

PostNL Health and Safety Policy Statement

Objective

PostNL's health policy is aimed at maintaining the productive employability of healthy, engaged employees. Employees who are and remain healthy and engaged are also motivated and productive and deliver quality. In this way the health policy contributes to achieving PostNL's objectives. PostNL also believes it is important for its employees to stay healthy and fit, so that they can remain active and energetic in a more general sense for longer, both now and in the future, at PostNL and elsewhere. Finally, PostNL is committed to providing healthy and safe work and minimising workplace risks for all people working at and for PostNL.

Realisation

Several measures contribute to realising PostNL's objective:

1. Improving and updating the organisation, relationships and/or working conditions;
2. Setting priorities, drawing up action plans and evaluating approaches to improve safe and healthy working.
3. Anticipating (future) developments in society, the organisation or the composition of the workforce that offer opportunities for or pose threats to the productive employability of healthy, engaged employees;
4. Promoting the health of employees, thereby engaging with employees' own responsibility for their employability and thus for preventing absences where possible and ensuring recovery as soon as possible in the event of absence;
5. Actively and periodically identifying, preventing and mitigating risks and threats to employees' health and safety. Steps to achieve this include: setting up and where necessary improving the agreements on and the implementation of preventative measures for safe working conditions, in accordance with Dutch laws and regulations and in line with the occupational health and safety strategy, so that work-related absences, claims for sickness benefit and disability benefit, industrial accidents and workplace risks are prevented as much as possible. This involves both safe and healthy working conditions and pleasant duties and working atmosphere with avoidance of psychosocial workplace risks such as excessive workload and undesirable behaviour such as aggression, discrimination and insufficient support from management or colleagues;
6. Adopting an active absence policy in the event of incapacity for work, aimed at a responsible, rapid return to the employee's own work activities or other work activities;
7. Preventing industrial accidents and emergencies and their harmful consequences as much as possible;
8. Managing on the basis of objectives and monitoring KPIs in order to track the results of the health policy and modify them where necessary.

Preconditions

The following preconditions apply to the implementation of the policy.

1. Actively improving the effectiveness and efficiency of the management system. To this end, the relevance of this policy is regularly evaluated, as well as its suitability for the organisation (management review);

2. 'Learning' from one another within the organisation and sharing insights and tools;
3. The involvement and shared responsibility of the employee participation body in formulating policy, as set out in the Wet op de Ondernemingsraden (Works Councils Act - WOR) and Arbowet (Working Conditions Act);
4. Employees' own responsibilities and entitlements as stipulated in the Arbowet (Working Conditions Act) and Wet verbetering Poortwachter (Eligibility for Permanent Incapacity Benefit (Restrictions) Act), and in collective labour agreements and other schemes;
5. Compliance with the applicable laws and regulations;
6. Determining areas for improvement relating to workplace risks in accordance with Dutch laws and regulations. Priorities are thereby set where the greater the risk to health and/or safety, the higher the priority. These risks are reassessed periodically, issues are identified afresh and improvements are included in the action plans. The process around areas for improvement and follow-up of action plans is assessed by internal and external parties;
7. In the event of incidents, workplace accidents and near-misses, consideration is given both to any victims and to the investigation of causes and circumstances. This results in possible improvement measures to prevent new incidents and workplace accidents. Areas for improvement arising from the accident analysis are included in the action plans to improve the workplace risks;
8. An adequate prevention organisation, with sufficient expertise and capacity, focused on preventing and resolving unsafe and unhealthy situations, acting effectively during emergencies and learning from incidents if they occur;
9. The involvement of the certified company doctor in absence management and the involvement of (other) providers in preventive or curative activities;
10. Recording the policy in writing. The policy and all procedures and guidelines derived from it are published and kept up to date on the Intranet (Mijn PostNL/Process Guide and Professional Information);
11. Publicising the policy to all employees through additional internal communication so that they are aware of their individual rights and obligations relating to safe and healthy working.
12. PostNL is certified for ISO 45001. An annual evaluation of whether this certification may be retained is performed by both internal and external parties.

Objective

The following objectives will be pursued in 2023 with the above:

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 all workplace accidents that have occurred

The PostNL policy set out above serves as the framework for the policy across the Business Units.
The aforementioned preconditions also apply to any Business Unit-specific policy.

On behalf of the Management Board,

A handwritten signature in blue ink, appearing to read 'J. Veldstra', written over a light blue horizontal line.

J. Veldstra,

PostNL HR Director

Date: 26 June 2023