



To trade unions:

BVPP, attention of Messrs J. Bol and G. van Rijn
CNV, attention of Mr J. Schot
FNV, attention of Ms L.R. Slagter and Mr W. Dijkhuizen

PostNL Holding BV

Human Resources
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Date 21 May 2024
Reference HROZ-240521
Subject CLA for PostNL / CLA for Saturday deliverers

Dear Madam, Sirs,

For 225 years now, we've been delivering for all. Together, our 33,500-strong workforce does everything in its power to deliver special moments every day. This implies that we are forward-thinking and constantly keep developing new services – all to make sending and receiving mail as easy and convenient as possible for everyone. We aim to be an attractive employer for our people, and to offer an environment that is a pleasure to work in, where everyone has opportunities and can be themselves.

We're now embarking on our talks on the new collective labour agreements (CLAs) for PostNL and Saturday deliverers. Talks that will cover topics important to our people and to PostNL. And that should help us shape our ambition to be the country's favourite deliverer. This calls for us to factor in the situation PostNL currently finds itself in – the state of play – and that's what I'll start off this letter with. I will then follow up with our opening position for the new CLA talks.

1. State of play

For many years now, we've been facing variable growth in parcel volumes and declining mail volumes – and have been adapting our business accordingly. Most recently, this took the shape of an announcement of a proposed shift to delivering post within two days instead of one. Any such change demands flexibility from our employees – and in a labour market that remains extremely tight in the Netherlands, making it an uphill battle to get and keep enough people in to do the work. In addition, the past few years have brought massive cost rises in terms of labour, fuel and energy.

Despite measures taken to cut costs and bolster our cash position, we incurred a loss in the first quarter of 2024. We've decided to once again raise stamp prices with effect from 1 July and financial prospects for 2024 are less than encouraging, mostly because of the ongoing decline in mail volumes. The rise in volumes of cheaper international parcels compared with domestic volumes does not help either, and is squeezing margins significantly. All of which makes for a tough state of play and offers little financial scope for our CLA.

2. CLA consultations

We are looking to achieve a collective labour agreement that is valued by our people and fits the situation our company finds itself in. Operating in keeping with the market, simplification and inclusivity are key guiding principles for us.

Issues we'd like to reach agreement on with you include:

Pay and duration of the agreement

As usual, we're looking to agree a real-world raise that reflects our appreciation of our people. And that fits the situation PostNL finds itself in. We also want to significantly raise pay for those younger than 21.

Sustainable employability

PostNL is a company that is ever moving and changing. It's important to us that our people remain healthy and enjoy their jobs until they retire. Our CLA has a number of schemes in place that contribute to this, including shorter working hours and our early retirement scheme (Regeling Duurzaam Doorwerken). We wish to discuss the set-up of these schemes going forward.

Benefits/schemes

We are also looking to engage on a range of CLA benefits and schemes that we would like to adjust or amend. We want to better match these with the needs of our employees, the way we work today and common practice in the market. This concerns the following schemes:

- Commuter allowance
- Watch team allowances
- T.o.t. phase-out scheme (guarantee allowance)
- Removal allowance
- Age days

Special parental leave

Being an inclusive employer makes us a strong, innovative and attractive organisation, PostNL believes. We are a company at which everyone can feel safe and accepted. Step by step, we're making our CLAs more inclusive. In this new CLA we'd like to reach agreement on special parental care for adoptive and surrogate parents. Pending legislation, we'd like to arrive at an interim scheme on this issue.

Tailored employment conditions

It's important to us that we achieve attractive and balanced employment conditions for all PostNL employees. Employment conditions that better fit the various groups of people we employ and their needs, the jobs they're doing and the stage of life they find themselves at. Simple, clear and in keeping with the market are key preconditions. Our previous CLA set out specific agreements on this issue and we would like to jointly conduct a survey to investigate what our employees want. We are looking to agree on additional arrangements on this issue.

Results-related bonus scheme (RAU)

As discussed with our Central Works Council, we'd like to discuss RAU with you to ensure that it continues to align with our Board of Management's variable pay.

Pensions

As agreed in our previous CLA, we want to talk about a defined contribution pension that is more in keeping with the market and keeps a solid pension scheme affordable for our people going forward.

Sick pay

The way sick pay is currently set up provides insufficient impetus for employees who have been unwell to embark on reintegration. This increases their distance to the work floor and impedes recovery. We would like to talk about a sick pay arrangement that provides greater encouragement for employees to return to work.

Technical changes

We'll be proposing several substance-based, technical and text-based changes to the CLA text during the talks. We'll be sharing those with you separately.

It goes without saying that the talks will also cover topics and issues you bring to the table. This might necessitate us tabling fresh or adjusted proposals during the talks.

I look forward to our discussions and hope we can arrive at robust agreements in frank and constructive talks.

Best regards,

A handwritten signature in blue ink, appearing to read 'J. Veldstra', with a horizontal line underneath.

Jeroen Veldstra
CHRO