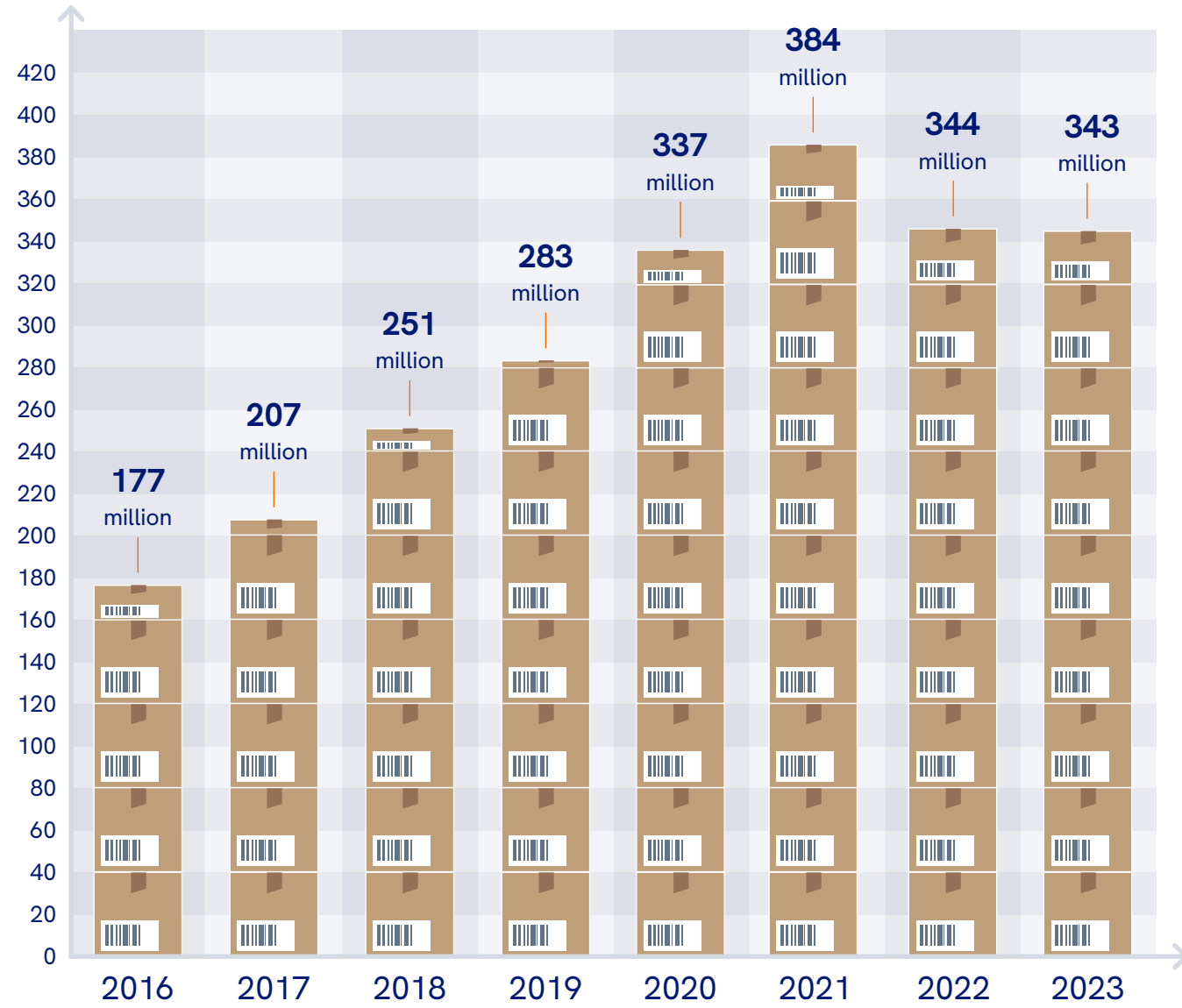


PostNL Deliveries in Belgium

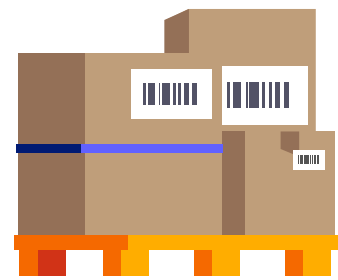
PostNL works with about 180 parcel delivery companies in Belgium, most of which it has worked with for many years already. Every week about 1,500 delivery drivers travel the lengths and breadths of the country, most of whom are employed by a delivery company.



Growth of PostNL parcel deliveries in the Benelux



The number of parcels PostNL delivers continues to grow steadily in Belgium.*



* The delivery routes are regularly adapted to ensure all deliveries can be made over the course of a normal business day.



1,200 delivery routes a day in Belgium

Delivery drivers

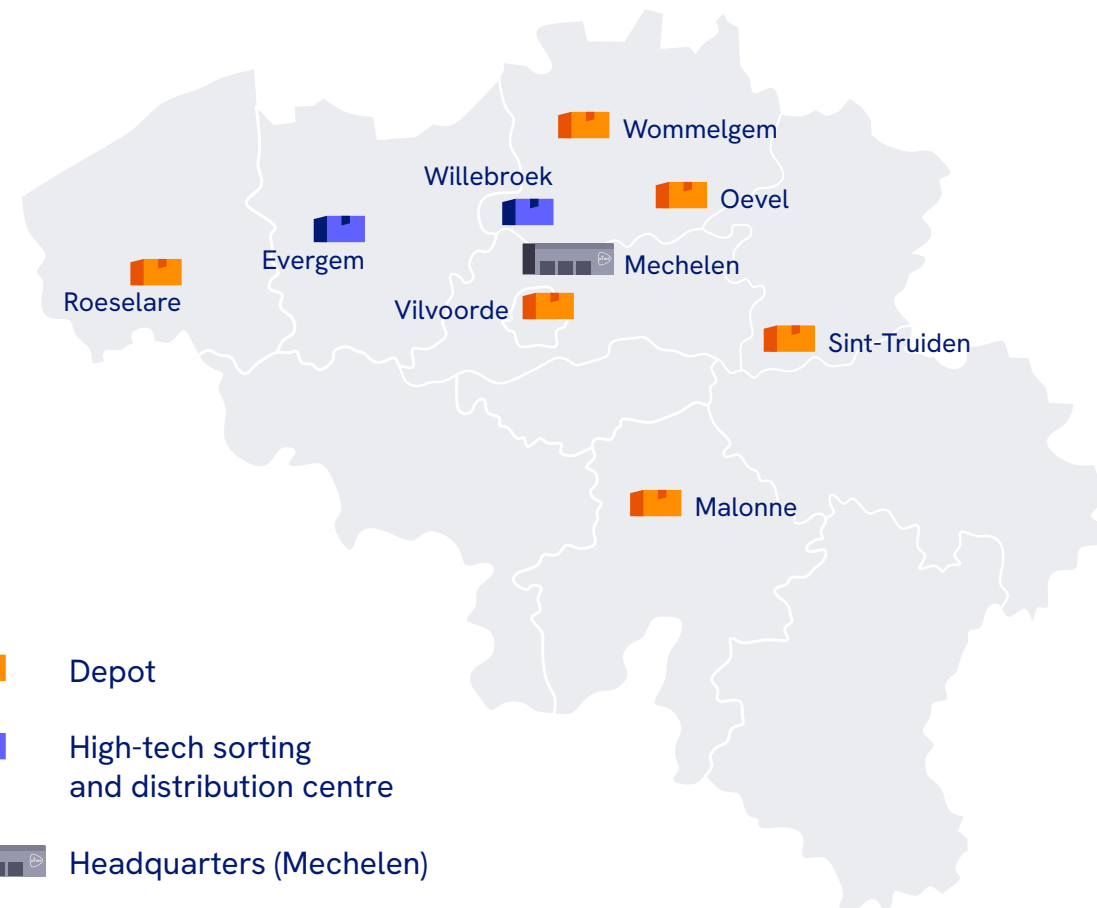
80% of recipients are satisfied to very satisfied with PostNL's parcel delivery service in Belgium.



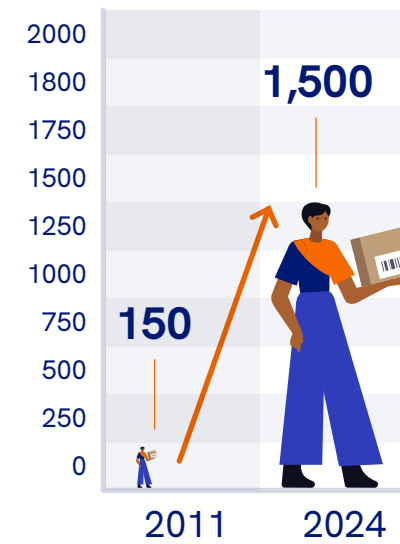
85% of delivery routes are covered by delivery drivers employed by a company PostNL works with. The remaining 15% of routes are covered by selfemployed delivery drivers.

PostNL gives entrepreneurs the opportunity to grow with the e-commerce sector. That's good news for the entrepreneurs and for PostNL, because it encourages professionalisation and sustainable investments.

In the neighbourhood every day 1,500 delivery drivers cover the lengths and breadths of the country every week which means they meet all kinds of people.



Increase in the number of delivery drivers deployed for PostNL in Belgium



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



Delivery companies

PostNL discusses the rates, routes and developments in the market several times a year. And every company has a single point of contact at PostNL.

An independent and anonymous annual survey* showed that in 2023 89% of entrepreneurs experienced the collaboration with PostNL as neutral to very satisfied.

* This survey was conducted by a third party.

PostNL works with about 180 delivery companies in Belgium.



PostNL has worked with the delivery companies for an average of 5 years.

They are encouraged to grow with the e-commerce sector if they want.

The hourly turnover increased 16.5% over the past three years.



PostNL pays the companies:

- enough to cover their operational costs.
- enough to pay out a salary that meets the provisions of the Joint Collective Agreement Committee for the sector.
- enough to allow the entrepreneurs to have a margin to run a healthy company.

Average number of contract routes for each delivery company: 6



PostNL is a good employer and client and takes good care of the people who work with and for the company. PostNL does this by always respecting laws and regulations, and the same applies to the companies PostNL works with. PostNL reaches agreements on this and conducts audits.

PostNL audits companies before and during the partnership. These include checking a correct social security registration and daily checks of identity and driving licences. Monthly transport licence checks are conducted. Talks are held in case of violations. The collaboration with persistent offenders is terminated immediately.