

PostNL NV

TRA Transportation and Transportation Infrastructure

Member of DJSI World, DJSI Europe

Company Information

Country	Netherlands
Market cap (USD million)*	1,691

*Source: S&P Global BMI, 31 July 2016

Company Description

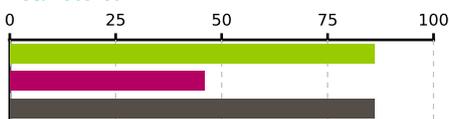
PostNL is the leading mail and parcels provider in the Benelux. The company has three business segments, 25,074 employees, and more than ten networks across thirteen countries and three continents. Whether through rain, hail, sleet or snow, the company provides customers with a reliable, trustworthy service. Customers have control over their deliveries, whether they are major e-retailers or personal consumers. PostNL has delivered on its promise to transform its business into an efficient, flexible, customer-oriented and financially healthy enterprise over the past few years. It is adapting to the expected volume decline in mail, and volume growth in the domestic and international parcels market. In 2015, the company introduced an updated Strategy called PostNL 2020 with three market trends: Accelerating e-commerce, Technological Developments, and Sustainability. PostNL revenues for year 2015 were EUR 3,461 million and operating income was EUR 303 million.

Industry Drivers

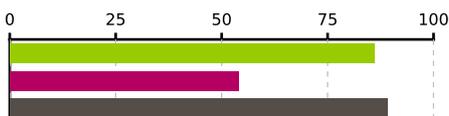
The transportation industry consists of a number of sub-industries (e.g. marine, rail, trucking, freight-forwarders, logistics and infrastructure), each with their distinct dynamics, competitive landscape, and sustainability issues. While climate strategy, stakeholder engagement, and customer relationship management are critical to a company's success among select sub-industries, for others, legislation and government relations are more relevant. The most important material issues across the industry are fleet management and fuel efficiency, occupational health & safety and human capital management. For transportation companies in particular, efficiency from a cost, environmental impact and time perspective, are critical contributors to a company's competitive advantage. Value will be increasingly achieved through standardization (e.g. containerization), inter-modal transport, and IT-supported logistics. At the same time, marketing environmental products and services provide an opportunity to acquire new customers looking to minimize their carbon footprint.

Sustainability Scores

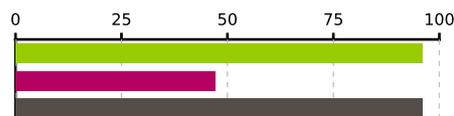
Total Scores



Economic Dimension



Environmental Dimension



Social Dimension



■ Industry best score ■ Industry average score ■ PostNL NV

Sustainability Performance

PostNL is this year's Transportation Industry Group Leader. The Company has cutting-edge stakeholder engagement policies in place, manages excellent fuel efficiency programs, and most notably, achieved very promising operational eco-efficiency results. For instance, out of the nine eco efficiency metrics that the company reports on for its small trucks and vans fleet, 7 have improved remarkably since last year. Impressive results were also recorded in PostNL's buildings, where electricity and gas usage both decreased. Moreover, the company manages its human capital sustainably. A quarter of the company's management positions are held by women, absenteeism went down by 3% in one year, and almost 100% of the company's operations are certified to ISO 14001 standards. The company organizes open dialogues with a variety of its stakeholders, with the aim of gaining valuable input and generating new insights. This stakeholder engagement includes executives from within the company who put the interests of the stakeholder groups into practice. These initiatives make PostNL a responsive, flexible, and profitable transportation company and a sustainability leader in its industry.

Company Performance for Selected Criteria



■ Industry best score ■ Industry average score ■ PostNL NV
For information on assessment criteria, visit www.robecosam.com/csa

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