



PostNL Code of Conduct

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1. Introduction – Our Code of Conduct

Our purpose is to deliver special moments. Our ambition is to be the favorite deliverer for customers, consumers and society as a whole. This Code of Conduct helps us achieve this goal.

As a postal and parcel delivery company, we connect people through mail, parcels and information. For 225 years, we have been delivering special moments. We want to be and remain the favorite deliverer, including for future generations. To make this reality, our strategy focuses on:

- Accelerating the success of our customers.
- Ensuring consumers can rely on us.
- Ensuring our people can be proud of the work we do.
- Having a positive impact on society.

Every day, our customers and society place their trust in us. Therefore, it is important that everyone who works for or with PostNL knows how we conduct ourselves. The Code of Conduct helps us guide our activities and fulfill our mission. It describes our most important agreements, how we work and what we expect from each other.

This Code of Conduct is more than a list of rules. It provides clarity and establishes expectations for professional, ethical and responsible behaviour. It helps us work together effectively in practice and understand what we can expect from each other.

Who this code is intended for

This Code of Conduct applies to everyone who works for or with PostNL:

- All employees at PostNL worldwide.
- All PostNL Group companies.

- Our Board of Management.
- External parties such as suppliers, retailer partners, temporary workers and delivery partners.

Everyone is expected to know and comply with the Code of Conduct. PostNL and management ensure that the Code of Conduct is adhered to. Our partners shall also comply with the Code of Conduct and other rules and procedures, as described in the 'Set of Guidelines for Suppliers' and the Guidelines for Delivery Partners.

How to use this Code of Conduct

The Code of Conduct contains important guidelines for:

- The way we interact with each other.
- How we conduct business with our stakeholders.
- How we operate responsibly.
- How we care for our planet.

These guidelines are in line with international standards, including the Universal Declaration of Human Rights.

The Code of Conduct describes various circumstances, but cannot cover all possible situations. When you encounter a situation that is not specifically covered in the code:

- Act ethically and responsibly.
- Consult with your supervisor if you have doubts or concerns.
- Use our core values as a compass.

Always ask yourself these questions.

1.

Am I always doing the right thing?



2.

Do I treat others as I would like to be treated?



3.

Would I feel comfortable if my actions appeared in the media?



Supervisors: listen carefully to concerns that are raised, take them seriously, protect confidentiality and take action.

Responsibilities

At PostNL, we define integrity as: doing the right thing, even when no one is watching. Compliance with this Code of Conduct is essential for everyone who works for or with PostNL.

Your personal responsibilities:

- Know and follow the Code of Conduct and associated policies.
- Participate in mandatory integrity trainings.
- Actively contribute to a positive impact.
- Make the right choices in difficult situations.
- Act with confidence.

Additional responsibilities for supervisors:

- Set a good example.
- Ensure that your team knows and follows the Code of Conduct.
- Create an environment where people are free to express concerns.
- Respond adequately to reported concerns.

The PostNL Leadership Compass describes how leadership within PostNL optimally enables employees to contribute.

In everything you do, ask yourself these questions:

- Am I always doing the right thing?
- Do I treat others as I would like to be treated?
- Would I feel comfortable if my actions appeared in the media?

The Executive Committee and PostNL management set a good example, communicate appropriately and provide training to ensure that everyone complies with the Code of Conduct. The Board of Management is responsible for implementing, disseminating and enforcing the Code of Conduct. The Audit & Security department supports oversight of compliance.

This Code of Conduct has been approved and is endorsed by the Board of Management, the Executive Committee and the Central Works Council. Changes to provisions in this Code of Conduct are reserved to the PostNL Board of Management with approval from the Supervisory Board. Such changes will be immediately announced on the PostNL website.

2. Our core values in practice

Our core values form the foundation of our work at PostNL. They help us conduct business honestly, act correctly and treat each other with respect. They guide our behaviour and the choices we make daily.

Reliability

We are reliable

For more than two centuries, people and businesses have entrusted us with their mail and parcels. We want to earn this trust every day.

We make this a reality in practice by ensuring that:

- We comply with the law and PostNL Group policies.
- We are honest and reliable in what we tell and report, both to each other and to other parties.
- We ensure that privacy is guaranteed.
- We handle the mail, parcels and information entrusted to us carefully and discreetly.
- We communicate transparently and timely about both successes and challenges.

Honesty

We are honest

Honesty is essential for the trust that others place in us. We act with integrity and are transparent in everything we do.

In practice, this means that:

- We avoid conflicts of interest.
- We do not use company property and resources for personal gain.
- We do not accept bribes or inappropriate gifts.
- We deal correctly and professionally with competitors.

- We communicate openly and honestly, even when mistakes have been made.
- We always act in the interest of PostNL and our stakeholders.

Respect

We are respectful

Respect forms the basis of our collaboration. We actively embrace diversity and deliberately create an inclusive work environment where everyone can fully realize their potential and be themselves. We strive to be a reflection of the society in which we work.

In practice, this means that:

- All colleagues receive equal opportunities.
- Everyone has the right to a safe and healthy work environment.
- We do not discriminate based on age, disability, origin, gender, marital status, race, religion or sexual orientation.
- We actively combat discrimination, intimidation and unwanted behaviour.
- We listen to each other's ideas and perspectives.
- Our digital solutions shall be ethical, transparent in their operation, and developed with concrete attention to diversity, equality and inclusion. We ensure that these solutions do not discriminate. We encourage open discussion about their desirability



and keep them under human supervision to monitor their impact.

Neutrality

We are neutral

As a major service provider in society, we maintain our independence. We are there for everyone, regardless of political or other beliefs.

In practice, this means that:

- We are independent and impartial.
- We do not interfere in party politics.
- We do not provide loans, gifts or donations to political groups.
- We never link an individual or business effort for a political party to the PostNL brand.
- We carry out our work without prejudice or favoritism.

Care for people and the environment

We care for people and the environment

As a socially engaged company, we take our responsibility. We want to contribute to the transition to a society where the negative impact on people, environment and society is minimized.

In practice, this means that:

- We respect human rights.
- We continuously work to reduce our CO₂ emissions.
- We develop initiatives for a circular economy.
- We encourage everyone to contribute to our sustainability goals.
- We collaborate with partners who share our values.

How to use these values in your daily work

Our core values are more than words. They come to life in our daily actions and in the choices we make.

For us, these core values mean you take good care of:

- Each other.
- Our customers.
- The environment.
- Our company.
- Everything related to these.

This means we always try to do the right thing, not only as a team but also as individuals.

When in doubt, ask yourself these questions:

- Am I always doing the right thing?
- Do I treat others as I would like to be treated?
- Would I feel comfortable if my actions appeared in the media?

Dealing professionally with dilemmas

PostNL expects all employees to act in accordance with this Code of Conduct. When you encounter a situation that may not align with our values or guidelines, it is your responsibility to report this through the designated channels. We encourage open communication about ethical issues and expect colleagues to respectfully address each other when behaviour is not in line with this code.

Together we represent PostNL. Customers and consumers trust us every day. Therefore, we continue to discuss what we expect from each other and are aware of the consequences of our behaviour. Every day.

These are our core values



We are reliable

Reliability is in PostNL's DNA.



We are honest

Honesty is essential for the trust that others place in us.



We are respectful

Respect forms the basis of our collaboration.



We are neutral

As a major service provider in society, we maintain our independence.



We care for people and the environment

As a socially engaged company, we take our responsibility.

3. How we interact with each other

As a people company, our employees form the heart of our organization. How we interact with each other determines not only our work atmosphere, but also the quality of our services. We create a work environment where everyone can be themselves, develop and work safely.

Diversity, equality and inclusion

At PostNL, we believe in the strength of diversity. We strive to be a reflection of the society in which we work. Therefore, we pursue an active diversity, equality and inclusion policy.

We create equal opportunities for everyone and:

- Strive for a balanced age structure and gender equality.
- Promote inflow and advancement of multicultural talent.
- Stimulate acceptance of the LGBTIQ+ community.
- Provide opportunities for people with a distance to the labor market.
- Value different ways of thinking and perspectives.
- Pay attention to other forms of diversity, such as neurodiversity, financial and digital inclusion.

Diverse teams perform better. With a diverse workforce, we make full use of our talent and create a place where everyone feels at home, at all levels of the company.

An inclusive work environment enables us to better understand the wishes and needs of our customers and other stakeholders, which increases our agility and innovation capacity.

The Supervisory Board strives for diversity within the Executive Committee, the Board of Management and the Supervisory Board in terms of age, gender, expertise, experience and nationality, and thereby fulfills an

important exemplary role. We train our recruiters and managers to be aware of unconscious bias and help them develop skills to effectively bring together people from different cultures.

Health and safety

The wellbeing of our people comes first. Therefore, we ensure a safe and healthy work environment for everyone who works for or with PostNL, in accordance with the Working Conditions Act.

Our health and safety policy focuses on:

- Identifying, solving or limiting occupational risks.
- Involving both employees and management in safety.
- Securing improvements through targeted measures.
- Checking effectiveness through evaluations and audits.
- Following international standards (ISO 45001 and ILO guidelines).

We work with a system for continuous improvement, whereby existing work situations are improved. There is also attention for safe and healthy working in new developments in the organization.

Safe and healthy working are part of our primary process. We pay special attention to instructions for safe and healthy working, to fulfill our duty of care. PostNL



actively manages compliance with the Working Hours Act to prevent overload.

Development and training

We encourage our employees and partners to continue learning and developing. This fits with our business developments, such as digitalization, and ensures that people can continue to work skillful, motivated and healthy. We also promote internal mobility and advancement opportunities.

We offer opportunities for:

- Professional training and education.
- Personal development.
- Internal mobility and advancement opportunities.
- Acquiring new skills.

By investing in the development of our people, we build a future-proof organization where talent can flourish.

Combating discrimination, intimidation and violence

At PostNL, we treat everyone equally and do not discriminate based on personal characteristics. We do not accept any form of discrimination, intimidation, bullying or violence.

We define **discrimination** as: any form of unequal or

unfair treatment, exclusion or disadvantage of persons based on characteristics not related to their work performance or professional qualifications. This includes, but is not limited to: race or ethnic origin, skin color, nationality, gender, gender identity or expression, sexual orientation, age, religion or belief, disability or chronic illness, marital status, socioeconomic background, political conviction or employment relationship (such as full-time/part-time or permanent/temporary).

Both direct and indirect discrimination are included under this. Behaviour or expressions that have the purpose or effect of creating a hostile, offensive, humiliating or intimidating work environment are also considered discrimination.

We expect all our employees, supervisors and partners to contribute to an inclusive and respectful work environment, where differences are valued and everyone gets equal opportunities.

We define **aggression and violence** as: all verbal and physical acts whereby an employee is psychologically or physically harassed, threatened or attacked under circumstances directly related to performing work.

We define **bullying** as: all forms of intimidating behaviour with a structural character. This behaviour originates from one or more employees (colleagues, supervisors)



and is directed against an employee or group of employees who cannot defend themselves against this behaviour.

Sexual intimidation is: all forms of verbal, non-verbal or physical behaviour with a sexual connotation, with the purpose or effect of violating a person's dignity.

We are jointly responsible for good mutual understanding and a pleasant work atmosphere. When such behaviour occurs, appropriate measures will be taken. The way PostNL deals with (un)wanted forms of interaction is described in a specific behavioural guideline that enables supervisors and employees to guide desired behaviour.

Speaking and listening (open communication)

Open communication forms the basis of our organizational culture. We encourage everyone to share ideas, concerns and feedback.

We find it important that our behaviour remains a topic for discussion. Feel free to:

- Address each other.
- Ask questions about the right choices.
- Share concerns with your supervisor or other contact persons.

Together we represent PostNL. We continuously discuss what we expect from each other to strengthen our team and our services.

We expect supervisors to:

- Listen carefully to concerns that are expressed.
- Take these concerns seriously.
- Protect confidentiality.
- Take action where necessary.

4. How we do business

PostNL wants to conduct business fairly. This requires financially prudent, ethical and transparent business operations. We comply with laws and regulations and act according to our core values.

Fair competition

We believe in fair competition and transparent business relationships. Our customers can rely on us to conduct business fairly and transparently under all circumstances.

In practice, this means that:

- We do not use unethical practices to gain a competitive advantage.
- We comply with all relevant legislation regarding fair competition, corruption and bribery.
- We adhere to international legislation, including the UKBA (UK Bribery Act), the OECD Convention and the US Foreign Corrupt Practices Act.
- We strive to offer our customers the most reliable and efficient solutions for their (e-commerce) business and for transporting and delivering their mail and parcels.

Preventing conflicts of interest

Our integrity and reputation largely depend on how our employees behave. We therefore avoid (any appearance of) conflicting interests and act ethically.

Conflicts of interest can arise when personal interests interfere with PostNL's interests. For example:

- Personal relationships with suppliers, customers or competitors.
- Secondary positions or activities that conflict with your position at PostNL.
- Financial interests in companies PostNL does business with.
- Using company information for personal advantage.

If you identify a (potential) conflict of interest:

- Report this directly to your supervisor.
- Refrain from decision-making in the concerned matter.
- Cooperate with measures to resolve the conflict.

Handling gifts and hospitality

We cannot be bribed. We do not demand, pay or accept bribes or inappropriate personal gifts.

Guidelines for gifts and hospitality:

- Modest gifts or invitations may sometimes be accepted or offered if they serve a legitimate business purpose.
- Gifts may never be offered or accepted to influence decisions.
- All gifts and hospitality shall be transparent and reported in accordance with our policy.
- We do not donate charitable contributions and sponsorship funds that serve as a means of bribery or corruption.

In case of doubt, always first consult your supervisor or the Integrity department.

Protection of company property

Company resources are entrusted to employees to enable them to perform their function. We do not use these resources for personal gain.

We protect:

- Physical property (buildings, vehicles, equipment).
- Financial resources.
- Intellectual property.
- Company information and data.
- Mail and parcels entrusted to us.

Our customers can rely on us to process the mail and parcels entrusted to us carefully, discreetly and according to agreement. We treat information communicated to us in confidence as such under all circumstances and do not bring it into the public domain.

Correct financial reporting

We provide complete, honest, accurate and timely information in our reports. We prepare external reports in accordance with legal requirements and internationally applicable standards.

In practice, this means that:

- We register all financial transactions correctly and completely.
- We are transparent about our financial results.
- We comply with the rules of the stock exchange on which PostNL is listed.
- We actively prevent and combat fraud.
- We publish audited financial information promptly.

Information security and privacy

Privacy is guaranteed at our company. PostNL does everything necessary to protect and secure personal data.

We handle carefully:

- Personal data of customers and employees.
- Confidential company information.
- Intellectual property.

As an individual, you also have a responsibility: if you do not handle privacy carefully, you can harm PostNL's interests. Confidential information is and remains confidential. This means that confidential information is not shared in the presence of third parties, both in digital and oral and written communication.

Digital responsible action

At PostNL, digital solutions shall be ethical, transparent in their operation, and developed with attention to diversity, equality and inclusion.

We ensure that our digital solutions:

- Do not discriminate.
- Are under human supervision to monitor impact.
- Are open to discussion about desirability and effects.
- Benefit PostNL, people and the planet.
- Promote human rights.
- Comply with standards for data privacy, cybersecurity and intellectual property rights.

We take responsibility for the impact of our technologies and act quickly in case of any negative consequences.

5. Our relationships with stakeholders

PostNL is a large company with many employees, different business units and an international network. We maintain relationships with various stakeholders: customers, consumers, our people, works councils, capital markets, government agencies, suppliers, business partners, media, trade unions, society and other market parties.

We organize an annual structured dialogue with our stakeholders on various social themes. These conversations provide valuable insights, priorities and expectations that help us determine which topics we should focus on.

Our customers (business and consumers)

Business customers

We expect our customers to comply with our Code of Conduct. We do not use unethical practices to gain a competitive advantage, and our customers can rely on us to conduct business fairly and transparently under all circumstances.

We strive to offer our customers the most reliable and efficient solutions. Customers can count on us to always seek the most effective and reliable solutions to support their (e-commerce) business and transport and deliver their mail and parcels.

Consumers

Our Orange Compass influences our culture and behaviour and provides us with a unified approach. It helps us guide the organization and supports us in creating an environment where people can work effectively.

We are focused on offering consumers and customers

the best delivery options, both within the e-commerce market and in mail delivery. Our engaged people play a crucial role in fulfilling and where possible exceeding the promises we make to customers.

Our (delivery) partners

PostNL stands for good and social working conditions for everyone who works for or with us. Delivery partners and transport companies play an important role in our logistics chain.

We expect all our delivery partners and their staff, intermediaries and suppliers to:

- Comply with the Code of Conduct.
- Comply with the standards we have established.
- Comply with all applicable laws and regulations, particularly regarding human rights, hazardous substances, traffic safety, environmental performance and working conditions.
- Have all required permits.
- Pay salaries, taxes and social contributions according to law.
- Comply with all anti-bribery and corruption legislation.

PostNL does not tolerate child labor. Delivery partners are not permitted to allow minors (persons under 18 years) to ride along and/or work in vehicles during work

for PostNL, except for legally permitted exceptions as explicitly mentioned in the transportation agreement. In case of unacceptable behaviour, we will evaluate the relationship with the relevant business partner, agree on improvement plans and/or terminate the agreement if necessary.

Guidelines for Delivery Partners have been established. These, like the Set of Guidelines for Suppliers, are based on the OECD Due Diligence Guidance for Responsible Business Conduct. This aims to promote and secure thinking and acting according to Corporate Social Responsibility in the chain.

Our suppliers

In accordance with our guidelines for responsible supply chain management, we expect our suppliers not only to have their affairs in order within their own organization, but also to take responsibility in their supply chain.

We expect all our suppliers to:

- Respect fundamental human rights.
- Treat every employee with dignity, respect and with attention to health and safety.
- Comply with all applicable laws and regulations.
- Have all required permits.
- Take a proactive and innovative approach to improving social, environmental, health and safety and ethical aspects.
- Be transparent about their CSR policy and activities.
- Prevent any impediment to free trade, except for legal restrictions.

The above is not limited but is intended to give direction to the main areas of attention from the Set of Guidelines for Suppliers used in contracting suppliers.

Our retail partners

All retail partners within our network are expected to comply with the standards as laid down in this Code of Conduct and the Retail Agreement with PostNL, without exception.

Our retail partners are an important extension of our services to consumers. Through close cooperation, we together ensure an optimal customer experience.

Shareholders and investors

PostNL publishes financial results quarterly. We inform the financial market about compliance with rules such as equal treatment of investors and prevention of insider trading.

We regularly have bilateral contact with existing and interested investors to invest in a long-term relationship with the investor community. Transparency and correct information are paramount in this regard.

Dutch government and supervisors

To ensure that a basic package of postal transport services remains available and accessible to consumers, PostNL has been designated as the provider of the Universal Postal Service (UPS) in the Netherlands.

The Authority for Consumers and Markets (ACM) supervises the implementation of the UPS. We work constructively with government agencies and supervisors and comply with all legal and regulatory obligations.

6. Our corporate social responsibility

We take our responsibility in everything we do. As an important player in the logistics sector, we feel the responsibility to actively contribute to a sustainable society. We want to contribute to the transition to a society where the negative impact on people, environment and society is minimized.

Our sustainability strategy focuses on reducing the negative impact on people, environment and society, with a strong focus on the themes of climate, livability and circularity. This strategy is supported by concrete objectives and initiatives. We act according to OECD Guidelines.

We ensure:

- Fair compensation.
- Promoting diversity, equality and inclusion.
- Preventing child labor.
- Preventing discrimination.
- Protecting privacy.
- Respecting labor rights.

Human rights

PostNL wants to be a responsible business partner and a good employer. We are committed to respecting and upholding internationally recognized human rights, both in our own activities and those of our subsidiaries. We require our business relations we rely on to follow these values.

We act according to:

- The International Bill of Human Rights.
- The ILO Declaration (International Labour Organization) on fundamental labor rights.
- The UN Guiding Principles on Business and Human Rights ('UNGPs').
- The OECD Guidelines for Responsible Business Conduct.

PostNL has been a signatory of the UN Global Compact since 2012. We are committed to ensuring a culture where human rights are unconditionally respected and violations are strictly prevented.

Climate objectives

Our main climate goal is to achieve net zero by 2040, in accordance with the Science Based Targets initiative (SBTi) standard. This means we will reduce our CO₂ emissions by 90%.

For 2030, we aim for a 45% reduction in our total CO₂ emissions (compared to 2021), with emphasis on both direct and indirect emissions. These objectives are firmly anchored in our business strategy and guide our daily operations and investments.

Our approach:

- We take steps to reduce CO₂ emissions in the short term through the use of renewable fuels such as biogas and HVO100 and the use of electric vehicles.
- We invest in energy-saving measures such as energy-efficient sorting centers and the installation of solar panels.
- We focus on more efficient transport through route optimization and reducing empty runs.
- We strive to deliver all mail and parcels in the Netherlands and Belgium emission-free from the sorting center to the delivery address together with our delivery partners by 2030.
- We use renewable fuels where possible for vehicles that are not yet electric.
- Our electricity and gas consumption is 100% green.

Liveability in cities and neighborhoods

We limit our impact on the living environment by reducing emissions and improving urban liveability. We strive to deliver all our parcels and mail from the sorting location to the delivery address emission-free by 2030.

Our approach:

- We deploy light electric freight vehicles for a healthier urban environment, less noise pollution or air pollution.
- We expand PostNL points and parcel machines as alternative delivery locations, thereby reducing the number of delivery kilometers.
- When building new sorting centers, we take local flora and fauna into account.
- We promote biodiversity through, for example, the placement of green roofs.

Circular economy

Our goal is to achieve zero waste by 2040, which means we will have no residual waste and all our waste will be processed circularly. By extending the lifespan of materials and preventing waste, we contribute to a circular economy.

Our approach:

- We replace specific parts of products instead of the entire product, significantly extending the lifespan.
- We develop solutions with partners for packaging that can be used multiple times.
- We preferably use reusable materials in our logistics processes.

Sustainable procurement

Reducing negative impact on people, environment and society are fixed components of our purchasing policy.

Our procurement approach focuses on:

- Reducing environmental effects, including CO₂ emissions in our supply chain.
- Extending the lifespan of production resources through repair and reuse.
- Optimizing material use through collection and recycling.
- Choosing products made from recycled or reusable material.

We expect our suppliers and their sub-suppliers to:

- Comply with international agreements on climate change and biodiversity.
- Work proactively to improve their environmental performance.
- Not engage in activities that have a negative impact on biodiversity or lead to deforestation.
- Actively commit to a conversion and deforestation-free supply chain with attention to healthy ecosystems.

7. If you want to make a report

PostNL offers numerous opportunities that enable employees to express concerns or ask questions about compliance with the PostNL Code of Conduct. We find it important that everyone feels free to do so and ensure a safe environment where reports are taken seriously.

Expressing concerns or questions about compliance with the PostNL Code of Conduct?

Employees can contact:

- Their supervisor.
- The Undesirable Behaviour Reporting Point.
- An HR business partner.
- A confidential advisor.
- The Audit & Security department.

How can you make a report?

Employees can report (alleged) violations of the Code of Conduct themselves via:

- The reporting form on the intranet.

Or to the Audit & Security department via:

- Email.
- Telephone.
- Letter.

Although reports can be made anonymously, we encourage reporters to identify themselves. With a completely anonymous report, without other indications, context or evidence, the possibilities for interventions are in most cases limited.

Management is obligated to report all (alleged) violations of the Code of Conduct and/or integrity violations via the designated channel.

Third parties can also submit reports when they believe there is non-compliance with:

- The Set of Guidelines for Suppliers (SoG)
- The Guideline for Delivery Partners
- Violations of this Code of Conduct by people who work for us

Conducting investigations

After receiving a report, PostNL (Audit & Security) assesses whether the report warrants investigation. Investigation by PostNL Security takes place in accordance with the sector code of conduct for private investigation agencies.

If an investigation shows a violation of the Code of Conduct, PostNL will determine follow-up steps. If the violating person is an employee, the employee may be subject to disciplinary measures, up to and including possible termination of employment.



Confidentiality

Throughout the investigation process, PostNL will keep reports as confidential as possible and in accordance with its ability to conduct a complete and fair investigation and act in the interest of the company and those involved and in accordance with our legal obligations.

Respecting the privacy of persons involved in or witnessing an incident is an important consideration in handling reports, which often contain personal and other sensitive information.

Whistleblowing regulation and protection

The PostNL group procedure on whistleblowing is available for employees and third parties and aims to report (alleged) wrongdoing.

Any PostNL stakeholder who reports alleged wrongdoing, of which the stakeholder is reasonably convinced or can be convinced that it is a justified report, is entitled to protection regarding such reporting. This protection means that PostNL will not dismiss, demote, suspend, threaten, harass or otherwise discriminate against the stakeholder regarding his/her employment conditions.

PostNL does not allow threats to be made in any way, retaliation to take place or measures to be taken

against a PostNL stakeholder who has reported alleged wrongdoing or has helped in filing such a report. Threats, retaliation or measures due to reporting shall be immediately reported to the director of PostNL Audit & Security.

Contact for reports

Making a report?

- Send an email to: integriteit@postnl.nl or integrity@postnl.com
- Or call: +31 88 86 86 116 (during office hours)

More information

- [click here for the group procedure on whistleblowing](#)

8. References and tools

In this chapter you will find an overview of important policy documents and practical tools to apply the Code of Conduct in your daily work.

Main policy documents by theme

Our people

- Group Policy on Diversity, Equity & Inclusion.
- Group Policy on Health & Safety.
- Group Policy on Human Resources.
- Group Procedure on Pre-employment Screening.
- Group Procedure (Un)desirable behaviour.

Doing business

- Group Policy on Integrity.
- Group Procedure on Fraud Prevention.
- Group Procedure on Conflict of Interest.
- Group Procedure on Gifts and Hospitality.
- Group Policy on Prevention of Insider Trading.
- Group Policy on Privacy.

Relationships with stakeholders

- Set of Guidelines for Suppliers.
- Guideline for Delivery Partners.
- General Conditions for the Universal Postal Service.

Corporate social responsibility

- Group Policy on Human Rights.
- UN Global Impact Commitment.
- Environmental Policy.

Integrity and reports

- Group Procedure on Whistleblowing.
- Group Procedure on Incident Reporting.

Practical tools and checklists

Checklist for ethical decision-making

Ask yourself these questions:

1. Am I always doing the right thing?
2. Do I treat others as I would like to be treated?
3. Would I feel comfortable if my actions appeared in the media?

If you cannot answer any of these questions with a wholehearted 'yes', think again or consult a colleague, supervisor or one of the reporting channels.



Training and development

- Annual integrity training is offered.
- Specific training is available for various functions and responsibilities.

Make it discussable

We find it important that our behaviour remains a topic for discussion. And that everyone feels free to bring up something that surprises you. To address each other or ask questions about the right choices.

Together we represent PostNL. Customers trust us every day. Therefore, we must continue to discuss what we expect from each other. And be aware of the consequences of our behaviour. Every day.

Contact information

PostNL Integrity

Email: integriteit@postnl.nl or integrity@postnl.com

Telephone: +31 88 86 86 116 (during office hours)