

## Assurance Statement PostNL

PostNL N.V. (further referred to as PostNL) has commissioned FIRA Sustainability B.V. to provide external assurance on the reliability of Corporate Social Responsibility information as presented in the FIRA Platform. This statement is issued to PostNL based on our assessment of the content, including underlying systems and available evidence, as disclosed in its Complete CSR Report and CSR Scorecard. This statement is intended for clients and other stakeholders who have a professional interest in PostNL sustainability performance and opportunities.

**The value of FIRA participation is found in transparency on actual CSR performance information as disclosed in the FIRA Platform. Please visit [www.fira.nl](http://www.fira.nl) to request access.**

### Scope

The scope for this assignment is: Development and provision of postal and related products and services (such as e-commerce) in the Netherlands by PostNL N.V. based in the Netherlands (chamber of commerce 27168968), and all related subsidiaries. Foreign activities of subsidiaries PostNL International, Nexive Italy, Postcon Germany are not in scope. Please refer to the FIRA Platform for further details regarding subsidiaries, and processes.

### CSR Report: Complete

PostNL expresses commitment to the principles of corporate social responsibility, and discloses its ambition on CSR issues as prioritized by FIRA, including management approach, policies, measures and plans. An extensive issue analysis has been executed, including stakeholder inventory and engagement. Governance and stakeholder dialogue is organized and performance management has been put into place.

### Methodology & Work Undertaken

FIRA facilitates organizations processing the sustainability information in the FIRA Platform. FIRA ensures that the assessment team possesses the required competencies and adheres to the principles of auditing regarding ethical conduct, professional integrity, and independence. FIRA verifies all claims and information in accordance with the standard particular to the Complete CSR Report (see FIRA Platform Protocol for details). Claims and related information in the FIRA Platform were reviewed based on the evidence made available by PostNL to FIRA to determine the plausibility of information.

### Conclusion

PostNL reports about initiatives and performance related to sustainability. Based on the work undertaken, we conclude that the claims and information portrayed through its Complete CSR Report in the FIRA Platform are reliable.

### Summary FIRA Comments

We compliment PostNL on initiatives undertaken. Please find a summary of our comments as published in the FIRA Platform below:

- ④ **Balance & Completeness:** Management approach has been disclosed for all issues except for circular economy. We encourage PostNL to disclose clear objectives for all material issues to monitor progress. We compliment PostNL with its mature CSR program, particularly in the fields of diversity, social return, health and safety, human development and reduction of particulate matter and carbon emissions. Other practices are focused on sustainable resource use, and promoting social responsibility in the sector and supply chain. We encourage PostNL to expand practices on resource use (circular economy) and sustainable procurement, and to disclose practices on employment and results of employee dialogue.
- ④ **Code of Conduct:** A company code of conduct is in place.
- ④ **Commitment to CSR:** A company specific CSR declaration is in place, including commitment on material issues and continuous improvement. Although not all ISO 26000 principles are explicitly addressed, PostNL show commitment on CSR by disclosing several relevant policies and practices.
- ④ **Governance:** CSR responsibilities are assigned throughout the organization.
- ④ **Management Systems:** We encourage PostNL to disclose key performance indicators (KPI's) for all material issues.
- ④ **Value Chain:** The PostNL supply chain is accessible and complete. CSR risks in the supply chain are identified.
- ④ **Stakeholder Inclusivity and Responsiveness:** We compliment PostNL for engaging on CSR with all important stakeholder groups.
- ④ **Stakeholder Engagement:** Stakeholder engagement has been thorough and complete. We encourage PostNL to disclose areas of cooperation for shared value creation and sustainable development.

Date of issue: October 30, 2017

(company CSR information is re-assessed on annual basis).

On behalf of FIRA,



Mrs. J. Chatelain  
Director Reporting and Assurance

