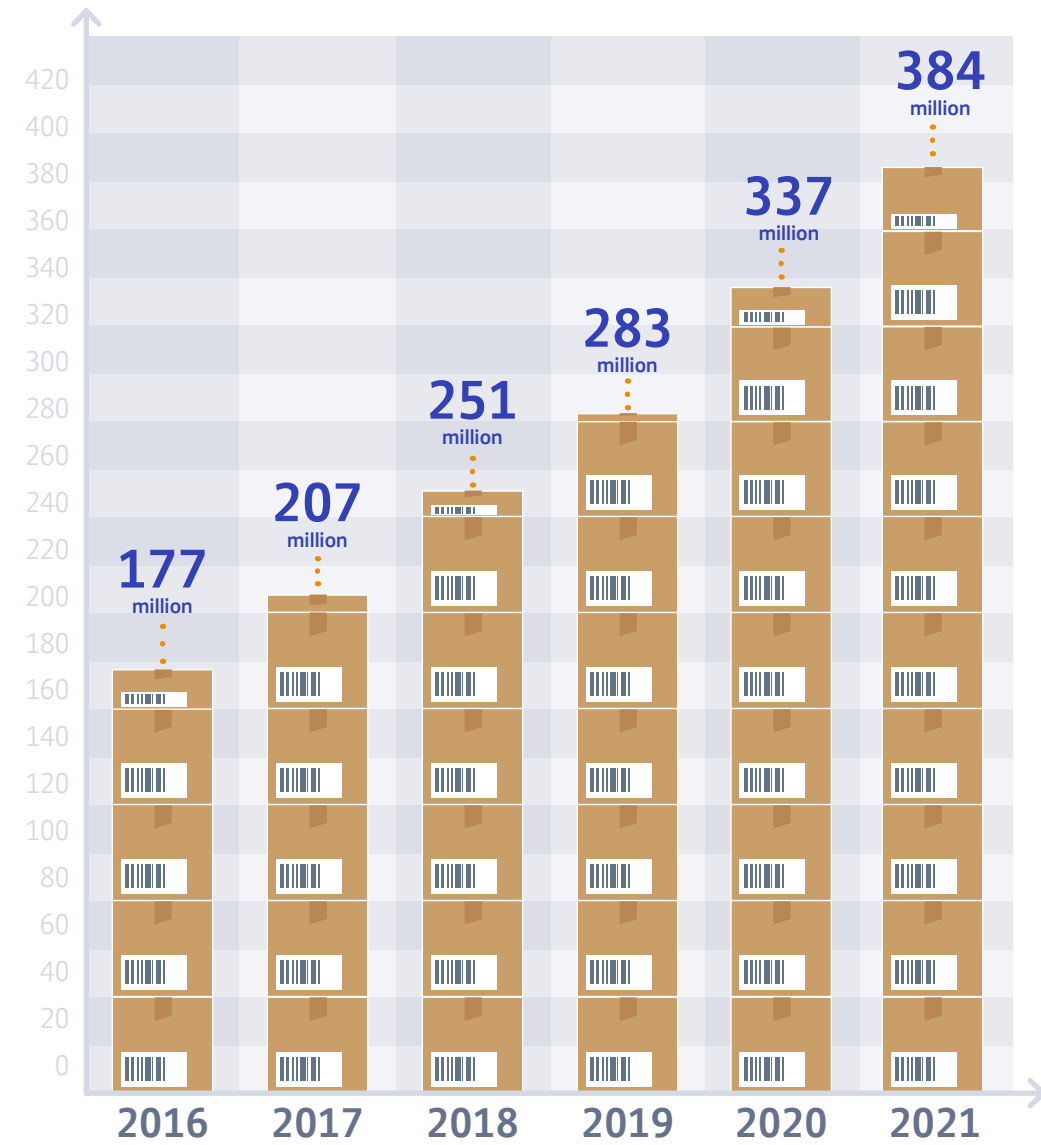


Delivery at PostNL in Belgium

In Belgium, some 220 delivery companies deliver parcels for PostNL. We have worked with the majority of these delivery companies for many years. Around 1,500 deliverers are working in Belgium. Most of these deliverers are salaried employees of the delivery companies we work with.

Growth in parcel delivery PostNL in the Benelux



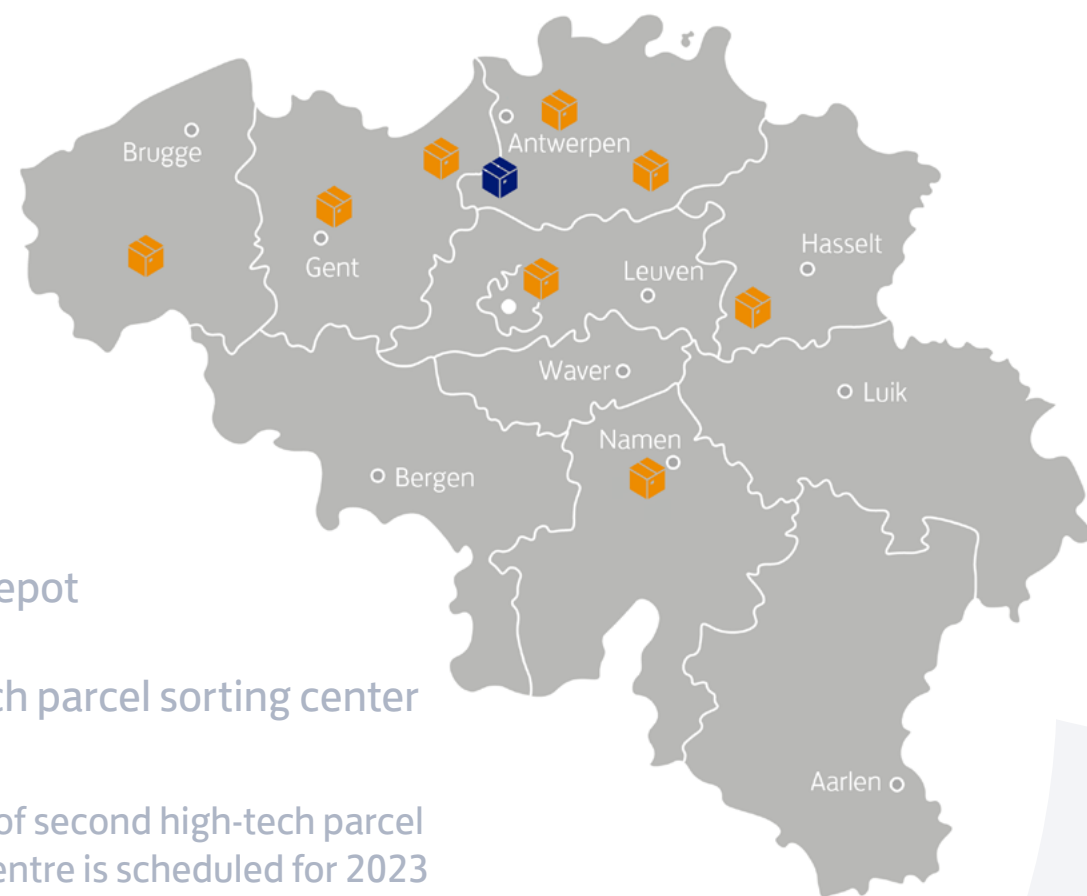
The number of parcels is growing*



* Delivery routes are regularly adjusted to fit into a normal working day.



1,130 delivery routes in Belgium per day



Parcel depot



High-tech parcel sorting center

Opening of second high-tech parcel sorting centre is scheduled for 2023

Deliverers

Our customers rate the parcel delivery services of PostNL in Belgium with an **8.8**



Every day near
Every week, 1,500 deliverers travel across the country and are in the middle of society.

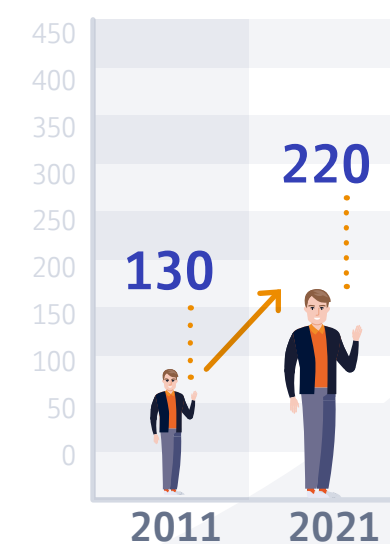
75% of parcel deliveries in Belgium are made by deliverers employed by delivery companies that work for PostNL. The remaining 25 per cent are taken care of by the entrepreneurs themselves.

In recent years, the number of deliverers has increased considerably. The number of delivery companies they work for has grown significantly less. This shows that delivery companies are growing along with our company.

Increase in the number of deliverers deployed for PostNL in Belgium



Increase in the number of delivery companies providing services to PostNL in Belgium



Delivery companies

As a commissioning party, we talk to the delivery companies several times a year about rates, adjustments to delivery routes, and developments in the market. Every delivery company has its own contact person within PostNL.

The satisfaction* of delivery companies with their partnership with PostNL in 2021 **93%** of them neutral to (very) satisfied with their partnership with PostNL

* This is evident from an annual independent and anonymised study.

PostNL works with about **220** delivery companies in Belgium



PostNL has worked with the delivery companies for **5 years** on average.

These delivery companies are given the opportunity to grow along with PostNL by driving more routes if they wish.

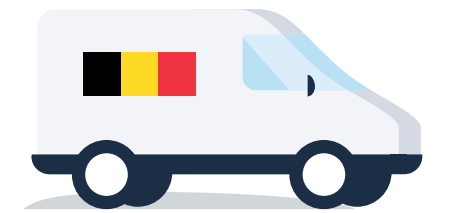
The turnover per hour increased by **10%** in the last 3 years



PostNL's rates for delivery companies are designed to enable delivery companies:

- to cover their costs,
- to pay their salaried deliverers correctly,
- to earn a margin.

A delivery company with **5.5** delivery routes realises an (average) turnover of approximately **€ 400,000** per year



PostNL wants to cooperate with bona fide partners only and says goodbye to delivery companies that fail to comply with the rules and agreements.

PostNL checks the delivery companies they work with, both at the start and during that cooperation. Among other things, correct registration in the social security system is checked.

PostNL checks the identity of all delivery companies, drivers and co-drivers at the gate of our depots on the instructions of the labour auditor. In addition, checks on whether delivery companies comply with social legislation will be made even more often.

