

European Postal Markets

2019 an overview

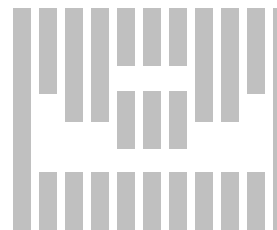


postnl



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Foreword

By Herna Verhagen

We are steadily realising our strategy of becoming the postal e-commerce logistics company of choice for customers. Our target of having 50 percent of revenues coming from e-commerce is within reach, ahead of time. Our Parcels business moved to the next phase of growth by investing in infrastructure, innovation and an efficient, value creating delivery model. We continued to adapt the business model of our Mail operations, which will help us save costs and further manage volume decline.

We are pleased that in September the Dutch Parliament gave wide support to consolidation of the postal market. However, in December the ACM announced a new draft market decision in an effort to salvage a 2017 decision on the 24-hour business mail that was annulled by the Dutch Trade and Industry Appeals Tribunal (CBb) in September.

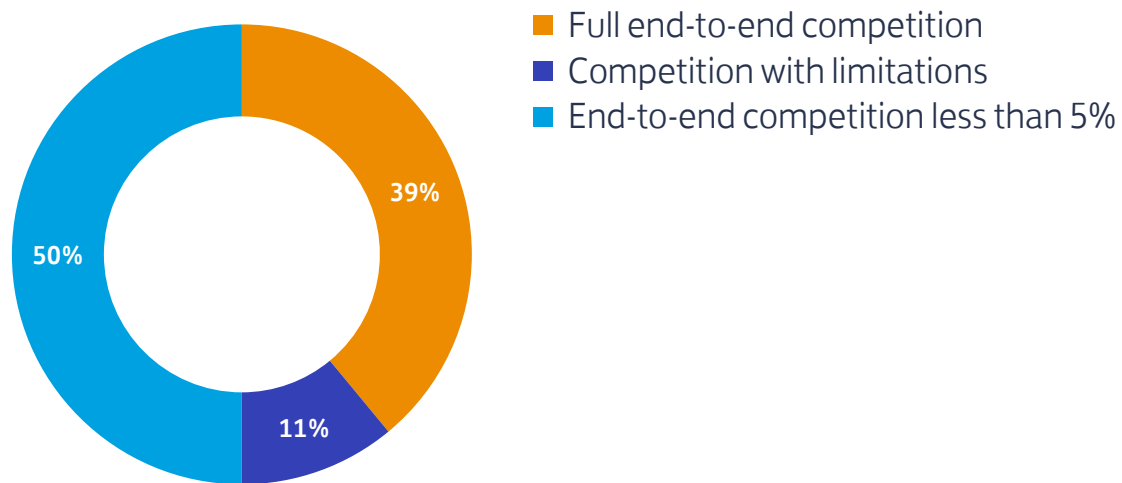
This document contains background information on PostNL and the Dutch market in relation to other postal operators and European postal markets. We notice overall higher mail volume decline and strong parcel volume growth in all markets. Also, substantial financial support is given to many postal operators. I hope the perspective offered is helpful.

Country comparison 2017

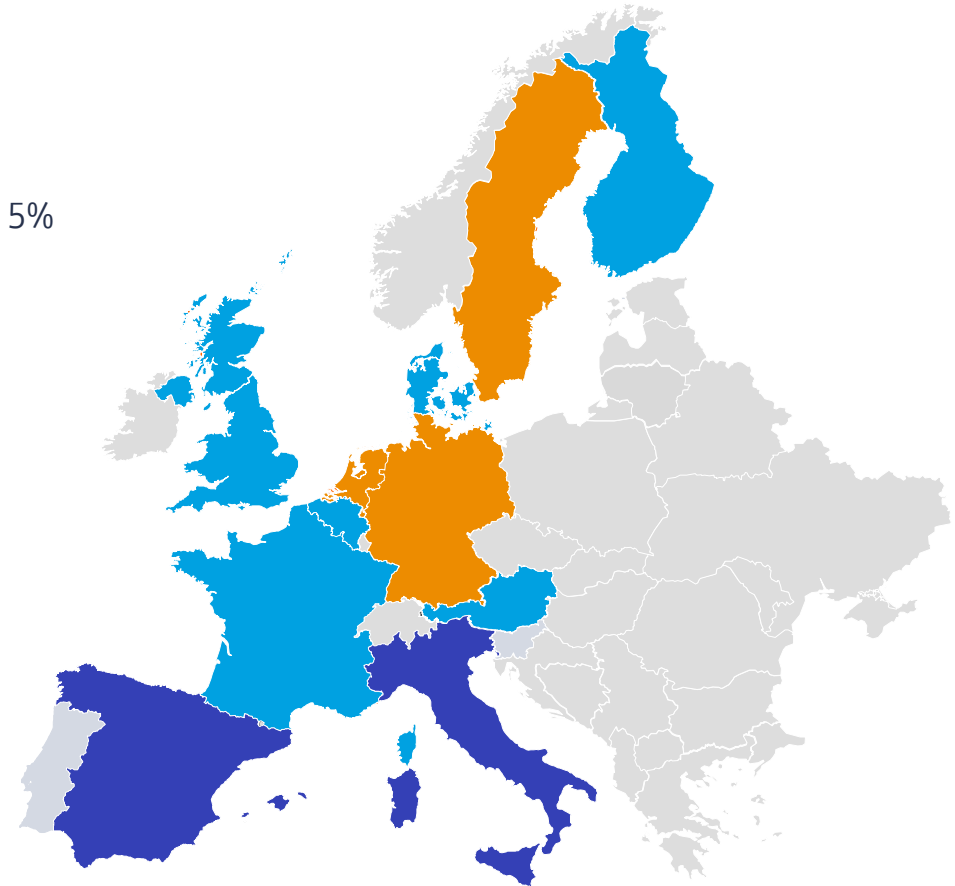


Competition letter mail in Europe as per 2019

Volumes addressed mail in %*



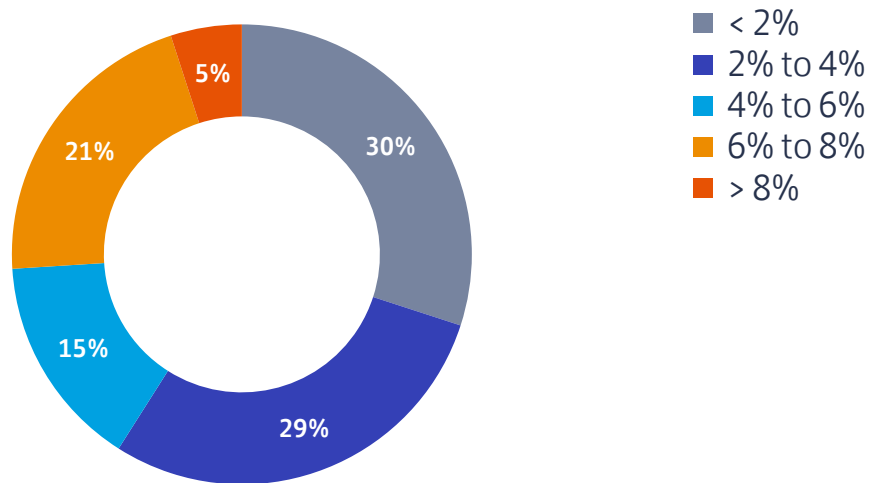
* Figure is based on market volumes in Austria, Belgium, Denmark, Finland, France, Germany, Italy, The Netherlands, Spain, Sweden, UK in 2017



Sources: Annual Reports, IPC, National Regulators, PostNL Team Analysis

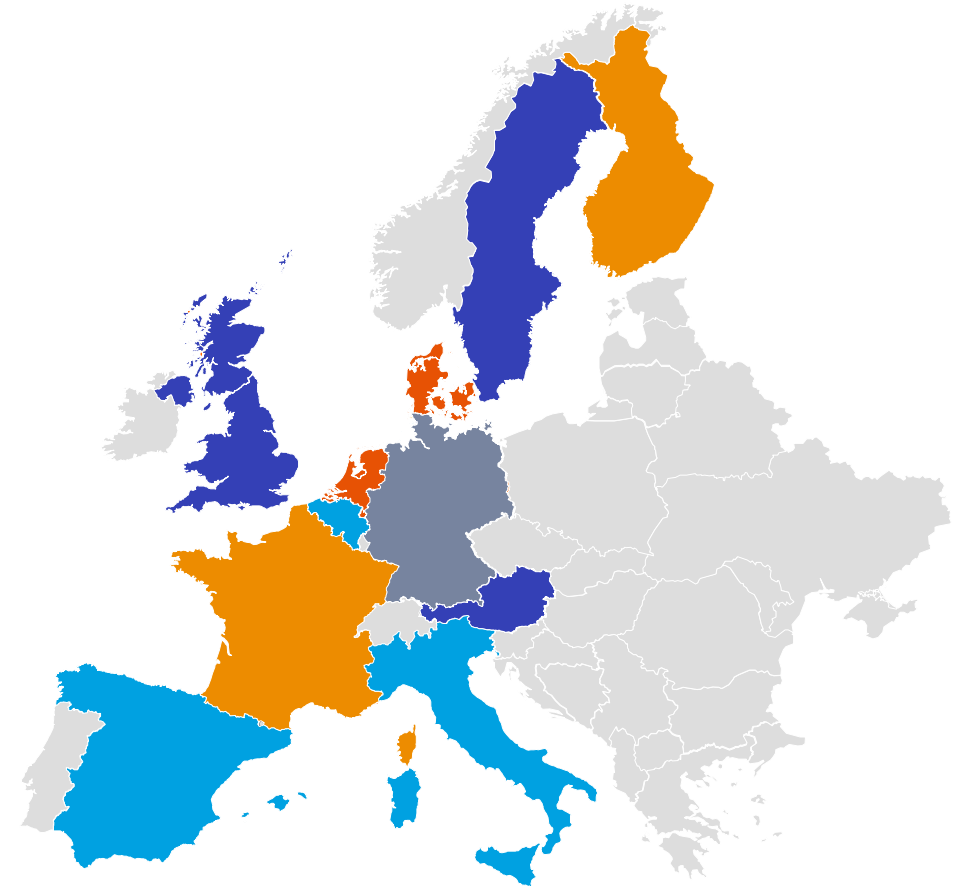
Volume development in Europe 2014 - 2017

Volume decrease addressed mail in %*



* Figures are based on the compound annual market volume decline rate of Austria, Belgium, Denmark, Finland, France, Germany, Italy, The Netherlands, Spain, Sweden, UK.

Note: The compound annual market decline rate of Germany is based on figures from the Bundesnetzagentur, wherein 2017 is still a forecast.



Sources: Annual Reports, National Regulators, PostNL Team Analysis

Universal Service Obligation and VAT exemption as per 2019

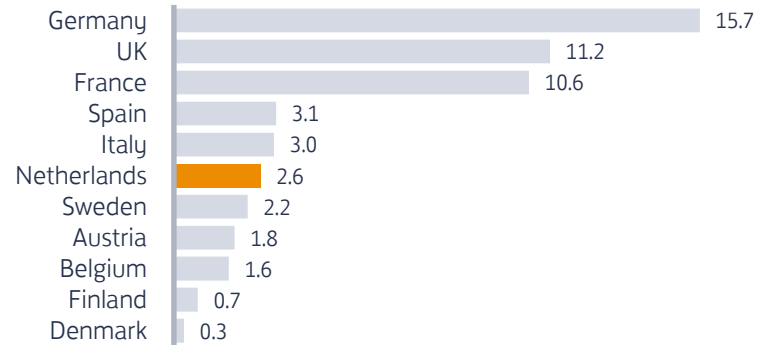
| | NL | DE | SE | FI | UK | ES | IT | AT | FR | BE | DK |
|--------------------------|----|----|----|----|----|----|----|----|----|----|----|
| Standard letter mail | | | | | | | | | | | |
| Bulk letters | | | | | | | | | | | |
| Direct mail | | | | | | | | | | | |
| Periodicals | | | | | | | | | | | |
| Non-priority letter mail | | | | | | | | | | | |
| Standard parcel post | | | | | | | | | | | |
| Bulk parcels | | | | | | | | | | | |

- universal service obligation and VAT exempt
- universal service obligation but not VAT exempt
- no universal service obligation

Note: Germany has an USO, but no designated Universal Service Provider
 Note: Direct Mail is partially designated in France
 Note: This table concerns domestic services

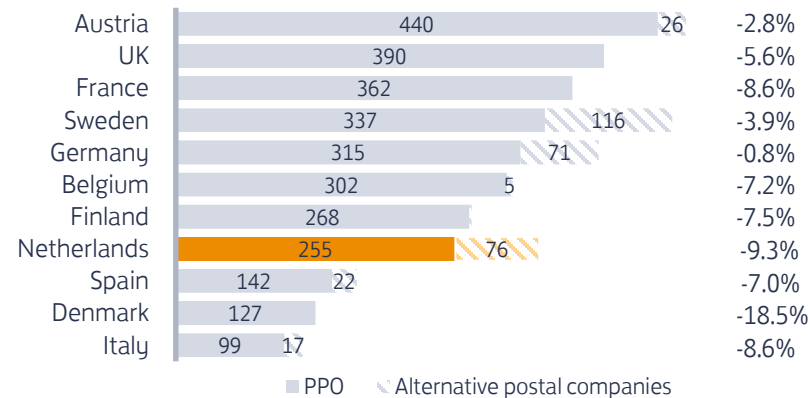
Mail items

Total addressed mail items in 2017 (in billion items)



- Germany, the UK, and France combined add up to approximately 71% of the total addressed mail market (in volume) of the countries listed.
- In Belgium and Germany periodicals are not included. For Denmark, Spain, and Finland this is unknown.

Addressed PPO* & market mail items per household in 2017



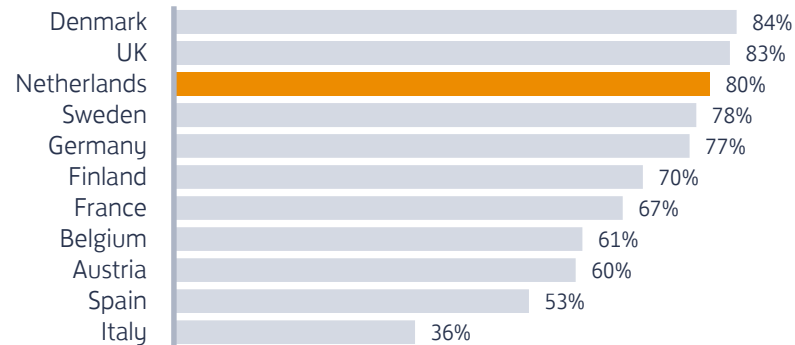
- The percentages denote the change in total addressed market mail items per household compared to 2016.
- For Spain the total PPO mail items are used, since the PPO (Correos) does not report the addressed mail items.

* See page 42 for definition

Sources: Annual Reports, Eurostat, National Regulators, PostNL Team Analysis

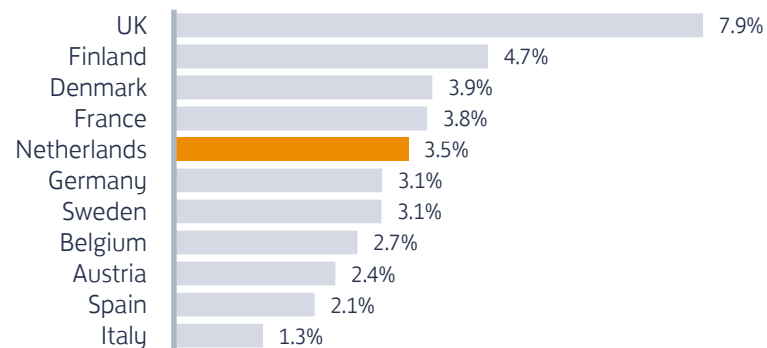
E-commerce

E-commerce in 2018



- E-commerce definition of Eurostat: Proportion of individuals who purchased online within the last 12 months

E-GDP in 2017



- E-GDP definition of the Ecommerce Foundation: Share of e-commerce in the GDP

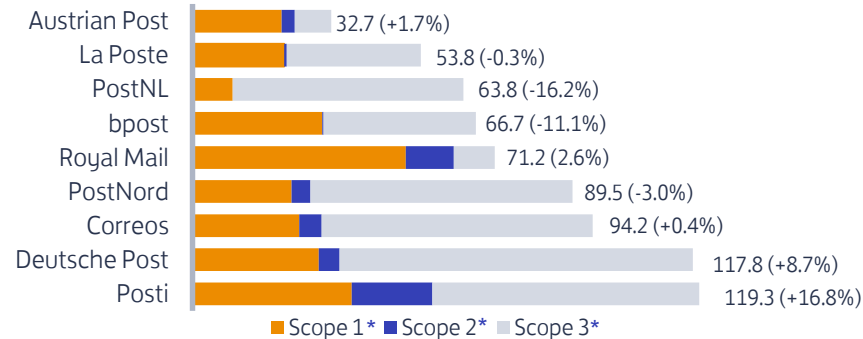
Sources: Eurostat, Ecommerce Foundation

PPO comparison 2017



Corporate Social Responsibility

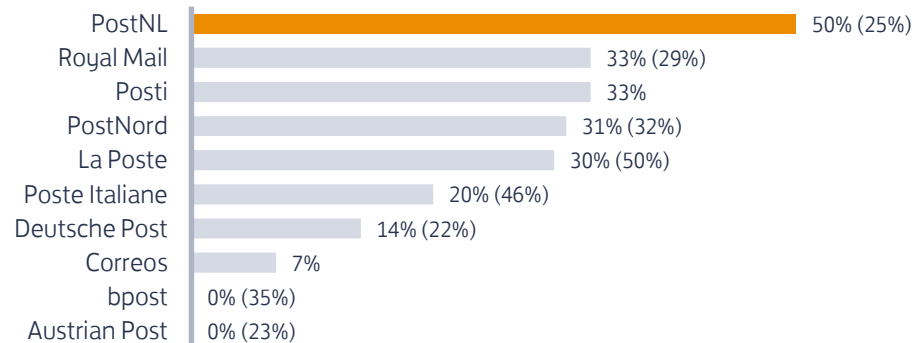
Carbon footprint in 2017



- Grams CO2 per euro revenue according to the Greenhouse Gas Protocol.
- CO2 emission is strongly influenced by the kind of activities executed by the PPO. See page 18 for the diversification.
- The percentages between brackets denote the change with respect to 2016.

Notes: For Royal Mail the emission and revenue of the UKPIL segment is reported. For Deutsche Post the emission and revenue of the Post-eCommerce-Parcel segment is reported. For La Poste the emission and revenue of La Poste SA is reported. Poste Italiane does not report the emission, and is therefore not included in this graph.

Gender profile in 2017



- This figure shows the percentage of females in the board of management of the PPO.
- The percentages between brackets denote the fraction of females in management positions, as reported by IPC. However, their definition of 'manager' is not entirely clear.

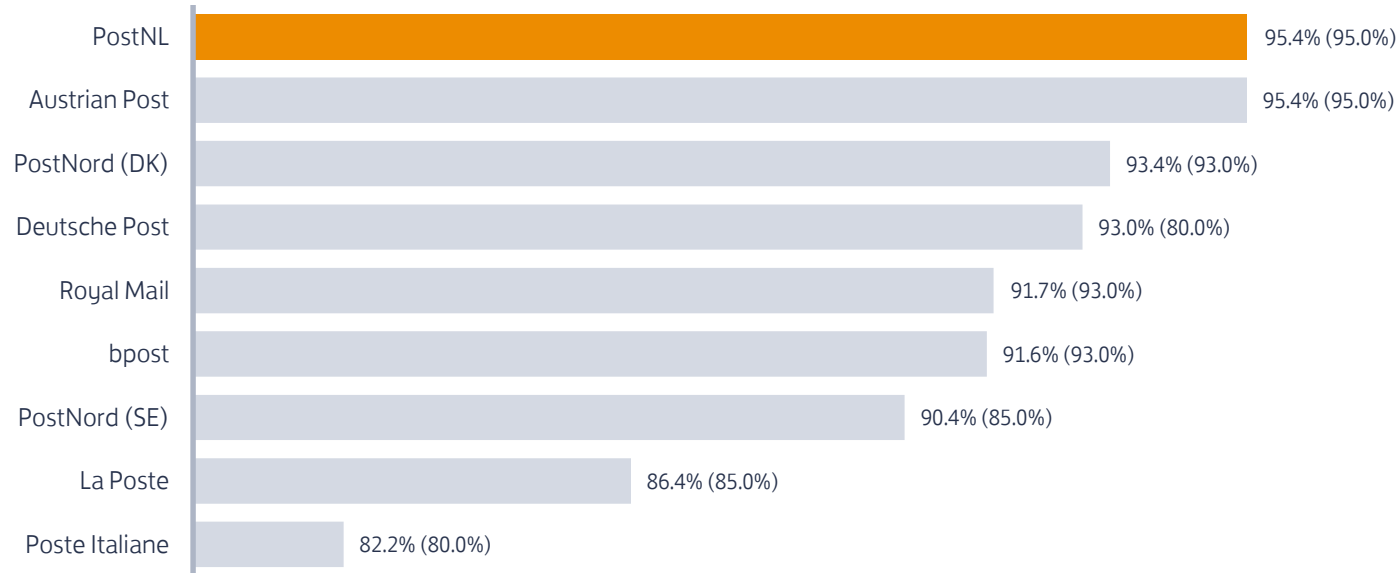
Notes: For Posti and Correos, the fraction of female managers is unknown.

* See page 42 for definition

Sources: IPC, Annual Reports, Corporate Reports, PostNL Team Analysis

Next-day delivery

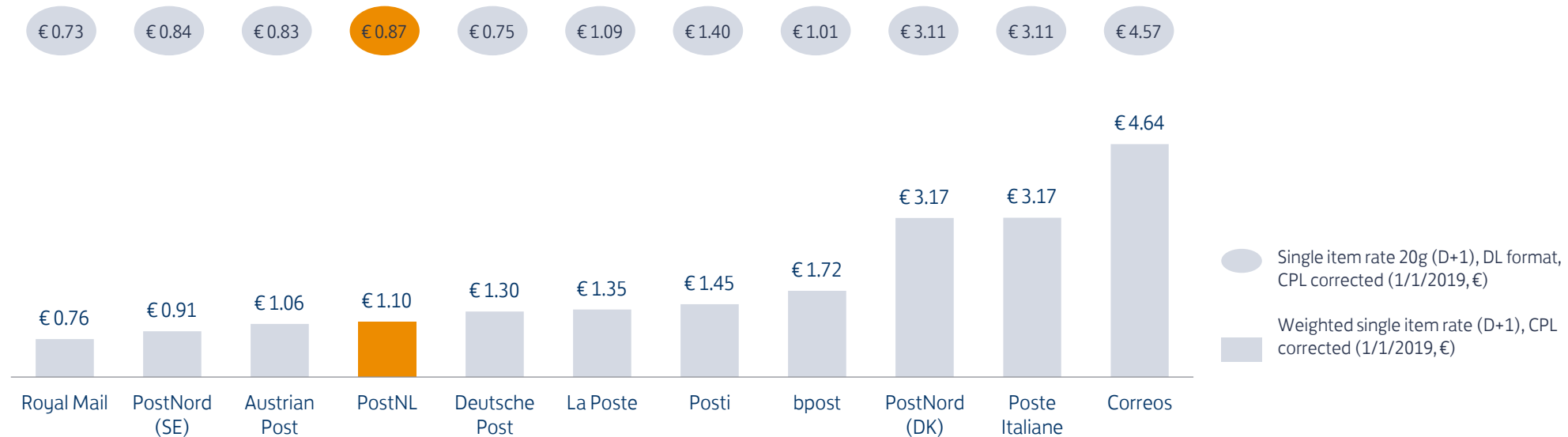
Next-day delivery of PPO and statutory obligation in 2017



- The percentages between brackets denote the statutory obligations.
- Correos has a D+3 target of 93%, which it did not realize in 2017 (92.8%). D+1 performance is unknown.
- Posti delivered 93.4% of their letters within two workdays. D+1 performance is unknown.

Sources: Annual Reports, National Regulators, PostNL Team Analysis

Rate comparison: weighted single item rates



Single item rates are weighted by the different size and weight categories. Moreover, rates have been corrected for the Dutch Comparative Price Level (CPL). The CPL is the ratio of Purchasing Power Parity (PPP) of a country to Dutch PPP.

Note: The rates of Posti are based on a D+2 service level, since Posti does not provide a D+1 product anymore.

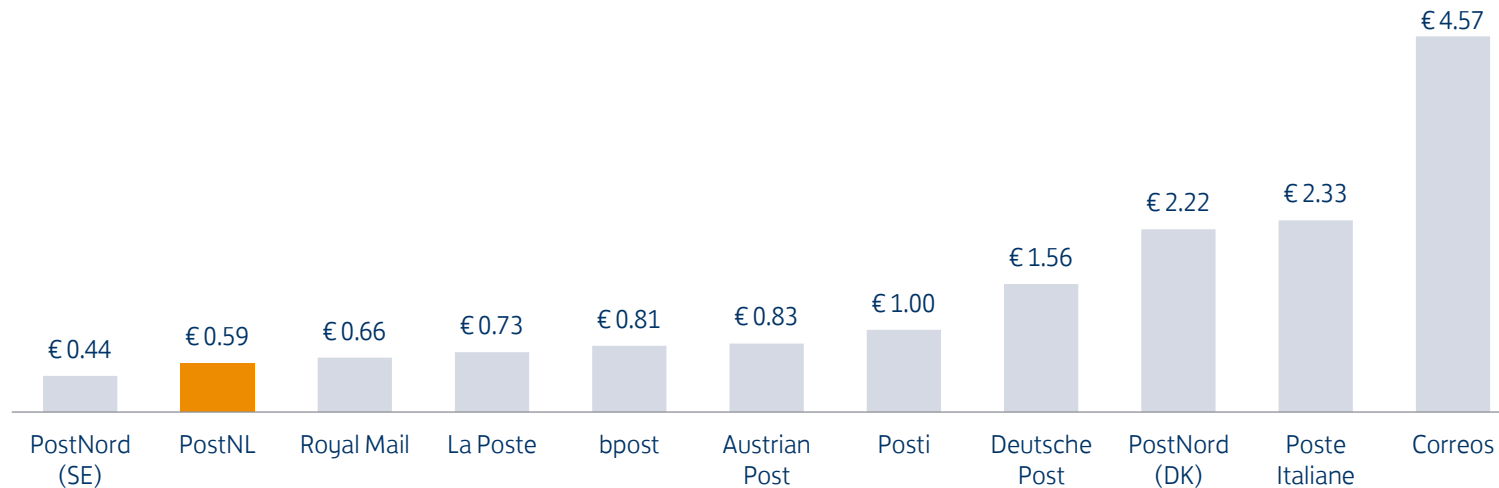
Note: Correos, Poste Italiane and PostNord (DK) also provide cheaper products based on a D+3, D+4 and D+5 service level, respectively. Here, the weighted D+1 rates are reported.

Note: bpost, Correos, Deutsche Post, Poste Italiane and Royal Mail also use size based rates next to weight based rates.

Sources: PostNL Team Analysis, Websites of PPOs

Rate comparison: bulk item rates

Bulk item rate 0-20g, C5 format, D+1, CPL corrected (1/1/2019, €)



Usually, the rates also depend on the amount of letters sent by the client.
Here, we show public rates for a customer sending a batch of 1,000 letters, without discounts.

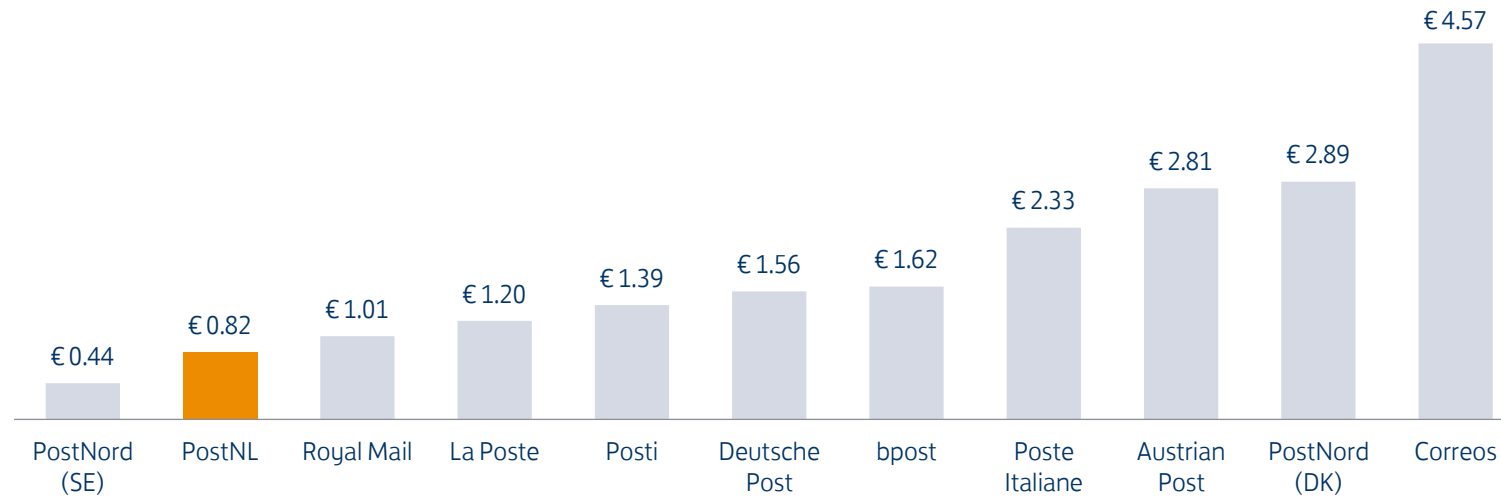
Note: The presented rates are based on unsorted delivery by the customer. The rates are rounded to eurocents.

Note: For Correos, Austrian Post and Deutsche Post the reported bulk item rate is equal to the single item rate of the corresponding D+1 product.

Sources: PostNL Team Analysis, Websites of PPOs

Rate comparison: bulk item rates

Bulk item rate 40-50g, C4 format, D+1, CPL corrected (1/1/2019, €)



Usually, the rates also depend on the amount of letters sent by the client.
Here, we show public rates for a customer sending a batch of 1,000 letters, without discounts.

Note: The presented rates are based on unsorted delivery by the customer. The rates are rounded to eurocents.

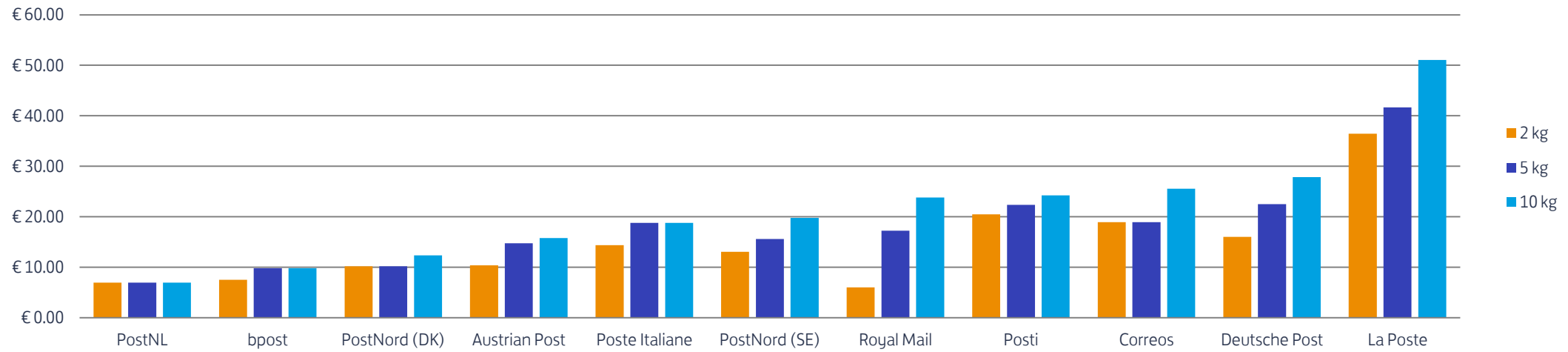
Note: For Correos, Austrian Post and Deutsche Post the reported bulk item rate is equal to the single item rate of the corresponding D+1 product.

Note: Austrian Post treats a C4 format letter as a parcel.

Sources: PostNL Team Analysis, Websites of PPOs

Rate comparison: domestic parcel rates

Domestic parcel rates, CPL corrected (1/1/2019, €), consumer tariffs



Note: For all PPOs the parcel rate of the product that most closely resembles the PostNL product, is reported. (service level of D+1, including Track & Trace).

Note: Size restrictions differ per PPO. The following sizes are used: 20 x 14 x 8 cm for 2 kg, 30.5 x 21.5 x 11 cm for 5 kg, and 48.5 x 36 x 26 cm for 10 kg. All PPOs charge for oversized parcels.

Note: For La Poste and Deutsche Post the D+1 parcel rates are relatively high because their standard service is D+2. These tariffs for 2, 5, and 10 kg are as follows. La Poste: €8.80, €13.35, and €19.50. Deutsche Post: €7.49, €7.49, and €9.49.

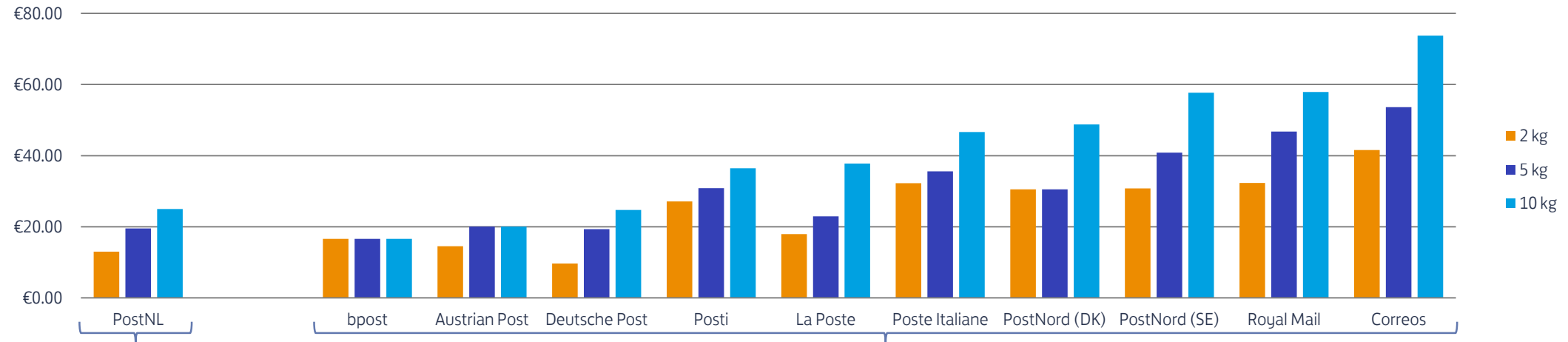
Note: The reported rate of Posti is to the recipient's address, which is €12.00 more expensive than the standard service to a Posti outlet.

Note: For Correos and PostNord (SE) the service level can be either D+1 or D+2, depending on the distance between the origin and destination of the parcel. For Poste Italiane the service level is D+1, D+2 or D+3 depending on the destination.

Sources: Websites of PPOs, PostNL Team Analysis

Rate comparison: international parcel rates

Parcel rates from and to The Netherlands



Parcel rate from The Netherlands
to another EU-country, CPL
corrected (1/1/2019, €)

Parcel rate from other EU-countries
to The Netherlands
CPL corrected (1/1/2019, €)

Note: For PostNL, the price for sending a parcel to each of the other reported countries, except Finland, is displayed.

Note: For the other PPOs, the price for sending a parcel to The Netherlands is reported.

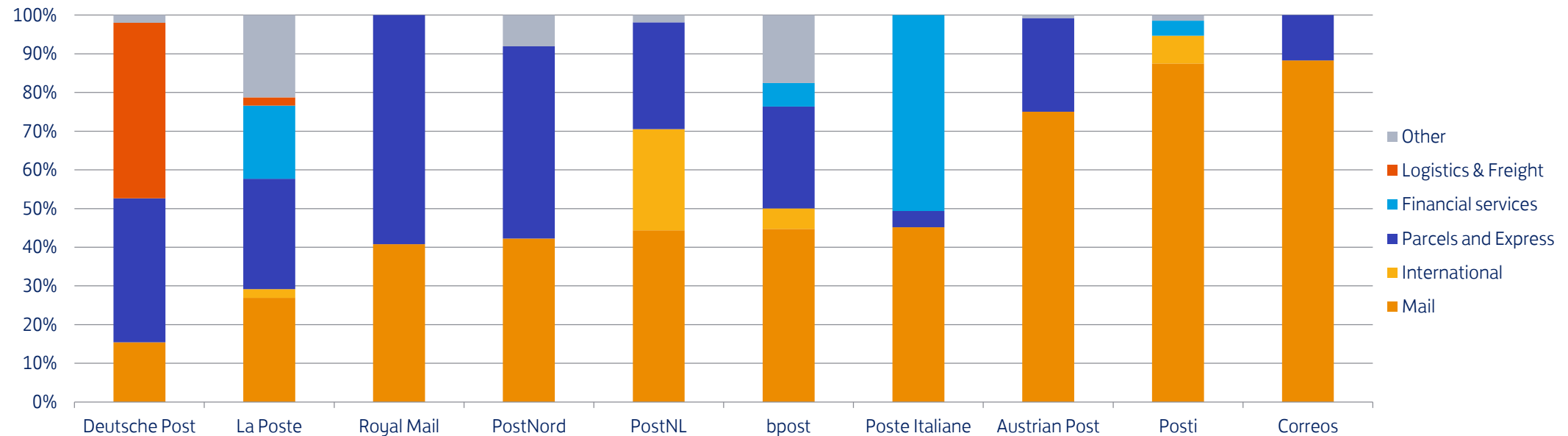
Note: All reported rates are consumer tariffs.

Note: Size restrictions differ per PPO. If the size affects the parcel rate, the following sizes are used: 20 x 14 x 8 cm for 2 kg, 30.5 x 21.5 x 11 cm for 5 kg, 48.5 x 36 x 26 cm for 10 kg. This holds for Austrian Post, PostNord, and Royal Mail.

Note: For all PPOs, the parcel rate of the product that most closely resembles the PostNL product, is reported.

Sources: Websites of PPOs, PostNL Team Analysis

Revenue Split 2017



Note: Only positive revenue is shown. The percentage reported is the sum of the positive revenues of each of the segments.

Note: Posti does not report Mail, Parcel, and Logistics revenues separately. Therefore, the sum of these three is reported as Mail.

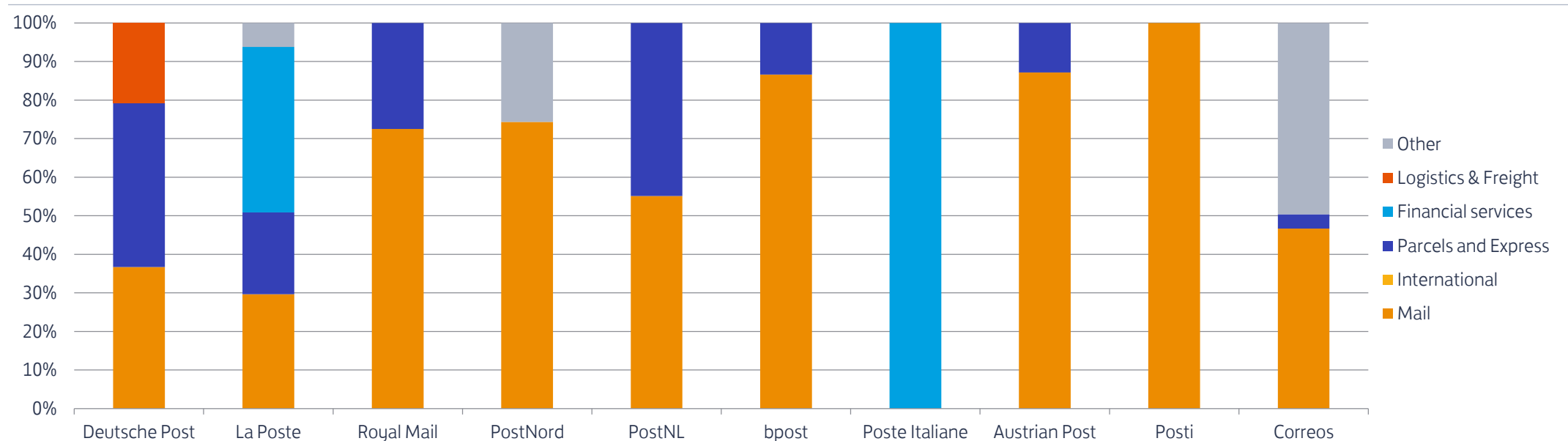
Note: PostNord does not report Parcel and Logistics revenues separately. Therefore, the sum of these two is reported as Parcels.

Note: The following negative percentages are constructed by calculating the negative revenue as part of the sum of the positive revenues:

- Deutsche Post reports a negative revenue for Consolidation of -4.2%.
- La Poste reports negative revenue for Eliminations of -20.2%.
- PostNL reports negative revenue for Other of -15.0%.
- Poste Italiane reports a negative revenue for Adjustments and Elimination of -35.5%.
- Austrian Post reports a negative revenue for Consolidation of -6.1%.
- Posti reports negative revenue for Eliminations of -0.5%.
- Correos reports a negative revenue for Portfolio Adjustments of -5.0%.

Sources: Annual reports of PPOs, PostNL Team Analysis

EBIT Split 2017



Note: For each PPO, except Correos, the positive EBIT is shown. The percentage reported is the sum of the positive EBIT of each of the segments.

Note: Correos reports negative EBIT in each of the segments. Therefore, the negative EBIT is shown. The percentage reported is the sum of the negative EBIT of each of the segments.

Note: The Parcels and Express EBIT of bpost includes the International segment.

Note: Parcel and Mail EBIT were not always reported separately. In these instances the sum of the two has been reported as Mail. This holds for Poste Italiane, La Poste, Deutsche Post, Royal Mail, PostNord, Posti, and Correos. In addition, the Mail EBIT of Posti includes Logistics as well.

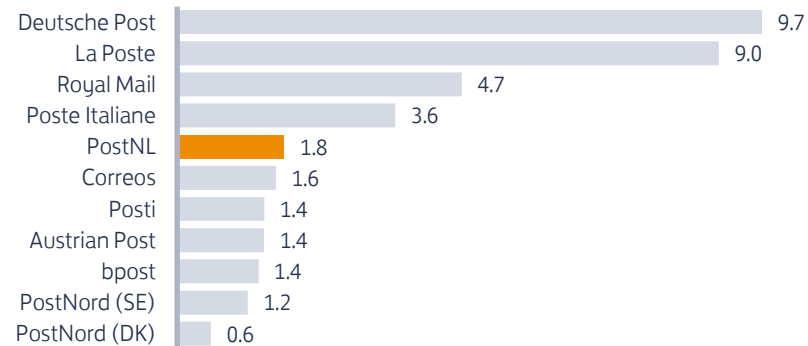
Sources: Annual reports of PPOs, PostNL Team Analysis

Note: The following negative percentages are constructed by calculating the negative EBIT as part of the sum of the positive EBIT:

- Deutsche Post reports a negative EBIT for Corporate Center/Other of -8.5%.
- La Poste reports a negative EBIT for La Poste Network (-1.0%), Digital Services (-1.2%), Shared Services (-14.0%), and Unallocated (-33.9%) of in total -50.1%.
- PostNord reports a negative EBIT for PostNord Denmark of -88.9%.
- PostNL reports a negative EBIT for International (-1.5%) and Other (-2.3%) of in total -3.8%.
- bpost reported a negative EBIT for Corporate of -2.0%.
- Poste Italiane reports a negative EBIT for Mail of -31.5%.
- Austrian Post reports a negative EBIT for Corporate of -37.5%.
- Posti reports a negative EBIT for Itella Russia (-43.6%), Opus Capita (-72.8%), and Other (-39.4%) of in total -155.8%
- Correos reports a negative EBIT in all of their segments.

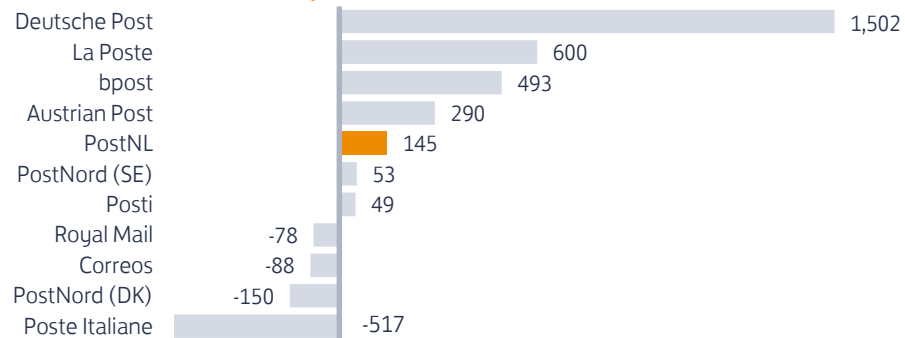
Financial comparison

Mail revenue (2017, in billion €)



- Mail revenue of Deutsche Post, Poste Italiane, Posti, and Correos includes domestic parcels
- The revenues include domestic and cross border activities
- The mail revenue of PostNL concerns national mail

Mail EBIT (2017, in million €)

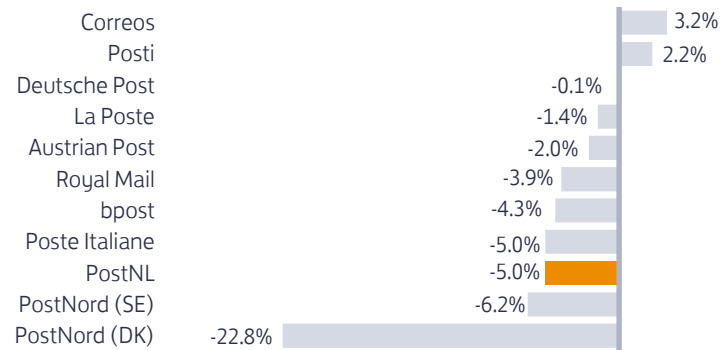


- Mail EBIT of Deutsche Post, La Poste, Royal Mail, Posti, Correos, and Poste Italiane includes parcels
- For bpost the group EBIT is shown
- PPOs that receive substantial USO and/or SGEI support: La Poste (€ 635 million), bpost (€ 270 million), Austrian Post (€ 129 million), Correos (€ 59 million), and Poste Italiane (€ 305 million)

Sources: Annual Reports, PostNL Team Analysis

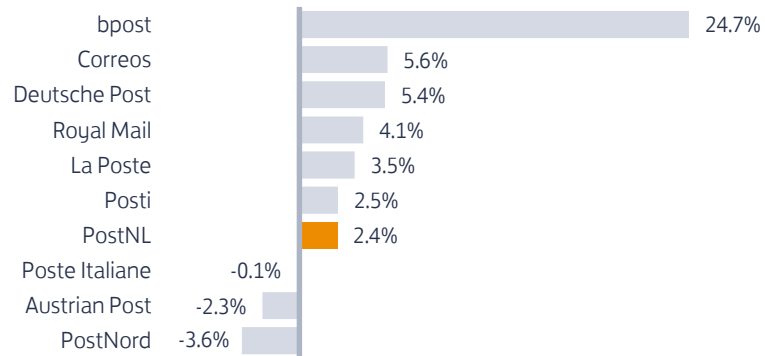
Financial comparison

Mail revenue development 2016 - 2017



- Difference between 2016 and 2017 mail revenues in local currency
- Mail revenues of Deutsche Post, Poste Italiane, Posti, and Correos include parcels
- The revenues include domestic and cross border activities
- The mail revenue of PostNL concerns national mail

Group revenue development 2016 - 2017

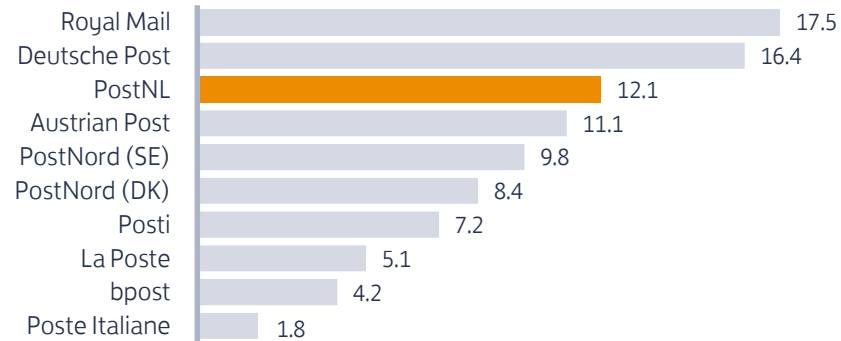


- Difference between 2016 and 2017 group revenues in local currency
- PostNord (SE) and PostNord (DK) are not reported separately, because they are in the same group.

Sources: Annual Reports, PostNL Team Analysis

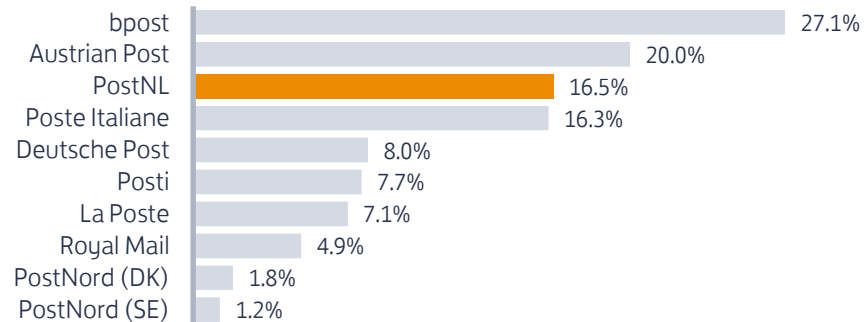
Parcels per capita comparison

Parcels per capita in 2017



- Correos does not report their parcel volumes

Parcels per capita development 2016-2017



Sources: Annual Reports, Eurostat, PostNL Team Analysis

Update postal operators



Belgium

Update postal operators

| Challenges | Effect on market | |
|-----------------------------|---|---|
| USO | <ul style="list-style-type: none">Large definition of USO.USO with bpost until 2023. | |
| Regulatory framework | <ul style="list-style-type: none">The revised Postal law is published 9 February 2018. The main changes are bulk parcels no longer in USO. | <ul style="list-style-type: none">Secondary legislation part of the revised Postal law is under construction. |
| Labour conditions | <ul style="list-style-type: none">The postal law states that postal companies are not allowed to use self-employed people for the distribution of letter mail. | |
| VAT exemption | <ul style="list-style-type: none">bpost is exempt from charging VAT for Universal Service Products, its competitors are not. This leads to a price difference for customers who cannot settle VAT on purchases. | |
| Competition | <ul style="list-style-type: none">Limited end-to-end competition. | <ul style="list-style-type: none">Consolidators access to bpost network is given on per sender basis. |
| State aid / net cost of USO | <ul style="list-style-type: none">bpost is compensated for services in the public interest. | <ul style="list-style-type: none">Total compensation in 2017: €270 mln. |

Market characteristics

 Belgium

Land area:
30,278 km²



Population:
11.5m

Incumbent:

bpost
(50.1% state owned)



Value addressed postal market:
€ 1.1 billion (2017)

Sources: BIPT, bpost, IPC, PostNL Team Analysis, Raad voor de Mededinging, CIA World Factbook

Belgium – bpost

| | | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | CAGR 1yr | CAGR 3yrs |
|--------------|--|--------------------|--------|--------|--------|--------|--------|-------|-------|-------------|--------------|
| Volume | total mail items | (in million items) | 2,821 | 2,817 | 2,679 | - | - | | | - | - |
| | addressed mail items | (in million items) | 1,769 | 1,692 | 1,607 | 1,527 | 1,438 | | | -5.8% | -5.3% |
| | parcels | (in million items) | 26 | 29 | 32 | 38 | 48 | | | 28.0% | 19.0% |
| Financials | group revenue | gf (in million €) | 2,443 | 2,465 | 2,434 | 2,425 | 3,024 | | | 24.7% | 7.1% |
| | mail revenue | m (in million €) | 1,551 | 1,523 | 1,464 | 1,414 | 1,353 | | | -4.3% | -3.9% |
| | group EBIT (operating profit) | gf (in million €) | 451 | 480 | 466 | 497 | 493 | | | -0.7% | 0.9% |
| | mail EBIT (operating profit) | m (in million €) | - | - | - | - | - | | | - | - |
| | profit | gf (in million €) | 288 | 296 | 309 | 346 | 323 | | | -6.7% | 3.0% |
| Workforce | group FTE | gf | 25,683 | 24,631 | 23,847 | 23,708 | 25,323 | | | 6.8% | 0.9% |
| | mail FTE | m | - | 18,245 | 17,849 | - | - | | | - | - |
| | group employees | gf | 28,747 | 27,479 | 26,381 | 26,987 | 33,992 | | | 26.0% | 7.3% |
| | mail employees | m | - | - | - | - | - | | | - | - |
| Quality | domestic quality D+1 | | 95.7% | 94.7% | 91.3% | 90.9% | 91.6% | | | | |
| Postal rates | domestic, up to 20g | € | 0.67 | 0.70 | 0.72 | 0.79 | 0.79 | 0.79 | 1.00 | 26.6% | 8.2% |
| | domestic, up to 50g | € | 0.67 | 0.70 | 0.72 | 0.79 | 0.79 | 0.79 | 1.00 | 26.6% | 8.2% |
| | domestic, up to 100g | € | 1.34 | 1.40 | 1.44 | 1.58 | 1.58 | 1.58 | 2.00 | 26.6% | 8.2% |
| | domestic, up to 250g | € | 2.01 | 2.10 | 2.16 | 2.37 | 2.37 | 2.37 | 3.00 | 26.6% | 8.2% |
| | international (Europe), up to 20g | € | 1.03 | 1.07 | 1.10 | 1.23 | 1.23 | 1.23 | 1.46 | 18.7% | 5.9% |
| | international (rest of the world), up to 20g | € | 1.24 | 1.29 | 1.32 | 1.45 | 1.45 | 1.45 | 1.68 | 15.9% | 5.0% |
| Country | exchange rate | EUR/EUR | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | | |
| | inhabitants | million | 11.16 | 11.20 | 11.26 | 11.41 | 11.49 | | | 0.7% | 0.8% |
| | households | million | 4.64 | 4.65 | 4.70 | 4.69 | 4.76 | | | 1.5% | 0.8% |
| | land area | km² | 30,278 | 30,278 | 30,278 | 30,278 | 30,278 | | | | |
| | households per square kilometer | 1/km² | 153.4 | 153.6 | 155.2 | 155.0 | 157.3 | | | 1.5% | 0.8% |
| | CPL | | 101 | 98 | 98 | 100 | 99 | | | -1.0% | 0.3% |
| | GDP | (in billion €) | 392.3 | 400.1 | 410.3 | 422.7 | 437.2 | | | 3.4% | 3.0% |
| | internet access | | 83% | 86% | 86% | 87% | 89% | | | | |
| | | | | | | | | | | | |
| Key figures | addressed volume per inhabitant | items | 159 | 151 | 143 | 134 | 125 | | | -6.5% | -6.1% |
| | addressed volume per HH | items | 381 | 364 | 342 | 325 | 302 | | | -7.2% | -6.0% |
| | addressed volume per FTE | gf (in 1000 items) | 68.9 | 68.7 | 67.4 | 64.4 | 56.8 | | | -11.8% | -6.1% |
| | revenue per FTE | gf (in 1000 €) | 95.1 | 100.1 | 102.1 | 102.3 | 119.4 | | | 16.7% | 6.1% |
| | gross margin | gf EBIT/revenue | 18.4% | 19.5% | 19.2% | 20.5% | 16.3% | | | -20.4% | -5.8% |

Notes

Financials - Mail revenues of 2014 and 2015 are positively influenced by the SGEI remunerations of 304.4 million and 287.8 million, respectively

Financials - Mail revenue of 2015 has been restated

Financials - The increase in the profit of 2016 is mainly due to a decrease in tax expenses and provisions

Financials - The increase in group revenue in 2017 is explained by Parcel growth and the integration of DynaGroup, Radial and Ubiway

France

Update postal operators

| Challenges | Effect on market | |
|-----------------------------|--|--|
| Competition | <ul style="list-style-type: none">No significant end to end competition. | <ul style="list-style-type: none">Consolidators access to La Poste network is given on per sender basis. |
| Access | <ul style="list-style-type: none">Difficulties in cities with access to apartments that use La Poste's entry system. | |
| VAT exemption | <ul style="list-style-type: none">La Poste is exempt from charging VAT for Universal Service Products, which covers the complete mail market. Its competitors are not VAT exempt. This leads to a price difference for customers who cannot settle VAT on purchases. | |
| State aid / net cost of USO | <ul style="list-style-type: none">Incumbent is compensated for distributing press items and keeping a certain presence in rural areas with post offices. | <ul style="list-style-type: none">European Commission authorized this on 25-01-2012.Total compensation in 2017: €635 mln. |

Market characteristics

🇫🇷 France

Land area:
549,970 km²



Population:
62.8m

Incumbent:

La Poste

(100% state owned)



Value addressed postal market:
€ 6.3 billion (2017)

Sources: Arcep, IPC, La Poste, PostNL Team Analysis, CIA World Factbook

France - La Poste

| | | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | CAGR 1yr | CAGR 3yrs |
|--------------|--|--------------------|---------|---------|---------|---------|---------|-------|-------|-------------|--------------|
| Volume | total mail items | (in million items) | 23,452 | 22,233 | 22,013 | 21,882 | 21,049 | | | -3.8% | -1.8% |
| | addressed mail items | (in million items) | 13,668 | 12,889 | 12,045 | 11,529 | 10,603 | | | -8.0% | -6.3% |
| | parcels | (in million items) | - | 269 | 274 | 297 | 318 | | | 7.1% | 5.7% |
| Financials | group revenue | gf (in million €) | 22,084 | 22,163 | 23,045 | 23,294 | 24,110 | | | 3.5% | 2.8% |
| | mail revenue | m (in million €) | 9,564 | 9,328 | 9,334 | 9,147 | 9,016 | | | -1.4% | -1.1% |
| | group EBIT (operating profit) | gf (in million €) | 770 | 719 | 875 | 975 | 1,012 | | | 3.8% | 12.1% |
| | mail EBIT (operating profit) | m (in million €) | 471 | 419 | 697 | 584 | 600 | | | 2.7% | 12.7% |
| | profit | gf (in million €) | 635 | 513 | 635 | 849 | 851 | | | 0.2% | 18.4% |
| Workforce | group FTE | gf | 218,941 | 212,077 | 204,420 | 197,398 | 191,897 | | | -2.8% | -3.3% |
| | mail FTE | m | - | - | - | - | - | | | - | - |
| | group employees | gf | - | - | - | - | - | | | - | - |
| | mail employees | m | - | - | - | - | - | | | - | - |
| Quality | domestic quality D+1 | | 87.4% | 86.7% | 85.5% | 84.9% | 86.4% | | | | |
| Postal rates | domestic, up to 20g | € | 0.63 | 0.66 | 0.68 | 0.80 | 0.85 | 0.95 | 1.05 | 10.5% | 9.5% |
| | domestic, up to 50g | € | 1.05 | 1.10 | 1.15 | 1.60 | 1.70 | 1.90 | 2.10 | 10.5% | 9.5% |
| | domestic, up to 100g | € | 1.55 | 1.65 | 1.75 | 1.60 | 1.70 | 1.90 | 2.10 | 10.5% | 9.5% |
| | domestic, up to 250g | € | 2.55 | 2.65 | 2.75 | 3.20 | 3.40 | 3.80 | 4.20 | 10.5% | 9.5% |
| | international (Europe), up to 20g | € | 0.80 | 0.83 | 0.95 | 1.00 | 1.10 | 1.20 | 1.30 | 8.3% | 9.1% |
| | international (rest of the world), up to 20g | € | 0.95 | 0.98 | 1.20 | 1.25 | 1.30 | 1.30 | 1.30 | 0.0% | 1.3% |
| Country | exchange rate | EUR/EUR | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | | |
| | inhabitants | million | 63.65 | 62.81 | 62.81 | 62.81 | 62.81 | | | 0.0% | 0.0% |
| | households | million | 27.86 | 28.71 | 28.93 | 29.13 | 29.31 | | | 0.6% | 0.7% |
| | land area | km ² | 549,970 | 549,970 | 549,970 | 549,970 | 549,970 | | | | |
| | households per square kilometer | 1/km ² | 50.6 | 52.2 | 52.6 | 53.0 | 53.3 | | | 0.6% | 0.7% |
| | CPL | | 100 | 98 | 98 | 97 | 96 | | | -1.0% | -0.7% |
| | GDP | (in billion €) | 2,117.2 | 2,149.8 | 2,198.4 | 2,228.6 | 2,291.7 | | | 2.8% | 2.2% |
| | internet access | | 84% | 86% | 87% | 88% | 88% | | | | |
| Key figures | addressed volume per inhabitant | items | 215 | 205 | 192 | 184 | 169 | | | -8.0% | -6.3% |
| | addressed volume per HH | items | 491 | 449 | 416 | 396 | 362 | | | -8.6% | -6.9% |
| | addressed volume per FTE | gf (in 1000 items) | 62.4 | 60.8 | 58.9 | 58.4 | 55.3 | | | -5.4% | -3.1% |
| | revenue per FTE | gf (in 1000 €) | 100.9 | 104.5 | 112.7 | 118.0 | 125.6 | | | 6.5% | 6.3% |
| | gross margin | m EBIT/revenue | 4.9% | 4.5% | 7.5% | 6.4% | 6.7% | | | 4.2% | 14.0% |

Note Financials - The increase in mail EBIT in 2015 was primarily driven by the large price increase as of 1 January 2015, which offset the decline in volumes delivered

Germany

Update postal operators

| Challenges | Effect on market | |
|----------------------|--|---|
| Minimum wage | <ul style="list-style-type: none"> • € 9.19/h, effective January 1, 2019. • Higher minimum wage expected for 2020. | <ul style="list-style-type: none"> • Postcon pays more than minimum wage due to collective wage agreement. |
| Competition | <ul style="list-style-type: none"> • Nationwide end-to-end competition. | <ul style="list-style-type: none"> • Market share of competition of 18.4%. |
| Labour conditions | <ul style="list-style-type: none"> • Postal market under review due to digitalisation. | <ul style="list-style-type: none"> • Postcon participates in this discussion. |
| Market situation | <ul style="list-style-type: none"> • Volume decline (2017) not yet visible in the German mail market, DM-potential not fully developed. | <ul style="list-style-type: none"> • Positive volume development in Germany against the international trend. Digitization is level still lower than in other Western European countries. |
| Regulatory framework | <ul style="list-style-type: none"> • Ex-ante price control by regulatory authority currently only for private mail. | <ul style="list-style-type: none"> • No new Postal Law planned up to now. • Plan to modernize price cap system DP. |

Market characteristics

 Germany

Land area:
348,672 km²



Population:
80.6m

Incumbent:

Deutsche Post
(20.7% state owned)



Value addressed postal market:
€ 9.3 billion (2017)

Sources: Bundesverband Briefdienste, Bundesnetzagentur (2018), CIA World Factbook

Germany - Deutsche Post

| | | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | CAGR 1yr | CAGR 3yrs |
|--------------|--|--------------------|---------|---------|---------|---------|---------|-------|-------|-------------|--------------|
| Volume | total mail items | (in million items) | 18,674 | 18,405 | 17,401 | 16,762 | 16,680 | | | -0.5% | -3.2% |
| | addressed mail items | (in million items) | 14,428 | 14,233 | 13,517 | 13,022 | 12,808 | | | -1.6% | -3.5% |
| | parcels | (in million items) | 965 | 1,033 | 1,123 | 1,227 | 1,323 | | | 7.8% | 8.6% |
| Financials | group revenue | gf (in million €) | 54,912 | 56,630 | 59,230 | 57,334 | 60,444 | | | 5.4% | 2.2% |
| | mail revenue | mp (in million €) | 9,975 | 10,014 | 9,784 | 9,741 | 9,736 | | | -0.1% | -0.9% |
| | group EBIT (operating profit) | gf (in million €) | 2,865 | 2,965 | 2,411 | 3,491 | 3,741 | | | 7.2% | 8.1% |
| | mail EBIT (operating profit) | mp (in million €) | 1,260 | 1,298 | 1,103 | 1,446 | 1,502 | | | 3.9% | 5.0% |
| | profit | gf (in million €) | 2,211 | 2,177 | 1,719 | 2,781 | 2,853 | | | 2.6% | 9.4% |
| Workforce | group FTE | gf | 434,974 | 443,784 | 450,508 | 459,262 | 472,208 | | | 2.8% | 2.1% |
| | mail FTE | mp | 148,083 | 166,342 | 170,549 | 177,307 | 183,679 | | | 3.6% | 3.4% |
| | group employees | gf | 479,690 | 488,824 | 497,745 | 508,036 | 519,544 | | | 2.3% | 2.1% |
| | mail employees | mp | - | - | - | - | - | | | - | - |
| Quality | domestic quality D+1 | | 94.0% | 94.0% | 90.0% | 94.0% | 93.0% | | | | |
| Postal rates | domestic, up to 20g | € | 0.58 | 0.60 | 0.62 | 0.70 | 0.70 | 0.70 | 0.70 | 0.0% | 0.0% |
| | domestic, up to 50g | € | 0.90 | 0.90 | 0.85 | 0.85 | 0.85 | 0.85 | 0.85 | 0.0% | 0.0% |
| | domestic, up to 100g | € | 1.45 | 1.45 | 1.45 | 1.45 | 1.45 | 1.45 | 1.45 | 0.0% | 0.0% |
| | domestic, up to 250g | € | 1.45 | 1.45 | 1.45 | 1.45 | 1.45 | 1.45 | 1.45 | 0.0% | 0.0% |
| | international (Europe), up to 20g | € | 0.75 | 0.75 | 0.75 | 0.90 | 0.90 | 0.90 | 0.90 | 0.0% | 0.0% |
| | international (rest of the world), up to 20g | € | 0.75 | 0.75 | 0.75 | 0.90 | 0.90 | 0.90 | 0.90 | 0.0% | 0.0% |
| Country | exchange rate | EUR/EUR | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | | |
| | inhabitants | million | 80.52 | 80.77 | 81.17 | 80.72 | 80.59 | | | -0.2% | -0.1% |
| | households | million | 39.41 | 39.71 | 40.26 | 40.40 | 40.72 | | | 0.8% | 0.8% |
| | land area | km² | 348,672 | 348,672 | 348,672 | 348,672 | 348,672 | | | | |
| | households per square kilometer | 1/km² | 113.0 | 113.9 | 115.5 | 115.9 | 116.8 | | | 0.8% | 0.8% |
| | CPL | | 94 | 93 | 93 | 92 | 93 | | | 1.1% | 0.0% |
| | GDP | (in billion €) | 2,826.2 | 2,938.6 | 3,048.9 | 3,159.8 | 3,277.3 | | | 3.7% | 3.7% |
| | internet access | | 86% | 88% | 89% | 91% | 91% | | | | |
| | | | | | | | | | | | |
| Key figures | addressed volume per inhabitant | items | 179 | 176 | 167 | 161 | 159 | | | -1.5% | -3.4% |
| | addressed volume per HH | items | 366 | 358 | 336 | 322 | 315 | | | -2.4% | -4.3% |
| | addressed volume per FTE | mp (in 1000 items) | 97.4 | 85.6 | 79.3 | 73.4 | 69.7 | | | -5.1% | -6.6% |
| | revenue per FTE | mp (in 1000 €) | 67.4 | 60.2 | 57.4 | 54.9 | 53.0 | | | -3.5% | -4.2% |
| | gross margin | mp EBIT/revenue | 12.6% | 13.0% | 11.3% | 14.8% | 15.4% | | | 3.9% | 6.0% |

Notes

Volume - Addressed and unaddressed mail items are not reported since 2014, from 2014 onwards these volumes are estimated using the 2013 volume distribution.

Financials - The decline in revenue in 2016 is mainly due to currency translation effects

Financials - The increase in group EBIT in 2016 is largely attributable to a revision of the terms of contracts with the UK National Health Service

Quality - The decrease of domestic quality in 2015 is due to nationwide labour strikes at mail centres and in letter delivery operations

Italy

Update postal operators

| Challenges | Effect on market | |
|-----------------------------|--|---|
| VAT exemption | <ul style="list-style-type: none"> Poste Italiane is VAT exempt for Universal Services. Competition is not resulting in price differences for VAT exempt customers. | <ul style="list-style-type: none"> Individually negotiated tariffs and public tenders of public administrations are excluded from VAT exemption. |
| Regulatory framework | <ul style="list-style-type: none"> Focuses on protecting the interests of the market, including competitors. | <ul style="list-style-type: none"> In 2017 the monopoly on delivering judicial correspondence and fines has been removed from competition law. Regulation is pending. |
| Competition | <ul style="list-style-type: none"> Nationwide end to end competition. Access to the incumbent's network. | <ul style="list-style-type: none"> Competition revenue market share 17%-20% (relates to non USO market). Poste Italiane has been found guilty of abuse of dominant position in bulk mail market and fined (>20m) (AGCM, 15-01-2018). |
| State aid / net cost of USO | <ul style="list-style-type: none"> Poste Italiane is compensated for net cost USO by Government. | <ul style="list-style-type: none"> Total compensation in 2017 €305 mln. |

Market characteristics

🇮🇹 Italy

Land area:
294,140 km²



Population:
62.1m

Incumbent:
Poste Italiane
(64.7% state owned)

Posteitaliane

Value addressed postal market:
€ 2.3 billion (2017)

Sources: AGCOM, IPC, PostNL Team Analysis, Website of Poste Italiane, CIA World Factbook

Italy - Poste Italiane

| | | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | CAGR 1yr | CAGR 3yrs |
|--------------|--|--------------------|---------|---------|---------|---------|---------|-------|-------|-------------|--------------|
| Volume | total mail items | (in million items) | 4,027 | 3,428 | 3,133 | 3,058 | 2,822 | | | -7.7% | -6.3% |
| | addressed mail items | (in million items) | 3,527 | 3,022 | 2,769 | 2,756 | 2,556 | | | -7.3% | -5.4% |
| | parcels | (in million items) | - | 64 | 69 | 97 | 113 | | | 16.5% | 21.0% |
| Financials | group revenue | gf (in million €) | 26,268 | 28,512 | 30,739 | 10,643 | 10,629 | | | -0.1% | -28.0% |
| | mail revenue | mp (in million €) | 4,452 | 4,074 | 3,882 | 3,822 | 3,631 | | | -5.0% | -3.8% |
| | group EBIT (operating profit) | gf (in million €) | 1,400 | 691 | 880 | 1,041 | 1,123 | | | 7.9% | 17.6% |
| | mail EBIT (operating profit) | mp (in million €) | 300 | -504 | -568 | -436 | -517 | | | - | - |
| | profit | gf (in million €) | 1,005 | 212 | 552 | 622 | 689 | | | 10.8% | 48.1% |
| Workforce | group FTE | gf | 144,012 | 142,844 | 142,798 | 136,739 | 136,555 | | | -0.1% | -1.5% |
| | mail FTE | mp | - | - | - | - | - | | | - | - |
| | group employees | gf | - | - | - | - | - | | | - | - |
| | mail employees | mp | - | - | - | - | - | | | - | - |
| Quality | domestic quality D+1 | | 90.4% | 90.3% | 88.1% | 83.9% | 82.2% | | | | |
| Postal rates | domestic, up to 20g | € | 0.70 | 0.70 | 0.80 | 0.95 | 2.80 | 2.80 | 2.80 | 0.0% | 43.4% |
| | domestic, up to 50g | € | 1.90 | 1.90 | 2.15 | 2.55 | 2.80 | 2.80 | 2.80 | 0.0% | 3.2% |
| | domestic, up to 100g | € | 2.10 | 2.10 | 2.40 | 2.85 | 2.80 | 2.80 | 2.80 | 0.0% | -0.6% |
| | domestic, up to 250g | € | 2.60 | 2.60 | 2.95 | 3.50 | 5.50 | 5.50 | 5.50 | 0.0% | 16.3% |
| | international (Europe), up to 20g | € | 0.85 | 0.85 | 0.95 | 1.00 | 1.00 | 1.00 | 1.15 | 15.0% | 4.8% |
| | international (rest of the world), up to 20g | € | 2.50 | 2.50 | 3.00 | 2.90 | 2.90 | 2.90 | 3.10 | 6.9% | 2.2% |
| Country | exchange rate | EUR/EUR | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | | |
| | inhabitants | million | 59.69 | 60.78 | 60.80 | 62.01 | 62.14 | | | 0.2% | 0.7% |
| | households | million | 25.52 | 25.77 | 25.79 | 25.80 | 25.86 | | | 0.3% | 0.1% |
| | land area | km ² | 294,140 | 294,140 | 294,140 | 294,140 | 294,140 | | | | |
| | households per square kilometer | 1/km ² | 86.8 | 87.6 | 87.7 | 87.7 | 87.9 | | | 0.3% | 0.1% |
| | CPL | | 95 | 93 | 93 | 93 | 92 | | | -1.1% | -0.4% |
| | GDP | (in billion €) | 1,604.6 | 1,621.8 | 1,652.1 | 1,689.7 | 1,725.0 | | | 2.1% | 2.1% |
| | internet access | | 61% | 64% | 68% | 71% | 73% | | | | |
| Key figures | addressed volume per inhabitant | items | 59 | 50 | 46 | 44 | 41 | | | -7.5% | -6.1% |
| | addressed volume per HH | items | 138 | 117 | 107 | 107 | 99 | | | -7.5% | -5.6% |
| | addressed volume per FTE | gf (in 1000 items) | 24.5 | 21.2 | 19.4 | 20.2 | 18.7 | | | -7.1% | -4.0% |
| | revenue per FTE | gf (in 1000 €) | 182.4 | 199.6 | 215.3 | 77.8 | 77.8 | | | 0.0% | -26.9% |
| | gross margin | mp EBIT/revenue | 6.7% | -12.4% | -14.6% | -11.4% | -14.2% | | | - | - |

Notes

Volume - The mail volumes in 2016 have been restated due to a different presentation method in the annual report of 2017

Financials - Since 2016 the group revenue is restated due to a net change in technical provisions and other claim expenses regarding the insurance services

Quality - The 2015 number shows a weighted average of two D+1 products, because one replaced the other in October 2015

Postal rate - The increase in the domestic tariff up to 20g and 250g in 2017 is due to a product replacement

The Netherlands

Update postal operators

| Challenges | Effect on market | |
|----------------------------|--|---|
| Labour conditions | <ul style="list-style-type: none">Dutch Postal Law requires postal operators to have 80% of mailmen working under a labour contract. | |
| VAT exemption | <ul style="list-style-type: none">Equal treatment of all providers with VAT on bulk mail, i.e. no distortion of competition (due to small USO definition). | |
| USO & regulatory framework | <ul style="list-style-type: none">The Dutch government has initiated and led the “Postal Dialogue” on the future of the Dutch USO against the background of the declining mail volumes. Amendments of the regulatory framework for the postal market are expected. | |
| Competition | <ul style="list-style-type: none">Nationwide end-to-end network competition. | <ul style="list-style-type: none">Market share competitors around 25%. |
| Competition and access | <ul style="list-style-type: none">Significant market power (SMP) regulation as from 1 January 2014.PostNL voluntarily offers non-discriminatory access on a per sender basis. | <ul style="list-style-type: none">In July 2017 the supervisory authority (ACM) published the decision on SMP concerning overnight mail services, requiring PostNL to offer wholesale cost based services to postal companies.This decision was annulled in court in September ‘18. On 21 December ‘18 ACM issued a new draft-SMP decision. |

Market characteristics

 The Netherlands

Land area:
33,893 km²



Population:
17.1m

Incumbent:

PostNL

(0% state owned)



Value addressed postal market:

€ 1.1 billion (2017)

Sources: ACM, IPC, PostNL Team Analysis, CIA World Factbook

The Netherlands - PostNL

| | | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | CAGR 1yr | CAGR 3yrs |
|--------------|--|--------------------|--------|--------|--------|--------|--------|-------|-------|-------------|--------------|
| Volume | total mail items | (in million items) | - | - | - | - | - | | | - | - |
| | addressed mail items | (in million items) | 3,029 | 2,705 | 2,401 | 2,213 | 1,994 | | | -9.9% | -9.7% |
| | parcels | (in million items) | 131 | 142 | 156 | 177 | 207 | | | 16.9% | 13.4% |
| Financials | group revenue | g (in million €) | 4,163 | 3,465 | 3,461 | 3,413 | 3,495 | | | 2.4% | 0.3% |
| | mail revenue | m (in million €) | 2,060 | 2,044 | 1,961 | 1,877 | 1,783 | | | -5.0% | -4.5% |
| | group EBIT (operating profit) | g (in million €) | 400 | 402 | 340 | 291 | 253 | | | -13.1% | -14.3% |
| | mail EBIT (operating profit) | m (in million €) | 147 | 297 | 237 | 181 | 145 | | | -19.9% | -21.3% |
| | profit | g (in million €) | -170 | 220 | 147 | 135 | 148 | | | 9.6% | -12.4% |
| Workforce | group FTE | g | 31,016 | 26,361 | 25,074 | 23,933 | 25,279 | | | 5.6% | -1.4% |
| | mail FTE | m | 20,466 | 18,656 | 17,378 | 16,218 | 15,809 | | | -2.5% | -5.4% |
| | group employees | g | 59,280 | 52,364 | 49,174 | 46,456 | 44,263 | | | -4.7% | -5.4% |
| | mail employees | m | 46,676 | 43,412 | 40,185 | 36,411 | 33,305 | | | -8.5% | -8.5% |
| Quality | domestic quality D+1 | | 95.9% | 96.7% | 96.4% | 96.4% | 95.4% | | | | |
| Postal rates | domestic, up to 20g | € | 0.54 | 0.64 | 0.69 | 0.73 | 0.78 | 0.83 | 0.87 | 4.8% | 6.0% |
| | domestic, up to 50g | € | 1.08 | 1.28 | 1.38 | 1.46 | 1.56 | 1.66 | 1.74 | 4.8% | 6.0% |
| | domestic, up to 100g | € | 1.62 | 1.92 | 2.07 | 2.19 | 2.34 | 2.49 | 2.61 | 4.8% | 6.0% |
| | domestic, up to 250g | € | 2.16 | 2.56 | 2.76 | 2.92 | 3.12 | 3.32 | 3.48 | 4.8% | 6.0% |
| | international (Europe), up to 20g | € | 0.90 | 1.05 | 1.15 | 1.25 | 1.33 | 1.40 | 1.45 | 3.6% | 5.1% |
| | international (rest of the world), up to 20g | € | 0.95 | 1.05 | 1.15 | 1.25 | 1.33 | 1.40 | 1.45 | 3.6% | 5.1% |
| Country | exchange rate | EUR/EUR | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | | |
| | inhabitants | million | 16.78 | 16.83 | 16.90 | 17.02 | 17.08 | | | 0.4% | 0.5% |
| | households | million | 7.55 | 7.59 | 7.62 | 7.72 | 7.82 | | | 1.2% | 1.0% |
| | land area | km ² | 33,893 | 33,893 | 33,893 | 33,893 | 33,893 | | | | |
| | households per square kilometer | 1/km ² | 222.7 | 224.0 | 224.9 | 227.9 | 230.7 | | | 1.2% | 1.0% |
| | CPL | | 100 | 100 | 100 | 100 | 100 | | | 0.0% | 0.0% |
| | GDP | (in billion €) | 660.5 | 671.6 | 690.0 | 708.3 | 737.0 | | | 4.1% | 3.2% |
| | internet access | | 94% | 94% | 94% | 94% | 96% | | | | |
| | | | | | | | | | | | |
| Key figures | addressed volume per inhabitant | items | 181 | 161 | 142 | 130 | 117 | | | -10.3% | -10.1% |
| | addressed volume per HH | items | 401 | 356 | 315 | 287 | 255 | | | -11.0% | -10.5% |
| | addressed volume per FTE | m (in 1000 items) | 148.0 | 145.0 | 138.2 | 136.5 | 126.1 | | | -7.6% | -4.5% |
| | revenue per FTE | m (in 1000 €) | 100.7 | 109.6 | 112.8 | 115.7 | 112.8 | | | -2.6% | 1.0% |
| | gross margin | EBIT/revenue | 7.1% | 14.5% | 12.1% | 9.6% | 8.1% | | | -15.7% | -17.6% |

Notes Financials - Financial figures of 2014 were restated due to TNT Express sale, transfer of Cendris from PostNL Other to Mail in NL, and discontinuation of UK activities
Workforce - PostNL reported a restate of the workforce figures of 2014

United Kingdom

Update postal operators

| Challenges | Effect on market | |
|------------------------|---|---|
| VAT exemption | <ul style="list-style-type: none">Royal Mail is exempt from VAT for its USO and regulated access services; services of competitors are not exempt.This leads to a price difference for customers who cannot settle VAT on purchases. | <ul style="list-style-type: none">In October 2014, the High Court in London ruled that access services have to remain VAT exempt. |
| Pricing | <ul style="list-style-type: none">RM has considerable freedom on pricing, only limited by competition law and specific regulation based on baskets of products in access services.RM has a price cap of a second class stamp to provide consumer protection.RM is consistently increasing prices beyond inflation (RPI) to address volume shortfalls; the increase on access prices in 2019 will be 9%. | |
| End-to-end competition | <ul style="list-style-type: none">There is no significant end-to-end competition in the UK.Royal Mail's competitor Whistl has closed down its end-to-end letter delivery operations in 2015.Ofcom has fined RM £50m pounds for its anti-competitive behaviour against Whistl in 2013. Royal Mail has appealed; the hearing is scheduled for Summer 2019. | <ul style="list-style-type: none">Ofcom (UK postal regulator) has reviewed the regulatory framework.The USO has been pronounced secure and no changes are expected until 2022. |

Market characteristics

 United Kingdom

Land area:
241,930 km²



Population:
64.8m

Incumbent:

Royal Mail

(0% state owned)



Value addressed postal market:

£4.1 billion / € 4.7 billion (2017)

Sources: Ofcom 2016 report, PostNL Team Analysis, CIA World Factbook

United Kingdom - Royal Mail

| | | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | CAGR 1yr | CAGR 3yrs |
|--------------|--|--------------------|---------|---------|---------|---------|---------|-------|-------|-------------|--------------|
| Volume | total mail items | (in million items) | 10,513 | 8,612 | 8,194 | 7,652 | 7,318 | | | -4.4% | -5.3% |
| | addressed mail items | (in million items) | 7,370 | 5,455 | 5,201 | 4,718 | 4,209 | | | -10.8% | -8.3% |
| | parcels | (in million items) | 991 | 1,015 | 1,034 | 1,073 | 1,132 | | | 5.5% | 3.7% |
| Financials | group revenue | g (in million €) | 11,125 | 11,569 | 12,735 | 11,939 | 11,608 | | | -2.8% | 0.1% |
| | mail revenue | mp (in million €) | 5,441 | 5,664 | 6,161 | 5,277 | 4,738 | | | -10.2% | -5.8% |
| | group EBIT (operating profit) | g (in million €) | 1,931 | 270 | 190 | 267 | 75 | | | -71.8% | -34.7% |
| | mail EBIT (operating profit) | mp (in million €) | 1,795 | 172 | 29 | 231 | -78 | | | - | - |
| | profit | g (in million €) | 1,506 | 407 | 306 | 333 | 294 | | | -11.7% | -10.2% |
| Workforce | group FTE | g | - | 164,189 | 161,396 | 161,136 | 161,851 | | | 0.4% | -0.5% |
| | mail FTE | mp | - | 152,010 | 151,713 | 148,170 | 147,985 | | | -0.1% | -0.9% |
| | group employees | g | 166,251 | 160,518 | 156,535 | 158,955 | 159,117 | | | 0.1% | -0.3% |
| | mail employees | mp | 148,441 | 142,910 | 142,544 | 141,819 | 141,162 | | | -0.5% | -0.4% |
| Quality | domestic quality D+1 | | 93.2% | 93.0% | 92.6% | 93.1% | 91.7% | | | | |
| Postal rates | domestic, up to 20g | £ | 0.60 | 0.60 | 0.62 | 0.63 | 0.64 | 0.65 | 0.67 | 3.1% | 2.1% |
| | domestic, up to 50g | £ | 0.60 | 0.60 | 0.62 | 0.63 | 0.64 | 0.65 | 0.67 | 3.1% | 2.1% |
| | domestic, up to 100g | £ | 0.60 | 0.60 | 0.62 | 0.63 | 0.64 | 0.65 | 0.67 | 3.1% | 2.1% |
| | domestic, up to 250g | £ | 1.20 | 1.20 | 1.24 | 1.26 | 1.27 | 1.30 | 1.40 | 7.7% | 3.6% |
| | international (Europe), up to 20g | £ | 0.87 | 0.88 | 0.97 | 1.00 | 1.05 | 1.17 | 1.25 | 6.8% | 7.7% |
| | international (rest of the world), up to 20g | £ | 0.87 | 0.88 | 0.97 | 1.33 | 1.33 | 1.40 | 1.45 | 3.6% | 2.9% |
| Country | exchange rate | GBP/EUR | 0.850 | 0.806 | 0.726 | 0.819 | 0.876 | 0.885 | 0.902 | | |
| | inhabitants | million | 63.91 | 64.35 | 64.77 | 64.43 | 64.77 | | | 0.5% | 0.2% |
| | households | million | 27.61 | 28.08 | 28.22 | 28.65 | 28.82 | | | 0.6% | 0.9% |
| | land area | km ² | 241,930 | 241,930 | 241,930 | 241,930 | 241,930 | | | | |
| | households per square kilometer | 1/km ² | 114.1 | 116.1 | 116.6 | 118.4 | 119.1 | | | 0.6% | 0.9% |
| | CPL | | 96 | 110 | 110 | 104 | 99 | | | -4.8% | -3.5% |
| | GDP | (in billion €) | 2,074.0 | 2,287.9 | 2,611.9 | 2,403.4 | 2,327.7 | | | -3.1% | 0.6% |
| | internet access | | 91% | 92% | 93% | 95% | 95% | | | | |
| Key figures | addressed volume per inhabitant | items | 115 | 85 | 80 | 73 | 65 | | | -11.3% | -8.5% |
| | addressed volume per HH | items | 267 | 194 | 184 | 165 | 146 | | | -11.3% | -9.1% |
| | addressed volume per FTE | mp (in 1000 items) | - | 35.9 | 34.3 | 31.8 | 28.4 | | | -10.7% | -7.5% |
| | revenue per FTE | mp (in 1000 €) | - | 37.3 | 40.6 | 35.6 | 32.0 | | | -10.1% | -4.9% |
| | gross margin | EBIT/revenue | 33.0% | 3.0% | 0.5% | 4.4% | -1.6% | | | - | - |

Notes
 Volume - Reported addressed mail figures concern commercial (end-to-end) volumes calculated by Ofcom
 Financials - Larger than expected EBIT and profit in 2013 are attributable to Pension Reforms (£1,350 mln)
 Financials - Mail EBIT of 2015 includes a £413 million charge for specific items and pension adjustments
 Financials - Mail EBIT of 2016 includes a £222 million charge for pensions
 Financials - Mail EBIT of 2017 includes a £458 million charge for pensions
 Exchange rate - For the years 2013-2018 the annual average exchange rates are reported. For 2019 the exchange rate of 1 January 2019 is displayed
 Reporting period - The financial year runs from 1 April to 31 March

Austria - Austrian Post

| | | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | CAGR 1yr | CAGR 3yrs |
|--------------|--|--------------------|--------|--------|--------|--------|--------|-------|-------|-------------|--------------|
| Volume | total mail items | (in million items) | 5,668 | 5,637 | 5,635 | 5,363 | 5,544 | | | 3.4% | -0.6% |
| | addressed mail items | (in million items) | 2,009 | 1,934 | 1,820 | 1,733 | 1,710 | | | -1.3% | -4.0% |
| | parcels | (in million items) | 70 | 74 | 80 | 81 | 97 | | | 19.8% | 9.4% |
| Financials | group revenue | gf (in million €) | 2,437 | 2,498 | 2,501 | 2,101 | 2,052 | | | -2.3% | -6.4% |
| | mail revenue | m (in million €) | 1,510 | 1,488 | 1,502 | 1,478 | 1,448 | | | -2.0% | -0.9% |
| | group EBIT (operating profit) | gf (in million €) | 186 | 197 | 89 | 202 | 208 | | | 2.7% | 1.8% |
| | mail EBIT (operating profit) | m (in million €) | 282 | 270 | 285 | 285 | 290 | | | 1.6% | 2.4% |
| | profit | gf (in million €) | 124 | 147 | 72 | 153 | 165 | | | 8.1% | 4.0% |
| Workforce | group FTE | gf | 24,211 | 23,912 | 23,476 | 21,695 | 20,524 | | | -5.4% | -5.0% |
| | mail FTE | m | 17,955 | 17,331 | 16,877 | 16,434 | - | | | - | - |
| | group employees | gf | - | - | - | - | - | | | - | - |
| | mail employees | m | - | - | - | - | - | | | - | - |
| Quality | domestic quality D+1 | | 95.5% | 96.3% | 95.9% | 95.7% | 95.4% | | | | |
| Postal rates | domestic, up to 20g | € | 0.62 | 0.62 | 0.62 | 0.68 | 0.68 | 0.68 | 0.80 | 17.6% | 5.6% |
| | domestic, up to 50g | € | 0.90 | 0.90 | 0.90 | 1.00 | 1.25 | 1.25 | 1.35 | 8.0% | 10.5% |
| | domestic, up to 100g | € | 1.45 | 1.45 | 1.45 | 1.60 | 2.50 | 2.50 | 2.70 | 8.0% | 19.1% |
| | domestic, up to 250g | € | 1.45 | 1.45 | 1.45 | 1.60 | 2.50 | 2.50 | 2.70 | 8.0% | 19.1% |
| | international (Europe), up to 20g | € | 0.70 | 0.70 | 0.70 | 0.80 | 0.80 | 0.80 | 0.90 | 12.5% | 4.0% |
| | international (rest of the world), up to 20g | € | 1.70 | 1.70 | 1.70 | 1.70 | 1.70 | 1.70 | 1.80 | 5.9% | 1.9% |
| Country | exchange rate | EUR/EUR | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | | |
| | inhabitants | million | 8.45 | 8.51 | 8.58 | 8.77 | 8.75 | | | -0.2% | 1.0% |
| | households | million | 3.72 | 3.77 | 3.82 | 3.86 | 3.89 | | | 0.6% | 1.1% |
| | land area | km ² | 82,445 | 82,445 | 82,445 | 82,445 | 82,445 | | | | |
| | households per square kilometer | 1/km ² | 45.1 | 45.7 | 46.3 | 46.9 | 47.2 | | | 0.6% | 1.1% |
| | CPL | | 98 | 97 | 97 | 97 | 97 | | | 0.0% | 0.0% |
| | GDP | (in billion €) | 323.9 | 333.1 | 344.3 | 356.2 | 369.9 | | | 3.8% | 3.5% |
| | internet access | | 82% | 82% | 85% | 85% | 88% | | | | |
| Key figures | addressed volume per inhabitant | items | 238 | 227 | 212 | 198 | 195 | | | -1.1% | -4.9% |
| | addressed volume per HH | items | 540 | 513 | 477 | 448 | 440 | | | -2.0% | -5.0% |
| | addressed volume per FTE | m (in 1000 items) | 111.9 | 111.6 | 107.8 | 105.5 | - | | | - | - |
| | revenue per FTE | m (in 1000 €) | 84.1 | 85.8 | 89.0 | 89.9 | - | | | - | - |
| | gross margin | m EBIT/revenue | 18.7% | 18.1% | 19.0% | 19.3% | 20.0% | | | 3.7% | 3.3% |

Notes

Financials - The decrease in group EBIT in 2015 is explained by impairment losses trans-o-flex Group, which is held for sale.

Financials - The decrease in profit in 2015 is due to impairment losses in tangible and intangible assets

Financials - Increase in EBIT and profit in 2016 is due to savings in operating expenses, including a 140 million € reduction in the 2015 impairment losses

Financials - The decrease in group revenue in 2016 is due to the sale of all shares in trans-o-flex in March 2016

Denmark - PostNord

| | | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | CAGR 1yr | 3yrs |
|--------------|--|--------------------|--------|--------|--------|--------|--------|-------|--------|-------------|--------|
| Volume | total mail items | (in million items) | - | - | - | - | - | | | - | - |
| | addressed mail items | (in million items) | 615 | 545 | 460 | 373 | 305 | | | -18.2% | -17.6% |
| | parcels | (in million items) | 41 | 42 | 45 | 46 | 47 | | | 2.0% | 4.0% |
| Financials | group revenue | g (in million €) | 5,332 | 5,359 | 5,276 | 5,168 | 4,984 | | | -3.6% | -2.4% |
| | mail revenue | mp (in million €) | 952 | 885 | 819 | 727 | 562 | | | -22.7% | -14.1% |
| | group EBIT (operating profit) | g (in million €) | 89 | 47 | 76 | -145 | -17 | | | - | - |
| | mail EBIT (operating profit) | mp (in million €) | -12 | -29 | -38 | -257 | -150 | | | - | - |
| | profit | g (in million €) | 41 | 24 | 37 | -213 | -45 | | | - | - |
| Workforce | group FTE | g | 39,305 | 37,407 | 35,256 | 33,278 | 31,350 | | | -5.8% | -5.7% |
| | mail FTE | mp | 12,311 | - | - | - | - | | | - | - |
| | group employees | g | - | - | - | - | - | | | - | - |
| | mail employees | mp | - | - | - | - | - | | | - | - |
| Quality | domestic quality D+1 | | 93.2% | 94.8% | 92.8% | 89.9% | 93.4% | | | | |
| Postal rates | domestic, up to 20g | DKK | 8.00 | 9.00 | 10.00 | 19.00 | 27.00 | 27.00 | 29.00 | 7.4% | 15.1% |
| | domestic, up to 50g | DKK | 8.00 | 9.00 | 10.00 | 19.00 | 27.00 | 27.00 | 29.00 | 7.4% | 15.1% |
| | domestic, up to 100g | DKK | 16.00 | 18.00 | 19.00 | 19.00 | 27.00 | 27.00 | 29.00 | 7.4% | 15.1% |
| | domestic, up to 250g | DKK | 25.00 | 28.00 | 30.00 | 38.00 | 54.00 | 54.00 | 58.00 | 7.4% | 15.1% |
| | international (Europe), up to 20g | DKK | 12.50 | 14.00 | 14.50 | 25.00 | 25.00 | 27.00 | 30.00 | 11.1% | 6.3% |
| | international (rest of the world), up to 20g | DKK | 14.50 | 16.00 | 16.50 | 30.00 | 25.00 | 27.00 | 30.00 | 11.1% | 0.0% |
| Country | exchange rate | DKK/EUR | 7.458 | 7.455 | 7.459 | 7.445 | 7.439 | 7.453 | 10.215 | | |
| | inhabitants | million | 5.60 | 5.62 | 5.66 | 5.59 | 5.61 | | | 0.2% | -0.1% |
| | households | million | 2.34 | 2.36 | 2.37 | 2.39 | 2.40 | | | 0.4% | 0.5% |
| | land area | km² | 42,434 | 42,434 | 42,434 | 42,434 | 42,434 | | | | |
| | households per square kilometer | 1/km² | 55.1 | 55.6 | 55.9 | 56.3 | 56.5 | | | 0.4% | 0.5% |
| | CPL | | 130 | 127 | 127 | 126 | 125 | | | -0.8% | -0.5% |
| | GDP | (in billion €) | 258.7 | 265.8 | 271.8 | 277.5 | 289.0 | | | 4.1% | 2.8% |
| | internet access | | 95% | 96% | 97% | 97% | 97% | | | | |
| Key figures | addressed volume per inhabitant | items | 110 | 97 | 81 | 67 | 54 | | | -18.4% | -17.5% |
| | addressed volume per HH | items | 263 | 231 | 194 | 156 | 127 | | | -18.5% | -18.0% |
| | addressed volume per FTE | mp (in 1000 items) | 50.0 | - | - | - | - | | | - | - |
| | revenue per FTE | mp (in 1000 €) | 77.4 | - | - | - | - | | | - | - |
| | gross margin | mp EBIT/revenue | -1.3% | -3.3% | -4.7% | -35.3% | -26.7% | | | - | - |

Notes
 Financials - Group EBIT and profit in 2016 were charged by impairment losses on goodwill, property, plant and equipment
 Quality - The D+1 quality in 2015 was negatively affected by extreme weather conditions in the last few months, and an unlawful strike
 Postal rate - The displayed postal rates include 25% VAT
 Exchange rate - For the years 2013-2018 the annual average exchange rates are reported. For 2019 the exchange rate of 1 January 2019 is displayed

Finland - Posti

| | | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | CAGR 1yr | CAGR 3yrs |
|--------------|--|--------------------|---------|---------|---------|---------|---------|-------|-------|-------------|--------------|
| Volume | total mail items | (in million items) | 2,930 | 2,300 | 2,200 | 2,050 | - | | | - | - |
| | addressed mail items | (in million items) | 1,000 | 900 | 830 | 790 | 711 | | | -10.0% | -7.6% |
| | parcels | (in million items) | 31 | 33 | 33 | 37 | 40 | | | 8.1% | 7.1% |
| Financials | group revenue | g (in million €) | 1,977 | 1,867 | 1,649 | 1,608 | 1,647 | | | 2.5% | -4.1% |
| | mail revenue | mp (in million €) | 1,160 | 1,500 | 1,338 | 1,417 | 1,449 | | | 2.2% | -1.2% |
| | group EBIT (operating profit) | g (in million €) | 10 | 14 | 55 | 31 | -28 | | | - | - |
| | mail EBIT (operating profit) | mp (in million €) | 64 | 17 | 39 | 43 | 49 | | | 16.0% | 42.9% |
| | profit | g (in million €) | 8 | 2 | 35 | 23 | -44 | | | - | - |
| Workforce | group FTE | g | 23,712 | 21,852 | - | - | - | | | - | - |
| | mail FTE | mp | - | - | - | - | - | | | - | - |
| | group employees | g | 25,877 | 23,289 | 21,598 | 20,497 | 20,014 | | | -2.4% | -4.9% |
| | mail employees | mp | 16,706 | 14,473 | - | - | - | | | - | - |
| Quality | domestic quality D+1 | | - | - | - | - | - | | | | |
| Postal rates | domestic, up to 20g | € | 0.80 | 1.00 | 1.00 | 1.10 | 1.20 | 1.40 | 1.50 | 7.1% | 10.9% |
| | domestic, up to 50g | € | 0.80 | 1.00 | 1.00 | 1.10 | 1.20 | 1.40 | 1.50 | 7.1% | 10.9% |
| | domestic, up to 100g | € | 1.10 | 1.40 | 1.40 | 1.60 | 1.80 | 2.10 | 2.20 | 4.8% | 11.2% |
| | domestic, up to 250g | € | 1.60 | 2.00 | 2.00 | 2.20 | 2.40 | 2.80 | 3.00 | 7.1% | 10.9% |
| | international (Europe), up to 20g | € | 0.80 | 1.00 | 1.00 | 1.10 | 1.30 | 1.50 | 1.60 | 6.7% | 13.3% |
| | international (rest of the world), up to 20g | € | 0.80 | 1.00 | 1.00 | 1.10 | 1.30 | 1.50 | 1.60 | 6.7% | 13.3% |
| Country | exchange rate | EUR/EUR | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | | |
| | inhabitants | million | 5.43 | 5.45 | 5.47 | 5.50 | 5.52 | | | 0.4% | 0.4% |
| | households | million | 2.57 | 2.60 | 2.62 | 2.64 | 2.66 | | | 0.6% | 0.8% |
| | land area | km ² | 303,815 | 303,815 | 303,815 | 303,815 | 303,815 | | | | |
| | households per square kilometer | 1/km ² | 8.5 | 8.5 | 8.6 | 8.7 | 8.7 | | | 0.6% | 0.8% |
| | CPL | | 114 | 111 | 111 | 110 | 109 | | | -0.9% | -0.6% |
| | GDP | (in billion €) | 203.3 | 205.5 | 209.6 | 216.1 | 223.8 | | | 3.6% | 2.9% |
| | internet access | | 92% | 93% | 93% | 94% | 94% | | | | |
| | | | | | | | | | | | |
| Key figures | addressed volume per inhabitant | items | 184 | 165 | 152 | 144 | 129 | | | -10.3% | -7.9% |
| | addressed volume per HH | items | 389 | 347 | 316 | 299 | 268 | | | -10.5% | -8.3% |
| | addressed volume per FTE | g (in 1000 items) | 42.2 | 41.2 | - | - | - | | | - | - |
| | revenue per FTE | g (in 1000 €) | 83.4 | 85.4 | - | - | - | | | - | - |
| | gross margin | mp EBIT/revenue | 5.5% | 1.1% | 2.9% | 3.0% | 3.4% | | | 13.5% | 44.6% |

Notes

- Name - Itella changed its name to Posti in 2014
- Volume - Since 2017 Posti does not report total mail items.
- Quality - Posti does not report D+1 quality
- Financials - Numbers for the years 2014 and 2015 are restated due to change in the revenue recognition principle
- Financials - Mail revenue and EBIT also include Parcel and Logistics Services since 2014
- Workforce - Since 2015, the group FTE and number of mail employees are not reported anymore in the annual report

Spain - Correos

| | | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | CAGR 1yr | CAGR 3yrs |
|--------------|--|--------------------|---------|---------|---------|---------|---------|-------|-------|-------------|--------------|
| Volume | total mail items | (in million items) | 3,265 | 3,099 | 2,936 | 2,774 | 2,637 | | | -4.9% | -5.2% |
| | addressed mail items | (in million items) | - | - | - | - | - | | | - | - |
| | parcels | (in million items) | - | - | - | - | - | | | - | - |
| Financials | group revenue | gf (in million €) | 2,048 | 1,732 | 1,766 | 1,761 | 1,859 | | | 5.6% | 2.4% |
| | mail revenue | mp (in million €) | 1,605 | 1,590 | 1,614 | 1,590 | 1,642 | | | 3.2% | 1.1% |
| | group EBIT (operating profit) | gf (in million €) | 57 | 282 | -58 | -54 | -191 | | | - | - |
| | mail EBIT (operating profit) | mp (in million €) | - | 290 | -49 | -49 | -88 | | | - | - |
| | profit | gf (in million €) | 48 | 194 | -34 | -43 | -147 | | | - | - |
| Workforce | group FTE | gf | 54,556 | 52,514 | 51,383 | 51,027 | 52,476 | | | 2.8% | 0.0% |
| | mail FTE | mp | 53,264 | 51,275 | 50,153 | 49,785 | 51,205 | | | 2.9% | 0.0% |
| | group employees | gf | - | - | - | - | - | | | - | - |
| | mail employees | mp | - | - | - | - | - | | | - | - |
| Quality | domestic quality D+1 | | - | - | - | - | - | | | | |
| Postal rates | domestic, up to 20g | € | 0.37 | 0.37 | 0.42 | 0.45 | 0.50 | 0.55 | 0.60 | 9.1% | 10.1% |
| | domestic, up to 50g | € | 0.52 | 0.52 | 0.55 | 0.57 | 0.60 | 0.65 | 0.70 | 7.7% | 7.1% |
| | domestic, up to 100g | € | 0.90 | 0.90 | 0.92 | 0.95 | 1.00 | 1.05 | 1.10 | 4.8% | 5.0% |
| | domestic, up to 250g | € | 2.00 | 2.00 | 2.03 | 2.10 | 2.20 | 2.25 | 2.30 | 2.2% | 3.1% |
| | international (Europe), up to 20g | € | 0.75 | 0.75 | 0.90 | 1.15 | 1.25 | 1.35 | 1.40 | 3.7% | 6.8% |
| | international (rest of the world), up to 20g | € | 0.90 | 0.90 | 1.00 | 1.30 | 1.35 | 1.45 | 1.50 | 3.4% | 4.9% |
| Country | exchange rate | EUR/EUR | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | | |
| | inhabitants | million | 46.73 | 46.51 | 46.44 | 48.56 | 48.96 | | | 0.8% | 1.7% |
| | households | million | 18.21 | 18.33 | 18.38 | 18.44 | 18.51 | | | 0.4% | 0.3% |
| | land area | km² | 498,980 | 498,980 | 498,980 | 498,980 | 498,980 | | | | |
| | households per square kilometer | 1/km² | 36.5 | 36.7 | 36.8 | 37.0 | 37.1 | | | 0.4% | 0.3% |
| | CPL | | 89 | 86 | 86 | 82 | 83 | | | 1.2% | -1.2% |
| | GDP | (in billion €) | 1,025.7 | 1,037.8 | 1,081.2 | 1,118.7 | 1,166.3 | | | 4.3% | 4.0% |
| | internet access | | 74% | 77% | 80% | 81% | 85% | | | | |
| Key figures | addressed volume per inhabitant | items | - | - | - | - | - | | | - | - |
| | addressed volume per HH | items | - | - | - | - | - | | | - | - |
| | addressed volume per FTE | gf (in 1000 items) | - | - | - | - | - | | | - | - |
| | revenue per FTE | gf (in 1000 €) | 38 | 33 | 34 | 35 | 35 | | | 2.7% | 2.4% |
| | gross margin | gf EBIT/revenue | 2.8% | 16.3% | -3.3% | -3.1% | -10.3% | | | - | - |

Notes
 Volume - Correos does not report mail and parcel volumes separately. Therefore, total mail items include parcels.
 Financials - Increase in EBIT and profit of 2014 is explained by increased compensation for provision of the USO
 Financials - The decrease in profit in 2015 is to a large extent caused by a decrease in compensation for provision of the USO
 Postal rates - The listed rates are based on a D+3 service level as these are the standard single item rates in Spain

Sweden - PostNord

| | | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | CAGR 1yr | CAGR 3yrs |
|--------------|--|--------------------|---------|---------|---------|---------|---------|--------|--------|-------------|--------------|
| Volume | total mail items | (in million items) | - | - | - | - | - | | | - | - |
| | addressed mail items | (in million items) | 2,056 | 1,983 | 1,872 | 1,765 | 1,637 | | | -7.3% | -6.2% |
| | parcels | (in million items) | 79 | 80 | 87 | 96 | 98 | | | 2.0% | 6.9% |
| Financials | group revenue | g (in million €) | 4,589 | 4,390 | 4,204 | 4,064 | 3,850 | | | -5.3% | -4.3% |
| | mail revenue | mp (in million €) | 1,594 | 1,485 | 1,330 | 1,275 | 1,176 | | | -7.8% | -7.5% |
| | group EBIT (operating profit) | g (in million €) | 76 | 39 | 60 | -114 | -13 | | | - | - |
| | mail EBIT (operating profit) | mp (in million €) | 67 | 82 | 80 | 87 | 53 | | | -38.6% | -13.4% |
| | profit | g (in million €) | 35 | 19 | 30 | -167 | -35 | | | - | - |
| Workforce | group FTE | g | 39,305 | 37,407 | 35,256 | 33,278 | 31,350 | | | -5.8% | -5.7% |
| | mail FTE | mp | 17,167 | - | - | - | - | | | - | - |
| | group employees | g | - | - | - | - | - | | | - | - |
| | mail employees | mp | - | - | - | - | - | | | - | - |
| Quality | domestic quality D+1 | | 94.9% | 93.5% | 90.3% | 91.5% | 90.4% | | | | |
| Postal rates | domestic, up to 20g | SEK | 6.00 | 6.00 | 7.00 | 7.00 | 6.50 | 9.00 | 9.00 | 0.0% | 8.7% |
| | domestic, up to 50g | SEK | 12.00 | 12.00 | 7.00 | 7.00 | 6.50 | 9.00 | 9.00 | 0.0% | 8.7% |
| | domestic, up to 100g | SEK | 12.00 | 12.00 | 14.00 | 14.00 | 13.00 | 18.00 | 18.00 | 0.0% | 8.7% |
| | domestic, up to 250g | SEK | 24.00 | 24.00 | 28.00 | 28.00 | 26.00 | 36.00 | 36.00 | 0.0% | 8.7% |
| | international (Europe), up to 20g | SEK | 12.00 | 12.00 | 14.00 | 14.00 | 19.50 | 21.00 | 21.00 | 0.0% | 14.5% |
| | international (rest of the world), up to 20g | SEK | 12.00 | 12.00 | 14.00 | 14.00 | 19.50 | 21.00 | 21.00 | 0.0% | 14.5% |
| Country | exchange rate | SEK/EUR | 8.666 | 9.101 | 9.360 | 9.469 | 9.632 | 10.258 | 10.215 | | |
| | inhabitants | million | 9.56 | 9.64 | 9.75 | 9.88 | 9.96 | | | 0.8% | 1.1% |
| | households | million | 4.63 | 4.59 | 4.71 | 4.83 | 4.86 | | | 0.8% | 1.9% |
| | land area | km ² | 410,335 | 410,335 | 410,335 | 410,335 | 410,335 | | | | |
| | households per square kilometer | 1/km ² | 11.3 | 11.2 | 11.5 | 11.8 | 11.9 | | | 0.8% | 1.9% |
| | CPL | | 118 | 108 | 108 | 109 | 111 | | | 1.8% | 0.9% |
| | GDP | (in billion €) | 436.2 | 433.1 | 449.2 | 463.1 | 475.2 | | | 2.6% | 3.1% |
| | internet access | | 95% | 93% | 92% | 95% | 97% | | | | |
| | | | | | | | | | | | |
| Key figures | addressed volume per inhabitant | items | 215 | 206 | 192 | 179 | 164 | | | -8.0% | -7.2% |
| | addressed volume per HH | items | 444 | 432 | 398 | 366 | 337 | | | -8.0% | -8.0% |
| | addressed volume per FTE | mp (in 1000 items) | 119.8 | - | - | - | - | | | - | - |
| | revenue per FTE | mp (in 1000 €) | 92.8 | - | - | - | - | | | - | - |
| | gross margin | mp EBIT/revenue | 4.2% | 5.5% | 6.0% | 6.8% | 4.5% | | | -33.4% | -6.4% |

Notes

Financials - Group EBIT and profit in 2016 were charged by impairment losses on goodwill, property, plant and equipment
Exchange rate - For the years 2013-2018 the annual average exchange rates are reported. For 2019 the exchange rate of 1 January 2019 is displayed
Country - As the number of households in 2015 reported by Eurostat is unrealistically large (5.10 mln), the mean of the 2014 and 2016 number is presented



Main sources

CIA World Factbook

The World Factbook provides information for 267 countries on the people, government, economy, and geography, including the countries' number of inhabitants and land area.

Website: <https://www.cia.gov/library/publications/the-world-factbook/>

Eurostat

Eurostat offers detailed statistics on the EU and candidate countries, including GDP, the number of private households and the share of the population that has internet access.

Website: <http://ec.europa.eu/eurostat>

IPC

IPC Postal Regulatory Database.

Website: <https://www.ipc.be/>

OECD

The Organisation for Economic Co-operation and Development (OECD) publishes comparable statistics and economic and social data at country level, including the Comparative Price Level (CPL).

Website: <http://www.oecd.org>

Ecommerce Foundation

The Ecommerce Foundation publishes the European Ecommerce Report that contains the share of e-commerce in the GDP for European countries.

Website: <https://www.ecommercefoundation.org/>

Explanatory notes

Abbreviations

| | |
|------|------------------------------|
| CAGR | Compound Annual Growth Rate |
| CPL | Comparative Price Level |
| PPO | Public Postal Operator |
| PPP | Purchasing Power Parity |
| USO | Universal Service Obligation |

Definitions

| | |
|-------------------------------|---|
| Total mail items | Addressed and unaddressed mail items |
| Comparative Price Level | Comparative price levels are defined as the ratios of PPOs to exchange rates |
| Value addressed postal market | Value of domestic addressed letter market, excluding newspapers and cross-border mail (if possible) |
| Postal Rates | Postal rates as per 1 January of the referred year |
| Scope 1 emission | All direct emissions generated by sources that are owned or leased by the company |
| Scope 2 emission | Emissions from the generation of purchased electricity consumed by the company |
| Scope 3 emission | Indirect emissions that are a consequence of the company's activity but arise from sources not owned or controlled by the company |
| Internet access | Percentage of individuals that used the internet in the last 12 months |

Classification of figures in “Postal Operator Information” (page 21– 38)

| | |
|----|--|
| g | group figures |
| gf | group (including financial services) figures |
| m | mail division figures |
| mp | mail division (including parcels) figures |

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