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PostNL reports exceptional performance in 2020 *(press release of 1 March 2021)*



Nationally and internationally, the postal markets are undergoing a profound structural change, which has been triggered by three developments: parcel delivery increase, letter mail decline and digitisation. The postal operators in Europe are adopting similar strategies to cope with the new reality. Sorting and delivery capacities have been expanded and separate sorting centres have been created for letter post (including small packages) and parcels.

This also counts for PostNL, which is a stock market-listed company, having reached a turnover of €3.3 billion in 2020, 57% of which came from e-commerce activities.

PostNL press release of 01.03.2021.



The CEO of PostNL, Herna Verhagen, says: “2020 was an exceptional year in unprecedented circumstances. Thanks to the hard work of our people and the resilience of our business, we were able to play a vital role in society. At all times, we put the health and safety of our people, partners and consumers first.”

The company will spend the total amount of €80 million on accelerating its digital transformation in the period from 2021 to 2024, this with the aim of strengthening its competitive position, supporting its business performance and value creation.

Since the start of the Covid-19 pandemic, e-commerce growth has accelerated significantly. The volume in the parcels segment increased by 19.2 % in 2020. The mail volume declined by 9.6 %.

PostNL continues to implement cost savings initiatives, such as adjustments to the sorting and delivery process, streamlining of staff and centralising of locations.

It will continue to ensure favourable working conditions for everyone working with and for the company. This includes a safe and healthy work environment, a manageable workload and people development opportunities.

PostNL wants to become the leading logistics and postal service provider in, to and from the Benelux in 2021-2024. It will increase its parcels network capacity, in line with its growth forecast, by creating two new parcel sorting centres and one innovative small parcel sorting centre.

In spite of the ongoing mail volume decline, PostNL will continue to adapt its processes and aim at the further digitalisation of its services and products, to keep mail accessible, reliable and affordable in a strong nationwide network.

Promoting a strong digital DNA within its people to increase digital capabilities and engagement, are necessary enablers for achieving the digital transformation.

The coronavirus and staff in PostNL



The different measures taken to get control over the coronavirus are meant for PostNL to continue delivering an important contribution to preserving communication in society. In spite of the challenge of higher absenteeism, the company is continuously working at finding solutions to assure the primary delivery process in sound and secure working conditions. Creativity and flexibility from all is required. Only together the virus can be beaten.

Of great importance will remain to strictly follow the measures: keep the 1.5m distance, cough and sneeze into the elbow and hands washing. Who feels sick, stays at home. The health and safety of staff come first.

The work at home is not the normal way of working for many at PostNL and, as soon as possible, the work at the office will be (partially) resumed. In the meantime, adjustments have been made to the work floor. In order to assure a sound working environment, a coach will help to respect the corona measures until June. Many new colleagues came joining the ranks through the merger with Sandd. It allowed to make the postal network stronger to everyone's benefit in the Netherlands. The new postal route will allow to work more smartly, save costs and nevertheless continue offering a high-quality service to the customers.

New collective agreement signed between PostNL and the trade unions

The new agreement, signed on 8 December 2020 between PostNL and the trade unions BVPP, CNV and FNV, will last until 31 March 2022. A 5.5 % salary increase has been granted to the PostNL collaborators. Moreover, working (partially) at home will also be the norm for office collaborators after the corona crisis. Other favourable arrangements concern the transformation from flexible to permanent contracts and the extension of regulations concerning sustainable employability (training and retraining, working longer after the pensions age, reducing work at night, making work at night healthier, early retirement, ...).

Due to the good results that have been achieved in the year 2020, the results-related extra payment to the personnel over the year 2020 has been increased by 1 %. Everyone falling under the collective bargaining agreement for postal deliverers, the collective bargaining agreement for PostNL and the collective bargaining agreement for Saturdays' deliverers, will receive the extra payment of 3 %, which will actually be made with the payment of the salary of June 2021. (The originally agreed extra payment of 2% has been increased to 3%.)