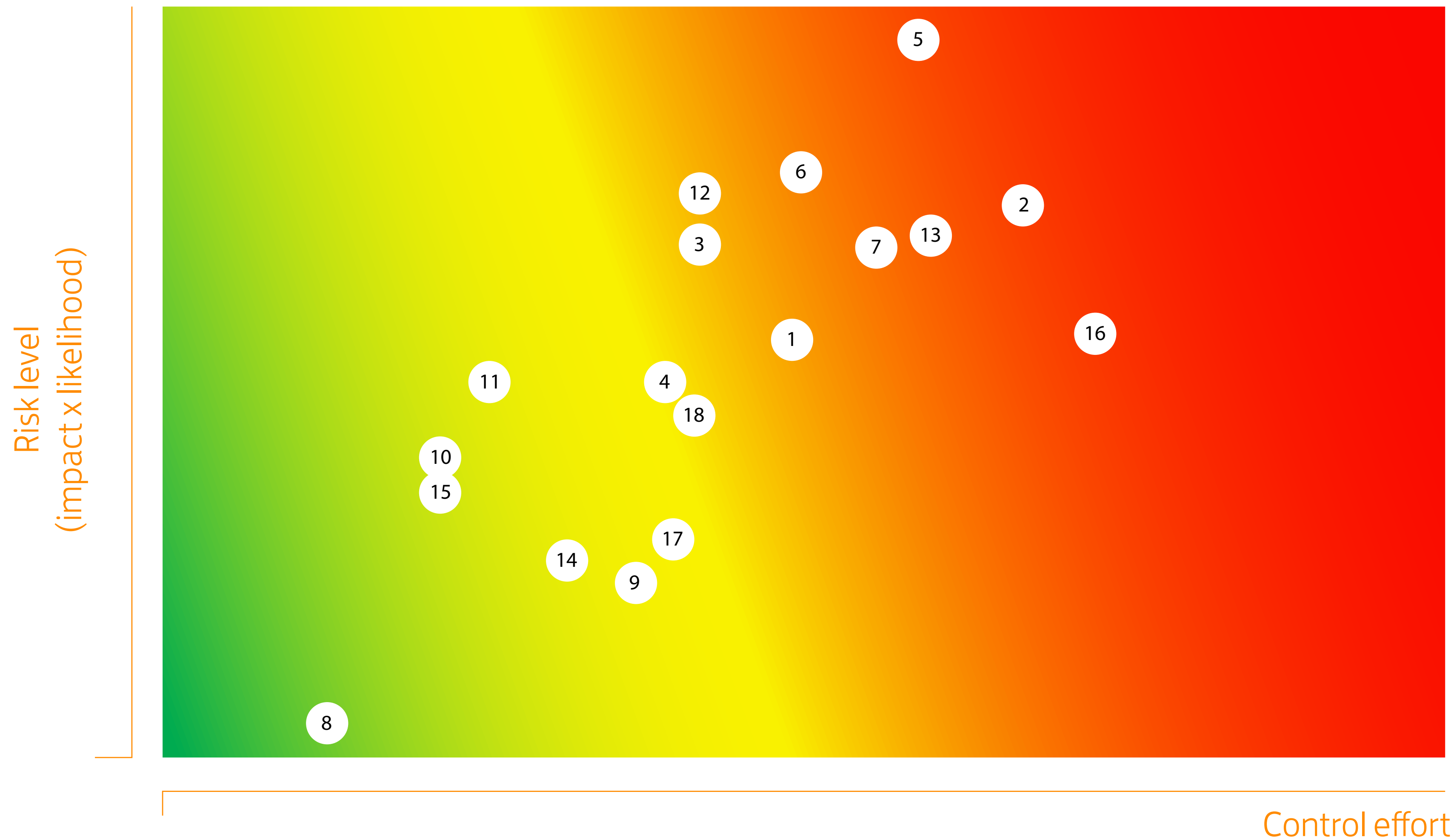
PostNL is committed to protect and advance Human Rights and works vigorously to protect people against infringements of Human Rights in its operations.

We respect ILO's Declaration on Fundamental Principles and Rights at Work and particularly endorse the UN Guiding Principles on Business and Human Rights. PostNL has been a signatory to the UN Global Compact since 2012.

2 Identify and assess adverse impacts



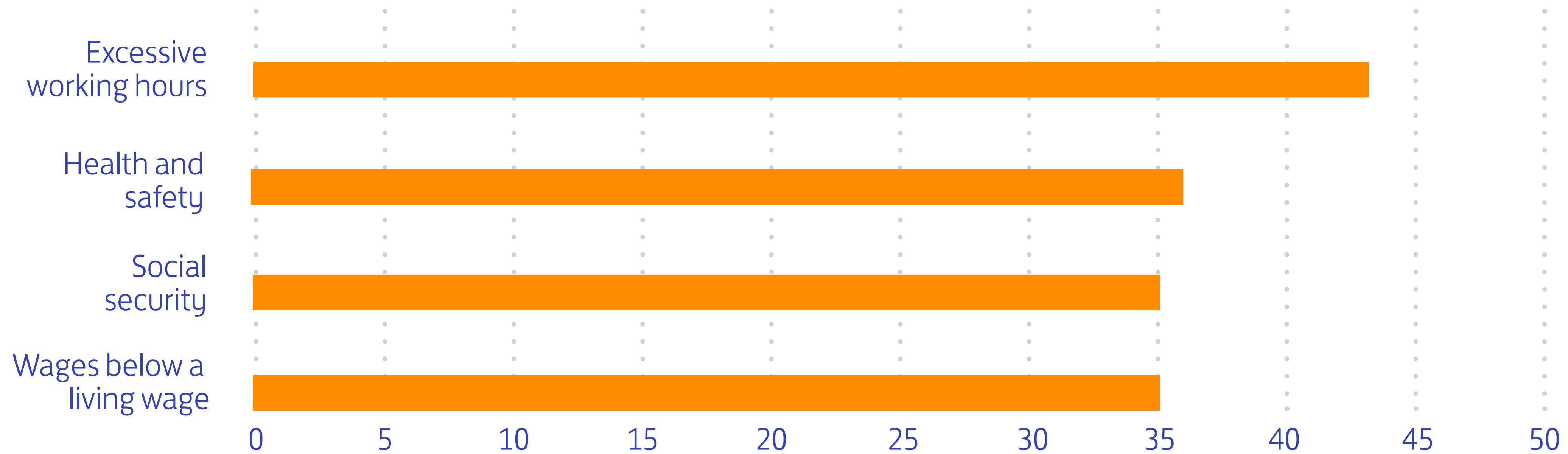
An internal risk analysis by means of a Risk Workshop



Risks are sorted using risk criticality

- ⑤ Unequal opportunities for employees of different back grounds/gender
- ⑥ Privacy
- ② Accident/unsafe work situation in value chain
- ⑫ No fair pay with subcontractors
- ⑬ High work pressure due to poor employment conditions PostNL
- ⑦ Information security
- ③ Restriction on subcontractors
- ⑯ Monitoring own policy
- ① Accident/unsafe work situation PostNL
- ④ Limitation of freedom/dignity in the value chain

An external risk analysis by means of stakeholder consultation and dialogue



The four main risks based on the internal risk assessment and input from external stakeholders are:



Human Right Risks for PostNL



Working conditions

The risk that unrealistic work packages/expectations create an excessive workload for employees and contractors, increasing the risk of illness/absence/diminished job satisfaction.



Diversity & inclusion

The risk that people within PostNL and in the supply chain are treated unequally as a result of insufficient account being taken of/insufficient respect for differences, so that different employees of PostNL do not have equal career opportunities.



Privacy protection & data security

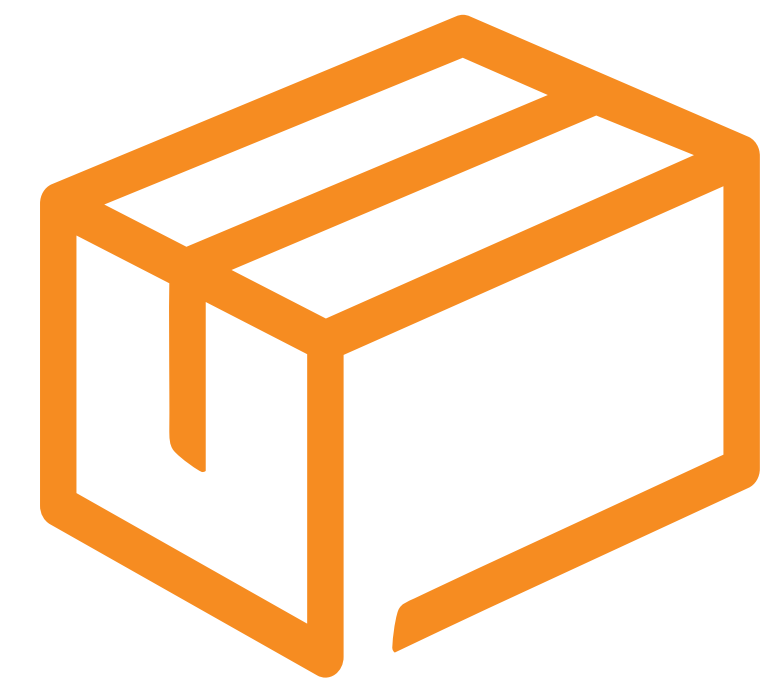
The risk of criticism of/doubt about adequate privacy policy/practice because we are insufficiently transparent about safeguarding the Privacy rules, resulting in damage to trustworthiness and a threat to people's privacy.










Fair compensation

The risk that delivery partners/-contractors do not receive fair compensation for the performance provided as a result of a weak negotiating position, so that contractors cannot pay their employees properly.

We have a **mitigation plan** for the four biggest human rights risks for our key stakeholders in our value chain



Mitigation action plan

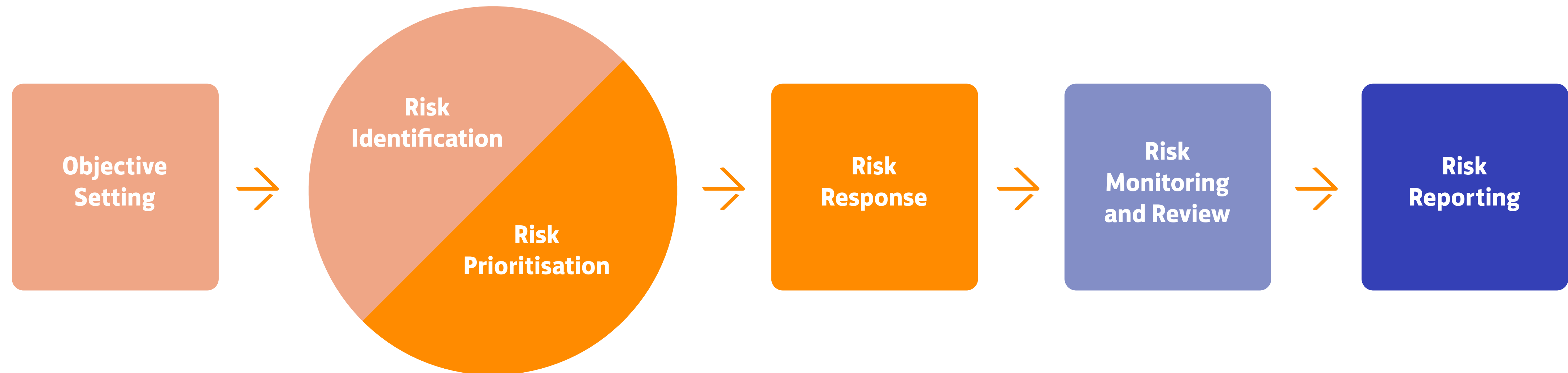
	Employees HQ and staff	Employees Parcels services Benelux	Employees MailNL	Employees Logistics services	Employees Cross Border Solutions	Suppliers of PostNL	Contractors of PostNL	Customers B2B	Consumers
	Number of mitigation sites: 2	Number of mitigation sites: 46	Number of mitigation sites: 2.373	Number of mitigation sites: 22	Number of mitigation sites: 4	Number of mitigation sites: 593	Number of mitigation sites: 820	Number of mitigation sites: 95,514	Number of mitigation sites: 6.8 million
 <p>Working conditions</p>									
 <p>Diversity & inclusion</p>									
 <p>Privacy protection and data security</p>									
 <p>Fair compensation</p>									

We have human rights **recovery plans** for our key stakeholders in our value chain



3 & 4 Cease, prevent or mitigate and track

Risk Management process



Before the risk workshop

- Formulate the business objectives which put PostNL's strategy into practice.

During the risk workshop

- Management team identifies and confirms the risks which could impact achievement of its business objectives.

After the risk workshop

- Implement risk mitigation actions
- Put key risks and action plans on the agenda of the regular management meeting
- Monitor risk mitigating actions and controls continuously.

Risk Register

- Risks are reported in the RMIC Tool.

PostNL Employees HQ and staff

Working conditions



Mitigation actions

Sites: 2

All employees have an individual labour agreement, supplemented by a collective labour agreement

Employees above scale 13 have a personal employment contract.

We are ISO 45001 certified

Our employees can work hybrid

We offer training for a good work-life balance

Remediation actions

PostNL Employees HQ and staff

Diversity and inclusion



Mitigation actions

Sites: 2

Women's Inclusion Network (WIN)



LGBTIQ+
PostNL has its own Pride organisation.

Balanced age composition

Multicultural diversity
By 2021, we will have examined our entire organisation through CBS. The Cultural Diversity Barometer shows that PostNL is a reflection of Dutch society.

Balanced male/female ratio

PostNL complies with the new legislation adopted in 2021 regarding a better gender balance at the top (30% women).

Struggling to enter the labour market
PSO certification obtained.

We have various policies in place – D&I policy, Slavery policy, Business Principles – and manage our company

Every two years we research D&I using the D&I Index

In the collective labour agreement we have agreed on equal and fair payment for all workers

Remediation actions

Diversity in thinking
The roll-out of culture training remains an ongoing process. This includes multiculturalism, intercultural communication, etc. The aim is to connect different intercultural dimensions within the PostNL organisation.

Balanced male-female ratio
With targeted policies, we want to raise this percentage to over 32% by 2025.

PostNL Employees HQ and staff

Mitigation actions

Sites: 2

Privact protection
and data security
Fair compensation



All new employees receive 'Privacy & Data Protection' training and all employees receive regular follow-up training

Privacy & Data
Protection policies

Internal audits

PostNL's collective
labour agreement



Remediation actions

We are currently rolling
out the Cyber Awareness
programme

PostNL Employees Parcels services Benelux

Working conditions



Mitigation actions

Sites: 46

All employees have an individual labour agreement, supplemented by a collective labour agreement

Employees above scale 13 have a personal employment contract.

We are ISO 45001 certified

Delivery drivers' routes are regularly adjusted and additional routes are created to ensure manageable work packages



We've launched the Hero on the Road programme

Through our 'Heroes on the Road' programme, aimed at drivers and managers, we improve safety awareness and driving skills.

Remediation actions

PostNL is in the process of recruiting and training many new parcel deliverers

Roll-out of Hero on the Road for all drivers



PostNL Employees Parcels services Benelux

Diversity and inclusion



Mitigation actions

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PostNL Employees Logistics services

Working conditions



Mitigation actions

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Remediation actions

PostNL Employees Logistics services

Diversity and inclusion



Mitigation actions

Sites: 22



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Fair compensation



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PostNL Employees MailNL

Working conditions



Mitigation actions

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PostNL Employees MailNL

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Privacy & Data Protection policies

Internal audits

PostNL's Collective Labour Agreement

Remediation actions

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Privacy protection and data security
Fair compensation



PostNL Employees Cross Border Solutions

Working conditions



Mitigation actions

Sites: 4

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We are ISO 45001 certified



Remediation actions

PostNL Employees Cross Border Solutions

Diversity and inclusion



Mitigation actions

Sites: 4

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Remediation actions

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Balanced male-female ratio
With targeted policies, we want to raise this percentage to over 32% by 2025.

We are currently working on an action plan on the subject of Struggling to enter the labour market

PostNL Employees Cross Border Solutions

Privacy protection
and data security
Fair compensation



Mitigation actions

Sites: 4

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Privacy & Data Protection policies

Internal audits

PostNL's collective labour agreement

Remediation actions

We are currently rolling out the Cyber Awareness programme.

Suppliers of PostNL

Mitigation actions

Sites: 593

Working conditions



We assess suppliers in advance on the basis of the Risk Assessment Matrix. This shows what risks we are assessing.

This can range from the mandatory completion of a CR Checklist to a company visit/Asia (especially high-risk countries)

We contract suppliers on the basis of the:

- PostNL Set of Guidelines for Suppliers and Contractors
- PostNL Business Principles
- PostNL General Purchasing Conditions



Remediation actions

If, based on the assessment of the CR Checklist and/or the company visit, remedial actions are required, these are preferably resolved prior to contracting

If issues are identified later during a supplier visit, we agree on remedial measures with the respective supplier

Suppliers of PostNL

Diversity and inclusion



Mitigation actions

Sites: 593

PostNL also expects suppliers to comply with our Business Principles

A pilot study was recently conducted on the D&I policy at our suppliers
This was done under the direction of HHGlobal.



Remediation actions

Based on the pilot, we selected over 20 suppliers to start a further investigation of the D&I policy at our suppliers

Suppliers of PostNL

Mitigation actions

Sites: 593



Privacy protection and data security
Fair compensation

The general purchasing conditions include several articles for the protection of social security

Privacy & Data Protection policies

The CR checklist is used in particular in the case of so-called high-risk countries, where remuneration is specifically asked for

During company visits, we ask random employees if they can make ends meet on the salary they earn

The audit that an external agency conducts for us on site also examines the remuneration structure

Remediation actions

Contractors

Working conditions



Mitigation actions

Sites: 820

Entrepreneurs receive remuneration according to a rate model (including annual indexations)

This takes into account the costs that an entrepreneur incurs (CLA, fuel, etc.) and a realistic margin for the entrepreneur.

Salaried delivery personnel receive the CLA for Professional Goods Transport (BGV)

Delivery personnel routes are adjusted regularly and additional routes are created to ensure manageable work packages

Remediation actions

PostNL will work with larger and more professional entrepreneurs

Subcontracting is restricted

Contractors

Privacy protection and data security
Fair compensation



Mitigation actions

Sites: 820

Privacy & Data Protection policies

Business Principles

Contractors agree to our Business Principles. Ensuring privacy is part of this.

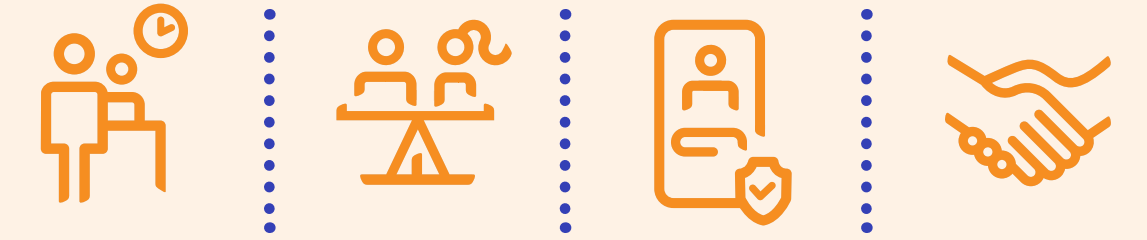
90% of the delivery personnel at our delivery partners fall under the collective labour agreement for Professional Goods Transport (BGV)

Remediation actions

We are currently rolling out the Cyber Awareness programme

Customers B2B

Working conditions
 Diversity & inclusion
 Privacy protection
 and data security
 Fair compensation



Mitigation actions

Sites: 95,514 unique B2B customers who log in to business portals

Business Principles

Customers agree to our Business Principles. Ensuring a safe workplace and healthy working conditions are part of this.

Business Principles

Customers agree to our Business Principles. Diversity and inclusion are part of this. It is the responsibility of the respective customer to give shape to this.

Cookie statement on website

Privacy & Data Protection policies

Business Principles

Customers agree to our Business Principles. Ensuring privacy is part of this.

Business Principles

Customers agree to our Business Principles. This states that we will do everything in our power to prevent (modern) slavery and human trafficking.

Remediation actions

Consumers

Diversity & inclusion
Privact protection
and data security



Mitigation actions

Sites: 6.8 million consumers using the PostNL application

The PostNL network is accessible for disabled and elderly people

Cookie statement on website

Privacy & Data Protection policies

Remediation actions

Communicate

How impacts are addressed

We are constantly laying accountable for our performance. We are certified based on leading international standards. Such as ISO 9001 (quality), ISO 14001 (environment) and ISO 45001 (working conditions and safety). We report annually on all concrete progress in the field of sustainability in our annual report. Every year we participate in leading benchmarks, such as the Dow Jones Sustainability Index, Lean & Green, CDP, Ecovadis and Fira.

