

2022

Q2 2022 Results

The Hague — 8 August 2022



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Key takeaways

Q2 2022 normalised EBIT at €10m

- High inflation and pressure on consumer spending impacted costs and development e-commerce volumes
- Volumes at Parcels
 - domestic volume growth ~3%, excluding non-recurring impact related to Covid-19
 - overall volumes -12.6% reflecting no further Covid-19 impact and development in cross-border activities
- Volumes at Mail in the Netherlands -7.4%, slightly better than expected
- Cash flow performance reflects step-down in normalised EBIT and working capital phasing
- Continued progress in ESG, with 20% carbon efficiency improvement, and accelerating digital transformation
- Interim dividend 2022 set at €0.14 per share
- Outlook FY 2022:
 - normalised EBIT revised to €145m - €175m
 - free cash flow €110m - €140m, at lower end of initial range

Q2 2022 performance

External headwinds impacted results



Key financial metrics

(in € million)

	Q2 2021	Q2 2022	change	HY 2021	HY 2022	change
Revenue	838	746	-11%	1,800	1,552	-14%
Normalised EBIT	63	10	-84%	193	43	-78%
<i>Assumed to be non-recurring and related to Covid-19</i>	26	(0)		69	0	
Free cash flow	54	(43)		213	10	
Normalised comprehensive income	57	19	-67%	169	53	-69%

Share buyback programme

- First tranche of €250m share buyback programme completed
 - Maximum number of 51m ordinary shares repurchased for €164m

Q2 2022

Strategic business drivers and business development



Value creation for attractive total shareholder returns

To be your favourite deliverer

Strategic objectives

-  Help customers grow their business
-  Secure a sustainable mail market
-  Attract and retain motivated people
-  Improve environmental impact
-  Generate profitable growth and sustainable cash flow

Value creation proposition

 **Parcels**
Manage for profitable growth

 **Mail**
Manage for value

 Digital **NEXT**

Business objectives

- Enhance customer interaction
- Capture further e-commerce growth
- Manage network capacity and utilisation of infrastructure
- Deliver smart logistics solutions
- Reinforce the value of mail, enhance customer experience and quality of service
- Keep mail accessible, reliable and affordable
- Deliver stable and predictable normalised EBIT and cash flow
- Transform our commercial engine
- Transform core logistics and operations
- Scale platform and digital business models



To be the leading logistics and postal service provider in, to and from the Benelux region

ESG – our licence to operate



Environmental

Improve environmental impact



- Clean kilometres
- Network efficiency
- Sustainable buildings and facilities
- Green products and services



Social

Attract and retain motivated people and act as a responsible employer



- Strengthen employee engagement
- Diversity and inclusion
- Health and safety
- Favourable work and labour conditions
- Workforce optimisation and capacity management



Governance

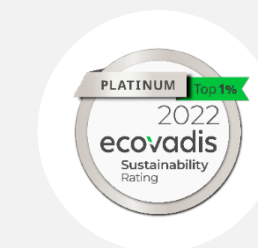
Transparent, responsible and accountable

- Two-tier board
- Stakeholder dialogue
- Clear business principles
- UN Global Compact

Progress Q2 2022

- 20% carbon efficiency (g/km) improvement vs FY 2021
- Offsetting remaining carbon emissions in 2022, cutting footprint to net zero
- Econnections: innovation programme to jointly accelerate sustainability in e-commerce chain

- Working with highly satisfied people in compliant and sustainable way; engagement score strong at 82%
- Agreement on CLA for mail deliverers reached
- Indefinite employment contract for all mail deliverers
- Negotiations CLAs PostNL and Saturday deliverers to start soon



EcoVadis - Platinum rating
top 1% of 75,000 companies rated






25 highest ESG performing
AEX and midcap companies

Accelerating digital transformation

Consumers and customers increasingly digitally connected to our platform



	HY 2021	HY 2022
 Online visitors of which via mobile	470m 69%	407m 68%
PostNL consumer accounts of which active users	6.4m 55%	7.2m 55%
Business portal users	57k	63k
External API users	6.9k	8.3k
Plug-in users (SME)	2.2k	2.2k
 Trackable assets	60%	92%
 Realised digital features	652	803

Examples Q2 2022

Speed up APL implementation

- Enhance convenient last-mile services
- Consumer in control
- End of Q2: 315 APLs (FY 2021: 214)
- Agreements to install ~200 APLs at DIY stores and parking facilities in 2022-23

Upgrade of PostNL app

- Online flow redesign: parcel routing and personalisation (e.g. address check)
- Available for Belgian consumers
- New technical infrastructure with better accuracy and reduced time-to-market
- Distinctive consumer experience



Parcels: Lower volumes and increasing costs

Unprecedented inflation impacts margin

	Revenue	Normalised EBIT*	Volumes	
Q2 2022	€519m	€14m	83m	-12.6%
Q2 2021	€589m	€56m	95m	

* No Covid-19 impact in Q2 2022 versus €14m in Q2 2021 (€7m Parcels Netherlands and €7m Spring and Logistics)

Revenue mix	Q2 2021	Q2 2022
<i>in € million</i>		
Parcels Netherlands	383	345
Spring	131	91
Logistics solutions and other	100	98
Eliminations	(26)	(15)
Parcels	589	519

Volume

- Domestic volume up ~3% (excluding non-recurring volumes related to Covid-19) reflecting upward trend in e-commerce
- Overall, volume decline of 12.6%, reflecting no further Covid-19 impact and development in cross-border activities
- Stable market share

Revenue

- Reflecting volume decline and development Spring and Logistics
- Positive price/mix effect: price increases and favourable change in mix

Costs

- Inflation results in increase in fuel and labour costs
- Continuous scaling of operations to align with volume development and to manage daily and weekly volume fluctuations, taking into account tight labour market
- Network expansion in Belgium on track

Parcels managed for profitable growth

Scaling network with volume development and taking actions to reduce indirect costs

Balance volume and value

- Actions to improve yield with aim to keep market share stable
 - regular pricing policy
 - new propositions and commercial initiatives to manage product mix, e.g. pricing on size and weight
 - additional price adjustments to address inflationary pressure
- Strict cost control
 - sharp focus on overhead costs
 - reduce costs by phasing projects

Enhance customer interaction and service offering

- Enhancing consumer experience, through redesign of customer journeys: 'I manage returns'
- Expanding service offering:
 - consumer in control, with additional delivery options, e.g. self-service solutions like APLs
 - morning infeed: same day delivery, offering business customers flexibility and meeting customer needs

More efficient utilisation of infrastructure

- Continuous scaling of operations with aim to keep cost per parcel stable
 - routes, staffing and fleet optimisation
 - preparations for peak season within limits of tight labour market while maintaining necessary quality level
- Building on strategy
 - capture e-commerce growth with efficient and future-proof infrastructure and flexible investment programme
 - supply chain efficiency through further digitalisation

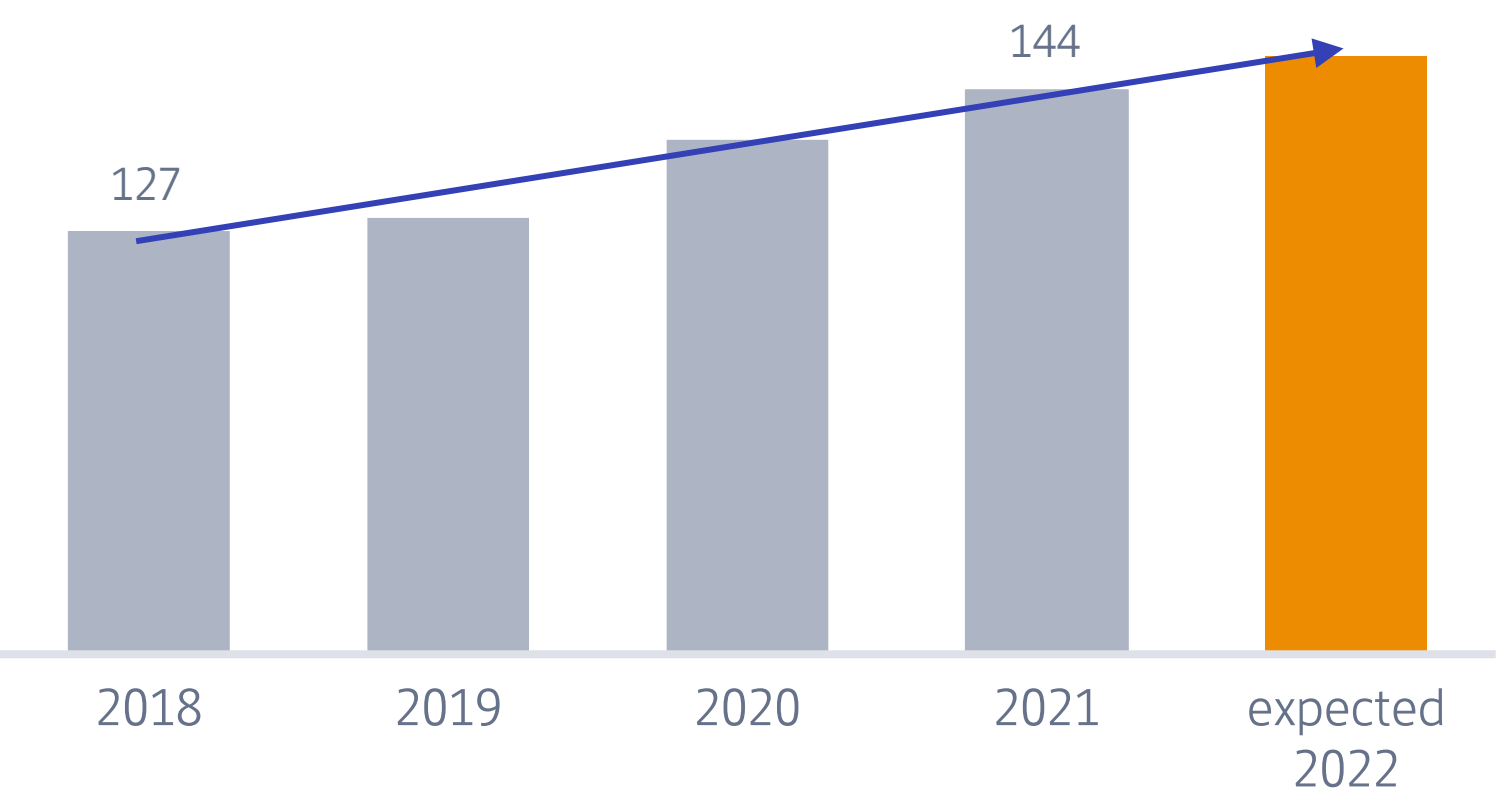
Structural growth of parcels market

Positive trend in e-commerce penetration is main contributor

Retail spend

Reflecting macroeconomic developments

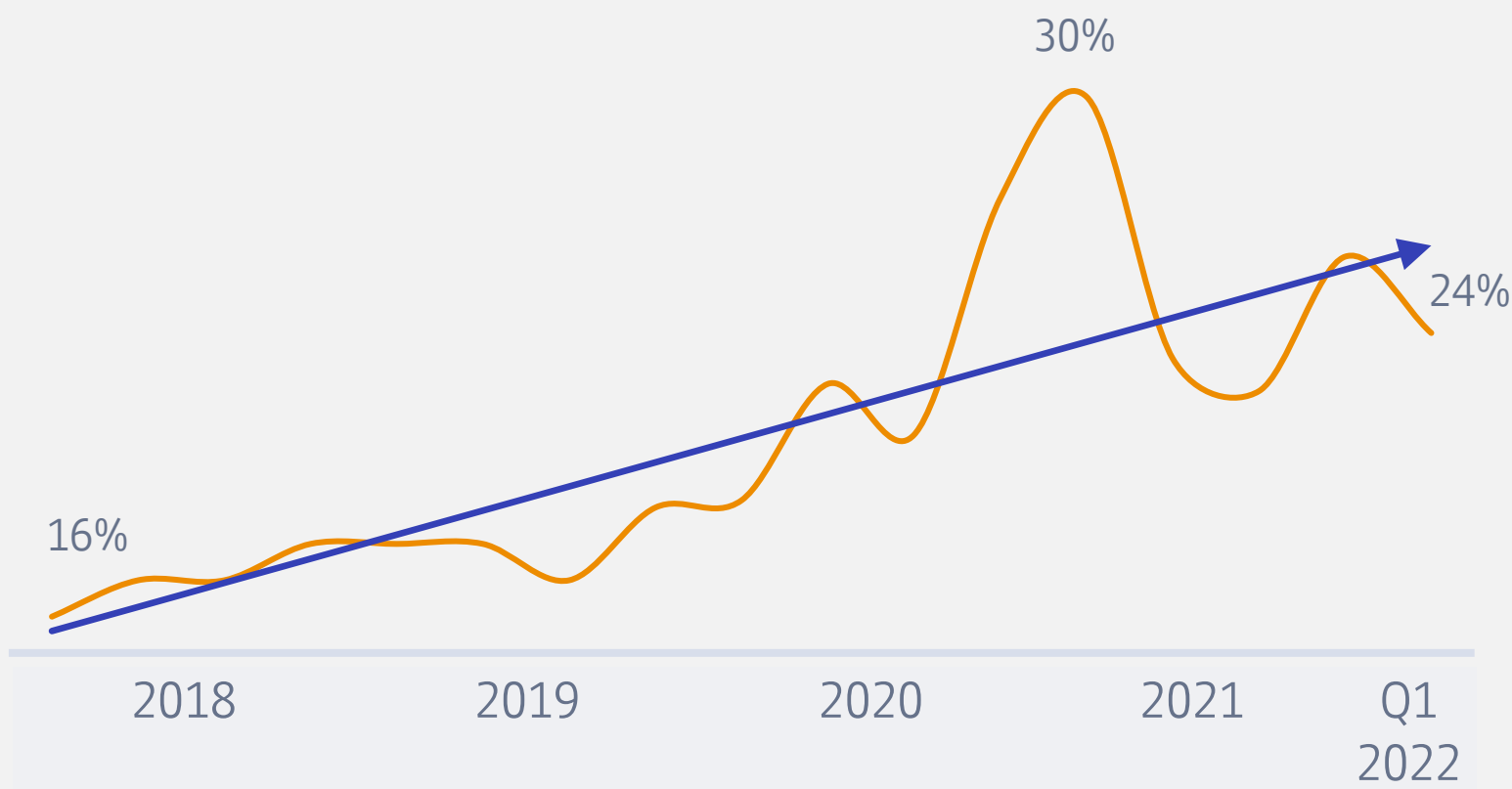
(constant 2021 prices, in € billion, products only, the Netherlands)



E-commerce penetration

Continuing upward trend

(in %, of retail spend, the Netherlands)



Source: Euromonitor International

Sources: Thuiswinkel Markt Monitor, Central Bureau of Statistics NL



Solid performance at Mail in the Netherlands

Successfully mitigating volume decline through a moderate pricing policy and cost savings initiatives

	Revenue	Normalised EBIT*	Volumes
Q2 2022	€350m	€13m	450m -7.4%
Q2 2021	€389m	€23m	486m

* No Covid-19 impact in Q2 2022 versus €12m in Q2 2021

Volume

- Overall volume decline of 7.4% with improvement in substitution rate
- -3.3% excluding non-recurring Covid-19 impact

Revenue

- Moderate pricing policy offset by less favourable mix, largely related to Covid-19 items in 2021
- International mail: import impacted by cross-border developments and less export mail

Costs

- Increasing labour costs following new CLA for mail deliverers, including a 4% pay rise in 2022; full HY1 impact visible in Q2
- Further cost savings achieved through efficiency gains in sorting and preparation processes



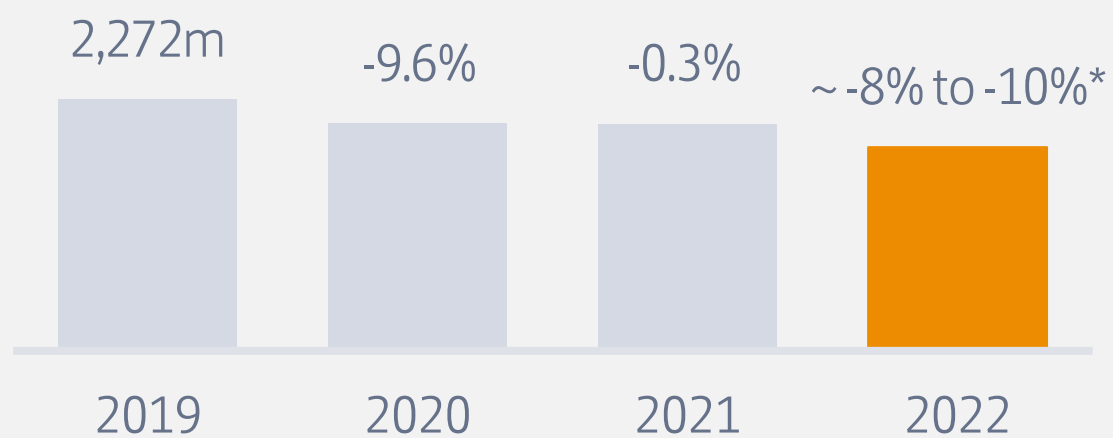
Mail in the Netherlands managed for value

Successfully delivering stable and predictable normalised EBIT and cash flow

Mail market

- Integration of Sandd fully completed in 2020: one strong nationwide network in cooperation with social welfare companies
- Moderate pricing policy: resume price increases for USO in 2023 within legal boundaries

Volume development addressed mail



* -5% to -8% excluding non-recurring impact Covid-19



Increase relevance for customers

- (Re)discovery of direct mail by e-commerce customers as distinctive and effective form of advertising
- Sustainable delivery
 - electrification of fleet in the last mile
 - exploring full end-to-end 'green lane' for letterbox parcels
- Digitalisation of interaction
 - MyMail: extended service in app (1.8m users)
 - introduction of crypto stamp: a 'real' stamp with blockchain 'digital twin'

Adapt organisation

- Improved sorting and preparation process:
 - upgrade feeders mail sorting machines completed
- New Mail Route:
 - next phase approved by Works Council
 - further optimisation of delivery routes to improve efficiency
- Managing staffing and quality in current tight labour market:
 - indefinite employment contract for all mail deliverers

Delivering on our strategy

Adaptive measures taken to mitigate external headwinds

Challenging macroeconomic environment...

- Ongoing inflationary pressure and impact on e-commerce volumes
- Tight cost control and adaptive measures
- Adjusting capex to align with volume projections and applying strict working capital management
- Mail in the Netherlands keeps on delivering its solid performance

... and reduced predictability

- No clear signs of recovery yet of important macroeconomic indicators:
 - stronger headwinds and consumer behaviour remain a source of uncertainty, specifically for peak quarter
- FY 2022 outlook for normalised EBIT revised to between €145m and €175m
- Free cash flow at the lower end of initial outlook range: €110m - €140m



To be the leading logistics and postal service provider in, to and from the Benelux region

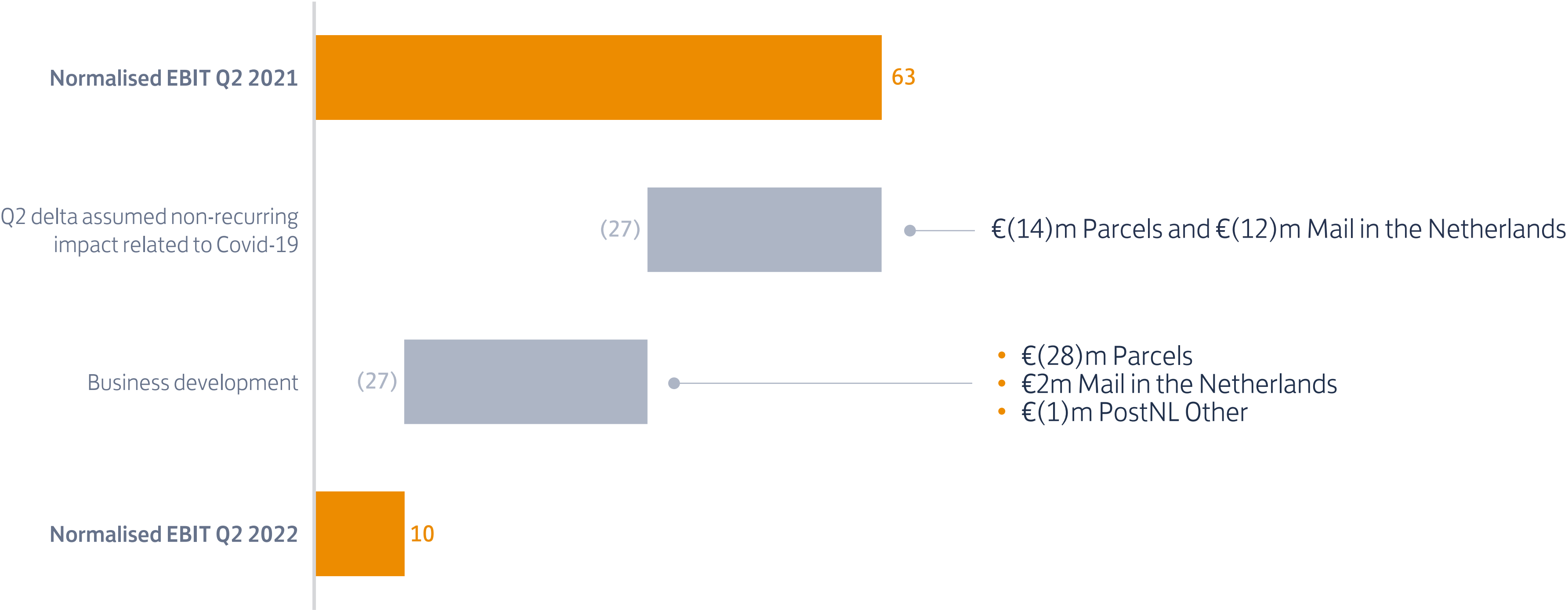
Q2 2022

Financial performance

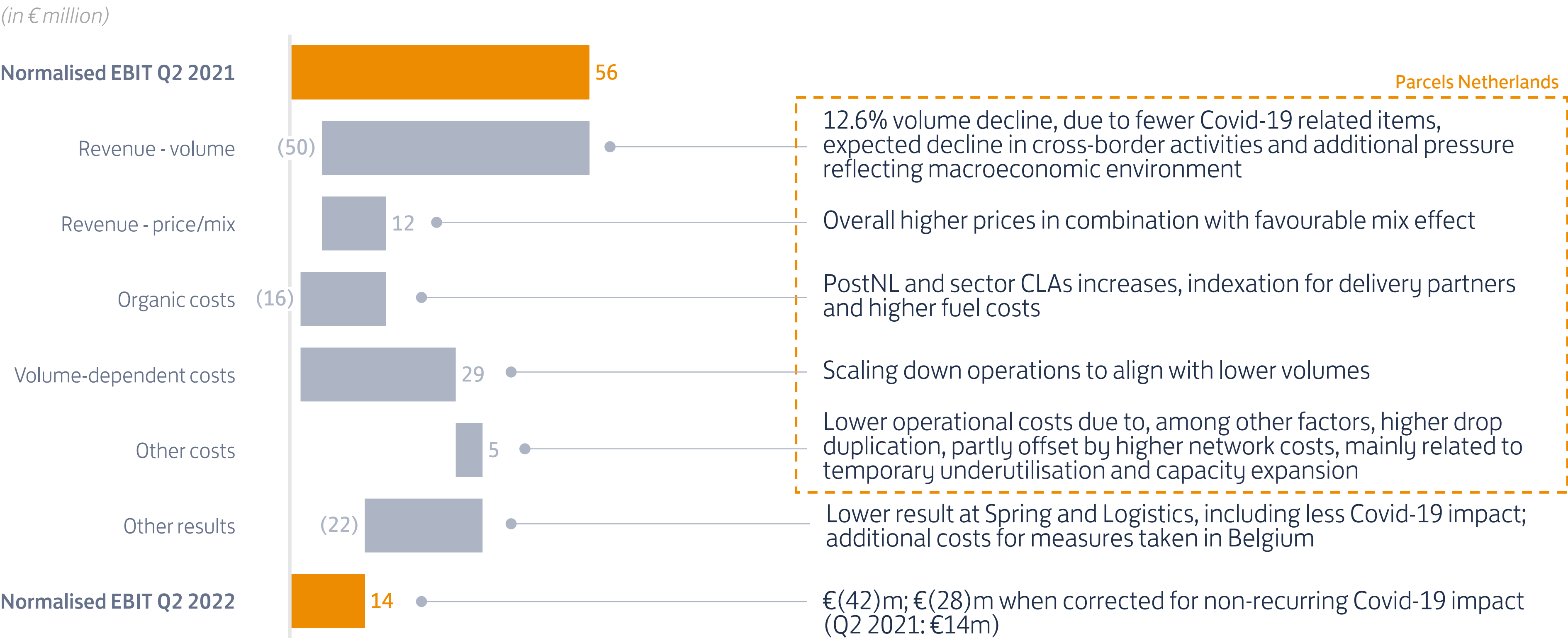


Normalised EBIT development Q2 2022

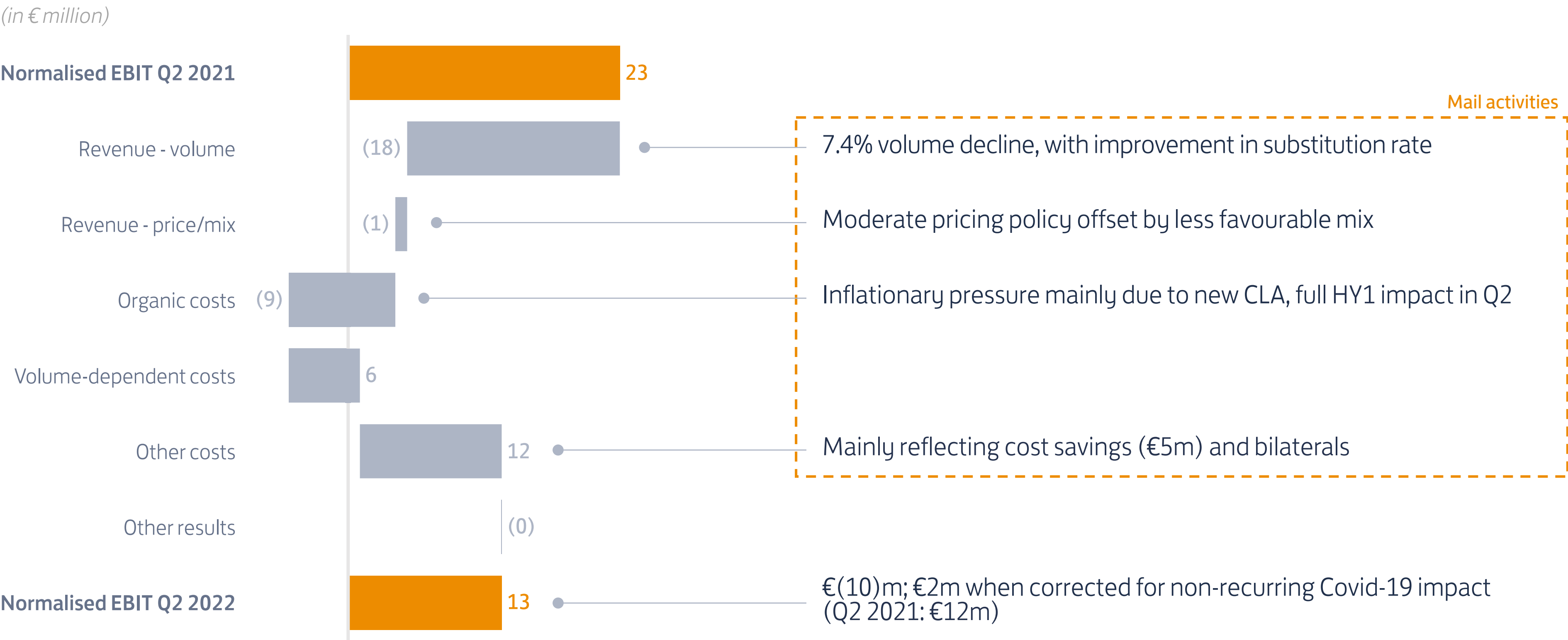
(in € million)



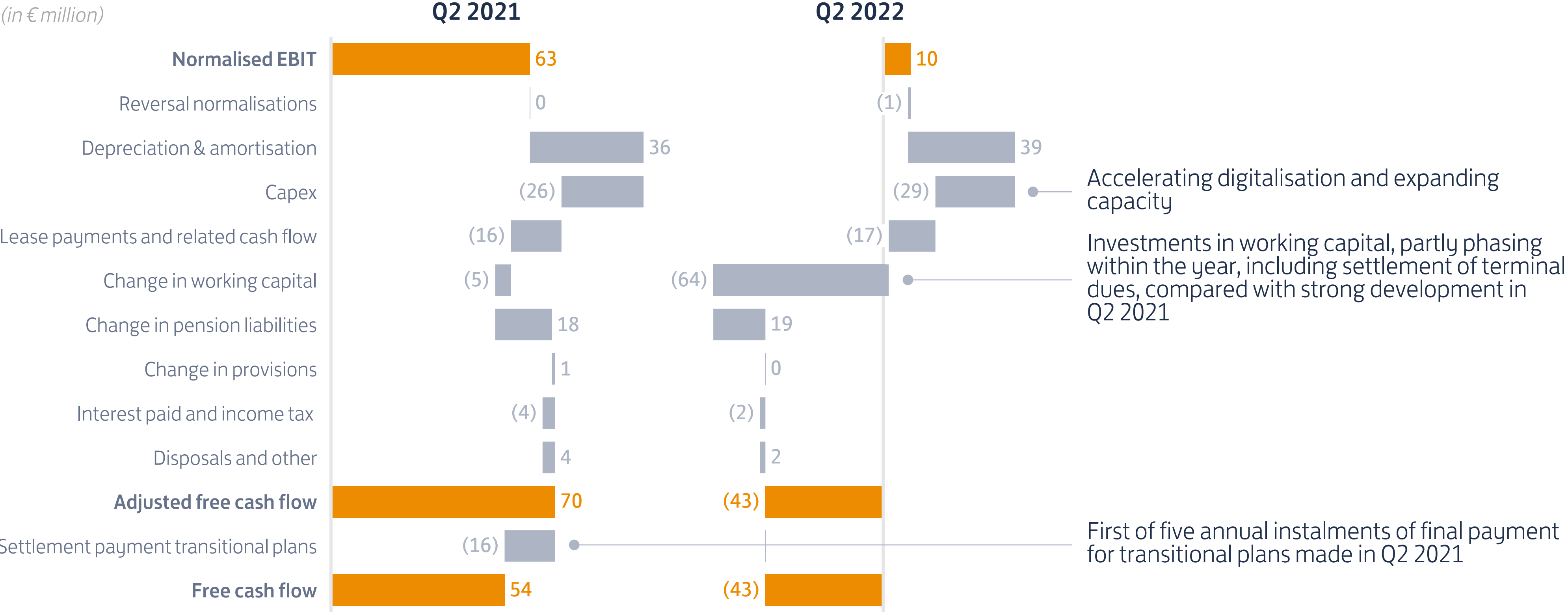
Parcels Q2 2022 normalised EBIT bridge



Mail in the Netherlands Q2 2022 normalised EBIT bridge



Cash flow



€250m share buyback programme: first tranche completed

Interim dividend 2022 set at €0.14 per share

Supporting dividend per share

- Neutralising assumed dilutive impact from dividends over 2021-23
 - first tranche to neutralise impact 2021-22 dividend
 - second tranche to neutralise impact 2023 dividend
- Expected positive impact share buyback programme on dividend per share:
~€0.03 - €0.06 in 2022-24

Interim dividend 2022

- €0.14 per share
- In line with dividend policy
 - 1/3 of dividend over previous year
 - to be paid in cash or shares, at election of shareholders

Execution

- Execution first tranche completed on 25 May 2022
 - maximum number of 51m ordinary shares repurchased
 - total consideration of €164m
- Second tranche to follow in 2023
 - remainder value of programme ~ €90m
- Using cash on balance sheet

Dividend calendar

10 August	Ex-dividend date
11 August	Record date
12 August	Start of election period
29 August	End of election period and determination of conversion rate
31 August	Payment date

Strong financial position

Solid balance sheet with positive consolidated equity; adjusted net debt at €494m

Balance sheet

(in € million)

	2 July 2022
Intangible fixed assets	371
Property, plant and equipment	433
Right-of-use assets	281
Other non-current assets	64
Other current assets	472
Cash	577
Assets classified as held for sale	5
Total assets	2,203

	2 July 2022
Consolidated equity	185
Non-controlling interests	3
Total equity	188
Pension liabilities	67
Long-term debt	697
Long-term lease liabilities	260
Other non-current liabilities	100
Short-term lease liabilities	64
Other current liabilities	828
Total equity & liabilities	2,203

Adjusted net debt

(in € million)

	31 Dec 2021	2 July 2022
Short- and long-term debt	732	737
Long-term interest-bearing assets	(20)	(18)
Cash and cash equivalents	(848)	(577)
Net debt	(136)	142
Pension liabilities	67	67
Lease liabilities (on balance)	333	324
Lease liabilities (off balance)	17	45
DTA on operational lease liabilities	(79)	(84)
Adjusted net debt	203	494

Q2 2022

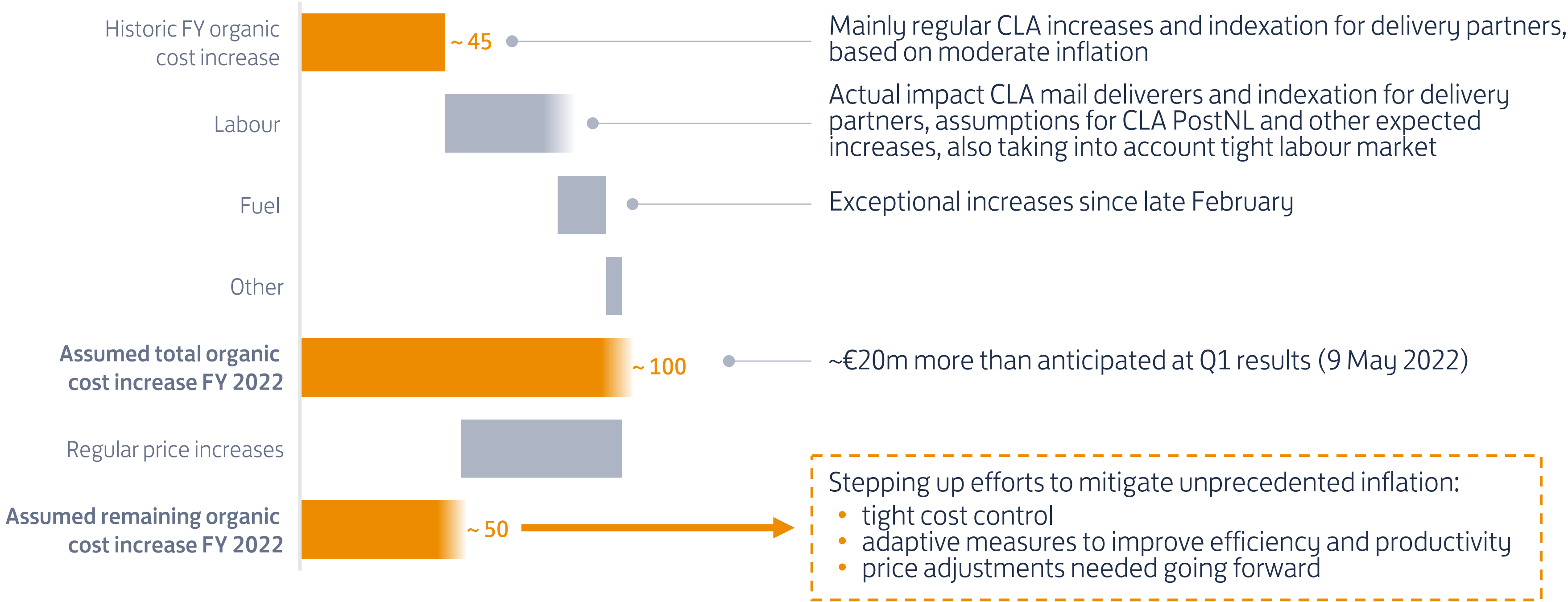
2022 outlook and guidance



Assumed organic cost development in FY 2022

Unprecedented inflation cannot be absorbed by regular price increases

(in € million)



Revised 2022 outlook

Ongoing uncertainty, increased costs level and limited visibility on volume development

(in € million)

	2021	Adjusted 2021*	Revised 2022 outlook (9 May)	Revised 2022 outlook (8 August)
Outlook				
Normalised EBIT	308	226	170 – 210	145 – 175
Free cash flow**	288		110 – 140	110 – 140 at lower end of range
Other			2022 indicative	
Normalised comprehensive income	285		to develop in line with normalised EBIT	

* For assumed non-recurring Covid-19 impact

** Cash flow before dividend/share buybacks, acquisitions, redemption bonds/other financing activities; after payment of leases

FY 2022 assumptions

Revised:

- Low single digit volume decline at Parcels *** (YTD: -16.3%)
- ~€100m increase in organic costs, including additional inflationary pressure, mainly on labour and fuel

Unchanged:

- Volume decline at Mail in the Netherlands of 8% - 10% *** (at lower end of range)
- ~€(20)m for expansion of capacity, digital NEXT and non-cash IFRS pension expenses
- Impact from cross-border activities, mainly due to step-down in volumes since change in VAT regulation, global supply chain disruptions and zero Covid-19 policy in China

Strict working capital management, capex aligned with volume projections

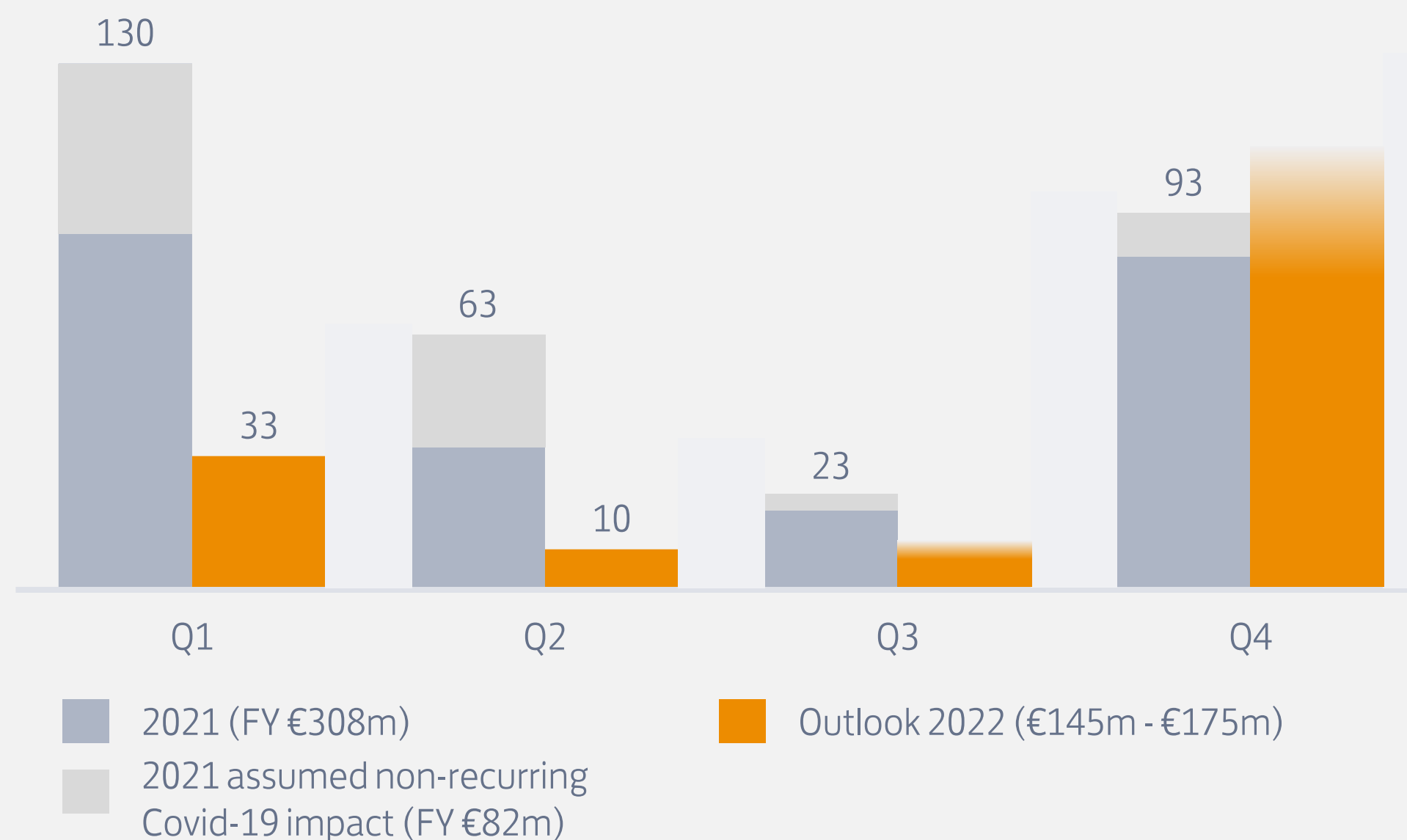
*** Based on reported volumes

Quarterly split of normalised EBIT

Back to normal seasonal pattern in 2022, with uncertain economic outlook and reduced predictability

Normalised EBIT not equally spread over the quarters

(indicative only, in € million)



Q3 2022 assumptions

- Limited impact of Covid-19
- Further inflationary cost pressure
- Limited recovery in cross-border activities, visible per 1 July 2021, due to global supply chain disruptions, higher freight costs and zero Covid-19 policy in China
- Resuming volume growth at Parcels

Recovery expected in Q4 2022

- Improving business performance in peak season
- Cost savings Mail in the Netherlands back-end loaded
- Step-up margin mainly due to operational leverage

Q2 2022

Wrap-up



Delivering on our strategy

Adaptive measures taken to mitigate external headwinds

Challenging macroeconomic environment...

- Ongoing inflationary pressure and impact on e-commerce volumes
- Tight cost control and adaptive measures
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To be the leading logistics and postal service provider in, to and from the Benelux region

Q&A

Q2 2022 Results



Appendix

Q2 & HY 2022 Results

- Results by segment
- Full reconciliation income statement and EBITDA
- Free cash flow per segment for Q2 2022, HY 2022 bridge
- Revenue mix Parcels
- Assumed non-recurring impact related to Covid-19
- Result development (bridge) per segment HY 2022
- Profit and normalised comprehensive income
- Pension expense and cash contribution Q2 2022

Results by segment Q2 2022 and HY 2022

(in € million)	Revenue		Normalised EBIT		Margin	
	Q2 2021	Q2 2022	Q2 2021	Q2 2022	Q2 2021	Q2 2022
Parcels	589	519	56	14	9.5%	2.8%
Mail in the Netherlands	389	350	23	13	5.9%	3.6%
PostNL Other	50	54	(16)	(17)		
Intercompany	(191)	(177)				
PostNL	838	746	63	10	7.5%	1.3%

	HY 2021	HY 2022	HY 2021	HY 2022	HY 2021	HY 2022
Parcels	1,251	1,073	148	33	11.8%	3.1%
Mail in the Netherlands	855	737	82	49	9.6%	6.6%
PostNL Other	99	109	(37)	(39)		
Intercompany	(405)	(367)				
PostNL	1,800	1,552	193	43	10.7%	2.8%



Note: Normalised figures exclude one-offs in Q2 2022 (€1m), Q1 2022 (€3m) and in Q1 2021 (€(18)m)

Full reconciliation of income statement and EBITDA Q2 2022

Income statement

(in € million)

	PostNL		Parcels		Mail in NL		PostNL Other		Eliminations	
	Q2 2021	Q2 2022	Q2 2021	Q2 2022	Q2 2021	Q2 2022	Q2 2021	Q2 2022	Q2 2021	Q2 2022
Total operating revenue	838	746	589	519	389	350	50	54	(191)	(177)
Other income	2	1	0	0	2	1	-	-		
Cost of materials	(16)	(20)	(12)	(15)	(2)	(3)	(1)	(2)		
Work contracted out and other external expenses	(417)	(370)	(385)	(348)	(189)	(164)	(33)	(35)	191	177
Salaries and social security contributions	(241)	(237)	(87)	(89)	(127)	(124)	(28)	(25)		
Pension contributions & related costs	(41)	(44)	(7)	(8)	(12)	(12)	(22)	(23)		
Depreciation, amortisation and impairments	(36)	(39)	(18)	(19)	(9)	(7)	(9)	(13)		
Other operating expenses	(25)	(29)	(25)	(25)	(27)	(29)	27	26		
Total operating expenses	(776)	(738)	(533)	(504)	(367)	(339)	(66)	(72)	191	177
Operating income / EBIT	63	9	56	14	23	13	(16)	(18)	-	-

EBITDA

	PostNL		Parcels		Mail in NL		PostNL Other	
Operating Income / EBIT	63	9	56	14	23	13	(16)	(18)
Depreciation, amortisation and impairments	36	39	18	19	9	7	9	13
Reported EBITDA	99	48	74	33	32	20	(7)	(5)
Non-cash pension expense	18	19	0	0	0	-	18	19
EBITDA excluding non-cash pension expense	116	67	74	33	32	20	11	14
IFRS16 impact (depreciation RoU assets)	(15)	(16)	(9)	(11)	(3)	(3)	(3)	(3)
EBITDA excluding non-cash pensions and IFRS16	101	51	64	23	29	17	7	12

Full reconciliation of income statement and EBITDA HY 2022

Income statement

(in € million)

	PostNL		Parcels		Mail in NL		PostNL Other		Eliminations	
	HY 2021	HY 2022	HY 2021	HY 2022	HY 2021	HY 2022	HY 2021	HY 2022	HY 2021	HY 2022
Total operating revenue	1,800	1,552	1,251	1,073	855	737	99	109	(405)	(367)
Other income	23	6	0	0	23	6	(0)	-		
Cost of materials	(32)	(41)	(23)	(31)	(5)	(6)	(3)	(4)		
Work contracted out and other external expenses	(883)	(773)	(812)	(725)	(409)	(343)	(67)	(73)	405	367
Salaries and social security contributions	(491)	(482)	(169)	(179)	(264)	(251)	(57)	(52)		
Pension contributions & related costs	(81)	(86)	(14)	(16)	(23)	(23)	(43)	(47)		
Depreciation, amortisation and impairments	(71)	(78)	(36)	(38)	(19)	(14)	(17)	(26)		
Other operating expenses	(54)	(59)	(49)	(51)	(58)	(57)	53	50		
Total operating expenses	(1,612)	(1,519)	(1,103)	(1,040)	(778)	(695)	(135)	(152)	405	367
Operating income / EBIT	211	38	148	33	100	49	(37)	(43)	-	-

EBITDA

	PostNL		Parcels		Mail in NL		PostNL Other	
Operating Income / EBIT	211	38	148	33	100	49	(37)	(43)
Depreciation, amortisation and impairments	71	78	36	38	19	14	17	26
Reported EBITDA	283	117	184	71	118	63	(20)	(17)
Non-cash pension expense	36	39	0	0	0	-	36	39
EBITDA excluding non-cash pension expense	319	156	184	71	118	63	17	22
IFRS16 impact (depreciation RoU assets)	(31)	(32)	(19)	(21)	(6)	(6)	(7)	(5)
EBITDA excluding non-cash pensions and IFRS16	288	124	165	50	112	57	10	17

Free cash flow per segment Q2 2022

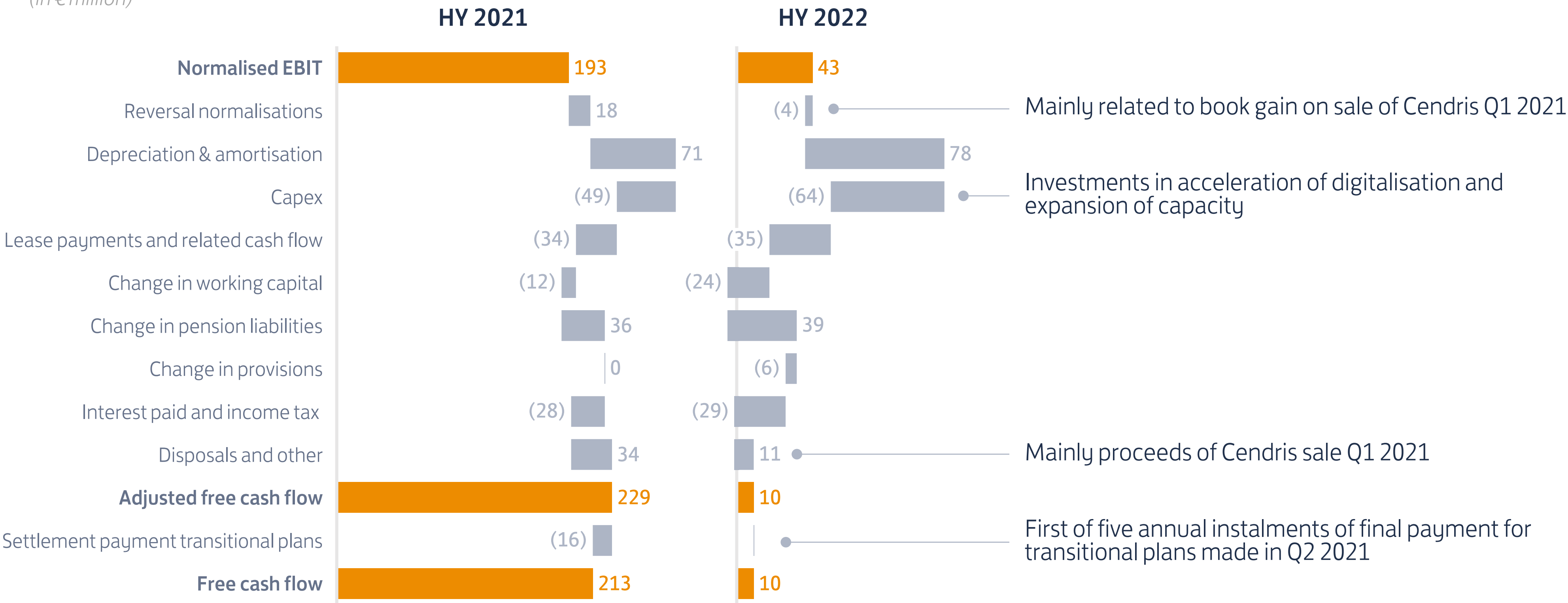
(in € million)

	PostNL		Parcels		Mail in NL		PostNL Other & Eliminations	
	Q2 2021	Q2 2022	Q2 2021	Q2 2022	Q2 2021	Q2 2022	Q2 2021	Q2 2022
EBITDA	99	48	74	33	32	20	(7)	(5)
Change in pensions	18	19	0	-	0	-	18	19
Change in provisions	1	0	1	0	1	0	0	(0)
Change in working capital	(5)	(64)	(3)	(35)	6	(26)	(8)	(2)
Capex	(26)	(29)	(4)	(4)	(11)	(4)	(11)	(21)
Disposals	3	(0)	0	(0)	3	-	(0)	(0)
Interest paid	(4)	(4)	(1)	(1)	(1)	(1)	(2)	(2)
Income tax paid	(0)	2	(14)	(4)	(6)	(3)	19	8
Lease payments and related cash flow	(16)	(17)	(8)	(10)	(4)	(4)	(3)	(3)
Other	1	2	1	0	(0)	0	1	2
Adjusted free cash flow	70	(43)	44	(20)	19	(19)	7	(3)
Soft pension settlement	(16)	-	-	-	-	-	(16)	-
Free cash flow	54	(43)	44	(20)	19	(19)	(10)	(3)
Free cash flow yield	2%	(3)%						



Cash flow HY

(in € million)



Revenue mix Parcels per quarter

<i>(in € million)</i>	Q1 2021	Q1 2022	Q2 2021	Q2 2022	HY 2021	HY 2022
Parcels Netherlands	444	361	383	345	828	706
Spring	145	105	131	91	276	195
Logistics solutions and other	102	105	100	98	203	203
Eliminations	(30)	(17)	(26)	(15)	(56)	(32)
Parcels	662	554	589	519	1,251	1,073

Assumed non-recurring impact related to Covid-19

Volumes

(around, in million)

	Q1 2021	Q1 2022	Q2 2021	Q2 2022	HY 2021	HY 2022
Parcels	26	2	11	0	37	2
Mail in the Netherlands	12	15	23	3	35	17

Revenue

(around, in € million)

	Q1 2021	Q1 2022	Q2 2021	Q2 2022	HY 2021	HY 2022
Parcels	137	2	78	-	215	2
Mail in the Netherlands	33	9	27	1	60	10
Eliminations	(6)	0	(9)	0	(15)	0
PostNL	164	10	96	1	260	11

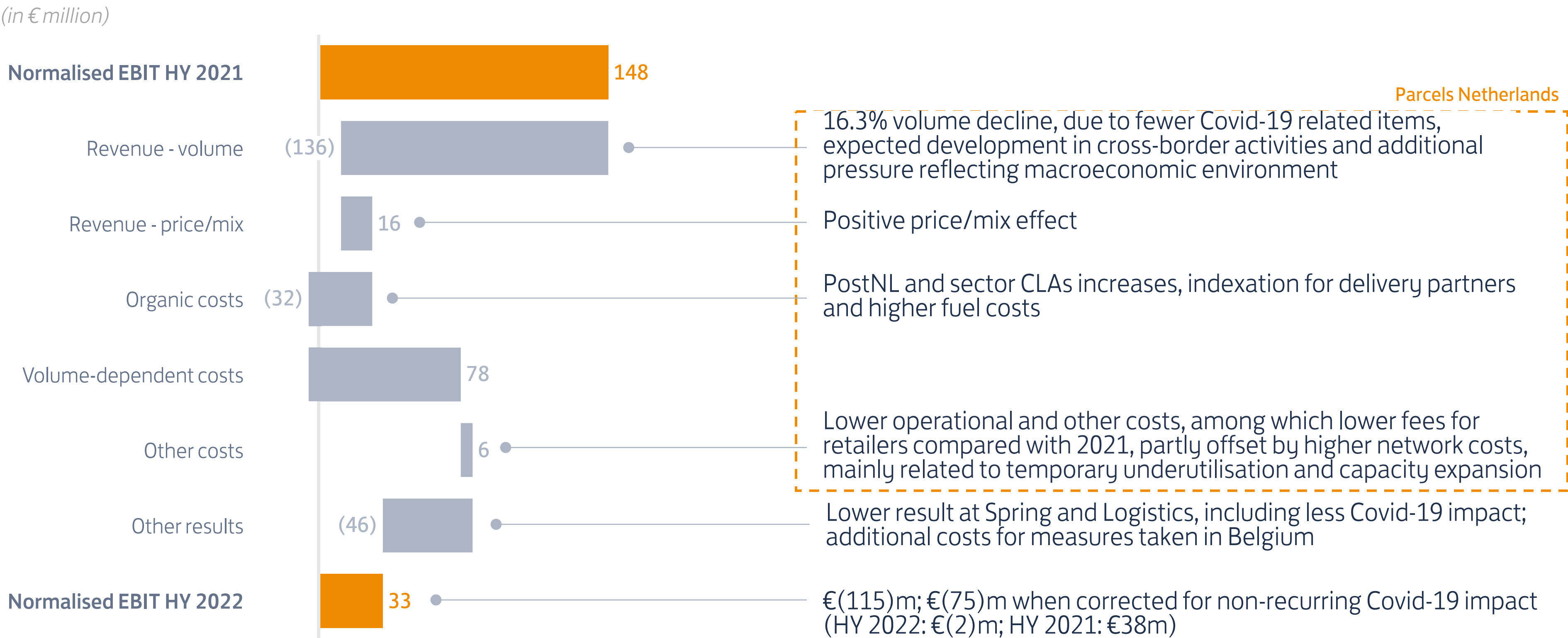
Normalised EBIT

(around, in € million)

	Q1 2021	Q1 2022	Q2 2021	Q2 2022	HY 2021	HY 2022
Parcels	24	(2)	14	-	38	(2)
<i>Parcels Netherlands</i>	17	(2)	7	-	24	(2)
<i>Spring and Logistics</i>	7	-	7	-	14	-
Mail in the Netherlands	18	3	12	(0)	30	3
PostNL	42	1	26	(0)	69	0

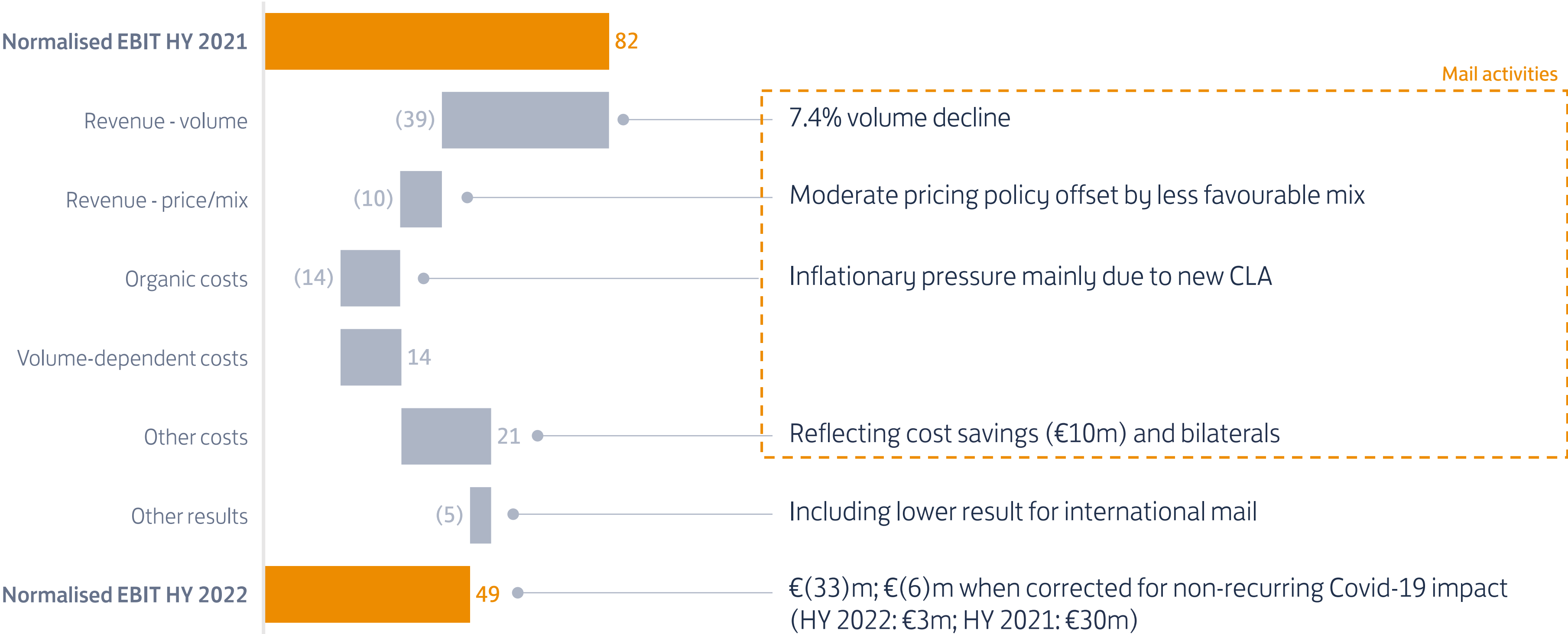


Parcels HY 2022 normalised EBIT bridge



Mail in the Netherlands HY 2022 normalised EBIT bridge

(in € million)



Profit and normalised comprehensive income* PostNL

(around, in € million)

	Q1 2021	Q1 2022	Q2 2021	Q2 2022	HY 2021	HY 2022
Operating income / EBIT	148	30	63	9	211	38
Net financial expenses	(5)	(6)	(4)	(5)	(10)	(11)
Results from investments in JVs/associates	0	0	(1)	(0)	(1)	0
Income taxes	(31)	(7)	(15)	(2)	(46)	(9)
Profit/(loss) from discontinued operations	24	(0)	(1)	(13)	23	(13)
Profit	136	16	41	(11)	177	5
Other comprehensive income (mainly related to pensions)	13	15	15	16	28	31
Total comprehensive income	149	32	56	5	205	36
Normalisation on EBIT, net of tax	(14)	2	0	1	(14)	3
Exclude result from discontinued operations	(24)	0	1	13	(23)	13
Normalised comprehensive income	112	34	57	19	169	53

* Normalised comprehensive income is defined as comprehensive income normalised for incidentals in operating income/EBIT, net of statutory tax, as well as the net result from discontinued operations

Reconciliation of pension expense and cash contribution

(in € million)

	PostNL		Parcels		Mail in NL		PostNL Other	
	Q2 2021	Q2 2022	Q2 2021	Q2 2022	Q2 2021	Q2 2022	Q2 2021	Q2 2022
Cash contribution*	(24)	(25)	(7)	(8)	(12)	(12)	(4)	(4)
IFRS non-cash pension expense	(18)	(19)	(0)	(0)	(0)	-	(18)	(19)
Total pension expense	(41)	(44)	(7)	(8)	(12)	(12)	(22)	(23)

	HY 2021	HY 2022	HY 2021	HY 2022	HY 2021	HY 2022	HY 2021	HY 2022
Cash contribution	(45)	(47)	(14)	(16)	(23)	(23)	(7)	(8)
IFRS non-cash pension expense	(36)	(39)	(0)	(0)	(0)	-	(36)	(39)
Total pension expense	(81)	(86)	(14)	(16)	(23)	(23)	(43)	(47)

Total pension expense increased by €2m in Q2 2022 and €5m in HY 2022, in line with earlier indication

- Visible in EBIT, EBITDA and profit for the period (after tax)
- Includes a substantial non-cash part (i.e. IFRS non-cash pension expense)
 - reversed via other comprehensive income, mitigating the impact on total comprehensive income
 - visible in free cash flow under “Change in pension liabilities”
- Sensitivity: pension expense increase/decrease of €25m per 50bps change in interest rate versus assumed indexation**



* Excluding settlement payment transitional plans (€16m in Q2 2021)

** Net change in the (IFRS) pension interest rate versus the assumed indexation; expresses the (IFRS) pension expense impact; for a sensitivity analysis of the defined benefit obligation please refer to the PostNL Annual Report 2021