



Group policy

on Diversity, Equity and Inclusion

Date	13 December 2024
Policy owner	Director PostNL Human Resources
Title	Group policy on Diversity, Equity and Inclusion
Version	1.0



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	Diversity, Equity and Inclusion
All PostNL Group companies	In scope
PostNL branded companies	-
Large / medium sized PostNL Group companies	-
PostNL Group companies based in the Netherlands	-

This Diversity, Equity & Inclusion 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 Diversity, Equity & Inclusion 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.

1. Objective

Vision statement

We believe in the strength of Diversity, Equity and Inclusion.

We want to reflect on society through a varied composition of our staff population. PostNL is a company where everyone feels safe and accepted within all layers of our company. That is a condition so that we can offer our staff a healthy and sustainable working environment.

The importance of Diversity, Equity & Inclusion

We place the foremost importance on Diversity, Equity and Inclusion because it enables us to adapt and distinguish better and faster in the rapidly changing markets we work in. By creating an inclusive work environment, we can better understand the wishes and needs of our customers and other stakeholders, which increases our agility and innovative strength. Diversity, equity and inclusion are thereby of paramount importance to the sustainable future of PostNL.

2. Policy provisions and responsibilities

2.1. Focal areas

We respect and value differences because they make our organisation stronger, more innovative and more attractive. Within PostNL, we have six focal areas which require constant attention:

- Age (balanced age structure)
- Gender (balanced male/female ratio)
- Multicultural (recruitment, inflow and progression of multicultural talent)
- LHBTIQ+ (acceptance of this target group)
- Distance to the labour market (creating opportunities for people from this target group)
- Diversity in mindset/brainpower (balanced team composition)



Age structure



Male/Female ratio



Multicultural talent



Acceptance of LHBTIQ+



Distance to the labour market



Diversity in mindset / brainpower

Furthermore, we also have other forms of differences, which concern themes such as neurodiversity, financial and digital inclusion.



Neurodiversity



Financial inclusion



Digital inclusion

We are committed to all these issues within and outside our company.

2.2. Internal research and collaboration

PostNL is a socially relevant organisation, and we want to fulfil an exemplary role with our policy. We do that by sharing knowledge and experience. PostNL is a company that wants to connect people through its role in society. As an example, PostNL was one of the first to sign the Diversity Charter, and we take an active role in that in terms of sharing knowledge.

PostNL has developed its own diversity study and has made it available to other organisations. PostNL conducted the study in collaboration with a large, global research agency. We have achieved the aim of reaching a national benchmark model, and we measure our progress against this benchmark model. We compare ourselves to other organisations based on the newly developed **Diversity Index**.



Diversity index

*Our ambitions for the Diversity Index as a **benchmark model** for other organisations.*

2.3. Facts and independent research by charter organisations

We adhere to policy based on facts and therefore have our diversity policy evaluated annually, independently and benchmarked against various aspects.

The Talent to the Top (Talent naar de Top) benchmark, for example, provides insight into the progression of women to the top.

The **Workplace Pride** benchmark shows the progress regarding the acceptance of the LHBTIQ+ target group within our organisation.

Furthermore, the **Diversity at Work (Diversiteit in Bedrijf)** charter organisation assesses our overall results and finally, our results are registered in the Social and Economic Council (SER) Diversity Portal.

Every year, we have our diversity policy evaluated internationally in the **Dow Jones Sustainability Index**, which includes all previously mentioned elements.



The PostNL Diversity Index creates connection in an extensive network of organisations.

2.4. Sense of urgency and level of ambition

We are never finished and always feel the urgency to improve. To work on our ambitions, we are particularly committed to awareness, equipment, sharing knowledge and a positive approach. Our activities are aimed at increasing intrinsic motivation to increase the feeling of inclusivity and acceptance, creating ever-increasing diversity.

- With regard to the group of people at a distance to the labour market, our ambition is to reach level 3 of the PSO certification (Social Enterprise Performance Ladder).
- Concerning the composition of the Board of Directors, based on a Board of Directors comprising two members, PostNL aims to appoint 'at least one woman and at least one man'.
- PostNL follows the legal frameworks regarding the composition of the Supervisory Board, and this should consist of a third men and a third women.

2.5. Diversity, Equity & Inclusion objectives

The long-term goal regarding gender diversity is set at 36% women in senior management (which also includes members of the Executive Committee) by 2030.

3. Accountability

3.1. Accountability for this Diversity, Equity and Inclusion policy

- The CHRO is the owner of and accountable for implementing the Diversity, Equality and Inclusion policy.
- The Board of Directors has final responsibility for this policy and reports on its progress in the annual report.
- The Board of Directors and Supervisory Board establish the long-term goals.

3.2. Executive Committee, Board of Directors and Supervisory Board

We also want to implement diversity in the composition of the Executive Committee, Board of Directors and Supervisory Board.

In this context, the Supervisory Board aims for diversity among the members of the Executive Committee, Board of Directors and Supervisory Board in terms of age, gender, expertise and experience and nationality.