

# Fact booklet: Sustainability at Posten



Attachment to **The Annual Report  
and Sustainability Report 2020**

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# Introduction

## ABOUT THE REPORT

Business, governments and individuals are becoming increasingly aware of what is needed to ensure the sustainable development of companies and the world as a whole. Posten Norge has worked systemically on sustainability since 2010 and reports annually on the most significant areas. You can read about our initiatives and results from the last year in the Annual Report and Sustainability Report and in this Fact booklet, which is a supplement to the main report with detailed tables, guidelines and responsibilities.

## THIS IS POSTEN NORGE

The Group had an annual turnover of NOK 23 996 million. Total capital is NOK 19 643 million, with an equity ratio of 37.5%. There are a total of 13 000 employees in 13 countries in the Group. In addition to having its own employees, services are also purchased from partners such as Post in Shops and subcontractors of transport services. In 2020, a new materiality analysis was carried out in which our stakeholders identified 12 areas where we can make a difference (see page 5).

## ABOUT THE REPORTING

Reporting is conducted in accordance with GRI Standards and the period covered is from 1 January to 31 December 2020. Reporting takes place annually and this year's report will be published on 26 March, after being reviewed by the Board of Directors on 25 March 2021. It is

made available at [postennorge.no](http://postennorge.no).

The English edition will be available from 9 May 2021. The 2019 report was published on 27 March 2020 after being reviewed by the Board of Directors on 26 March 2020.

For financial reporting purposes, the Group has split operations into two segments, Mail and Logistics. This division is not used in the GRI report, instead we report for the Group as a whole.

Posten Norge AS participates in the following external initiatives: The UN Global Compact Global Reporting Initiative G4, Zero, Nordic CEOs, Digital Norway, Sintef, and Næring for Klima. Posten Norway is a member of the following associations: International Post Corporation, Nordic Swan Purchasing Club and Grønt Punkt.

The contact point for questions for the report is Monica Estensen, [monica.estensen@posten.no](mailto:monica.estensen@posten.no).

### We have divided the 2020 reports as follows:

- **Annual report and sustainability report:** How we work on sustainability and what we have achieved
- **Fact booklet:** Detailed tables, guidelines and responsibilities

# 5 of the UNs 17 Sustainable Development Goals that are material for us

## Goal 8: Decent Work and Economic Growth

8.5) Achieve full and productive employment and decent work for all women and men, including young people and persons with disabilities, and achieve equal pay for equal work by 2030.

8.8) Protect workers' rights and promote a safe and secure working environment for all workers, including immigrants and especially female immigrants, as well as workers in difficult working conditions.

## Goal 9: Industry, Innovation and Infrastructure

9.4) By 2030, upgrade infrastructure and restructure business to become more sustainable, with more efficient use of resources and greater use of clean and environmentally friendly

forms of technology and industrial processes, where all countries make an effort based on their own ability and capacity.

## Goal 11: Sustainable Cities and Communities

11.6) By 2030, reduce the negative impact on the environment in metropolitan areas measured per capita, among other things by placing special emphasis on air quality as well as public and other forms of waste management.

## Goal 13: Climate Action

13.2) Incorporate measures against climate change into national policies, strategies and planning.

13.3) Strengthen the ability of individuals and institutions to counteract, adapt and mitigate the consequences

of climate change and their ability to provide early warnings, and to strengthen knowledge and awareness of this.

## Goal 17: Partnership for the Goals

17.17) Multi-stakeholder partnerships: Stimulate and promote well-functioning partnerships in the public sector, between the public and private sectors and in civil society based on the partners' experiences and resource strategies.



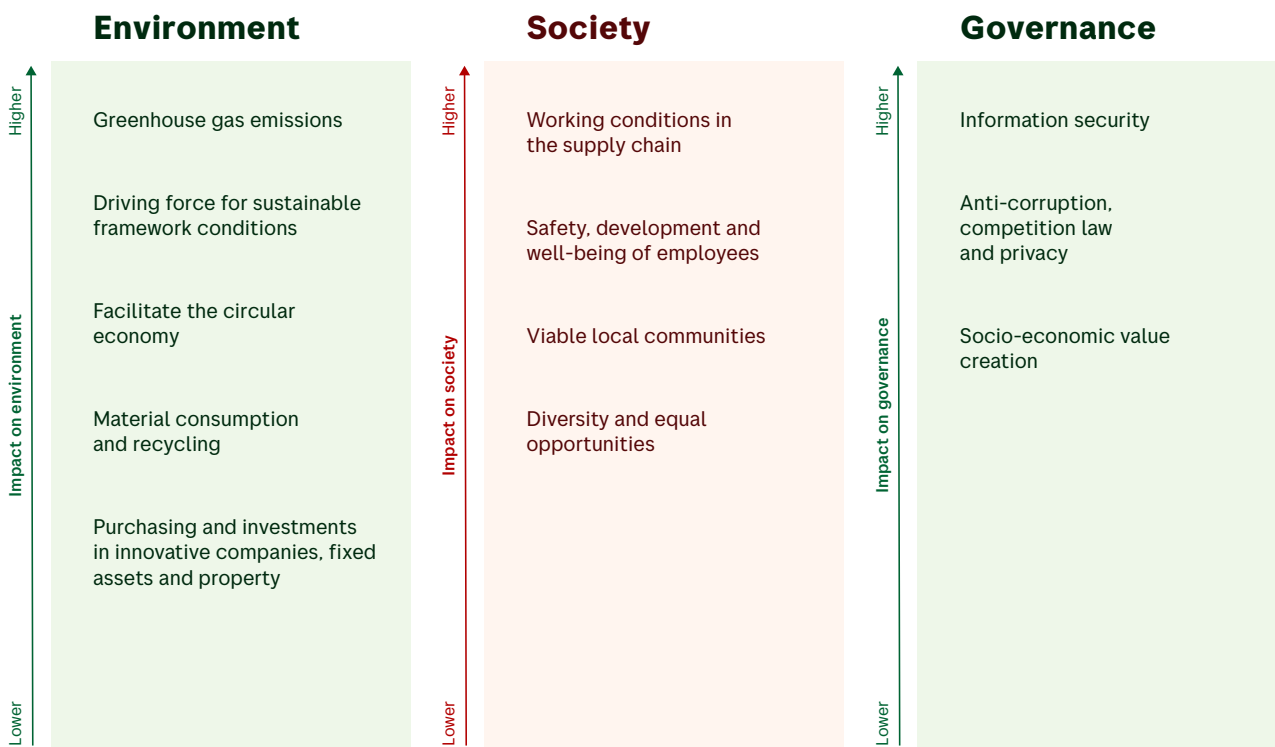
# Our stakeholders

We have a broad stakeholder group that has different requirements and expectations. They help to set the framework for our sustainability work; the most significant topics we report on are defined on the basis of where our stakeholders think we have the most influence.

<p><b>Authorities and politicians</b> Demands on value creation in society, high-quality service delivery, reduction of the environmental footprint and employee care.</p>	<p><b>Recipients and private individuals</b> High expectations of availability, quality, customer service, digital and simple customer solutions.</p>	<p><b>Capital market</b> Concerned with the financial results of environmental plans, in addition to cost savings and lower risk premiums as a result of good HSE work.</p>
<p><b>Owner</b> Requirement to deliver targeted return on invested capital.</p>	<p><b>Employees</b> Want a safe and attractive workplace.</p>	<p><b>Business customers</b> Demands on supplier management, integrity and the environment.</p>
<p><b>Suppliers</b> Focused on predictability in processes for completion and tenders.</p>	<p><b>Local communities</b> High expectations of availability and quality. Be a partner for other societal actors and facilitate local business development.</p>	<p><b>Interest organisations</b> Fragmented groups that place demands on, for example, the environment and universal design.</p>

# The areas where we can make a difference

One of the fundamental principles of GRI Standards is that companies shall design their sustainability reporting based on the sustainability topics that are most significant to the company. A significant topic is defined as “a topic that reflects the organisation's most significant impact on the economy, the environment and people, including its impact on human rights”. Stakeholder dialogue has been an important part of the process of identifying a significant topic.



Materiality Analysis 2020

# Greenhouse gas emissions

## WHY IS THE TOPIC SIGNIFICANT?

Posten and Bring are major Nordic transport and logistics suppliers that produce significant emissions related to how we produce and deliver our services. For us, sustainability is about turning today's challenges into tomorrow's opportunities. Climate and the environment is an important strategic focus area. We require continued growth, but in a sustainable way without compromising the opportunities of future generations.

More and more people are becoming aware of the climate change caused by ever-increasing global warming. Our customers, owner, consumers and society in general are more concerned with how Posten and Bring deliver their services and demand green deliveries, especially in the cities. Nordic cities have ambitious environmental goals to reduce their environmental footprint and local pollution. As a player present in most Nordic cities, we meet these requirements by restructuring our vehicle fleet. This contributes to greener deliveries which is an improved value proposition to our customers and contributes to our competitiveness.

## GUIDELINES

- Environmental work is defined in a separate environmental policy and strategy supported by action plans.
- Climate and environmental work is followed up in quarterly reports, management KPI charts and PLUS talks.

- The Board of Directors and Group Management team are continuously updated on the status and risk profile of environmental work and any ongoing initiatives.
- The climate footprint of our own and hired transport is measured annually through a reporting system and audited by an external third party.
- Energy consumption and energy efficiency measures are monitored at each location and in collaboration with Corporate Staff Property.

## FOCUS ON ROAD WEAR AND MICROPLASTICS

Our business involves significant local air pollution, including particulate matter, SOx and NOx. Particulate matter comes from, for example, exhaust emissions and road wear, and in several Norwegian cities and towns, the levels are higher than those recommended by the health authorities.

The largest source of microplastics from land is believed to be from tyre wear. A continuous focus on route optimisation and groupage reduces transport demand, and thus road wear, resulting in less microplastics from tyres.

## WASTE MANAGEMENT

Waste is handled by Norsk Gjenvinning AS, Retura, Eniropac AS and Ragn Sells.

## Responsibility

The HSE and Sustainability department ensures a systematic, group-wide re-use of good solutions and a unified approach.

A group-wide Environment and Purchasing network consisting of resource persons from the divisions and Corporate Staff Purchasing and Corporate Staff Property ensures that experience and best practices are shared, and that we act in a uniform manner towards the supplier market.

The divisions prepare action plans for climate and the environment. These are followed up regularly, reported quarterly and audited annually.

## GRI indicators

**305-1:** Direct emissions of greenhouse gases (CO<sub>2</sub>e)

**305-2:** Energy – indirect emissions of greenhouse gases

**305-3:** Other indirect greenhouse gas emissions

**305-4:** Greenhouse gas emission intensity

**305-7:** Nitrogen oxides (NO<sub>x</sub>), sulphur oxides (SO<sub>x</sub>), and other significant emissions to air

## 04 Fact booklet | The greenest logistics provider

### Greenhouse gas emissions

#### Nitrogen oxides, sulphur oxides, and other significant emissions to air

Emissions of CO <sub>2</sub> e (tonnes)					
	SOx	NOx	NM VOC	CO	PM
Self-owned vehicles	9	904	293	1 748	217
Subcontractors <sup>1</sup>	80	1 963	196	54 828	108
<b>Total</b>	<b>89</b>	<b>2 867</b>	<b>489</b>	<b>56 576</b>	<b>325</b>

<sup>1</sup>Estimated values based on historical emissions. Sources for emissions factors are the Department for Environment, Food & Rural Affairs' (DEFRA) collection of emissions factors.

SOx: sulphur oxides, NOx: nitrogen oxides, NM VOC: volatile organic compounds except methane, CO: carbon monoxide, PM: particulate matter.

#### Climate accounts

POSTEN GROUP		
Emissions converted into tonnes of CO <sub>2</sub> equivalents*	2019	2020
Road	93 001	75 061
Buildings	233	879
<b>Total Scope 1 Group</b>	<b>93 234</b>	<b>75 940</b>
Electricity (location-based)	8 754	1 560
Electricity (market-based)	-	-
District heating	1 845	3 242
<b>Total Scope 2 Group (location-based)</b>	<b>10 599</b>	<b>4 802</b>
<b>Total Scope 2 (market-based)</b>	<b>1 845</b>	<b>3 242</b>
Road	162 724	147 282
Rail	6 189	6 113
Air	25 672	36 047
Water	32 634	22 009
Business travel	2 774	2 990
Buildings (waste and life cycle emissions electricity)	-	241
<b>Total Scope 3 Group</b>	<b>229 993</b>	<b>214 682</b>
<b>Total emissions Group (market-based)</b>	<b>325 072</b>	<b>293 864</b>
Outside of scopes**	44 892	293 199

\*Sources for emissions factors are the Department for Environment, Food & Rural Affairs' (DEFRA) collection of emissions factors. Emissions factors are tank-to-wheel (TTW). For "Electricity (location-based)", the Nordic production mix in 2015 has been used. For district heating, factors from DNV GL have also been used. The consolidation method pursuant to the GHF protocol is "organisational control".

\*\*"Outside of scopes" is the direct CO<sub>2</sub> effect of the combustion of biofuel. Emissions included in 'Outside of scopes' are quickly absorbed by bioenergy sources during their lifetime. 'Outside of scopes' is included to ensure comprehensive accounts for the emissions arising from the combustion of biofuels.

Biogenic emissions are associated with the consumption of biofuels, and have increased in recent years due to more extensive use of biofuels and requirements for increased biofuel use in ordinary diesel, in Norway and Sweden, among others.

# Driving force for sustainable framework conditions

## WHY IS THE TOPIC SIGNIFICANT?

In our stakeholder analysis, it emerges that we are perceived as a serious player. Several of them therefore point out that stricter regulation of the logistics industry will benefit the Group by imposing similar responsibilities on competitors to those that we already take. Another case of important government dialogue is related to the regulation of other industries that affect our ability to achieve established emissions targets, such as the need for more freight by rail and emission-free logistics in cities. There are increased expectations among public authorities and customers to adopt new and better technology and support measures to accelerate the green shift. Our partners and other initiatives and organisations such as “Næring for klima”, SHIFT and WWF also expect Posten to contribute to more sustainable framework conditions related to the transport sector.

## GUIDELINES

- The Ministry of Transport and Communications (SD) is responsible for the postal legislation in Norway, including the scheme for the government procurement of statutory postal services.
- Posten holds quarterly meetings with the owner and the authorities.
- The Norwegian Communications Authority (Nkom) monitors whether the Group is fulfilling its imposed obligations as set out in the Postal Services Act, regulations and licenses.
- The Group must also deal with other relevant authorities that are of significance to our operations, including our corporate social responsibility activities.
- The Group is influenced by regulations adopted internationally, including by the EU and by the Universal Postal Union.

## Responsibility

The Group has a separate entity that is responsible for the work on regulatory conditions for the postal business. The work takes place both nationally and internationally, and includes, inter alia:

- Dialogue with the Norwegian Ministry of Transport and Communications (SD) on overall framework conditions.
- Dialogue with the SD and the National Communications Authority (Nkom) in specific cases.
- Reporting to Nkom, including delivery times and annual product accounts.
- Active participation in the Universal Postal Union and industrial organisations at EU level.
- Membership and participation in Spekter and NHO Logistics and Transport, as well as their European organisations.
- Consultation responses and other contributions on political matters of importance to the Group.

## GRI indicators

Text reporting and/or separate indicator



# Facilitate the circular economy

## WHY IS THE TOPIC SIGNIFICANT?

The industry has great potential to contribute to increased circularity through smart logistics solutions for circular services. The industry can also provide solutions for increased use of recyclable packaging.

## GUIDELINES

- The government is currently working on a national strategy for a circular economy.

- The European Commission has come up with a new action plan for a circular economy. New EU directives will provide guidelines for the development of sustainable products and services. These will affect Posten directly, but also indirectly through demands made to our corporate customers.

### GRI indicators

Text reporting and/or separate indicator

# Material consumption and recycling

## WHY IS THE TOPIC SIGNIFICANT?

Posten and Bring are not a production-intensive companies. Nevertheless, large quantities of waste are generated from the transshipment and packing of incoming and outgoing letters, parcels and goods. Recycling concerns what happens to materials after use and whether there are waste management

systems in place. This involves cardboard and plastic in connection with shipments.

## GUIDELINES

The Group sorts according to the fractions that apply to each municipality. The most important fractions are wood, paper, cardboard, food waste, EE waste, plastic, packaging plastic, glass and metal.

### Responsibility

Waste is monitored locally at each unit. The figures are reported by our waste suppliers in a common system for monitoring waste and energy. This is part of the climate accounts that are followed up each year.

## Waste and management

	Reuse/ recycling	Energy recovery	Packaging (paper, cardboard and wood)
Hazardous waste (tonnes)	70	0	0
Non-hazardous waste (tonnes)	2 750	51	2 979

### GRI indicators

- 306-1: Waste generated and significant waste-related impact
- 306-2: Management of waste-related impact
- 306-3: Waste generated

# Purchasing and investments in innovative companies, fixed assets and property

## WHY IS THE TOPIC SIGNIFICANT?

Posten and Bring's size and range of services means that the Group has a significant level of annual purchasing. Some of these purchases may be crucial for companies developing new technology or products. We have also developed new mail solutions in collaboration with other players.

## GUIDELINES

To ensure that the purpose is adhered to, Group Purchasing has the following processes and instruments:

- Best practice purchasing process
- Group-wide purchasing policy
- Group-wide regulation
- Code of Conduct for suppliers

In those cases where this is above the threshold value of NOK 4.1 million (applies to purchasing covered by the Act on Public Procurement) and/or group-wide/strategic to the Group, it must go through a strategic purchasing process run by Group Purchasing.

## Responsibility

Group Purchasing is responsible for meeting the Group's needs based on the divisions' input.

Group Purchasing has a proven purchasing process that is intended to ensure predictability for the stakeholders involved.

Purchasing is carried out through a structured process that is predictable for the suppliers and which ensures competition in the market. If a client has an idea of a new way of meeting a need, Group Purchasing facilitates this through its purchasing process.

Several procurement cases have a focus on simplifying and/or improving solutions rather than exerting price pressure. In other cases, the suppliers have innovated with regards to their goods or services. This is uncovered by the Group through dialogue with the market, which is an important part of the purchasing process.

## GRI indicators

Text reporting and/or separate indicator

# Working conditions in the supply chain

## WHY IS THE TOPIC SIGNIFICANT?

As a purchaser of goods and services, Posten and Bring have great influence, especially in the purchase of transport services. The Group is a serious player in an industry with fierce competition and which is partly unregulated (the van segment). For many of the smaller companies, we are also a major customer, which increases the expectation that we will do our part to have sustainable practices.

Our external stakeholders also have clear requirements for us in this area. Customers demand that we have an ethical standard for suppliers and that we monitor and carry out checks on suppliers. They also carry out checks on us. As the

owner, the Norwegian state expects us to be a leader in our industry in terms of working conditions, health, safety and the environment in our own business and in the supply chain. The duty to provide information and ensure standards are followed in Norway also requires us to check pay and working conditions with our transport suppliers.

## GUIDELINES

The Group has a number of governing documents for this work. This includes “Code of Conduct”, “Group Purchasing Policy”, “Process Description for Sustainability in the Supplier Chain”, “Standard Process for Purchasing with Guides and Activity Plans, and Contract Templates”.

### Responsibility

Corporate staff HR and HSE have the professional responsibility and ensure systematic, group-wide solutions and coordinate the work in the Group.

Suppliers with group-wide agreements are monitored by the Corporate Staff purchasing department.

Follow-up of the transport providers in the divisions takes place in a collaboration between the division coordinator and the operational units that cooperate with the suppliers.

### GRI indicators

**414-1:** New suppliers that were assessed on social criteria

**414-2:** Negative social impact in the supply chain

	Goal for 2020	Completed in 2020
<b>Governance and good practice</b>	Update processes, support tools and obtain and implement enhanced vendor risk management tools.	A new supplier follow-up system has been acquired. A draft of new work processes has been updated in this regard.
<b>Communication and training</b>	Reinforce training internally in processes and new tools, and complete and roll out e-learning programs.	An e-learning course on our ethical standards has been produced and is available to all employees. In addition, we want to create new information material for transport service providers on the Code of Conduct and communicate this.
<b>Risk assessments</b>	Improve risk assessment frameworks.	Risk assessment is integrated into the supplier management tool.

# Safety, development and well-being of employees

## WHY IS THE TOPIC SIGNIFICANT?

“Safety, development and well-being of employees” concerns the responsibility of Posten and Bring to give their employees safe employment. This involves working on competence, good managers, employee well-being and commitment. HSE is also a very important part of this topic.

## GUIDELINES

The Group has numerous and diverse tasks that affect the laws and regulations that apply specifically to the individual location. We undertake to comply with applicable laws and regulations and to act in accordance with the applicable cooperation arenas. Goals concerning sickness absence, disability, personal injuries, near-accidents and reported cases of harassment and discrimination are determined and reported upon.

## HOW WE WORK WITH HSE

HSE is high on the agenda in all management and Board meetings, which helps to maintain awareness of the topic throughout the Group. Our goal is to ensure an optimal working environment for our most important resource - our employees.

We facilitate a health-promoting work environment, which also helps to increase well-being and reduce the costs associated with absenteeism and turnover. If employees become ill or are injured, it is important that we have the best processes to follow up. When people are at work, productivity and quality of services increases, employee satisfaction improves, and we achieve major cost savings.

For several years the Group has prioritised its efforts towards employees with the highest sickness

absence and the initiatives to get them back to work. In addition, systematic follow-up of everyone who falls ill contributes to predictable processes for those involved and a faster return to the workplace.

The annual mandatory HSE management training course deals with job security and how to create a good working environment. Special emphasis is placed on the psychosocial work environment related to prevention of conflicts, bullying and harassment. Other important instruments are the occupational health service, risk assessments and work on occupational health and Norwegian Labour Inspection Authority cases.

## Management system

Posten and Bring's management system for health and safety is based on the Working Environment Act and associated regulations. The system includes all employees, including subcontractors and hired temporary staff who perform work under Posten's management. Reporting of personal injuries is carried out in accordance with Federation of Norwegian Industries' standard for all Posten and Bring employees.

In addition to legal requirements, the management system is also based on requirements in ISO 9001 and the Group's own “HSE Safety Standard” which has been established on the basis of regulatory requirements and risk factors that have been identified in the business.

## HSE organisation, responsibilities, authority and tasks

- The CEO has the overall responsibility for the work on health, safety and the environment (HSE) in the company.
- The CEO has delegated responsibility and authority for HSE

## Responsibility

This area is the responsibility of all managers at all levels in the organisation. HSE-related problems must be solved on an ongoing basis by the immediate manager.

Each manager is responsible for following up HSE according to Posten's management system and is responsible for implementing HSE measures in accordance with HSE/SMART plans and the Group's HSE routines.

Corporate staff HR and HSE is responsible for long-term strategic work within HSE and competence development. The corporate staff is also responsible for operationalising the competence strategy, in close collaboration with managers and HR employees in the rest of the organisation.

In the divisions, there are also professional resources that provide support in this field.

## GRI indicators

- 401-1: New employments and staff turnover
- 403-1: Management system
- 403-2: Hazard identification, risk assessment and incident investigation
- 403-3: Occupational health service
- 403-4: Employee participation in HSE work
- 403-5: HSE training
- 403-6: Promoting the health of workers
- 403-7: Prevention and reduction of health and safety issues in the workplace
- 403-9: Work-related injuries
- 404-2: Programmes for employee competence raising and realignment
- 404-3: Proportion of employees who have regular assessment and development reviews
- 406-1: Number of incidents of discrimination and measures initiated in connection with these

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work to all managers with personnel responsibility.

The individual manager is responsible for:

- Health, safety and the environment (HSE) for the unit/units under the manager's responsibility and has the authority to prioritise and finance work environment measures in accordance with current budget authorisations, and the "Routine description for the WEC".
- Implementing HSE measures in accordance with HSE plans/ SMART plans and Posten's HSE routines.
- Following up on HSE in accordance with Posten's management system.
- Ensuring active participation by employees and their representatives in accordance with the Routine description for the WEC.

In places with the co-location of multiple operational lines and/or divisions, the overall HSE responsibility is clarified between the lines.

### **HR's authority and responsibility**

- Corporate staff HR/HSE provides technical assistance to the CEO, Group Management and the divisions.
- Corporate staff HR/HSE has professional responsibility for the company's HSE policy, HSE development concepts, internal regulations and routines for HSE work, including professional contact with the divisions on HSE policy issues, overall plans and divisional or company requirements that arise.
- Corporate staff HR/HSE is a professional driving force and has a special task in contributing to collaboration across the Group and to developing policy and best practice.
- Corporate staff HR/HSE delivers a separate HSE report every month which shows the company's HSE results compared to this year's goals.

### **Hazard identification, risk assessment and incident investigation**

Several different instruments are used in the work of mapping risk and preventive safety work. This is described in the document "Best practices in safety work". Compliance with this shall contribute to the construction and maintenance of a solid safety culture.

The identification of risk factors in the business is carried out in many different ways:

- A. Risk assessments in the HSE area shall ensure that we systematically consider what could cause injury or illness in the workplace, and ensure that preventive measures are implemented. The manager is responsible for ensuring that risk assessments are carried out.
- B. Safety inspections: All units in the company carry out an annual safety inspection with a set theme to be reviewed. All improvement points are followed up through a separate action plan (Smart plan).
- C. The registration of near-accidents is an important tool in mapping risk factors. Incidents that could have led to injury are registered and followed up with measures.
- D. Investigations: Serious incidents are investigated. The purpose is to uncover underlying causes and ensure learning to prevent recurrence.
- E. Audits and self-evaluations: A separate "HSE Safety Standard" has been prepared and applies to all operating units in the Group. The standard is used for conducting audits and for the annual self-evaluations conducted by each unit.
- F. All employees can report deviations from the current Health, Safety and the Environment regulations through the Group's whistleblowing service. Whistleblowing can be undertaken anonymously and employees will be protected from retaliation.

### **Occupational health service**

Posten has established an occupational health service that will assist in the preventive work on health and the working environment, and will provide the manager with professional HSE advice and assistance in advance of and during decision-making processes of significance to the working environment.

The occupational health service is also an important contributor with professional health assessments in sickness absence cases. They can assist employers, employees and their representatives regardless of the type of working environment issue in question.

### **Employee participation in HSE work**

Employee participation in the systematic HSE work is important and is ensured in several ways:

- Individual safety interviews with each employee in all operational departments.
- Local collaborative groups consisting of a leader, safety representative and employee representative, 8-10 meetings per year.
- 3-party meetings (manager, safety representative and employee representative + HSE resource) at the regional and divisional level, 8-10 meetings per year.
- Central working environment committee.

### **HSE training**

All employees must have sufficient knowledge and ability in the systematic HSE work, and be aware of possible dangers and problems associated with the performance of their own work tasks.

This is ensured through various instruments:

- Annual internal HSE training for managers.
- HSE basic training with the necessary refresher course for safety representatives and members of the 3-party collaboration.
- Training of first aiders.

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- Ergonomic training for terminal workers, drivers and delivery staff.
- E-learning - a group-wide module for security.
- Training on work equipment and machinery.

### Promoting the health of workers

To motivate activities to achieve health benefits, we have a number of measures that can be used by our employees. Good health gives them more energy at work and both efforts and well-being can be improved.

It is also profitable for the company that employees come to work fit and healthy.

Some examples of the measures available are:

- Courses and advice for activities from the occupational health service.
- Grants at the individual level for special needs (psychology classes, up to 5 hours of physiotherapy etc.).
- Fitness room and training facilities at our premises.
- The use of gyms with which we have a company agreement (not sponsored).

- The use of so-called “Energy breaks” so that anyone who wants to can exercises in the office, in their own living room or outdoors when it suits them, specifically adapted to those sitting in their home office.
- Around the World - register physical activity on an internal website with opportunities for internal competitions, team activities and more.
- Welfare services for employees; sports teams, choirs, marching bands etc. Financial support can be given to teams and associations of a social or cultural nature run by or for the employees of the company.
- Offering healthy food in the canteen; subsidy schemes from the employer.

### Prevention and reduction of health and safety issues in the workplace.

Prevention of health hazards is achieved through risk assessments at the local level, by carrying out safety inspections and by the comprehensive registration of near-accidents/adverse events. These are incidents that under slightly

different circumstances could have led to personal injury. These registrations are communicated in writing or orally to the manager who registers the incident and describes measures to prevent its recurrence. All registered incidents are followed up in collaboration meetings in the individual department.

### Work-related injuries

#### Hazards that pose a risk of injury with serious consequences:

The systematic registration and follow-up of all personal injuries shows that the most serious dangers are associated with our transportation on the road. In addition, the driving of forklift trucks in our terminals poses a significant risk. In 2020, neither these nor other risk factors have led to incidents with serious consequences. However, 52 investigations have been carried out in which measures and preventive measures have been described.

### Work-related injuries

Divided by type of employee

Work-related injuries	2019		2020	
	Own employees	External employees*	Own employees	External employees*
Number of fatalities	1	0	0	0
Number of high-risk injuries	2	0	0	0
H1 value (TRI)	4.4	N/A	3.8	N/A
H2 value (TRI)	7.8	16.4	7	7.3
Number of injuries (H2)	186	6	156	3
Million hours worked	23.8	0.4	22.4	0.4

\* Applies to hired temporary staff in Posten Norway AS

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### Injuries, fatalities and sickness absence

Divided by organisation

	H1	H2	Fatalities	Sickness absence in %
Posten Group	3.8	7.0	0	6.0
Posten Norge AS	4.0	6.9	0	6.4
Network Norway	4.6	8.0	0	6.8
International logistics	4.4	5.9	0	5.0
Mail	0	0	0	4.7
E-commerce and logistics	4.2	8.0	0	5.3
Holdings and ventures	0.9	5.0	0	4.5

POSTEN NORGE AS		
	Women	Men
Sickness absence	7.9%	5.7%
H1	5.2	3.4
H2	7.4	6.7

### Number of permanent and temporary employees in the Group

Divided by country and gender

COUNTRY	PERMANENT		TEMPORARY		TOTAL
	Women	Men	Women	Men	
Norway	3 242	6 725	178	452	10 597
Sweden	328	1 147	40	117	1 632
Denmark	61	193	1	5	260
Slovakia	15	156		13	184
France	11	55		1	67
The Netherlands	12	32	2	11	57
The United Kingdom	12	29			41
Finland	13	27		1	41
Poland	10	7			17
Greece	6	6			12
Belgium		4			4
Germany	2	2			4
Hong Kong	2	1			3
<b>Total</b>	<b>3 714</b>	<b>8 384</b>	<b>221</b>	<b>600</b>	<b>12 919</b>

### Number of full-time and part-time employees

Divided by gender

NUMBER OF EMPLOYEES			
	Women	Men	Total
Full-time	2 856	7 638	10 494
Part-time	1 079	1 346	2 425
<b>Total</b>	<b>3 935</b>	<b>8 984</b>	<b>12 919</b>
<b>Proportion in %</b>	<b>31%</b>	<b>69%</b>	<b>100%</b>

### Overview of programmes and scope

PROGRAMME	NUMBER OF PARTICIPANTS
E-learning, including nano- and micro-learning	12 131
Webinars	399
Apprentices	59
Trainee programme	11
Manager Talent	706
<b>Total</b>	<b>13 306</b>

In addition, there are 38 educational scholarships of unspecified scope.

## 04 Fact booklet | A responsible social player and employer

Safety, development and well-being of employees

### New employees as a percentage (permanent employees)

Total number and percentage of new employees, by age groups, gender and region, permanent employees - compared to the total number of permanent employees in the Group

THE GROUP						
Age range	Number of women	Women as %	Number of men	Men as %	Total number	Number as %
Under 30 y.o.	62	0.5%	157	1.3%	219	1.8%
30 to 50 y.o.	68	0.6%	231	1.9%	299	2.5%
Over 50 y.o.	14	0.1%	60	0.5%	74	0.6%
<b>Total</b>	<b>144</b>	<b>1.2%</b>	<b>448</b>	<b>3.7%</b>	<b>592</b>	<b>4.9%</b>

IN NORWAY						
Age range	Number of women	Women as %	Number of men	Men as %	Total number	Number as %
Under 30 y.o.	53	0.4%	119	1.0%	172	1.4%
30 to 50 y.o.	46	0.4%	159	1.3%	205	1.7%
Over 50 y.o.	11	0.1%	48	0.4%	59	0.5%
<b>Total</b>	<b>110</b>	<b>0.9%</b>	<b>326</b>	<b>2.7%</b>	<b>436</b>	<b>3.6%</b>

OUTSIDE NORWAY						
Age range	Number of women	Women as %	Number of men	Men as %	Total number	Number as %
Under 30 y.o.	9	0.07%	38	0.3%	47	0.4%
30 to 50 y.o.	22	0.2%	72	0.6%	94	0.8%
Over 50 y.o.	3	0.0%	12	0.1%	15	0.1%
<b>Total</b>	<b>34</b>	<b>0.3%</b>	<b>122</b>	<b>1.0%</b>	<b>156</b>	<b>1.3%</b>



## 04 Fact booklet | A responsible social player and employer

Safety, development and well-being of employees

### Resignation in number and turnover as a percentage

Total number and percentage of turnover - by age groups, gender and region, permanent employees - compared to the total number of permanent employees in the Group

THE GROUP						
Age range	Number of women	Women as %	Number of men	Men as %	Total number	Number as %
Under 30 y.o.	71	0.6%	177	1.5 %	248	2.0%
30 to 50 y.o.	207	1.7%	609	5.0%	816	6.7%
Over 50 y.o.	448	3.7%	697	5.8%	1 145	9.5%
<b>Total</b>	<b>726</b>	<b>6.0%</b>	<b>1 483</b>	<b>12.3%</b>	<b>2 209</b>	<b>18.3%</b>

IN NORWAY						
Age range	Number of women	Women as %	Number of men	Men as %	Total number	Number as %
Under 30 y.o.	51	0.4%	126	1.0%	177	1.5%
30 to 50 y.o.	160	1.3%	362	3.0%	522	4.3%
Over 50 y.o.	435	3.6%	598	4.9%	1 033	8.5%
<b>Total</b>	<b>646</b>	<b>5.3%</b>	<b>1 086</b>	<b>8.9%</b>	<b>1 732</b>	<b>14.3%</b>

OUTSIDE NORWAY						
Age range	Number of women	Women as %	Number of men	Men as %	Total number	Number as %
Under 30 y.o.	20	0.2%	51	0.4%	71	0.6%
30 to 50 y.o.	47	0.4%	247	2.0%	294	2.4%
Over 50 y.o.	13	0.1%	99	0.8%	112	0.9%
<b>Total</b>	<b>80</b>	<b>0.7%</b>	<b>397</b>	<b>3.2%</b>	<b>477</b>	<b>3.9%</b>

# Diversity and equal opportunities

## WHY IS THE TOPIC SIGNIFICANT?

The Group is working to achieve greater diversity, and a more even gender balance at the management level in particular. We shall be a responsible employer that creates the greatest possible competitiveness by utilising the total resource pool in society in the best possible way for the company. We aim to reflect the diversity of society in our employees. We have several measures to increase diversity and a general focus on ensuring inclusion and equal opportunities for all employees.

The Group works actively on equal opportunities and focuses on relevant grounds for discrimination such as gender, pregnancy, leave of absence and care tasks.

## GUIDELINES

- The Group's Recruitment Policy.
- Posten works systematically on equal opportunities and reports pursuant to the activity duty of employers in Section 26 of the Equality and Anti-Discrimination Act.

### Responsibility

Corporate Staff HR/HSE is responsible for identifying possible measures on a continuous basis, as well as implementing and measuring effects.

The annual evaluation is used to assess the effect of the measures. Through our measurements and reports, we see that our focus on the topic gives results.

### GRI indicators

- 405-1: Diversity in management bodies and among employees
- 405-2: Relationship between base salary and remuneration of women in relation to men by category of employee

## Average salary and share by employee groups

Average salary and share by employee groups	Men	Women	Women's salary as a share of men's
Employee	471 273	477 004	101.2%
Manager	776 394	756 150	97.4%
Senior Executive	2 730 300	3 328 526	121.9%

## Gender distribution of employees and managers

POSTEN GROUP					
Employee category	Women	Men	Total	Proportion of women in %	Proportion of men in %
Senior Executives	30	75	105	28.6%	71.4%
Other managers*	269	638	907	29.7%	70.3%
Employees	3 636	8 271	11 907	30.5%	69.5%
<b>Total employees</b>	<b>3 935</b>	<b>8 984</b>	<b>12 919</b>	<b>30.5%</b>	<b>69.5%</b>

\* The figures include professional managers without personnel responsibility

THE BOARD OF DIRECTORS OF POSTEN GROUP	
Women	6
Proportion of women in %	60%
Men	4
Proportion of men in %	40%
<b>Total</b>	<b>10</b>

**Employees sorted by gender**

POSTEN GROUP			
Age	Women	Men	Total
Under 30 years old	463	1 195	1 658
30 to 50 years old	1 367	3 923	5 290
Over 50 years old	2 105	3 866	5 971
<b>Total employees</b>	<b>3 935</b>	<b>8 984</b>	<b>12 919</b>

**Key figures for the Activity duty of employers**

POSTEN GROUP					
Temporary employees		Parental leave		Actual part-time	
Number of women	Number of men	Women	Men	Number of women	Number of men
221	600	26 weeks	17 weeks	1 000	1 143

POSTEN GROUP		
Permanent employees	Gender balance	
	Number of women	Number of men
Total in the Group	3 714	8 384
Group Management (level 1-2)	4	6
Management level 3	17	32
Managerial level 4	59	137
<b>Total all managers</b>	<b>199</b>	<b>523</b>

The Group actively works, purposefully and in a planned manner to promote equal opportunities, prevent discrimination on the grounds of gender, pregnancy, parental leave for birth or adoption, care duties, ethnicity, religion, beliefs, disability, sexual orientation, gender identity, gender expression, or combinations of these grounds, and seeks to prevent harassment, sexual harassment and gender-based violence.

A four-step model is used as a tool in the work, which is specified in collaboration with the trade unions and anchored in the Working Environment Committee. The work covers the areas of recruitment, pay and working conditions, promotion, development opportunities, facilitation and the possibility of combining work and family life.

# Information security

## WHY IS THE TOPIC SIGNIFICANT?

Information security is essential to ensure the Group's delivery quality and sufficient safeguards of business-, and personal data. The Group must have the ability to prevent, detect and limit the consequences of undesirable information security incidents.

## GUIDELINES

The information security management system consists of corporate policies, corporate action rules and a set of guidelines to support implementation.

### Responsibility

A separate security organisation has been defined where the CEO has overall responsibility. CISO, the Director of Information Security, has the operational responsibility to establish and maintain the Group's strategy to ensure that information and technology are adequately protected. Compliance responsibility lies with line management.

Information security work in the Group is established in the form of a managerial Information Security Management System (ISMS) based on the

Information Security Forum (ISF) Standard of Good Practice. In the current reporting year, the governing documentation that constitutes the ISMS has been updated to version 2020 of the standard.

In monthly meetings, security coordinators at our main IT suppliers have provided the status on their work in information security. Updated risk assessments and the status of the follow-up of security controls are the basis for this reporting.

### GRI indicators

418-1: Confirmed complaints concerning violation of customer privacy

# Anti-corruption, competition law and privacy

## WHY ARE THESE TOPICS IMPORTANT?

The Group is a trusted player, with a duty of care in all markets in which the Group operates. Violation of anti-corruption and competition legislation can have serious consequences for the Group and the individuals involved.

The Group has zero tolerance for violation of such legislation. The Group is actively seeking to ensure that employees carry out their work in an ethical and honourable manner, in compliance with applicable legislation and internal guidelines.

## GUIDELINES

Our general integrity principles are outlined in the Group's ethical guidelines, an integrity handbook

and a set of Group policies. These principles are put into operation via regulations and group-wide tools, including instructions.

The Group has developed an integrity programme to operationalise the integrity standard, including on anti-corruption and anti-competitive practices. All of the Group's operations are obliged to implement the programme to ensure that managers and other employees uphold the integrity standard. The Group's manuals and policies are key integrity tools. The Code of Conduct and integrity handbook are available in Norwegian, Swedish and English.

To ensure that all relevant employees have sufficient knowledge of the competition rules and comply with these, we have published a

handbook called "Posten and Bring's 10 competition law commandments". This is printed in Norwegian and English, and is available on the Group's intranet.

## RISK ANALYSIS

The Group's governing documentation requires the Board to annually review the Group's most important risk factors. A risk analysis is prepared for the Board's review, which outlines risk factors and the measures that have been implemented to manage and control such risks.

The purpose of the risk analysis is to provide the Board with insight into the risks facing the Group and a basis for assessing whether adequate measures are in place.

## 04 Fact booklet | A sustainable and efficient cost structure

Anti-corruption, competition law and privacy

The risk analysis encompasses the Group as a whole. This analysis includes assessment of the risk of corruption and other financial irregularities, as part of its legal risk assessment.

### WHISTLEBLOWING SCHEME

The whistleblowing scheme is of central importance for prevention and clarification in relation to anti-corruption and anti-competitive practices. The whistleblowing scheme will give priority to notifications related to potential violations of anti-corruption and competition legislation.

This group-wide scheme was established in 2008 and applies regardless of the country and company with which employees are associated. It is not set up to allow third-party employees to raise concerns through this channel, but reports that are received from elsewhere are handled according to the scheme's guidelines in so far as these are appropriate.

If anyone experiences, discovers or suspects questionable conditions, they are encouraged to notify their immediate supervisor. Where this is not possible or feels too difficult, all employees of the Group may contact the misconduct unit. It is also possible to make an anonymous report.

In the event of a specific suspected violation of anti-corruption legislation, the employee is obliged to inform the misconduct unit. This is expressly stated in the Code of Conduct and in the training provided.

Managers have a special responsibility to lead by example and to create a culture where employees

can share dilemmas and dare to report breaches or unacceptable conduct they become aware of. The Group has appointed resource persons in all parts of the business, who can assist the central misconduct unit when needed in individual cases, as well as in the general implementation of the whistleblowing scheme, as an organ with which the Group's employees are familiar.

The misconduct unit is readily accessible to all of the Group's employees and can be contacted by e-mail, phone or post. Procedures have been put in place to ensure proper follow-up with regard to both the whistleblower and the matter or person that is the subject of the disclosure. An important part of these procedures is ensuring that the whistleblower will not be subject to retribution following disclosure.

Surveys show that the whistleblowing scheme is well known in the Group. The increasing number of notifications received in recent years also indicates that the whistleblowing scheme is well known.

#### GRI indicators

**205-1:** Operations assessed for corruption risk

**205-2:** Communication of and training in policies and procedures for anti-corruption

**205-3:** Confirmed corruption incidents and implemented measures

**206-1:** Judicial reactions to anti-competitive behaviour and anti-trust and monopolistic practices

#### Responsibility

Compliance responsibility lies with line management. The Code of Conduct and dilemma training are also part of Posten's and Bring's management training, which will contribute to such compliance.

Group General Counsel has overall responsibility for ensuring that the integrity standard is substantially appropriate and known within the Group. This involves creating and maintaining group-wide instruments, such as guidelines, e-learning programmes, manuals and training courses. The instruments should contribute to increased understanding of, and compliance with, the standard.

A local resource network in each division and subsidiary ensures adequate information on group-wide measures and local implementation of these.

Group General Counsel is also responsible for managing and operating the group-wide whistleblowing scheme. In the misconduct unit, Group General Counsel reports to the CEO, and can - when deemed necessary - report directly to the Chair of the Board of Directors. The Group's misconduct unit reports semi-annually to the Board of Directors' Audit Committee, to the Internal Control Committee and to the CEO. The reports detail the number and type of cases reported, the outcome of these, as well as the measures and activities adopted and implemented. In addition, an annual statement is given to the Working Environment Committee of Posten Norge.

Throughout 2020, Group General Counsel, as the Group's compliance officer, has explained the compliance effort status to Group Management. Such reports are provided on a semi-annual basis, with anti-corruption and competition law as key topics.

The findings from the risk analysis related to corruption, and the other integrity standard topics, are set out in a comprehensive risk analysis report. This is presented to the Board twice a year.

# Partners



# GRI index

TITLE	PAGE OF REPORT	PAGE OF FACT BOOKLET
102-1 Name of organisation		3
102-2 Activities, brands, products and services	8	
102-3 Location of head office	8	
102-4 Location of operating sites	8	
102-5 Ownership and legal information	10	
102-6 Market presence	8	
102-7 Size of the organisation		3
102-8 Information about employees and other workers	8	3, 14
102-9 Supply chain		10
102-10 Significant changes in the organisation and its supply chain	No significant changes in 2020	
102-11 Precautionary principle/approach	58	
102-12 External organisations and initiatives		3
102-13 Membership of associations		3
102-14 Statements from the top decision-maker	6	
102-16 Values, principles, standards and behavioural norms	24	
102-18 Management structure	10	
102-40 List of stakeholder groups		4
102-41 Collective agreements	44	
102-42 Identification and selection of stakeholders		4
102-43 Approach to stakeholder engagement		4
102-44 Key topics and concerns raised		5
102-45 Units included in Group accounts	158	
102-46 Report content and delineations		3
102-47 List of material topics		3, 5
102-48 Change in previously reported information	No significant changes in 2020	
102-49 Changes in reporting		3
102-50 Reporting period		3
102-51 Date of last report		3
102-52 Reporting cycle		3
102-53 Contact point for questions regarding the report		3
102-54 Reporting in accordance with GRI Standards		3
102-55 GRI Index		22
102-56 External audit		25

TITLE	PAGE OF REPORT	PAGE OF FACT BOOKLET	OMISSIONS	EXTERNAL ATTESTATION
<b>Greenhouse gas emissions</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	31	6		Yes
103-2 How the Group is working on the topic	31	6		Yes
103-3 Evaluation of the work	33			Yes
<b>GRI 305 Emissions 2016</b>				
305-1 Direct emissions of greenhouse gases (CO <sub>2</sub> e)		7		Yes
305-2 Energy - indirect emissions of greenhouse gases		7		Yes
305-3 Other indirect greenhouse gas emissions		7		Yes
305-4 Greenhouse gas emission intensity	2	7		Yes
305-7 Nitrogen oxides (NO <sub>x</sub> ), sulphur oxides (SO <sub>x</sub> ), and other significant emissions to air		6	The Group does not report on the emissions of persistent organic pollutants (POP), volatile organic compounds (VOC) and harmful air pollution (HAP). The Group has no activities that cause significant emissions of these, and this part of the indicator is therefore not relevant.	Yes
<b>GRI 308 Environmental assessment of suppliers 2016</b>				
308-1 New suppliers that were assessed on environmental criteria	41			
308-2 Negative environmental impact in the supply chain and measures implemented	41			
<b>Safety, development and well-being of employees</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	42	11		Yes
103-2 How the Group is working on the topic	42	11		Yes
103-3 Evaluation of the work	44	11		Yes
<b>GRI 401 Employments 2016</b>				
401-1 New employments and staff turnover	44	15, 16		
<b>GRI 403 Health, safety and environment 2018</b>				
403-1 Management system		11		
403-2 Hazard identification, risk assessment and incident investigation		12		
403-3 Occupational health service		12		
403-4 Employee participation in HSE work		12		
403-5 HSE training		13		
403-6 Promotion of employees' health		13		
403-7 Prevention and reduction of health and safety impact in the workplace		13		
403-9 Work-related injuries		13		
<b>GRI 404 Training and education 2016</b>				
404-2 Programmes for employee competence raising and realignment		14		



TITLE	PAGE OF REPORT	PAGE OF FACT BOOKLET	OMISSIONS	EXTERNAL ATTESTATION
404-3 Proportion of employees who have regular assessment and development reviews	44		The Group's follow-up review solution does not register gender or employee category, and the proportion of employees is not available. No changes are planned for this.	
<b>GRI 406 Non-discrimination 2016</b>				
406-1 Number of incidents of discrimination and measures initiated in connection with these	45			Yes
<b>Information security</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	49	19		Yes
103-2 How the Group is working on the topic	49	19		Yes
103-3 Evaluation of the work	51			Yes
<b>GRI 418 Privacy</b>				
418-1 Confirmed complaints concerning violation of customer privacy	50			
<b>Working conditions in the supply chain</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	41	10		Yes
103-2 How the Group is working on the topic	41	10		Yes
103-3 Evaluation of the work	41			Yes
<b>GRI 414 Social assessment of suppliers 2016</b>				
414-1 New suppliers that were assessed on social criteria	41			Yes
414-2 Negative social impact in the supply chain and measures implemented	41			
<b>Socio-economic value creation</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	52			Yes
103-2 How the Group is working on the topic	52			Yes
103-3 Evaluation of the work	52			Yes
<b>GRI 201 Economic Performance 2016</b>				
201 Direct financial value generated and distributed 2016	62			Yes
<b>Anti-corruption, competition law and privacy</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	51	19		Yes
103-2 How the Group is working on the topic	51	19		Yes
103-3 Evaluation of the work	52			Yes
<b>GRI 205 Anti-corruption 2016</b>				
205-1 Operations assessed for corruption risk		19, 20		
205-2 Communication about and training in policies and procedures for anti-corruption	52			Yes
205-3 Confirmed corruption incidents and implemented measures	52			Yes
<b>GRI 206 Anti-competitive practices 2016</b>				
206-1 Judicial reactions to anti-competitive behaviour and antitrust and monopolistic practices	52			Yes

TITLE	PAGE OF REPORT	PAGE OF FACT BOOKLET	OMISSIONS	EXTERNAL ATTESTATION
<b>Diversity and equal opportunities</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	46	17		Yes
103-2 How the Group is working on the topic	46	17		Yes
103-3 Evaluation of the work	47			Yes
<b>GRI 405 Diversity and equal opportunities 2016</b>				
405-1 Diversity in management bodies and among employees		17	Section 26 of the Equality and Anti-Discrimination Act does not provide a legal basis for registering ethnicity.	Yes
405-2 Relationship between base salary and remuneration of women in relation to men by category of employee		17		Yes
<b>Viable local communities</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	45			Yes
103-2 How the Group is working on the topic	45			Yes
103-3 Evaluation of the work	46			Yes
<b>Driving force for sustainable framework conditions</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	34	8		Yes
103-2 How the Group is working on the topic	34	8		Yes
103-3 Evaluation of the work	35			Yes
<b>Purchasing and investments in innovative companies, fixed assets and property</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	38	9		Yes
103-2 How the Group is working on the topic	38	9		Yes
103-3 Evaluation of the work	39			Yes
<b>Material consumption and recycling</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	37	9		Yes
103-2 How the Group is working on the topic	37	9		Yes
103-3 Evaluation of the work	38			Yes
<b>GRI 306 Waste 2020</b>				
306-1 Waste generated and significant waste-related impact		9		Yes
306-2 Management of waste-related impact		9		
306-3 Waste generated		9		
<b>Facilitate the circular economy</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	36	8		Yes
103-2 How the Group is working on the topic	36	8		Yes
103-3 Evaluation of the work	37			Yes

To the Board of Directors of Posten Norge

## **Independent accountant's assurance report on Posten Norge's Reporting on sustainability 2020**

We have undertaken a limited assurance engagement of the Posten Norge's Reporting on sustainability for the period from 1 January 2020 to 31 December 2020. This comprise a review of Posten Norge's most material sustainability aspects, presented in the company's GRI-index in the attachment to the annual report 2020 called "Fact booklet", hereafter described as "Reporting on sustainability".

### **Criteria applied by POSTEN NORGE**

In preparing the Reporting on sustainability, Posten Norge applied relevant criteria from the Global Reporting Initiative (GRI) sustainability reporting standards, "Core" option. The Criteria can be accessed at [globalreporting.org](http://globalreporting.org) and are available to the public. Such Criteria were specifically designed for companies and other organizations that want to report their sustainability impacts in a consistent and credible way. As a result, the subject matter information may not be suitable for another purpose. We consider these reporting criteria to be relevant and appropriate to review the Reporting on sustainability.

### **Posten Norge's responsibility**

The Board of Directors and Chief Executive Officer (management) are responsible for the selecting the Criteria, and for presenting the Reporting on sustainability in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the of Reporting on sustainability, such that it is free from material misstatement, whether due to fraud or error.

### **EY's responsibilities**

Our responsibility is to express a conclusion on the presentation of the Reporting on sustainability based on the evidence we have obtained.

Our engagement was conducted in accordance with the *International Standard for Assurance Engagements on Assurance Engagements Other than Audits or Reviews of Historical Financial Information ('ISAE 3000')*. This standard requires that we plan and perform our engagement to obtain limited assurance about whether, in all material respects, the Reporting on sustainability is presented in accordance with the Criteria, and to issue a limited assurance report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

### **Our Independence and Quality Control**

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants. EY also applies *International Standard on Quality Control 1, Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements*, and accordingly maintains a comprehensive system of quality control

including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### **Description of procedures performed**

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

The engagement consists of making enquiries, primarily of persons responsible for preparing the Reporting on sustainability and related information and applying analytical and other relevant procedures.

Our procedures included:

- Review of Posten Norge's process for preparation and presentation of the Reporting on sustainability to develop an understanding of how sustainability is ensured in practice within the business
- Interviewed those in charge of Reporting on sustainability to develop an understanding of the process for the preparation of the Reporting on sustainability
- Verified on a sample basis the information in the Reporting on sustainability against source data and other information prepared by Posten Norge
- Assessed the overall presentation of Reporting on sustainability against the criteria in the GRI Standards including a review of the consistency of information against the GRI index.

We believe that our procedures provide us with an adequate basis for our conclusion.

### **Conclusion**

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to Reporting on sustainability for 2020, in order for the Reporting on sustainability to be in accordance with the Criteria.

Oslo, 25. mars 2021  
ERNST & YOUNG AS

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Petter Frode Larsen  
statsautorisert revisor

(This translation from Norwegian has been made for information purposes only.)