

PostNL N.V. - Investor Relations Policy

Introduction

PostNL is committed to transparent and timely communication to its investors and analysts ('the financial community') in compliance with requirements from relevant organisations and corporate governance standards. PostNL's contacts with the financial community are carefully handled and structured and the company will not engage in any acts that can compromise the independence of analysts in relation to the company and vice versa.

IR Responsibility

The CFO has the principal responsibility for Investor Relations, with the active involvement of the CEO of PostNL. Contacts with the capital markets are dealt with by the members of the Board of Management and PostNL's Investor Relations professionals. The CFO may designate to other spokespersons explicit authority to communicate with the financial community.

Publication of financial reports

PostNL provides full quarterly financial reports.

In the period preceding the publication of the results of that quarter, PostNL will be in a "closed period". During this time, the company will not hold meetings with analysts or investors, make presentations at broker conferences, or hold discussions/conference calls with investors and analysts.

All press releases and supplementary information will be published on the corporate website www.postnl.com. Information is published in Dutch and English.

IR activities

PostNL communicates with its financial community by:

- General Meetings of Shareholders (open to follow via webcast)
- roadshows and broker conferences
- capital markets days
- conference calls to update the market after each quarterly announcement
- ad hoc conference calls

Information about upcoming events is published in the financial calendar on www.postnl.com.

Bilateral communication with (potential) investors

PostNL has regular bilateral contacts with existing and potential investors. The aim is to build long-term relationships within the investor community. The dialogue with the investors and analysts ensures that the financial community has a balanced and complete view of the performance of PostNL and relevant business developments.

Bilateral contacts are usually conducted with at least two designated representatives of the company being present, while always observing applicable rules concerning selective disclosure, equal treatment of investors and insider trading.

Analysts' reports are not assessed, commented upon or corrected by the company, other than factually. PostNL does not pay any fees for carrying out research for analysts' reports or for the production or publication of analysts' reports, with the exception of credit rating agencies.
