

POSTNL N.V.

DIVERSITY & INCLUSION (D&I) POLICY

Vision/statement

Based on our belief in the strength of D&I, we aim to reflect the demographics of Dutch society by recruiting and retaining a diverse employee population. All PostNL employees can and should feel safe and accepted at all levels of our organisation; only then can we provide them with a healthy and sustainable work environment.

We respect and value differences between people, as they make our organisation stronger, more innovative and more appealing. Our aim is to ensure a balanced age structure and a balanced male/female ratio and to recruit, hire and promote multicultural talent within all levels of management. We actively foster identity acceptance by maintaining a visible Lesbian, Gay, Bisexual and Transgender (LGBT) community, as well as creating opportunities for disadvantaged job seekers. In addition, we are aware of the diversity in brainpower within our organisation, of which we aim to take full advantage in creating balanced teams. We are committed to promoting these issues, both within the organisation and beyond.

The importance of Diversity & Inclusion

We place a premium on D&I, as it enables us to adapt more quickly and effectively and helps us to become more competitive in the fast-changing markets in which we operate. By creating an inclusive work environment, we are better able to understand the needs and requirements of our customers and other stakeholders, causing our flexibility and innovativeness to increase. This makes D&I integral to a sustainable future for PostNL.

PostNL is a socially relevant organisation, and we intend to lead by example in our D&I policy by sharing our knowledge and experiences. PostNL seeks to connect people through its role in society, and as one of the first signatories of the Diversity Charter, we also play an active role when it comes to sharing knowhow.

Facts and independent research

As we aim to create fact-based policies, we have our diversity policy independently assessed and benchmarked on a variety of aspects on an annual basis. The 'Talent to the Top' benchmark, for example, provides information on the recruitment and promotion of women into executive positions, while the 'Workplace Pride' benchmark tracks progress related to the acceptance of LGBT people within our organisation.

Furthermore, PostNL is the only organisation in the Netherlands to have developed its own diversity index, which provides information on areas such as 'Acceptance', 'Inclusiveness' and 'Diversity'. We have our diversity policy evaluated against the Dow Jones Sustainability Index annually, incorporating these same criteria.

Urgency of raising awareness & level of ambition

The following six areas require our undivided attention at PostNL:

1. Age (i.e. a balanced age structure)
2. Gender (a balanced male/female ratio)
3. Multicultural (recruitment, hiring and promotion of multicultural talent)
4. LGBT (acceptance of this group)
5. Improved opportunities for disadvantaged job seekers
6. Diversity in mindset/brainpower (i.e. team composition)

Diversity is an ongoing process, which means our work is never done and we are always driven to make improvements. In achieving our objectives, we focus mainly on raising awareness, building skills, sharing knowhow and maintaining a positive attitude. Our actions are designed to increase intrinsic motivation, thereby improving a sense of inclusivity and acceptance and further increasing diversity.

Diversity Policy of the Executive Committee, Board of Directors and Supervisory Board

We also aim for diversity in the composition of the Executive Committee, Board of Directors and Supervisory Board. The Supervisory Board, for its part, seeks to promote diversity among the members of the Executive Committee, Board of Directors and Supervisory Board with regard to age, sex, level of expertise and experience, and nationality. We aim to create a balance, to the extent possible, in which the diversity referred to above is expressed and where the objective is to comply, at the very least, with the statutory requirements.