

# delivering more



## Our commitment to sustainability

For most companies, the essence of sustainability seems to be avoiding liabilities – not doing bad things. For us, sustainability is our ongoing search for opportunities to actively do good things and then report on our progress.

More than anything else, we want TPG to be a well-respected and trusted entity that demonstrates accountability not only to customers and shareholders, but also to our employees and the world at large. Over the last two years we have integrated our sustainability initiatives and approaches to ensure that our policies and practices effectively reflect our vision.

We now have a clearly defined, three-step approach towards sustainability:

- We are implementing various international standards in order to retain our license to operate.
- We aim to enhance our sector's reputation by engaging in a stakeholder dialogue and by implementing sector key performance indicators.
- We measure, benchmark and report about our performance, and we lead the industry by initiating unique commitments, beyond compliance.

This approach will be progressively implemented throughout our businesses. The key to success in sustainability is the willingness to take responsibility and to be accountable for everything we do.

This is our first Corporate Sustainability Report; by reporting honestly and openly about our progress - also in areas where we do not yet lead - we want to give a strong signal to all our stakeholders: we work for the world.

This report will form the basis from which we will improve both our reporting and our impact on the world in which we live.

In 2005 we've committed to improve our performance significantly. Our Supervisory Board will actively monitor progress through its Public Affairs Committee.

By delivering outstanding service to our customers, providing sound returns for our shareholders, treating our employees and our world with respect, and conducting our business in an honest and open manner, we are demonstrating our commitment to sustainability.

Kind regards,



Peter Bakker, CEO

Hoofddorp, 25 February 2005

### TPG corporate sustainability stakeholders



Our people



Our shareholders



Our customers



Our world

### % of staff at certified sites in 2004



71%



liP - Investors in People



0%



OHSAS 18001 - Health and safety



2%



SA 8000 - Social accountability



67%



ISO 9001 - Quality management



34%



ISO 14001 - Environmental management

# Delivering more

## At TPG, everything we do should relate to our mission...

- Our mission is to exceed customers' expectations in the transfer of their goods and documents around the world.
- We deliver value to our customers by providing the most reliable and efficient solutions in distribution and logistics.
- We lead the industry by
  - Instilling pride in our people
  - Creating value for our shareholders
  - Sharing responsibility for our world.

## ...to turn our mission, vision and standards into reality

...we continuously measure the appropriateness of our behaviour and its impact. We annually report results and reward management accordingly through our compensation and incentive schemes.

## Achieving our mission requires us to maintain our uncompromising and ever-prevailing standards

- Aim to satisfy customers every time
- Challenge and improve all we do
- Be passionate about our people
- Act as a team
- Be honest, always
- Measure success through sustainable profit
- Work for the world.

## Our aspirations

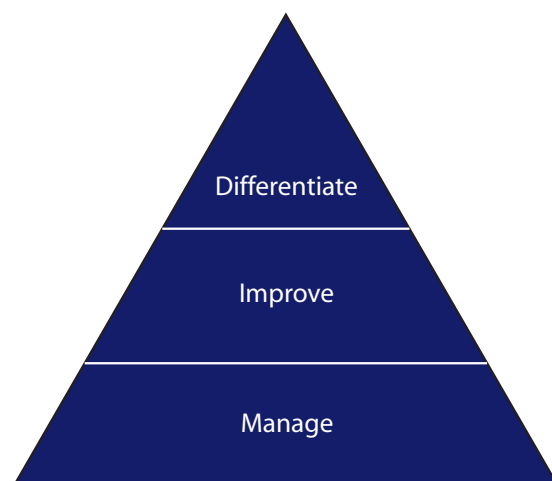
TPG is a global business that strives to improve its social and environmental impact on communities around the world. We aspire to help people realise their potential and meet the needs of the current generation without producing a poorer world for our children by compromising the

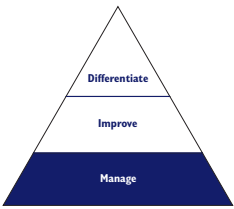
ability of future generations to meet their own needs. To meet these aspirations towards our stakeholders, we subscribe to the United Nations Global Compact that embraces, supports and enacts a range of values in the areas of human rights, labour standards and the environment that we can influence.

The quality of our footprint on local, regional, national and global societies is a key factor when communities decide whether to extend their consent to our operations in the long-term. TPG is developing and maintaining policies and practices that promote a positive and sustainable environmental and social contribution to every community in which we operate. The TPG Code of Business Principles underpins this commitment to legal compliance, continuous improvement and sustainability. These principles are based on the OECD guidelines and the ILO standards; this demonstrates our support for those standards.

## Our three-step approach

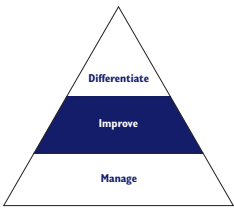
We want to demonstrate our commitment on three levels. Our approach can be thought of as a three-stage pyramid, with our standards at its base, industry-related initiatives in the middle and TPG's unique approach to sustainability at the top.



Manage: meet the standards		
<b>Manage</b> 	Meet corporate governance code	
	Ensure operational excellence Ensure a safe place to work Ensure a responsible impact on our world Enable people to grow Demonstrate social responsibility Report our sustainability performance	ISO 9001 OHSAS 18001 ISO 14001 Investors in People SA 8000 <sup>1</sup> GRI
	<i>Status: Sustainability standards to be implemented within three years in fully-owned operations.</i> <sup>1</sup> compulsory in non-OECD countries	

By the end of 2007 TPG wants 100% coverage of the management systems throughout fully-owned operations. Building sustainability into our business processes is an ongoing process,

which we will continue to develop when refining our data and reporting systems for our future reports.

Improve sector reputation		
<b>Improve</b> 	Initiate World Economic Forum sector discussions on CSR and chair sector initiative in 2004	
	Implement agreed sector Principles and develop sector Key Performance Indicators through a stakeholder dialogue facilitated by the Global Reporting Initiative	
	<i>Status: Principles agreed in 2004. KPIs which will be used by all WEF-participants to be developed in 2005. This will be a sub set of the KPIs that we present in this report</i>	

Since 2003 TPG has been actively involved in the World Economic Forum's logistics and transport sector corporate citizenship initiative. In 2004, CEO Peter Bakker chaired this initiative, which has three deliverables:

- Agree on sector principles for corporate citizenship
- Define a small set of meaningful sector indicators on performance in this field
- Start a multi-stakeholders dialogue involving the Global Reporting Initiative (GRI).

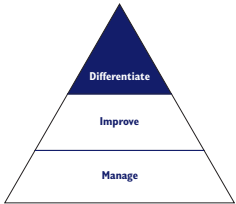
TPG has integrated the sector principles into its TPG Business Principles. We chaired the working group for developing sector KPIs, and we co-chair the GRI multi-stakeholders dialogue for developing a corporate citizenship reporting standard.

As a preparation for the stakeholder dialogue moderated by GRI, the WEF initiative commissioned two studies on stakeholder issues and concerns about our sector.

Responses were collected from eight stakeholder groups:

- Academic and research institutes
- Financial and investment services organisations
- Government agencies
- Industry associations
- International organisations
- Non-governmental organisations (NGOs)
- Trade unions
- Customers (as a separate study)

The conclusion of the stakeholder studies is in line with the reporting priorities of TPG. The top issues revealed in these studies are related to environmental aspects and employee health and safety. Customers have developed or are developing sustainability requirements for their entire supply chains. The transport and logistic sector does not raise specific concerns for most customers.

Lead the industry		
<b>Differentiate</b>  	Reduce CO <sub>2</sub> emissions and support innovation	Corporate plan: "Delivering Clean"
	Promote diversity	Enlarge participation of minorities
	Move the world	Help WFP to fight hunger; support local initiatives
	Prevent road accidents	Corporate plan: "Driving safety"
	<i>Status: Plans developed; execution starting in 2005.</i>	

## Dow Jones Corporate Sustainability Assessment

In 2004, TPG participated in the annual assessment that qualifies for the Dow Jones Sustainability Index (DJSI). Only the world's 2,500 largest stock listed companies can compete in this assessment. For each of the 60 industry groups, only the top companies qualify. In the industrial transportation index in which TPG is classified, nine qualified companies are listed. We did not qualify for the Dow Jones Sustainability Index in 2004.

This assessment is based on 116 questions in various areas of corporate sustainability. In this report the most relevant DJSI criteria per stakeholder group and our score are included.

In the report on progress, four scores are presented:

- TPG's performance to date (TPG)
- Average score of companies in the sector (sector average)
- Lowest score by a company in the sector that qualified for the index (sector qualifying)
- Best score reached by any company in the sector (sector best)

The complete questionnaire, assessment and answers are presented on [www.tpg.com](http://www.tpg.com).



# Accomplishments and challenges



- ⊖ We did not qualify for the Dow Jones Sustainability Index. The weakest point appears to be environmental management. However, our performance on corporate governance and advanced customer relationship management were regarded to be best in class.
- ⊕ In 2004 the Board of Management agreed our three-step approach towards sustainability. In three years we will implement this approach in our fully-owned operations; ongoing we will introduce targets to improve our performance.
- ⊕ We obtained an assurance report from our external auditor PricewaterhouseCoopers for our first Corporate Sustainability Report.

## Our people

- ⊖ Overall, our gender profile doesn't differ from the industry average, where participation of women is, in general, low. There is no indication that TPG breaks from this trend.
- ⊖ Voluntary turnover increased throughout all divisions. One out of four employees in the Logistics division left voluntarily. The main reason for this development is that Logistics in the United Kingdom divested some of its activities, and employees transferred to the company that purchased those activities. In addition, there is a shortage of trained drivers in the UK market and because TNT Logistics invests in equipping its drivers with outstanding skills and knowledge, these drivers become very attractive to competitors.
- ⊕ The Mail division's Distribution and Transportation business units have a successful driver training programme, which has helped the division achieve a zero road accident record for the last two years.
- ⊕ TPG employees in the Netherlands donated holiday hours to aid victims of the tsunami in Asia for a value of € 700,000.

## Our shareholders

- ⊕ The Dow Jones Sustainability Index assessed our corporate governance as best in class in our industry.

## Our customers

- ⊕ Customer satisfaction levels show a stable and good rating in all market segments.

## Our world

- ⊖ Only a rough estimation of the overall CO<sub>2</sub> emissions can be given. TPG reports its CO<sub>2</sub> emissions based on the reliability of data. The footprint is separated into reliable and estimated figures based on expert judgment and core figures of our operations (such as fleet, surface and volume). These estimates are based on all information available to management the date of preparation of this report. It is expected that by 2007 the footprint will be fully reliable.
- ⊕ Within TPG, waste consists mostly of office waste, such as paper waste, cardboard and some wood from pallets. In the Mail division, there is a goal to recycle 40% of waste by separating paper and cardboard waste. Where measured, TPG currently has an overall waste recycling rate of about 28%.

# Report on progress

## Scope of the report

We are delighted to present hereby our first corporate sustainability report. This report is based on reporting criteria we developed in accordance with the Guidelines of the Global Reporting Initiative (GRI) 2002 requirements, as far as relevant to TPG and its industries. The selection of key performance indicators (KPI) is based on interactive stakeholder dialogue and for a disclosure of the KPIs selected we refer to annex 1, the GRI cross reference index.

Only sites and business units which are fully owned by TPG are asked to deliver their sustainability data. Sub-contractors are excluded. These data are gathered using a questionnaire. All data presented in this report, are based on measurement, unless other methods are mentioned.

We implement sustainability management systems in order to improve continuously our sustainability performance, and we report only on parts of our organisation where certified systems (Investors in People, OHSAS 18001, ISO 9001, ISO 14001 and SA 8000) are in place, because these data are being managed for improvement. In some cases (although there is a management system in place), not all sites or business units have data available yet. In those cases, we report only available data.

For three important key subjects we report for all sites, i.e. (road and workplace) fatalities, our CO<sub>2</sub> footprint and vehicle accident rate.

All figures are based on the information provided by our three divisions and our corporate staff. Nevertheless, we recognise that some of the data in this report are subject to a degree of uncertainty due to the various methods and measurement techniques used to determine the social and environmental data.

A complete overview of certification and all reported data per site per division can be found in Annex 2.

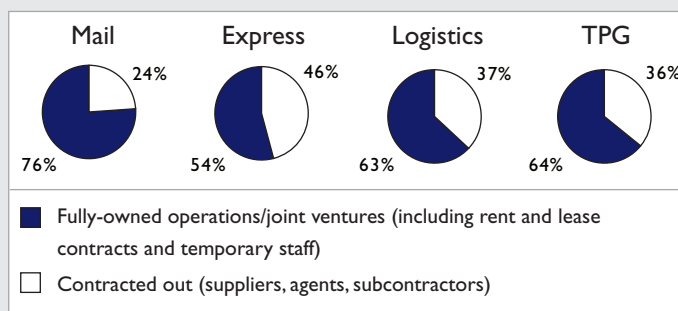
The period this report refers to is 1 January 2004 till 31 December 2004. As TPG is a dynamic organisation, we realised growth in our operations compared to 2003.

By presenting most figures in a relative way (using percentages), we enable you to assess our progress.

As we strive for social leadership we consider sustainability issues as an integral part of our business, and we therefore asked PricewaterhouseCoopers to verify the data collection and processing for this report. All data and graphs related to the percentage of TPG people working at certified sites have been audited and are therefore marked with a triangle (▲). All the other elements of the report have been reviewed. You will find their assurance report on pages 23 and 24.

We benchmark our overall performance using the Dow Jones Corporate Sustainability Index.

Our ambition is to certify all our fully-owned operations by 2007. The graph underneath shows the span of this ambition and indicates the balance between fully owned operations/joint ventures and subcontractors (based on our total operating expenses). Figures in this report refer to the blue in the pies below.



For more information regarding our company, we refer you to our website [www.tpg.com](http://www.tpg.com) and our Annual Report and Annual Overview 2004.

## Our people

This section of our report deals with TPG's social performance. We recognise that our people are the only sustainable competitive advantage we have, and we aim to cultivate mutually beneficial relationships with each of them. Therefore, we focus on the following (GRI) key performance indicators:

- Certification for Investors in People award
- Occupational Health and Safety Audit Scheme 18001 (OHSAS 18001) certification
- Workforce
- Employee satisfaction

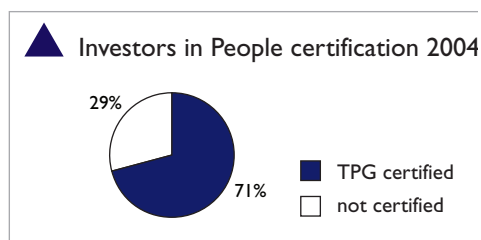
- Turnover and retention
- Fatalities
- Vehicle accident rate
- Lost Time Accidents Frequency Rate (LTIAR)
- Diversity: Gender profile
- Training hours
- Inclusion of minorities
- SA 8000 certification
- Corporate Philanthropy

Additionally, you will find the social dimension of the Dow Jones Sustainability Assessment results 2004.

### Employment


 Investors in People certification		
	2003	2004
	% employees*	% employees*
Mail	77%	79%
Express	94%	94%
Logistics	6%	29%
TPG	65%	71%

\* Percentage headcounts working in certified sites of total headcount



We want to enable people to grow. By certifying our entities according to the Investors in People standard we aim to reach this goal. In many parts of our company, we have already implemented this standard, which sets levels of good practice for training and developing people to achieve business goals.

External certification has proved the majority of the Mail division and almost the entire Express division to be compliant with this standard. In 2004, one-third of the Logistics division is certified.

 OHSAS 18001 certification		
	2003	2004
	% FTE*	% FTE*
Mail	0%	0%
Express	1%	1%
Logistics	0%	0%
TPG	0%	0%

\* Percentage FTEs working in certified sites of total FTEs

We want to ensure that all our workplaces are safe. By certifying our entities to the OHSAS 18001 standard we can manage our business in order to reach this goal.

Health and Safety (H&S) management systems were used by TNT Express worldwide to effectively manage H&S relating to the work activities. The division used external audit companies British Safety Council and National Safety Council to audit the effectiveness of the H&S systems. The audit companies confirmed that the effectiveness was ranking from good to excellent in the 20 countries audited.

At the end of 2004, TPG decided to only use one method of external certification for OHSAS 18001. This explains the current low percentage of certification within Express.



## General information

Workforce		
Headcount (end of year)	2003	2004
Mail	80,613	76,730
Express	43,723	44,933
Logistics	38,692	40,581
TPG	163,028	162,244
Full Time Equivalent (year's average)	2003	2004
Mail	44,328	41,183
Express	39,476	41,396
Logistics	37,495	39,746
TPG	121,299	122,325

This table shows the breakdown of our workforce 2003 and 2004.

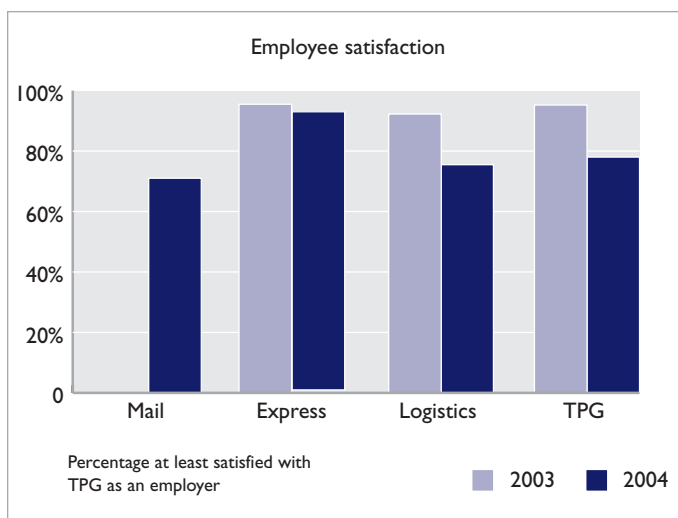
From 2003 to 2004, Mail experienced a decrease of volumes; as a response to that a cost reduction programme and other efficiency measures were implemented. As a result there was a decline in headcount and FTEs.

## Labour relations

Employee satisfaction (based on IiP certified sites)		
The percentage of employees that were at least satisfied with TPG as an employer	2003	2004
Mail	nd	72%
Express	97%	95%
Logistics	93%	74%
TPG	97%	77%

The people who work for TPG are our most important asset. We measure and assess their motivation and commitment to establish how satisfied they are with TPG as an employer. This process helps us identify areas for improvement in our human resources activities.

The overall number of employees that responded to the employee satisfaction survey in 2004 is 68%. Division Mail received a response of 66%, within Express 74% responded and 70% of the Logistics employees responded to the satisfaction survey.

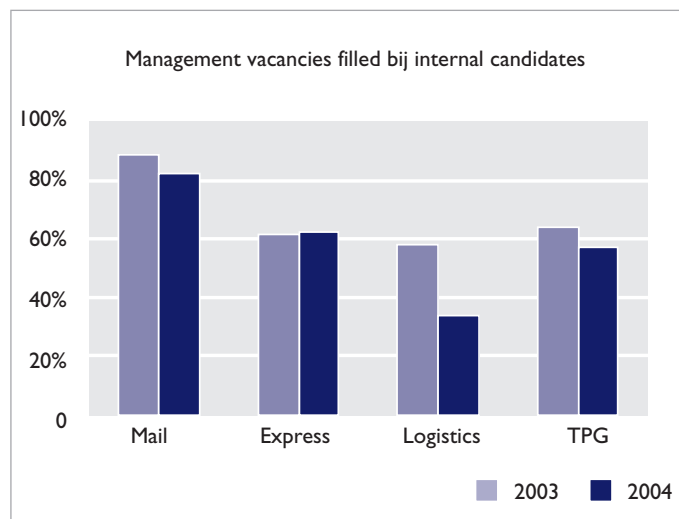
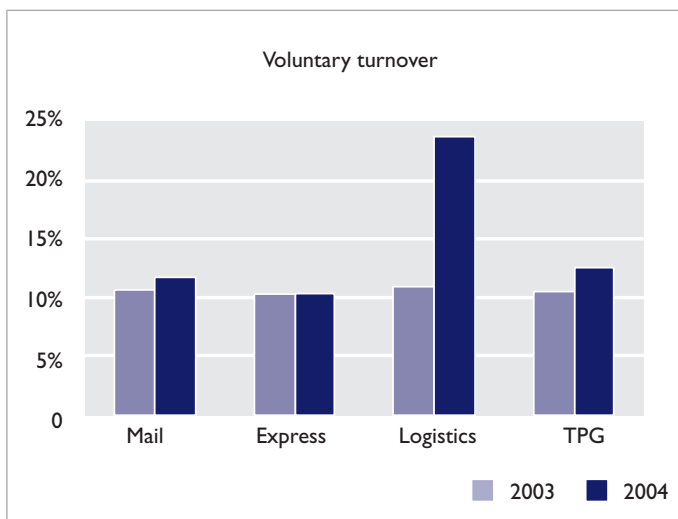


Employee satisfaction figures are based on internal and external surveys. In 2003, no formal employee satisfaction survey was conducted in Mail. Logistics based its 2004 percentage mainly on the survey conducted in the United Kingdom, Australia and Benelux. In 2005 a global employee satisfaction engagement survey will be launched, based on a random sample of employees for each of the divisions.

Turnover and retention (based on IiP certified sites)				
	Voluntary turnover		Management vacancies filled by internal candidates	
	2003	2004	2003	2004
Mail	11%	12%	90%	82%
Express	10%	10%	62%	62%
Logistics	11%	24%	57%	31%
TPG	11%	12%	65%	56%

We strive for personal development of our employees and therefore we encourage internal promotion. Additionally, the voluntary turnover provides us an indication of the TPG's attractiveness compared to our competitors.

The percentage of voluntary turnover has increased in Logistics because the division divested some of its activities in the United Kingdom.



## Health and safety

Fatalities (based on all sites)				
	2003	2004	2003	2004
	Blameworthy road traffic accident fatalities <sup>1</sup>		Workplace fatalities <sup>2</sup>	
Mail (only the Netherlands)	0	0	0	0
Express	2	0	1	1
Logistics	3	4	2	4
TPG	5	4	3	5

<sup>1</sup> A blameworthy road traffic accident fatality is a TPG employee or a third party injured fatally by the negligence of any authorised person driving a vehicle owned or operated by TPG.

<sup>2</sup> Employees injured fatally due to an accident (excluding blameworthy road traffic accidents) and the number of third parties injured fatally while at work on TPG controlled premises.

We want to prevent road accidents. We have developed a plan to enhance road safety and reduce the number of road accidents we're involved in. This plan, "Driving safety", will be executed from 2005 onwards.

Within Logistics in 2003, blameworthy road traffic accident fatalities occurred in France (1) and in North America (2). Logistics has large fleets in both these countries. In 2004, road fatalities in Logistics occurred in Southeast Asia (2) and Australia (2). In Express, the number of fatalities dropped because of a major road safety campaign. This experience will be leveraged into a cross-divisional campaign. In the Mail division, the Transport & Distribution Mail business unit provides sufficient training for its employees to prevent accidents causing fatalities, which has helped the division achieve a zero blameworthy road accident record for the last two years.

Blameworthy road traffic accident rate* (based on all sites)		
Average per 100.000 kilometers	Amount 2003	Amount 2004
Mail (Netherlands) <sup>1</sup>	6.11	4.59
Express	0.50	0.63
Logistics	0.77	0.51
TPG	1.49	1.13

\*This rate is based on blameworthy road traffic accidents. This is an accident where the authorised driver of a commercial vehicle owned or leased by TPG is at fault.

<sup>1</sup> Mail Netherlands shows a significantly higher amount of vehicle accident rate due to the fact that it includes all damage claims. This includes also minor material damages caused by accidents.

The blameworthy road traffic rate in the Logistics division has decreased. This change is mainly due to an increase of kilometers reported by North America, while the number of accidents stayed virtually the same.

Our managers continuously seek to improve the safety of working conditions, in order to reduce workplace related accidents.

## Lost-time accidents frequency rate\* (based on OHSAS 18001 certified sites)

Average per 200,000 hours	Amount 2003	Amount 2004
Mail	nd	nd
Express	4.2	3.3
Logistics	nd	nd
TPG	4.2	3.3

\*A lost-time accident is where an employee is absent for one or more working days as a result of an accident at work.

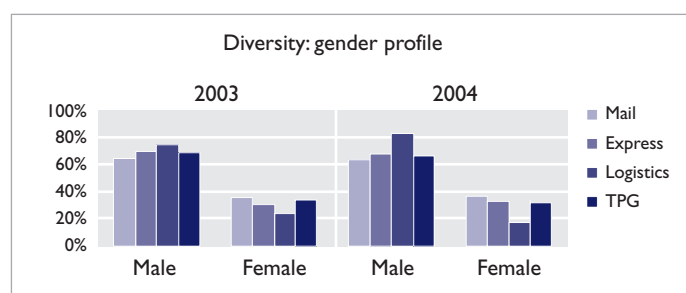
## Diversity and opportunity

### Diversity: Gender profile (based on IIP certified sites)

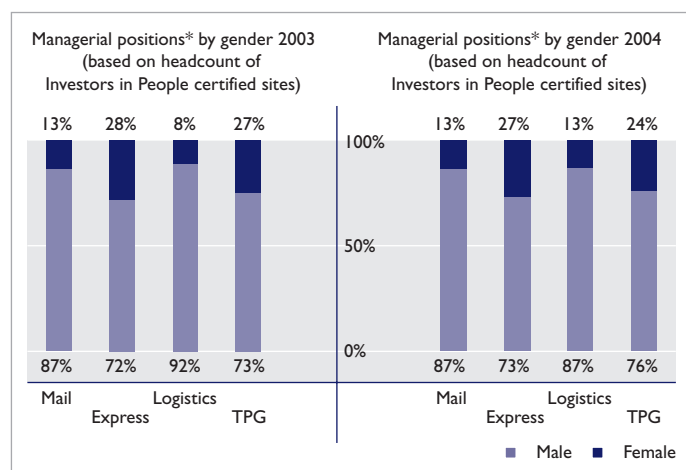
Headcount end of year	2003		2004	
	Male	Female	Male	Female
Mail	64%	36%	63%	37%
Express	68%	32%	68%	32%
Logistics	75%	25%	82%	18%
TPG	66%	34%	67%	33%

We aim to create equal opportunities for all our employees, without discrimination under equal circumstances on grounds of sex, ethnic origin, religion, marital status and age.

In 2004 relatively more females were employed throughout the company.



Basically the number of females appointed to managerial positions in 2004 remained stable.



\* Managerial positions are defined as staff employed at supervisory level or above (i.e. with responsibilities for other employees or with budget responsibility). The Mail division defines managerial positions as staff which has a personal labour agreement.

## Training

Training hours (based on liP certified sites)			
Average training hours per employee		2003	2004
Mail		nd	nd
Express		29	32
Logistics		14	5
TPG		23	26
Of which: average Corporate Sustainability training hours per employee			
Mail		nd	nd
Express		17	16
Logistics		2	0
TPG		13	13

We employ competent, capable and enthusiastic people. We provide our employees with the necessary resources, training and recognition to maximise their own potential and individual contributions to the business. For that reason we want to obtain clear insight in the number of training hours per employee.

To ensure all employees understand how their actions can affect TPG's reputation as a good corporate neighbour, a good corporate citizen and an environmentally responsible operator, we provide specialist training in standards as liP, ISO and EFQM, and specific training on corporate sustainability, business principles and corporate governance.

## Inclusion of minorities

Employees with a disability (based on liP cert. sites)				
Headcount end of year	2003		2004	
	Amount	%	Amount	%
Mail	3,435	6	2,980	5
Express	246	1	269	1
Logistics	118	13	100	7
TPG	3,799	5	3,349	4

We offer appropriate employment opportunities to potential employees who have a medically recognised physical or mental handicap or disability. Where possible we accommodate any special needs they may have including adapting the workplace where possible to accommodate any special needs.

There is as yet no active policy to encourage inclusion of minorities in place. At corporate level, a programme to improve this area will be developed in 2005. The numbers in Mail include the persons who have a temporary disability to work due to a long illness. Especially these numbers have dropped in 2004 due to a severe prevention program.

## SA 8000 certification

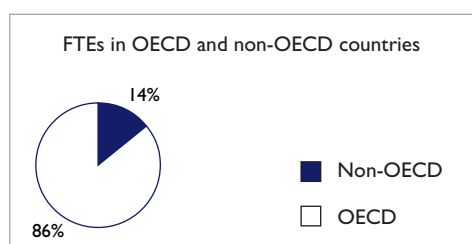
SA 8000 certification*			
Cumulative	2003	2004	
	%FTE <sup>1</sup>	%FTE	
Mail	0	0	
Express	8	7	
Logistics	0	0	
TPG	3	2	

\* Mandatory for non-OECD countries only

<sup>1</sup> Percentage FTEs working in certified sites of total FTEs

In our road to social leadership, we encourage the application of SA 8000 among our sites in non OECD countries in order to guarantee compliance with United Nation and ILO codes on universal labour standards.

In developed countries (OECD), compliance with international labour standards (ILO) is covered in the aim to comply with national legislation. An exception is TNT Express in Italy, which achieved certification in the social accountability standard (SA8000). Due to the fact that TPG has only recently started implementing SA 8000, coverage in non-OECD countries is zero.



## Dow Jones Corporate Sustainability Assessment results 2004: Social dimension

	TPG	Sector Average	Sector Qualifying	Sector Best
Labour Practice Indicators	58%	58%	46%	82%
Human capital development	27%	54%	37%	81%
Talent attraction & retention	52%	47%	38%	65%
Knowledge management / organisational learning	52%	45%	45%	76%
Occupational Health and Safety	15%	38%	31%	90%
Social reporting	12%	45%	12%	100%

### Corporate philanthropy

WFP and our company launched a groundbreaking partnership in December 2002 aimed at a single common goal: fighting world hunger. WFP is the world's largest humanitarian aid agency, which in 2003 fed over 104 million people in 81 countries, including most of the world's refugees and internally displaced people. As the United Nations logistics arm for humanitarian aid, WFP coordinates with other United Nations agencies, governments and non-governmental organisations to deliver food to the right place, at the right time. We are committed to sharing our resources and know-how with them in order to make a lifesaving difference.

This partnership with WFP has become a cornerstone of our commitment to corporate sustainability on a global scale. The dedication and enthusiasm of our employees is enabling us to take on one of the greatest logistical challenges: helping to feed the world.

Our partnership with WFP focuses on three levels of activity and resulted in significant achievements in 2004:

- Knowledge transfer – applying our (logistics) knowledge to enhance for example WFP's capacity to manage their

supply chain, increase capabilities in fleet management and provide air operation training to WFP officials.

- Hands-on support – providing organisational expertise and logistical assistance in order to respond to emergencies more effectively. In this respect our company supported WFP in the Sudan crisis and in the wake of the devastating tsunamis in the Indian Ocean our company committed € 1.5 million in in-kind support to WFP in 2004. This support continued in 2005 and contains air-lifts, road transportation, warehousing and the deployment of staff. In 2005 it was decided to up the commitment with € 0.8 million to a total level of € 2.3 million.
- Funding & Awareness - helping WFP acquire cash, commodities and services from the private sector and raising funds and volunteering to support WFP's Global School Feeding Campaign by our 162,000 employees. In 2004 the employees of our company raised almost € 1.8 million in cash donations for WFP. In addition to this result our company donated € 1.5 million in cash.

### Moving the World (MtW)

	2003	2004	Target 2004
Budget (x 1,000) <sup>1</sup>	4,999	8,703	8,500
Contract hours	14,592	13,362	-
People involved	303	275	-
Employee fund raising (x 1,000)	1,033	1,768	1,000

<sup>1</sup> Budget, including employee hours against internal rates.



Dow Jones Corporate Sustainability Assessment results 2004				
	TPG	Sector Average	Sector Qualifying	Sector Best
Corporate Citizenship / philanthropy	44%	26%	19%	69%
Social impacts on communities	35%	38%	27%	65%

## Our shareholders

TPG aims to be the most value creating company in its industry.

Our main measure in this regard is total shareholder return.

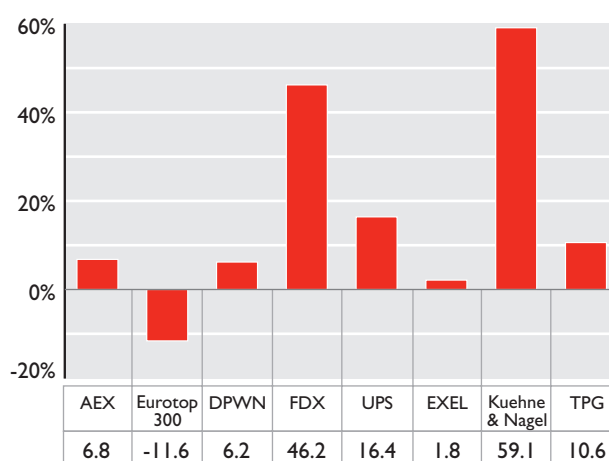
Global Reporting Initiative KPIs:

- Total shareholder return
- Contracts with suppliers
- Costs of goods, materials and services
- Providers of capital
- Retained earnings

Additionally, you will find the economic dimension of the Dow Jones Sustainability Assessment results 2004.

### Shareholder value

#### Total Shareholder Return



For comparative purposes, TPG has defined a peer group of publicly listed companies with activities in the same industries in which TPG is active.

### Direct Economic Impact

The following figures give an indication of TPG's direct economic impact.

The economic dimension of sustainability concerns an organisation's impact on its stakeholders and on the economic systems at a local, national and global level. For that reason economic indicators in sustainability reporting focus on the manner in which an organisation affects the stakeholders with whom it has direct and indirect economic interactions.

#### Contracts with suppliers

It's policy in TPG to pay suppliers in accordance with the agreed payment terms; we strive for a 95% performance.

## Costs of goods, materials and services\*

€1,000,000	TPG Corporate	
	2003	2004
Cost of materials	546	600
Subcontractors and other work contracted out	4,490	4,970
Rent and lease expenses	569	606
External staff	444	505

\* Cost of all goods, materials, and services purchased (GRI definition)

The costs of all goods, materials, and services purchased provide information on the scale of flows between TPG and its suppliers.

## Providers of capital\*

€1,000,000	TPG Corporate	
	2003	2004
Interest on borrowings	111	114
Dividends on all classes of shares	204	237

\* Distributions to providers of capital broken down by interest on debt and borrowings, and dividends on all classes of shares, with any areas of preferred dividends to be disclosed (GRI definition)

This indicator includes all forms of debt and borrowings, not only long-term debt.

## Retained earnings\*

€1,000,000	TPG Corporate	
	2003	2004
Retained earnings at end of period	76	288

\* In accordance with GRI definition

## Dow Jones Assessment

### Dow Jones Corporate Sustainability Assessment results 2004: Economic dimension

	TPG	Sector Average	Sector Qualifying	Sector Best
Corporate governance	80%	57%	41%	80%
Investor relations	78%	55%	52%	98%
Risk & crisis management	62%	79%	72%	100%
Codes of conduct	59%	56%	53%	77%
Stakeholder engagement	87%	61%	41%	94%

## Our customers

Our mission is to provide excellent service to our customers. By certifying our entities to the ISO 9001 standard we can manage our business to reach this goal. Therefore, we focus on the next GRI key performance indicators:

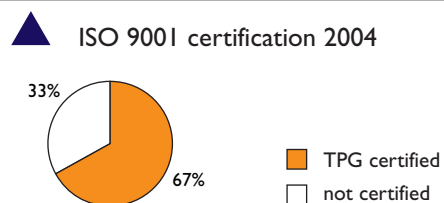
- ISO 9001 certification
- Active trading customers
- Documented complaints
- Customer satisfaction levels

Additionally, you will find the Dow Jones Sustainability Assessment results 2004, related to customer's interests.

### ISO 9001 certification

	2003	2004
	%FTE <sup>1</sup>	%FTE <sup>1</sup>
Mail	80	83
Express	67	69
Logistics	44	53
TPG	65	67

<sup>1</sup> Percentage FTEs working in certified sites of total FTEs



## Products and services

### Active trading customers\* (based on ISO 9001 certified sites)

	2003	2004
Mail (Netherlands)	954,841	964,163
Express	416,163	438,133
Logistics	125	5,005
TPG	1,371,129	1,407,301

\* Active trading customers are defined as customers trading with the company on a weekly basis.

The number of weekly active trading customers in Logistics increased significantly due to the fact that the 2004 figures include Wilson Logistics, which was acquired in autumn 2004. The data for Logistics are based on sites with a turnover of € 100,000 or more.

## Documented complaints of all customers\* (based on ISO 9001 certified sites)

	2003	2004
Mail	271,262	216,630
Express <sup>1</sup>	592,717	578,139
Logistics	38	136
TPG	864,017	794,905

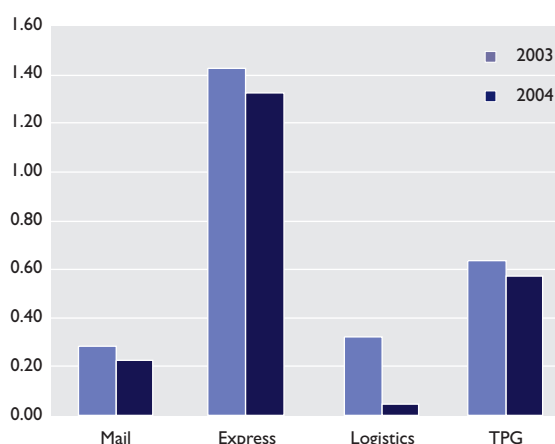
\*The number of written or documented verbal communications expressing a grievance and/ or dissatisfaction with any aspect of an encounter with TPG.

<sup>1</sup> In Express the complaints KPI is also described as the number of complaints per thousand transactions, these figures are in 2004: 19.5 (in 2003: 21.7), an improvement of 11%.

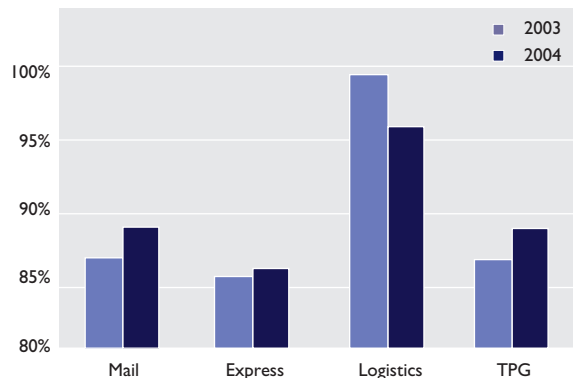
Customer satisfaction is critically important in all that we do. We want customers to trust us. By looking at the satisfaction and complaints of our customers, we gather important knowledge in order to retain and justify customer trust and confidence.

We measure our documented complaints per active trading customer as an indicator for the level of quality of our services. We present only the number of active trading customers and documented complaints from business units within the divisions which reported both indicators.

Documented complaints per active trading customer  
(based on FTEs in ISO 9001 certified sites)



Satisfied customers  
(based on FTEs in ISO 9001 certified sites)



We measure customer satisfaction levels in various ways, including mystery shopper programmes and surveys. In 2005 a global customer satisfaction engagement survey will be launched, based on a random sample of customers for each of the divisions.

The improvement in Express figures for satisfied customers is mainly due to the ongoing customer service programs which focus on 'understanding the customer needs, defining and delivering the most appropriate value proposition, leading to an improved customer centric relationship'.

## Dow Jones Assessment

### Dow Jones Corporate Sustainability Assessment results 2004

	TPG	Sector Average	Sector Qualifying	Sector Best
Scorecards / measurement systems	59%	47%	22%	86%
Customer relationship management	73%	62%	54%	100%
Advanced customer relationship management	67%	34%	35%	67%



This section of our report deals with the environment. To gain insight into the international status of environmental monitoring and control, it covers information on environmental management systems, energy use (i.e. electricity and district heating), gas, waste production and the use of transport. In line with the GRI and stakeholder expectations, we have selected the following (GRI) indicators to report on.

- ISO 14001 certification
- CO<sub>2</sub> footprint
- Sustainable resources

- Sustainable transportation
- Waste
- Noise complaints
- Packaging
- Environmental incidents

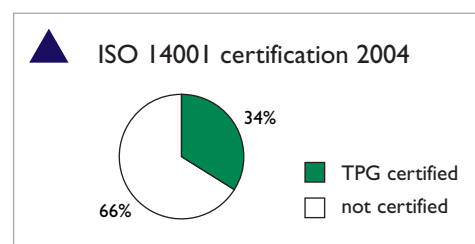
Additionally, you will find the environmental dimension of the Dow Jones Sustainability Assessment results 2004.

## Environment

ISO 14001 certification*		
	2003	2004
	%FTE*	%FTE*
Mail	69	80
Express	5	14
Logistics	3	6
TPG	28	34

\* Percentage FTEs working in certified sites of total FTEs

TPG aims to control and cover all its environmental aspects by running environmental management systems as described in the international standard ISO 14001.



All three divisions increased the coverage of ISO 14001 certificates in 2004. In Mail, the Parcel Service business unit and head office were certified. Express received the ISO 14001 certificate for the Benelux and Germany business units. In Logistics, Benelux and parts of Wilson were certified.

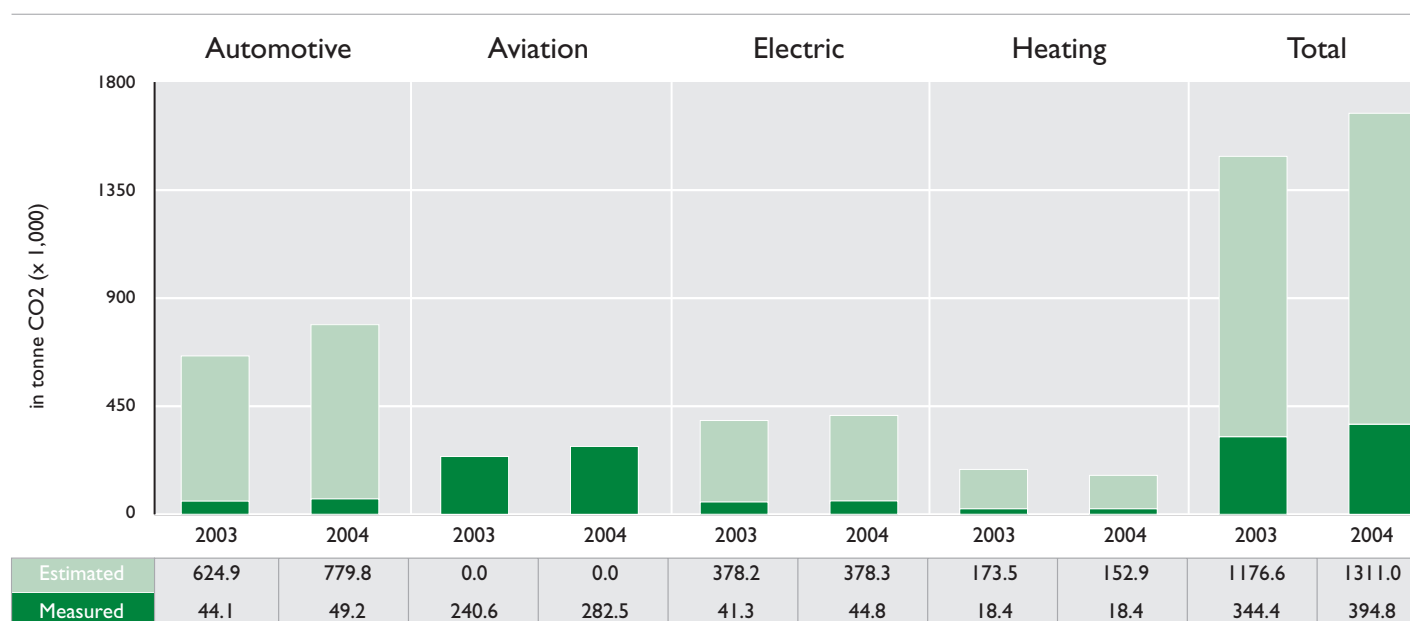
## CO<sub>2</sub> Footprint

Our stakeholder dialogue taught us that our stakeholders consider our environmental impact, including our greenhouse gas emissions, as one of the most important effects on society.

Therefore, we present our so called carbon dioxide footprint below. Due to the fact that we do not have all our energy figures available yet, we include a best estimate in order to deliver an insight of all TPG's CO<sub>2</sub> emissions.

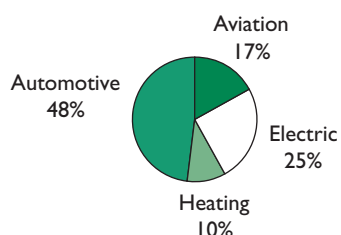
The tables below show both the TPG total estimate and the specific part of CO<sub>2</sub> footprint which is based on measured energy figures.

### Green House Gases emissions TPG 2003-2004\*



\* The Express figures only include owned aircrafts and company cars are excluded in all figures.

#### Green House Gases by source 2004



We believe that reduction of direct emissions has priority over compensation. Nevertheless, in 2005 TPG expects to avoid about 1% of its total CO<sub>2</sub> emissions by the use of green energy. TPG is one of the three largest private buyers of green energy in the Netherlands.

#### Sustainable resources (based on ISO 14001 certified sites)

	Mail		Express		Logistics		TPG	
	2003	2004	2003	2004	2003	2004	2003	2004
Electricity from sustainable sources in kWh (x1,000)	23,819	25,855	0	570	0	1,376	23,819	27,802
District heating in GJ's	0	0	2,698	14,724	0	0	2,698	14,724

## Sustainable transportation (based on ISO 14001 certified sites)

Vehicles	Mail		Express		Logistics		TPG	
	2003	2004	2003	2004	2003	2004	2003	2004
Alternative fuel	0	0	0	0	0	0	0	0
Hybrid techniques	0	2	0	1	0	0	0	3
On-board computer with performance monitoring	3,257	3,284	0	6	0	0	3,257	3,290

We encourage the introduction and use of on-board computers. On-board computers provide information to steer on the use of less fuel. The majority of the Mail fleet already operates with on-board computers (2004: 73% of all vehicles).

## Waste (based on ISO 14001 certified sites)

In kilograms per FTE	Mail		Express		Logistics		TPG	
	2003	2004	2003	2004	2003	2004	2003	2004
Total waste	200	199	795	655	79	591	224	281
Paper & cardboard separated for recycling	81	84	28	200	22	264	77	109
Other kinds of waste separated for recycling	0	0	370	601	1	36	20	86
Hazardous waste	0	0	9	2	3	91	1	5

## Noise complaints (based on ISO 14001 certified sites)

	2003 Number	2004 Number
Mail	8	3
Express	0	3
Logistics	1	3
TPG	9	9

Within TPG there was a significantly low number of noise complaints which have remained stable

## Packaging\* (based on ISO 14001 certified sites)

	2003 Amount	2004 Amount
Discharged pallets	46,860	95,646
One-way pallets	3,000	1,800

\* Based on Mail and Express

The huge rise in number of discharged pallets is attributable to the Parcel Service business unit in Mail. The business unit did not report its data in 2003, and was ISO 14001 certified in 2004.

## Environmental incidents\* (based on ISO 14001 certified sites)

	On sites		Off sites	
	2003	2004	2003	2004
Mail	5	5	1	3
Express	0	0	0	0
Logistics	3	2	4	0
TPG	8	7	5	3

\* An environmental incident is an incident that has led to pollution of soil, water or air, e.g. failures, breakdowns, floods, spillages, leaks and leakages.



## Dow Jones Corporate Sustainability Assessment results 2004: Environmental dimension

	TPG	Sector Average	Sector Qualifying	Sector Best
Environmental policy / management	46%	70%	58%	97%
Advanced environmental management systems	18%	36%	30%	77%
Environmental performance	10%	38%	35%	100%
Climate strategy (CO <sub>2</sub> )	30%	29%	22%	70%
Environmental reporting	21%	57%	23%	100%

## Assurance report

### To the Stakeholders of TPG N.V.

#### Engagement and limited objective

We have been engaged by the Board of Management of TPG NV to examine the content of TPG's Corporate Sustainability Report for the year 2004 (hereafter referred to as The Report) in the following way:

- To audit all data and graphs related to the percentage of TPG people working at certified sites; the audited data is marked with a triangle (▲)
- To review all the other elements of the Report

Audit work focuses on obtaining reasonable assurance, substantiated by sufficient supporting evidence. Review work focuses on obtaining limited assurance, which – in contrast to the audit work – does not focus on exhaustive gathering of evidence. In our opinion, this combined engagement fulfils a rational objective.

The reporting policy, including the specific inherent limitations that can influence the reliability of the information included in The Report, is explained in the 'Report on progress' section. The Report has been prepared under the responsibility of the company's management.

#### Reporting criteria

In this assurance engagement, we have used the reporting criteria developed by TPG NV which are based on the Guidelines of the Global Reporting Initiative (GRI) 2002 requirements as explained in the 'Report on progress' section of The Report. This includes certain inherent limitations that can influence the reliability of the information. It should be noted that TPG NV only reports on parts of the organisation, because the information is based only on fully owned sites or business units which have certified sustainability management systems in place. Taken into account that this is TPG's first sustainability report, we consider these reporting criteria to be relevant and sufficient for our engagement.

#### Work performed

The work was performed by a multidisciplinary team of professional accountants and environmental and social experts, working under joint responsibility and in conformity with the Dutch Code of Professional Conduct for Registeraccountants (GBR-I 1994). We planned and performed our work to obtain a basis for our conclusions in accordance to the Exposure Draft of the Assurance Standard 3410 "Assurance Engagements relating to Sustainability Reports", drawn up by the professional body of Dutch accountants ("NIVRA") as issued in December 2004.

#### Audit part of the engagement

With regard to the data and graphs related to the percentage of TPG people working at certified sites, we have gathered audit evidence by:

- Examining the existence of certificates (as mentioned in the 'Delivering more' section)
- Performing analytical procedures and tests of details, using judgmental sampling at divisional level as to the validity and the coverage of the certificates
- Reconciling the reported headcount and full time equivalents working at certified sites with available data in TPG's financial reporting system

#### Review part of the engagement

We reviewed all the other elements of The Report. Our most important review procedures involved were to:

- Gain insight into the TPG organisation and understanding the business
- Investigate the acceptability of the reporting criteria, in relation to the information requirements of TPG's stakeholders
- Conduct interviews with responsible officers, at corporate level and at divisional level, aimed at understanding the data gathering and reporting process and at evaluating the plausibility of the qualitative and quantitative information in The Report



- Evaluate the aggregation of quantitative data on corporate level and divisional level
- With respect to the key figures for CO<sub>2</sub>-emissions and for blameworthy road traffic accident fatalities and workplace fatalities, perform review procedures on a sample basis
- With respect to the 'Dow Jones Corporate Sustainability Assessment results' and 'Total shareholder return 2004', reconcile the information with external reports
- With respect to the figures for 'Costs of goods, materials and services', 'Providers of capital' and 'Increase in retained earnings' (as per the 'Our shareholders' section), reconcile the information with the company's 2004 financial statements
- Evaluate the overall format and presentation of The Report, including evaluating the consistency of the information, in line with the above-mentioned reporting criteria

## Conclusions

### With respect to the audit part of the engagement

With regard to the data and graphs relating to the percentage of TPG people working at certified sites, in our opinion the information has been reliably and sufficiently represented for the division Mail. For the divisions Express and Logistics we substantially performed our audit work. It was not possible to fully reconcile the reported headcount and full time equivalents with TPG's financial reporting system. However, nothing has come to our attention to indicate that headcount and full time equivalents information for the divisions Express and Logistics is not reliable.

### With respect to the review part of the engagement

With regard to all the other elements of The Report we have no reason to assume that this information does not comply with the most important requirements of the stakeholders with regard to reliability and sufficiency. The company is continuously developing its sustainability reporting system and policies as is explained in the 'Report on progress' section. Based on our work described, we have found nothing that causes us to believe that TPG's sustainability reporting process does not provide an appropriate basis for the disclosure of The Report or that the reported sustainability key figures do not give a fair picture of TPG's sustainability performance, in all material respects, based on the principles in the 'Report on progress' section and in line with the 'Data clarification tables' in Annex 2.

25 February 2005

PricewaterhouseCoopers Accountants N.V.

## Glossary

### Carbon dioxide emissions

The gas formed during combustion of fossile fuel. Also referred to as a greenhouse gas.

### Corporate governance

The OECD (see reference elsewhere in this glossary) defines corporate governance as the system by which corporations are directed and controlled. The corporate governance structure specifies the distribution of rights and responsibilities among different participants such as the board, managers, shareholders and other stakeholders, and spells out the rules and procedures for making decisions. By doing this, it also provides the structure through which company objectives are set, and the means of attaining those objectives and monitoring performance.

### Dow Jones Sustainability Indexes

Launched in 1999, the Dow Jones Sustainability Indexes are the first global indexes tracking the financial performance of the leading sustainability-driven companies worldwide. They provide asset managers with reliable and objective benchmarks to manage sustainability portfolios. For more information, see [www.sustainability-indexes.com](http://www.sustainability-indexes.com).

### European Foundation for Quality Management (EFQM)

The EFQM is the not-for-profit membership foundation that directs the European Quality Awards and runs training courses, workshops and special projects on business improvement. The EFQM Excellence Model was introduced in 1991 as the framework for organisational self-assessment and the basis for judging entrants to the European Quality Award. For more information, see [www.efqm.org](http://www.efqm.org).

### Global Reporting Initiative (GRI)

The GRI is a multi-stakeholder process and independent institution whose mission is to develop and disseminate globally applicable sustainability reporting guidelines for voluntary use by organisations reporting on the economic, environmental and social dimensions of their business. The GRI incorporates participation of business, accountancy, investment, environmental, human rights, research and labour organisations from around the world. Started in 1997, the GRI became independent in 2002, and is an official collaborating centre of the United Nations Environment Programme, and works with the United Nations Global Compact. For more information, see [www.globalreporting.org](http://www.globalreporting.org).

### Greenhouse Gas Protocol

The Greenhouse Gas Protocol Initiative (GHG Protocol) was established in 1998 to develop internationally-accepted accounting and reporting standards for greenhouse gas emissions from companies.

### International Organization for Standardization (ISO)

The ISO is a network of national standards institutes from 146 countries working in partnership with international organisations, governments, industry, business and consumer representatives. The ISO is the source of ISO 9000 standards for quality management, ISO 14000 standards for environmental management, and other international standards for business, government and society. For more information, see [www.iso.org](http://www.iso.org).

#### **Investors in People**

Developed in 1990 by a partnership of leading businesses and national organisations, Investors in People helps organisations to improve performance and realise objectives through the management and development of their people. For more information, see [www.iipuk.co.uk](http://www.iipuk.co.uk).

#### **ISO 9001 (quality management)**

The ISO 9000 standards cover an organisation's practices in fulfilling the customer's quality requirements and applicable regulatory requirements while aiming to enhance customer satisfaction and achieve continual improvement of its performance in pursuit of these objectives.

#### **ISO 14001 (environmental management)**

The ISO 14001 standard is an international standard for the control of environmental aspects and the improvement of environmental performance. Minimising harmful effects on the environment and achieving continual improvements in environmental performance.

#### **Key Performance Indicators (KPIs)**

KPIs are measures that focus on the achievement of outcomes critical to the current and future success of an organisation. These indicators should deal with matters that are linked to the organisation's mission and vision, and are quantified and influenced where possible.

#### **Organisation for Economic Co-Operation and Development (OECD)**

The Organisation for Economic Co-Operation and Development (OECD) comprises 30 member countries that share a commitment to democratic government and the market economy. Member countries – sometimes referred to as OECD countries – represent the world's

key developed countries. For more information, see [www.oecd.org](http://www.oecd.org).

#### **OHSAS 18001 (Occupational health and safety)**

OHSAS 18001 is a standard for occupational health and safety management systems. It is intended to help organizations control occupational health and safety risks, and was developed in response to widespread demand for a recognised standard for certification and assessment. OHSAS 18001 was created through collaboration of several of the world's leading national standards bodies, certification organisations and consultancies. For more information, see [www.ohsas-18001-occupational-health-and-safety.com](http://www.ohsas-18001-occupational-health-and-safety.com).







#### **SA 8000 (social accountability)**

















SA8000 is a standard issued by human rights organisation Social Accountability International (SAI). The standard is designed to maintain just and decent working conditions throughout a supply chain. It is based on international workplace norms in the International Labour Organization conventions and the UN's Universal Declaration of Human Rights and the Convention on Rights of the Child. It covers child labour; forced labour; health and safety; freedom of association and right to collective bargaining; discrimination; discipline; working hours; compensation and management systems. For more information, see [www.sa-intl.org](http://www.sa-intl.org).

#### **World Economic Forum**

The World Economic Forum is an independent international organisation committed to improving the state of the world. It provides a collaborative framework for the world's leaders to address global issues, engaging its corporate members in global citizenship.

# Annex I: GRI cross reference index

-  = Reported in the annual report or web based report
-  = Not yet reported or not applicable. See additional information
-  = Our people
-  = Our shareholders
-  = Our customers
-  = Our world

GRI reference <sup>1</sup>	Reporting status	Additional information
<b>Economic Performance Indicators</b>		
EC1		See TPG annual report 2004; general section
EC2		See TPG annual report 2004; general section
EC3		See TPG corporate sustainability report 2004 [page 18]
EC4		See TPG corporate sustainability report 2004 [page 18]
EC5		See TPG annual report 2004; general section
EC6		See TPG corporate sustainability report 2004 [page 18]
EC7		See TPG corporate sustainability report 2004 [page 18]
EC8		See TPG annual report 2004
EC9		Not yet centrally registered
EC10		See TPG corporate sustainability report 2004 [page 16]
<b>Environmental Performance Indicators</b>		
EN1		Not applicable to logistics and transport services
EN2		The amounts of service related waste is relative small
EN3		See TPG corporate sustainability report 2004 [page 23]
EN4		See TPG corporate sustainability report 2004 [page 23]
EN5		TPG doesn't use process water. Water consumption is relatively low.
EN6		TPG doesn't typically use land in risk areas. Will be reported when relevant. Information in DJSI questionnaire on TPG's website

<sup>1</sup> All GRI 2002 core indicators are included. For definitions of indicators, see pages 47-56 on [http://www.globalreporting.org/guidelines/2002/gri\\_2002\\_guidelines.pdf](http://www.globalreporting.org/guidelines/2002/gri_2002_guidelines.pdf)

Indicator	Reported	Additional information
EN7	○	TPG doesn't typically use land in risk areas. Will be reported when relevant. Information in DJSI questionnaire on TPG's website
EN8	●	See TPG corporate sustainability report 2004 [page 23]
EN9	○	The amount of HFCs and PFCs emitted is very low. Transport vehicle are typically not equipped with air-conditioning.
EN10	○	Separate reporting will not be done. Information is included on the use of new automotive techniques.
EN11	●	See TPG corporate sustainability report 2004 [page 24]
EN12	○	Not applicable to TPG
EN13	●	See TPG corporate sustainability report 2004 [page 25]
EN14	●	See TPG corporate sustainability report 2004 [page 22]
EN15	○	Not applicable to TPG
EN16	○	Number of registered prosecutions and environmental fines in 2003 and 2004 is zero
<b>Social Performance Indicators</b>		
LA1	●	See TPG annual report 2004
LA2	●	See TPG corporate sustainability report 2004 [page 11]
LA3	○	Not yet reported
LA4	○	Not yet reported
LA5	○	See TPG corporate sustainability report 2004 [page 12/13]
LA6	○	Due to national legislation in most countries health and safety committees are formed. Within the implementation of OHSAS this will be ensured in all countries
LA7	●	See TPG corporate sustainability report 2004 [page 12/13]
LA8	○	No specific policy in place
LA9	●	See TPG corporate sustainability report 2004 [page 14]
LA10	○	Not yet reported
LA11	●	See TPG annual report 2004
LA16	●	See TPG corporate sustainability report 2004 [page 11]
HR1	●	See TPG Business Principles on TPG website
HR2	○	Not reported, but is typically part of the purchasing requirements
HR3	○	Not yet systematically done
HR4	●	See TPG Business Principles on TPG website
HR5	●	See TPG Business Principles on TPG website
HR6	●	See TPG Business Principles on TPG website
HR7	●	See TPG Business Principles on TPG website
HR9	●	See Whistleblower procedures on TPG website
HR10	●	See Whistleblower procedures on TPG website
SO1	●	See TPG annual report 2004; general section
SO2	●	See TPG Business Principles on TPG website
SO3	●	See TPG Business Principles on TPG website
SO4	●	Reported per division on TPG website
PR1	○	Not applicable to TPG
PR2	●	See TPG corporate sustainability report 2004 [page 19]
PR3	○	Not reported
PR6	●	Reported per division on TPG website
PR8	●	See TPG corporate sustainability report 2004 [page 20]



# Annex 2: data clarification tables

The Report contains the following figures that present results in ratios:

- Employee satisfaction
- Voluntary turnover
- Management vacancies filled in by internal candidates
- Vehicle accident rate
- Gender profile (male / female)
- Management positions by gender
- Employees with a disability (%)
- Documented complaints per active trading customer
- Satisfied customers
- Waste

In order to calculate a ratio, it is required to divide a certain figure by another figure. For example, to calculate vehicle accident rate we divide blameworthy road traffic accident by the total number of kilometers. Therefore, we only have taken into account data from reporting entities that have provided data for both the numerator and the denominator. This means that in the cases where reporting entities did not report both values, we have excluded them from the calculation.

The following pages give a complete overview of certification and all reported data per site of the Mail, Express and Logistics divisions.

# Mail

Reporting entity	Mail NL	Mail NL	Cendris	Cendris	EMN	EMN	Spring	Spring
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	34,533	32,938	2,965	2,172	5,501	5,117	1,225	777
Total number of sites of the reporting entity	100%	100%	100%	100%	100%	100%	100%	100%

Certification								
Number of sites accredited to Investors in People	100%	100%	0%	0%	0%	0%	0%	0%
Number of sites certified to OHSAS 18001	0%	0%	0%	0%	0%	0%	0%	0%
Number of sites certified to ISO 9001	nd	nd	nd	nd	nd	nd	nd	nd
Number of sites certified to SA 8000	0%	0%	0%	0%	0%	0%	0%	0%
Number of sites certified to ISO14001	nd	nd	0%	0%	0%	0%	0%	0%

Certification in FTEs								
FTEs in sites certified to Investors in People	34,533	32,938	-	-	-	-	-	-
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	nd	nd	656	860	246	268	0	0
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	nd	nd	-	-	-	-	-	-

## Our people

Sites reporting on employee satisfaction	0%	100%	-	-	-	-	-	-
Sites reporting on voluntary turnover	100%	100%	-	-	-	-	-	-
Sites reporting on management vacancies filled in by internal candidates	100%	100%	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	-	-	-	-	-	-
Sites reporting on workplace fatalities	-	-	-	-	-	-	-	-
Sites reporting on vehicle accident rate	-	-	-	-	-	-	-	-
Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	100%	100%	-	-	-	-	-	-
Sites reporting on training hours	100%	100%	-	-	-	-	-	-
Sites reporting on corporate sustainability training hours	100%	100%	-	-	-	-	-	-
Sites reporting on employees with a disability	100%	100%	-	-	-	-	-	-

## Our customers

Sites reporting active trading customers	100%	100%	nd	nd	nd	nd	-	-
Sites reporting on documented complaints	100%	100%	nd	nd	nd	nd	-	-
Sites reporting on satisfied customers	100%	100%	nd	nd	nd	nd	-	-

## Our world

Sites reporting on sustainable resources								
Sustainable electricity	100%	100%	-	-	-	-	-	-
District heating	100%	100%	-	-	-	-	-	-
Sites reporting on sustainable transportation								
Alternative fuel	100%	100%	-	-	-	-	-	-
Hybrid techniques	100%	100%	-	-	-	-	-	-
On board computer with performance monitoring	100%	100%	-	-	-	-	-	-
Sites reporting on waste								
Total waste	100%	100%	-	-	-	-	-	-
Paper and cardboard separated for recycling	100%	100%	-	-	-	-	-	-
Other kind of waste separated for recycling	100%	100%	-	-	-	-	-	-
Hazardous waste	100%	100%	-	-	-	-	-	-
Sites reporting on noise complaints	100%	100%	-	-	-	-	-	-
Sites reporting on packaging								
Number of pallets discharged	100%	100%	-	-	-	-	-	-
Number of one-way pallets purchased	100%	100%	-	-	-	-	-	-
Sites reporting on environmental incidents								
Environmental incidents on site	100%	100%	-	-	-	-	-	-
Environmental incidents off site	100%	100%	-	-	-	-	-	-

# Express

Reporting entity	France	France	Germany	Germany	Italy	Italy	Belgium	Belgium
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	3,261	3,340	3,342	3,295	3,186	2,883	500	509
Total number of sites of the reporting entity	145	145	33	33	153	149	4	4

Certification								
Number of sites accredited to Investors in People	145	145	33	33	153	149	4	4
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	145	145	33	33	153	149	4	4
Number of sites certified to SA 8000	0	0	0	0	153	149	0	0
Number of sites certified to ISO14001	0	0	0	33	4	4	0	0

Certification in FTEs								
FTEs in sites certified to Investors in People	3,261	3,340	3,342	3,295	3,186	2,883	500	509
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	3,261	3,340	3,342	3,295	3,186	2,883	500	509
FTEs in sites certified to SA 8000	-	-	-	-	3,186	2,883	-	-
FTEs in sites certified to ISO 14001	-	-	-	3,295	911	895	-	-

Our people								
Sites reporting on employee satisfaction	145	145	33	33	153	149	0	4
Sites reporting on voluntary turnover	0	145	33	33	153	149	0	4
Sites reporting on management vacancies filled in by internal candidates	0	145	33	33	153	149	0	4
Sites reporting on blameworthy road traffic accidents	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	-	-	-	-	-	-
Sites reporting on workplace fatalities	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accident rate	-	-	-	-	-	-	-	-
Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	145	145	33	33	153	149	0	4
Sites reporting on training hours	145	145	33	33	153	149	0	4
Sites reporting on corporate sustainability training hours	145	0	33	33	153	149	0	4
Sites reporting on inclusion of minorities	145	145	33	33	153	149	0	4

Our customers								
Sites reporting active trading customers	145	145	33	33	153	149	0	4
Sites reporting on documented complaints	145	145	33	33	153	149	0	0
Sites reporting on satisfied customers	145	145	33	33	0	149	0	0

Our world								
Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	33	4	4	-	-
District heating	-	-	-	33	0	0	-	-
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	33	4	4	-	-
Hybrid techniques	-	-	-	33	4	4	-	-
On board computer with performance monitoring	-	-	-	0	0	0	-	-
Sites reporting on waste								
Total waste	-	-	-	33	4	4	-	-
Paper and cardboard separated for recycling	-	-	-	33	4	4	-	-
Other kind of waste separated for recycling	-	-	-	33	4	4	-	-
Hazardous waste	-	-	-	33	4	4	-	-
Sites reporting on noise complaints	-	-	-	33	4	4	-	-
Sites reporting on packaging								
Number of pallets discharged	-	-	-	0	0	4	-	-
Number of one-way pallets purchased	-	-	-	33	0	0	-	-
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	33	4	4	-	-
Environmental incidents off site	-	-	-	33	4	4	-	-

Reporting entity	Luxembourg	Luxembourg	Netherlands	Netherlands	UK	UK	Eire	Eire
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	0	0	1,416	1,391	9,549	10,000	183	189
Total number of sites of the reporting entity	0	0	11	11	86	91	4	4

Certification								
Number of sites accredited to Investors in People	0	0	11	11	86	91	0	0
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	0	0	11	11	86	91	0	0
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	1	0	0	0	0

Certification in FTEs								
FTEs in sites certified to Investors in People	-	-	1,416	1,391	9,549	10,000	-	-
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	-	-	1,416	1,391	9,549	10,000	-	-
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	221	-	-	-	-

## Our people

Sites reporting on employee satisfaction	-	-	0	11	86	0	-	-
Sites reporting on voluntary turnover	-	-	0	11	86	91	-	-
Sites reporting on management vacancies filled in by internal candidates	-	-	0	11	86	91	-	-
Sites reporting on blameworthy road traffic accidents	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	-	-	-	-	-	-
Sites reporting on workplace fatalities	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accident rate	-	-	-	-	-	-	-	-
Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	-	-	0	11	86	91	-	-
Sites reporting on training hours	-	-	0	11	86	91	-	-
Sites reporting on corporate sustainability training hours	-	-	0	11	86	91	-	-
Sites reporting on inclusion of minorities	-	-	0	11	0	0	-	-

## Our customers

Sites reporting active trading customers	-	-	0	11	86	91	-	-
Sites reporting on documented complaints	-	-	0	11	86	91	-	-
Sites reporting on satisfied customers	-	-	0	0	86	91	-	-

## Our world

Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	1	-	-	-	-
District heating	-	-	-	1	-	-	-	-
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	1	-	-	-	-
Hybrid techniques	-	-	-	1	-	-	-	-
On board computer with performance monitoring	-	-	-	1	-	-	-	-
Sites reporting on waste								
Total waste	-	-	-	1	-	-	-	-
Paper and cardboard separated for recycling	-	-	-	1	-	-	-	-
Other kind of waste separated for recycling	-	-	-	1	-	-	-	-
Hazardous waste	-	-	-	1	-	-	-	-
Sites reporting on noise complaints	-	-	-	1	-	-	-	-
Sites reporting on packaging								
Number of pallets discharged	-	-	-	1	-	-	-	-
Number of one-way pallets purchased	-	-	-	1	-	-	-	-
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	1	-	-	-	-
Environmental incidents off site	-	-	-	1	-	-	-	-

Reporting entity	Austria	Austria	Bulgaria	Bulgaria	Czech republic	Czech republic	Denmark	Denmark
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	242	250	75	92	212	201	243	284
Total number of sites of the reporting entity	6	6	5	5	9	9	1	1

Certification								
Number of sites accredited to Investors in People	6	6	5	5	9	9	1	1
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	0	0	5	5	9	9	1	1
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	0	0	0	1	1

Certification in FTEs								
FTEs in sites certified to Investors in People	242	250	75	92	212	201	243	284
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	-	-	75	92	212	201	243	284
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	-	-	-	243	284

## Our people

Sites reporting on employee satisfaction	0	0	5	5	0	9	1	1
Sites reporting on voluntary turnover	0	0	5	5	9	9	1	1
Sites reporting on management vacancies filled in by internal candidates	0	0	5	5	9	9	1	1
Sites reporting on blameworthy road traffic accidents	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	-	-	-	-	-	-
Sites reporting on workplace fatalities	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accident rate	-	-	-	-	-	-	-	-
Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	6	6	5	5	9	9	1	1
Sites reporting on training hours	0	0	5	5	9	9	1	1
Sites reporting on corporate sustainability training hours	0	0	5	5	0	0	0	0
Sites reporting on inclusion of minorities	6	6	5	5	9	9	1	1

## Our customers

Sites reporting active trading customers	-	-	5	5	9	9	1	1
Sites reporting on documented complaints	-	-	5	5	9	9	0	0
Sites reporting on satisfied customers	-	-	0	0	0	0	1	1

## Our world

Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	-	-	-	1	1
District heating	-	-	-	-	-	-	1	1
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	-	-	-	1	1
Hybrid techniques	-	-	-	-	-	-	1	1
On board computer with performance monitoring	-	-	-	-	-	-	1	1
Sites reporting on waste								
Total waste	-	-	-	-	-	-	0	1
Paper and cardboard separated for recycling	-	-	-	-	-	-	0	0
Other kind of waste separated for recycling	-	-	-	-	-	-	0	0
Hazardous waste	-	-	-	-	-	-	1	1
Sites reporting on noise complaints	-	-	-	-	-	-	1	1
Sites reporting on packaging								
Number of pallets discharged	-	-	-	-	-	-	1	1
Number of one-way pallets purchased	-	-	-	-	-	-	1	1
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	-	-	-	1	1
Environmental incidents off site	-	-	-	-	-	-	1	1

# Express

Reporting entity	Estonia	Estonia	Finland	Finland	Greece	Greece	Hungary	Hungary
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	50	59	200	221	211	230	264	223
Total number of sites of the reporting entity	1	1	7	7	4	4	11	11

Certification								
Number of sites accredited to Investors in People	1	1	7	7	4	4	11	11
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	1	1	7	7	0	0	11	11
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	1	1	7	7	0	0	0	0

Certification in FTEs								
FTEs in sites certified to Investors in People	50	59	200	221	211	230	264	223
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	50	59	200	221	-	-	264	223
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	50	59	200	221	-	-	-	-

## Our people

Sites reporting on employee satisfaction	1	1	7	7	4	0	11	11
Sites reporting on voluntary turnover	1	1	7	7	4	4	11	11
Sites reporting on management vacancies filled in by internal candidates	1	1	7	7	4	4	11	11
Sites reporting on blameworthy road traffic accidents	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	-	-	-	-	-	-
Sites reporting on workplace fatalities	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accident rate	-	-	-	-	-	-	-	-
Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	1	1	0	7	4	4	11	11
Sites reporting on training hours	1	1	7	7	4	4	11	11
Sites reporting on corporate sustainability training hours	0	0	0	0	4	4	0	0
Sites reporting on inclusion of minorities	1	1	7	7	4	4	0	0

## Our customers

Sites reporting active trading customers	1	1	7	7	-	-	11	11
Sites reporting on documented complaints	1	1	7	7	-	-	11	11
Sites reporting on satisfied customers	1	1	7	7	-	-	0	0

## Our world

Sites reporting on sustainable resources								
Sustainable electricity	1	1	7	7	-	-	-	-
District heating	1	1	7	7	-	-	-	-
Sites reporting on sustainable transportation								
Alternative fuel	1	1	7	7	-	-	-	-
Hybrid techniques	1	1	7	7	-	-	-	-
On board computer with performance monitoring	0	0	7	7	-	-	-	-
Sites reporting on waste								
Total waste	1	1	7	7	-	-	-	-
Paper and cardboard separated for recycling	1	1	7	7	-	-	-	-
Other kind of waste separated for recycling	1	1	7	7	-	-	-	-
Hazardous waste	1	1	7	7	-	-	-	-
Sites reporting on noise complaints	1	1	7	7	-	-	-	-
Sites reporting on packaging								
Number of pallets discharged	0	0	0	0	-	-	-	-
Number of one-way pallets purchased	0	0	7	7	-	-	-	-
Sites reporting on environmental incidents								
Environmental incidents on site	1	1	7	7	-	-	-	-
Environmental incidents off site	1	1	7	7	-	-	-	-

# Express

Reporting entity	Israel	Israel	Latvia	Latvia	Lithuania	Lithuania	Norway	Norway
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	68	83	42	48	52	59	123	130
Total number of sites of the reporting entity	3	2	1	1	3	3	1	1

Certification								
Number of sites accredited to Investors in People	3	2	1	1	3	3	1	1
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	0	2	0	0	0	0	1	1
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	0	0	0	1	1

Certification in FTEs								
FTEs in sites certified to Investors in People	68	83	42	48	52	59	123	130
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	-	83	-	-	-	-	123	130
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	-	-	-	123	130

Our people								
Sites reporting on employee satisfaction	3	2	1	1	3	0	0	0
Sites reporting on voluntary turnover	3	2	0	1	3	3	1	1
Sites reporting on management vacancies filled in by internal candidates	3	2	0	1	3	3	1	1
Sites reporting on blameworthy road traffic accidents	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	-	-	-	-	-	-
Sites reporting on workplace fatalities	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accident rate	-	-	-	-	-	-	-	-
Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	3	2	1	1	3	3	1	1
Sites reporting on training hours	3	2	1	1	3	3	1	1
Sites reporting on corporate sustainability training hours	3	2	1	1	0	0	1	1
Sites reporting on inclusion of minorities	3	2	1	1	3	3	1	1

Our customers								
Sites reporting active trading customers	-	2	-	-	-	-	1	1
Sites reporting on documented complaints	-	0	-	-	-	-	1	1
Sites reporting on satisfied customers	-	0	-	-	-	-	0	0

Our world								
Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	-	-	-	0	0
District heating	-	-	-	-	-	-	1	1
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	-	-	-	1	1
Hybrid techniques	-	-	-	-	-	-	1	1
On board computer with performance monitoring	-	-	-	-	-	-	1	1
Sites reporting on waste								
Total waste	-	-	-	-	-	-	1	1
Paper and cardboard separated for recycling	-	-	-	-	-	-	1	1
Other kind of waste separated for recycling	-	-	-	-	-	-	1	1
Hazardous waste	-	-	-	-	-	-	1	1
Sites reporting on noise complaints	-	-	-	-	-	-	1	1
Sites reporting on packaging								
Number of pallets discharged	-	-	-	-	-	-	1	1
Number of one-way pallets purchased	-	-	-	-	-	-	1	1
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	-	-	-	1	1
Environmental incidents off site	-	-	-	-	-	-	1	1

Reporting entity	Poland	Poland	Portugal	Portugal	Romania	Romania	Russian Federation	
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	399	417	219	233	278	335	332	402
Total number of sites of the reporting entity	11	15	4	4	21	22	2	3

Certification								
Number of sites accredited to Investors in People	11	15	4	4	21	22	2	3
Number of sites certified to OHSAS 18001	0	0	4	4	0	0	0	0
Number of sites certified to ISO 9001	11	15	4	4	21	22	0	3
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	4	0	0	0	0

Certification in FTEs								
FTEs in sites certified to Investors in People	399	417	219	233	278	335	332	402
FTEs in sites certified to OHSAS 18001	-	-	219	233	-	-	-	-
FTEs in sites certified to ISO 9001	399	417	219	233	278	335	-	402
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	233	-	-	-	-

Our people								
Sites reporting on employee satisfaction	11	0	4	4	21	0	2	0
Sites reporting on voluntary turnover	0	15	4	4	21	22	2	3
Sites reporting on management vacancies filled in by internal candidates	0	15	7	5	21	22	2	3
Sites reporting on blameworthy road traffic accidents	-	-	4	4	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	4	4	-	-	-	-
Sites reporting on workplace fatalities	-	-	4	4	-	-	-	-
Sites reporting on blameworthy road traffic accident rate	-	-	4	4	-	-	-	-
Sites reporting on last-time accidents frequency rate	-	-	4	4	-	-	-	-
Sites reporting on diversity / gender profile	11	15	4	4	21	22	2	3
Sites reporting on training hours	11	15	4	4	21	22	2	3
Sites reporting on corporate sustainability training hours	11	11	4	4	21	21	2	3
Sites reporting on inclusion of minorities	11	15	4	4	21	22	2	3

Our customers								
Sites reporting active trading customers	11	15	4	4	21	22	-	3
Sites reporting on documented complaints	0	15	0	0	21	22	-	3
Sites reporting on satisfied customers	11	15	4	4	21	22	-	3

Our world								
Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	4	-	-	-	-
District heating	-	-	-	4	-	-	-	-
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	4	-	-	-	-
Hybrid techniques	-	-	-	4	-	-	-	-
On board computer with performance monitoring	-	-	-	4	-	-	-	-
Sites reporting on waste								
Total waste	-	-	-	4	-	-	-	-
Paper and cardboard separated for recycling	-	-	-	4	-	-	-	-
Other kind of waste separated for recycling	-	-	-	4	-	-	-	-
Hazardous waste	-	-	-	4	-	-	-	-
Sites reporting on noise complaints	-	-	-	4	-	-	-	-
Sites reporting on packaging								
Number of pallets discharged	-	-	-	0	-	-	-	-
Number of one-way pallets purchased	-	-	-	0	-	-	-	-
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	4	-	-	-	-
Environmental incidents off site	-	-	-	4	-	-	-	-



Reporting entity	Slovakia	Slovakia	Spain	Spain	Sweden	Sweden	Switzerland	Switzerland
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	87	78	586	639	315	337	0	0
Total number of sites of the reporting entity	4	4	14	14	5	6	0	0

Certification								
Number of sites accredited to Investors in People	4	4	14	14	5	6	0	0
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	0	0	14	14	5	6	0	0
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	0	5	6	0	0

Certification in FTEs								
FTEs in sites certified to Investors in People	87	78	586	639	315	337	-	-
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	-	-	586	639	315	337	-	-
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	-	315	337	-	-

## Our people

Sites reporting on employee satisfaction	4	4	14	0	5	6	0	0
Sites reporting on voluntary turnover	0	4	14	14	0	6	0	0
Sites reporting on management vacancies filled in by internal candidates	0	4	14	14	0	6	0	0
Sites reporting on blameworthy road traffic accidents	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	-	-	-	-	-	-
Sites reporting on workplace fatalities	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accident rate	-	-	-	-	-	-	-	-
Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	4	4	14	14	0	6	0	0
Sites reporting on training hours	4	4	14	14	5	6	0	0
Sites reporting on corporate sustainability training hours	0	0	14	14	5	6	0	0
Sites reporting on inclusion of minorities	4	4	14	14	5	6	0	0

## Our customers

Sites reporting active trading customers	-	-	14	14	0	0	0	0
Sites reporting on documented complaints	-	-	0	14	0	0	0	0
Sites reporting on satisfied customers	-	-	14	14	0	0	0	0

## Our world

Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	-	5	6	0	0
District heating	-	-	-	-	5	6	0	0
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	-	5	6	0	0
Hybrid techniques	-	-	-	-	5	6	0	0
On board computer with performance monitoring	-	-	-	-	5	6	0	0
Sites reporting on waste								
Total waste	-	-	-	-	5	6	0	0
Paper and cardboard separated for recycling	-	-	-	-	5	6	0	0
Other kind of waste separated for recycling	-	-	-	-	5	6	0	0
Hazardous waste	-	-	-	-	5	6	0	0
Sites reporting on noise complaints	-	-	-	-	5	6	0	0
Sites reporting on packaging								
Number of pallets discharged	-	-	-	-	0	0	0	0
Number of one-way pallets purchased	-	-	-	-	5	6	0	0
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	-	5	6	0	0
Environmental incidents off site	-	-	-	-	5	6	0	0

Reporting entity	Turkey	Turkey	Argentina	Argentina	Brazil	Brazil	Chile	Chile
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	607	631	103	127	186	161	161	173
Total number of sites of the reporting entity	23	23	5	5	2	2	6	6

Certification								
Number of sites accredited to Investors in People	23	23	5	5	2	2	6	6
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	0	0	0	0	0	0	0	0
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	0	0	0	0	0

Certification in FTEs								
FTEs in sites certified to Investors in People	607	631	103	127	186	161	161	173
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	-	-	-	-	-	-	-	-
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	-	-	-	-	-

Our people								
Sites reporting on employee satisfaction	23	0	5	0	2	2	6	6
Sites reporting on voluntary turnover	23	23	5	5	2	2	6	6
Sites reporting on management vacancies filled in by internal candidates	23	23	5	5	2	2	6	6
Sites reporting on blameworthy road traffic accidents	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	-	-	-	-	-	-
Sites reporting on workplace fatalities	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accident rate	-	-	-	-	-	-	-	-
Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	23	23	5	5	2	2	6	6
Sites reporting on training hours	23	23	5	5	2	2	6	6
Sites reporting on corporate sustainability training hours	0	0	0	5	0	0	6	6
Sites reporting on inclusion of minorities	23	23	0	5	0	0	6	6

Our customers								
Sites reporting active trading customers	-	-	-	-	-	-	-	-
Sites reporting on documented complaints	-	-	-	-	-	-	-	-
Sites reporting on satisfied customers	-	-	-	-	-	-	-	-

Our world								
Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	-	-	-	-	-
District heating	-	-	-	-	-	-	-	-
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	-	-	-	-	-
Hybrid techniques	-	-	-	-	-	-	-	-
On board computer with performance monitoring	-	-	-	-	-	-	-	-
Sites reporting on waste								
Total waste	-	-	-	-	-	-	-	-
Paper and cardboard separated for recycling	-	-	-	-	-	-	-	-
Other kind of waste separated for recycling	-	-	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-	-	-
Sites reporting on noise complaints	-	-	-	-	-	-	-	-
Sites reporting on packaging								
Number of pallets discharged	-	-	-	-	-	-	-	-
Number of one-way pallets purchased	-	-	-	-	-	-	-	-
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	-	-	-	-	-
Environmental incidents off site	-	-	-	-	-	-	-	-

# Express

Reporting entity	Canada	Canada	United States	United States	Bahrain	Bahrain	Jordan	Jordan
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	164	112	569	602	20	43	21	24
Total number of sites of the reporting entity	6	6	12	12	1	1	1	1

Certification								
Number of sites accredited to Investors in People	6	6	12	12	0	0	1	1
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	0	0	0	0	0	0	0	0
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	0	0	0	0	0

Certification in FTEs								
FTEs in sites certified to Investors in People	164	112	569	602	-	-	21	24
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	-	-	-	-	-	-	-	-
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	-	-	-	-	-

## Our people

Sites reporting on employee satisfaction	6	6	12	12	-	-	0	0
Sites reporting on voluntary turnover	0	6	0	12	-	-	0	0
Sites reporting on management vacancies filled in by internal candidates	0	6	12	12	-	-	0	0
Sites reporting on blameworthy road traffic accidents	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	-	-	-	-	-	-
Sites reporting on workplace fatalities	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accident rate	-	-	-	-	-	-	-	-
Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	6	6	12	12	-	-	0	0
Sites reporting on training hours	6	6	12	12	-	-	0	0
Sites reporting on corporate sustainability training hours	0	0	0	0	-	-	0	0
Sites reporting on inclusion of minorities	6	6	0	0	-	-	0	0

## Our customers

Sites reporting active trading customers	-	-	-	-	-	-	-	-
Sites reporting on documented complaints	-	-	-	-	-	-	-	-
Sites reporting on satisfied customers	-	-	-	-	-	-	-	-

## Our world

Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	-	-	-	-	-
District heating	-	-	-	-	-	-	-	-
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	-	-	-	-	-
Hybrid techniques	-	-	-	-	-	-	-	-
On board computer with performance monitoring	-	-	-	-	-	-	-	-
Sites reporting on waste								
Total waste	-	-	-	-	-	-	-	-
Paper and cardboard separated for recycling	-	-	-	-	-	-	-	-
Other kind of waste separated for recycling	-	-	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-	-	-
Sites reporting on noise complaints	-	-	-	-	-	-	-	-
Sites reporting on packaging								
Number of pallets discharged	-	-	-	-	-	-	-	-
Number of one-way pallets purchased	-	-	-	-	-	-	-	-
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	-	-	-	-	-
Environmental incidents off site	-	-	-	-	-	-	-	-

# Express

Reporting entity	Kuwait	Kuwait	Saudi Arabia	Saudi Arabia	United Arab Emirates	Egypt	Egypt	
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	32	37	145	189	173	209	105	296
Total number of sites of the reporting entity	1	2	6	6	10	11	2	2

Certification								
Number of sites accredited to Investors in People	0	0	6	6	10	11	2	2
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	0	0	0	0	0	0	0	0
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	0	0	0	0	0

Certification in FTEs								
FTEs in sites certified to Investors in People	-	-	145	189	173	209	105	296
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	-	-	-	-	-	-	-	-
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	-	-	-	-	-

## Our people

Sites reporting on employee satisfaction	-	-	0	0	10	0	0	0
Sites reporting on voluntary turnover	-	-	6	6	0	11	0	0
Sites reporting on management vacancies filled in by internal candidates	-	-	6	6	0	11	0	0
Sites reporting on blameworthy road traffic accidents	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	-	-	-	-	-	-
Sites reporting on workplace fatalities	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accident rate	-	-	-	-	-	-	-	-
Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	-	-	0	0	0	11	0	0
Sites reporting on training hours	-	-	0	6	0	11	0	0
Sites reporting on corporate sustainability training hours	-	-	6	6	10	11	0	0
Sites reporting on inclusion of minorities	-	-	6	6	10	11	0	0

## Our customers

Sites reporting active trading customers	-	-	-	-	-	-	-	-
Sites reporting on documented complaints	-	-	-	-	-	-	-	-
Sites reporting on satisfied customers	-	-	-	-	-	-	-	-

## Our world

Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	-	-	-	-	-
District heating	-	-	-	-	-	-	-	-
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	-	-	-	-	-
Hybrid techniques	-	-	-	-	-	-	-	-
On board computer with performance monitoring	-	-	-	-	-	-	-	-
Sites reporting on waste								
Total waste	-	-	-	-	-	-	-	-
Paper and cardboard separated for recycling	-	-	-	-	-	-	-	-
Other kind of waste separated for recycling	-	-	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-	-	-
Sites reporting on noise complaints	-	-	-	-	-	-	-	-
Sites reporting on packaging								
Number of pallets discharged	-	-	-	-	-	-	-	-
Number of one-way pallets purchased	-	-	-	-	-	-	-	-
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	-	-	-	-	-
Environmental incidents off site	-	-	-	-	-	-	-	-

# Express

Reporting entity	Namibia	Namibia	South Africa	South Africa	Sudan	Sudan	India	India
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	12	11	306	318	23	22	515	537
Total number of sites of the reporting entity	1	1	10	10	1	1	26	26

Certification								
Number of sites accredited to Investors in People	0	0	10	10	0	0	26	26
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	0	0	10	10	0	0	26	26
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	0	0	0	0	0

Certification in FTEs								
FTEs in sites certified to Investors in People	-	-	306	318	-	-	515	537
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	-	-	306	318	-	-	515	537
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	-	-	-	-	-

## Our people

Sites reporting on employee satisfaction	-	-	10	0	-	-	26	0
Sites reporting on voluntary turnover	-	-	10	10	-	-	26	26
Sites reporting on management vacancies filled in by internal candidates	-	-	10	10	-	-	26	26
Sites reporting on blameworthy road traffic accidents	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	-	-	-	-	-	-
Sites reporting on workplace fatalities	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accident rate	-	-	-	-	-	-	-	-
Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	-	-	10	10	-	-	26	26
Sites reporting on training hours	-	-	10	10	-	-	26	26
Sites reporting on corporate sustainability training hours	-	-	10	10	-	-	26	26
Sites reporting on inclusion of minorities	-	-	10	10	-	-	26	26

## Our customers

Sites reporting active trading customers	-	-	10	10	-	-	26	26
Sites reporting on documented complaints	-	-	0	0	-	-	26	26
Sites reporting on satisfied customers	-	-	0	0	-	-	26	26

## Our world

Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	-	-	-	-	-
District heating	-	-	-	-	-	-	-	-
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	-	-	-	-	-
Hybrid techniques	-	-	-	-	-	-	-	-
On board computer with performance monitoring	-	-	-	-	-	-	-	-
Sites reporting on waste								
Total waste	-	-	-	-	-	-	-	-
Paper and cardboard separated for recycling	-	-	-	-	-	-	-	-
Other kind of waste separated for recycling	-	-	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-	-	-
Sites reporting on noise complaints	-	-	-	-	-	-	-	-
Sites reporting on packaging								
Number of pallets discharged	-	-	-	-	-	-	-	-
Number of one-way pallets purchased	-	-	-	-	-	-	-	-
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	-	-	-	-	-
Environmental incidents off site	-	-	-	-	-	-	-	-

Reporting entity	Indonesia	Indonesia	Japan	Japan	Malaysia	Malaysia	Philippines	Philippines
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	407	492	161	140	259	277	250	235
Total number of sites of the reporting entity	19	19	10	10	4	4	5	5

Certification								
Number of sites accredited to Investors in People	19	19	0	0	0	4	0	0
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	0	19	0	0	0	4	5	5
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	0	0	0	0	0

Certification in FTEs								
FTEs in sites certified to Investors in People	407	492	-	-	-	277	-	-
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	-	492	-	-	-	277	250	235
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	-	-	-	-	-

## Our people

Sites reporting on employee satisfaction	19	19	-	-	-	0	-	-
Sites reporting on voluntary turnover	19	19	-	-	-	4	-	-
Sites reporting on management vacancies filled in by internal candidates	19	19	-	-	-	4	-	-
Sites reporting on blameworthy road traffic accidents	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	-	-	-	-	-	-
Sites reporting on workplace fatalities	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accident rate	-	-	-	-	-	-	-	-
Sites reporting on last-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	19	19	-	-	4	4	-	-
Sites reporting on training hours	19	19	-	-	4	4	-	-
Sites reporting on corporate sustainability training hours	19	19	-	-	0	0	-	-
Sites reporting on inclusion of minorities	19	19	-	-	0	0	-	-

## Our customers

Sites reporting active trading customers	-	19	-	-	-	4	5	5
Sites reporting on documented complaints	-	19	-	-	-	4	5	5
Sites reporting on satisfied customers	-	0	-	-	-	0	5	5

## Our world

Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	-	-	-	-	-
District heating	-	-	-	-	-	-	-	-
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	-	-	-	-	-
Hybrid techniques	-	-	-	-	-	-	-	-
On board computer with performance monitoring	-	-	-	-	-	-	-	-
Sites reporting on waste								
Total waste	-	-	-	-	-	-	-	-
Paper and cardboard separated for recycling	-	-	-	-	-	-	-	-
Other kind of waste separated for recycling	-	-	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-	-	-
Sites reporting on noise complaints	-	-	-	-	-	-	-	-
Sites reporting on packaging								
Number of pallets discharged	-	-	-	-	-	-	-	-
Number of one-way pallets purchased	-	-	-	-	-	-	-	-
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	-	-	-	-	-
Environmental incidents off site	-	-	-	-	-	-	-	-

Reporting entity	Singapore	Singapore	South Korea	South Korea	Thailand	Thailand	Vietnam	Vietnam
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	360	392	301	312	473	630	194	220
Total number of sites of the reporting entity	2	2	18	18	14	14	11	11

Certification								
Number of sites accredited to Investors in People	2	2	0	0	14	14	11	11
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	2	2	18	18	14	14	11	11
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	0	0	0	0	0

Certification in FTEs								
FTEs in sites certified to Investors in People	360	392	-	-	473	630	194	220
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	360	392	301	312	473	630	194	220
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	-	-	-	-	-

## Our people

Sites reporting on employee satisfaction	0	0	-	-	0	0	11	0
Sites reporting on voluntary turnover	2	2	-	-	14	14	11	11
Sites reporting on management vacancies filled in by internal candidates	2	2	-	-	10	16	11	11
Sites reporting on blameworthy road traffic accidents	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	-	-	-	-	-	-
Sites reporting on workplace fatalities	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accident rate	-	-	-	-	-	-	-	-
Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	2	2	-	-	14	14	11	11
Sites reporting on training hours	2	2	-	-	14	14	11	11
Sites reporting on corporate sustainability training hours	0	0	-	-	0	0	11	11
Sites reporting on inclusion of minorities	0	0	-	-	0	0	11	11

## Our customers

Sites reporting active trading customers	2	2	18	18	14	14	11	11
Sites reporting on documented complaints	2	2	18	18	14	14	0	11
Sites reporting on satisfied customers	2	2	18	18	0	0	11	11

## Our world

Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	-	-	-	-	-
District heating	-	-	-	-	-	-	-	-
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	-	-	-	-	-
Hybrid techniques	-	-	-	-	-	-	-	-
On board computer with performance monitoring	-	-	-	-	-	-	-	-
Sites reporting on waste								
Total waste	-	-	-	-	-	-	-	-
Paper and cardboard separated for recycling	-	-	-	-	-	-	-	-
Other kind of waste separated for recycling	-	-	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-	-	-
Sites reporting on noise complaints	-	-	-	-	-	-	-	-
Sites reporting on packaging								
Number of pallets discharged	-	-	-	-	-	-	-	-
Number of one-way pallets purchased	-	-	-	-	-	-	-	-
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	-	-	-	-	-
Environmental incidents off site	-	-	-	-	-	-	-	-

# Express

Reporting entity	China	China	Hong Kong	Hong Kong	Taiwan	Taiwan	Australia	Australia
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	941	1,204	346	413	212	220	4,481	4,665
Total number of sites of the reporting entity	38	42	6	5	3	3	61	59

Certification								
Number of sites accredited to Investors in People	0	0	6	5	3	3	61	59
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	0	0	6	5	0	3	3	3
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	0	0	0	0	0

Certification in FTEs								
FTEs in sites certified to Investors in People	-	-	346	413	212	220	4,481	4,665
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	-	-	346	413	-	220	184	190
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	-	-	-	-	-

## Our people

Sites reporting on employee satisfaction	-	-	6	0	3	0	0	0
Sites reporting on voluntary turnover	-	-	6	5	3	3	0	0
Sites reporting on management vacancies filled in by internal candidates	-	-	6	5	3	3	0	0
Sites reporting on blameworthy road traffic accidents	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	-	-	-	-	-	-
Sites reporting on workplace fatalities	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accident rate	-	-	-	-	-	-	-	-
Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	-	-	6	5	3	3	0	0
Sites reporting on training hours	-	-	6	5	3	3	0	0
Sites reporting on corporate sustainability training hours	-	-	6	5	3	3	0	0
Sites reporting on inclusion of minorities	-	-	6	5	3	3	0	0

## Our customers

Sites reporting active trading customers	-	-	6	5	-	3	0	0
Sites reporting on documented complaints	-	-	6	5	-	3	0	0
Sites reporting on satisfied customers	-	-	6	5	-	3	0	0

## Our world

Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	-	-	-	-	-
District heating	-	-	-	-	-	-	-	-
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	-	-	-	-	-
Hybrid techniques	-	-	-	-	-	-	-	-
On board computer with performance monitoring	-	-	-	-	-	-	-	-
Sites reporting on waste								
Total waste	-	-	-	-	-	-	-	-
Paper and cardboard separated for recycling	-	-	-	-	-	-	-	-
Other kind of waste separated for recycling	-	-	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-	-	-
Sites reporting on noise complaints	-	-	-	-	-	-	-	-
Sites reporting on packaging								
Number of pallets discharged	-	-	-	-	-	-	-	-
Number of one-way pallets purchased	-	-	-	-	-	-	-	-
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	-	-	-	-	-
Environmental incidents off site	-	-	-	-	-	-	-	-



Reporting entity	Fiji	Fiji	New Zealand	New Zealand	IAS - TNT Airways NV/SA	IAS - TNT Airways NV/SA	WW (Euro HUB) NV/SA	WW (Euro HUB) NV/SA
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	28	27	159	143	264	325	766	780
Total number of sites of the reporting entity	2	2	7	7	2	2	1	1

Certification								
Number of sites accredited to Investors in People	0	0	7	7	2	2	1	1
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	0	0	0	0	0	0	0	0
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	0	0	0	0	0

Certification in FTEs								
FTEs in sites certified to Investors in People	-	-	159	143	264	325	766	780
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	-	-	-	-	-	-	-	-
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	-	-	-	-	-

## Our people

Sites reporting on employee satisfaction	-	-	0	7	1	0	1	0
Sites reporting on voluntary turnover	-	-	0	7	2	2	1	1
Sites reporting on management vacancies filled in by internal candidates	-	-	0	7	0	2	1	1
Sites reporting on blameworthy road traffic accidents	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	-	-	-	-	-	-
Sites reporting on workplace fatalities	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accident rate	-	-	-	-	-	-	-	-
Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	-	-	1	7	2	2	1	1
Sites reporting on training hours	-	-	0	7	2	2	1	1
Sites reporting on corporate sustainability training hours	-	-	0	7	0	0	0	0
Sites reporting on inclusion of minorities	-	-	0	0	2	2	0	1

## Our customers

Sites reporting active trading customers	-	-	-	-	-	-	-	-
Sites reporting on documented complaints	-	-	-	-	-	-	-	-
Sites reporting on satisfied customers	-	-	-	-	-	-	-	-

## Our world

Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	-	-	-	-	-
District heating	-	-	-	-	-	-	-	-
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	-	-	-	-	-
Hybrid techniques	-	-	-	-	-	-	-	-
On board computer with performance monitoring	-	-	-	-	-	-	-	-
Sites reporting on waste								
Total waste	-	-	-	-	-	-	-	-
Paper and cardboard separated for recycling	-	-	-	-	-	-	-	-
Other kind of waste separated for recycling	-	-	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-	-	-
Sites reporting on noise complaints	-	-	-	-	-	-	-	-
Sites reporting on packaging								
Number of pallets discharged	-	-	-	-	-	-	-	-
Number of one-way pallets purchased	-	-	-	-	-	-	-	-
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	-	-	-	-	-
Environmental incidents off site	-	-	-	-	-	-	-	-

Reporting entity	Pan Airlines Areas (SA)		IAS United Kingdom		Road Network BV		TPG IS	TPG IS
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	172	175	140	139	252	274	443	452
Total number of sites of the reporting entity	1	1	5	5	1	1	2	3

Certification								
Number of sites accredited to Investors in People	1	1	5	5	1	1	2	3
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	0	0	0	0	0	0	0	0
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	0	0	1	0	0

Certification in FTEs								
FTEs in sites certified to Investors in People	172	175	140	139	252	274	443	452
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	-	-	-	-	-	-	-	-
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	-	-	274	-	-

## Our people

Sites reporting on employee satisfaction	1	0	5	0	1	0	2	3
Sites reporting on voluntary turnover	1	1	5	6	1	1	2	3
Sites reporting on management vacancies filled in by internal candidates	1	1	5	6	1	1	2	3
Sites reporting on blameworthy road traffic accidents	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accidents fatalities	-	-	-	-	-	-	-	-
Sites reporting on workplace fatalities	-	-	-	-	-	-	-	-
Sites reporting on blameworthy road traffic accident rate	-	-	-	-	-	-	-	-
Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	1	1	5	5	1	1	2	2
Sites reporting on training hours	1	1	1	1	1	1	2	2
Sites reporting on corporate sustainability training hours	0	0	0	0	0	0	2	3
Sites reporting on inclusion of minorities	1	1	5	5	1	1	0	0

## Our customers

Sites reporting active trading customers	-	-	-	-	-	-	-	-
Sites reporting on documented complaints	-	-	-	-	-	-	-	-
Sites reporting on satisfied customers	-	-	-	-	-	-	-	-

## Our world

Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	-	-	1	-	-
District heating	-	-	-	-	-	1	-	-
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	-	-	1	-	-
Hybrid techniques	-	-	-	-	-	1	-	-
On board computer with performance monitoring	-	-	-	-	-	1	-	-
Sites reporting on waste								
Total waste	-	-	-	-	-	1	-	-
Paper and cardboard separated for recycling	-	-	-	-	-	1	-	-
Other kind of waste separated for recycling	-	-	-	-	-	1	-	-
Hazardous waste	-	-	-	-	-	1	-	-
Sites reporting on noise complaints	-	-	-	-	-	1	-	-
Sites reporting on packaging								
Number of pallets discharged	-	-	-	-	-	0	-	-
Number of one-way pallets purchased	-	-	-	-	-	1	-	-
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	-	-	1	-	-
Environmental incidents off site	-	-	-	-	-	1	-	-

# Logistics

Reporting entity	Australia	Australia	Benelux	Benelux	China	China	France	France
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	562	618	1,976	1,825	239	213	3,491	2,830
Total number of sites of the reporting entity	39	43	15	17	36	36	63	50

Certification								
Number of sites accredited to Investors in People	39	43	0	17	0	0	0	0
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	11	11	0	16	0	5	12	18
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	9	0	0	0	0

Certification in FTEs								
FTEs in sites certified to Investors in People	562	618	-	1,365	-	-	-	-
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	224	220	-	1,360	-	83	1,166	1,117
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	863	-	-	-	-

## Our people

Sites reporting on employee satisfaction	0	43	-	17	-	-	-	-
Sites reporting on voluntary turnover	0	43	-	17	-	-	-	-
Sites reporting on management vacancies filled in by internal candidates	0	43	-	17	-	-	-	-
Sites reporting on blameworthy road traffic accidents	nd	43	nd	17	36	36	63	50
Sites reporting on blameworthy road traffic accidents fatalities	nd	43	15	17	36	36	63	50
Sites reporting on workplace fatalities	nd	43	15	17	36	36	63	50
Sites reporting on blameworthy road traffic accident rate	nd	43	nd	nd	nd	nd	nd	50
Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	0	43	-	17	-	-	-	-
Sites reporting on training hours	0	43	-	0	-	-	-	-
Sites reporting on corporate sustainability training hours	0	43	-	17	-	-	-	-
Sites reporting on inclusion of minorities	0	43	-	17	-	-	-	-

## Our customers

Sites reporting active trading customers	0	11	-	16	-	0	0	18
Sites reporting on documented complaints	0	11	-	0	-	0	0	18
Sites reporting on satisfied customers	0	0	-	0	-	0	12	18

## Our world

Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	9	-	-	-	-
District heating	-	-	-	0	-	-	-	-
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	0	-	-	-	-
Hybrid techniques	-	-	-	9	-	-	-	-
On board computer with performance monitoring	-	-	-	0	-	-	-	-
Sites reporting on waste								
Total waste	-	-	-	9	-	-	-	-
Paper and cardboard separated for recycling	-	-	-	9	-	-	-	-
Other kind of waste separated for recycling	-	-	-	9	-	-	-	-
Hazardous waste	-	-	-	9	-	-	-	-
Sites reporting on noise complaints	-	-	-	9	-	-	-	-
Sites reporting on packaging								
Number of pallets discharged	-	-	-	0	-	-	-	-
Number of one-way pallets purchased	-	-	-	0	-	-	-	-
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	9	-	-	-	-
Environmental incidents off site	-	-	-	9	-	-	-	-

# Logistics

Reporting entity	Germany	Germany	It-auto	It-auto	It-nonauto	It-nonauto	North-USA	North-USA
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	3,727	3,855	5,416	4,539	1,594	1,418	6,052	5,932
Total number of sites of the reporting entity	23	48	60	58	69	61	nd	180

Certification								
Number of sites accredited to Investors in People	0	0	0	0	39	39	0	0
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	0	14	40	39	43	44	38	38
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	0	0	0	8	8

Certification in FTEs								
FTEs in sites certified to Investors in People	-	-	-	-	846	797	-	-
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	-	1,841	3,541	2,893	795	919	2,602	2,552
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	-	-	-	424	418

## Our people

Sites reporting on employee satisfaction	-	-	-	-	0	39	-	-
Sites reporting on voluntary turnover	-	-	-	-	39	39	-	-
Sites reporting on management vacancies filled in by internal candidates	-	-	-	-	0	0	-	-
Sites reporting on blameworthy road traffic accidents	nd	48	60	58	0	61	nd	180
Sites reporting on blameworthy road traffic accidents fatalities	nd	48	60	58	0	61	nd	180
Sites reporting on workplace fatalities	nd	48	60	58	69	61	nd	180
Sites reporting on blameworthy road traffic accident rate	nd	nd	60	58	69	61	nd	nd

Sites reporting on lost-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	-	-	-	-	39	39	-	-
Sites reporting on training hours	-	-	-	-	39	39	-	-
Sites reporting on corporate sustainability training hours	-	-	-	-	0	0	-	-
Sites reporting on inclusion of minorities	-	-	-	-	39	39	-	-

## Our customers

Sites reporting active trading customers	-	14	40	39	0	0	38	38
Sites reporting on documented complaints	-	0	40	39	0	0	0	38
Sites reporting on satisfied customers	-	0	40	39	0	0	38	38

## Our world

Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	-	-	-	0	0
District heating	-	-	-	-	-	-	0	0
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	-	-	-	8	8
Hybrid techniques	-	-	-	-	-	-	8	8
On board computer with performance monitoring	-	-	-	-	-	-	8	8
Sites reporting on waste								
Total waste	-	-	-	-	-	-	8	8
Paper and cardboard separated for recycling	-	-	-	-	-	-	8	8
Other kind of waste separated for recycling	-	-	-	-	-	-	8	8
Hazardous waste	-	-	-	-	-	-	8	8
Sites reporting on noise complaints	-	-	-	-	-	-	8	8
Sites reporting on packaging								
Number of pallets discharged	-	-	-	-	-	-	8	8
Number of one-way pallets purchased	-	-	-	-	-	-	8	8
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	-	-	-	8	8
Environmental incidents off site	-	-	-	-	-	-	8	8

# Logistics

Reporting entity	South-USA	South-USA	S-EA	S-EA	Spain	Spain	Turkey	Turkey
Year	2003	2004	2003	2004	2003	2004	2003	2004
Total FTE	3,955	5,296	1,278	1,709	711	752	0	711
Total number of sites of the reporting entity	27	28	53	59	12	12	0	62

Certification								
Number of sites accredited to Investors in People	0	0	33	36	0	0	0	0
Number of sites certified to OHSAS 18001	0	0	0	0	0	0	0	0
Number of sites certified to ISO 9001	3	3	23	33	4	4	0	1
Number of sites certified to SA 8000	0	0	0	0	0	0	0	0
Number of sites certified to ISO14001	0	0	0	0	2	2	0	0

Certification in FTEs								
FTEs in sites certified to Investors in People	-	-	1,028	1,330	-	-	-	-
FTEs in sites certified to OHSAS 18001	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 9001	2,109	2,301	601	1,144	388	377	-	23
FTEs in sites certified to SA 8000	-	-	-	-	-	-	-	-
FTEs in sites certified to ISO 14001	-	-	-	-	163	202	-	-

## Our people

Sites reporting on employee satisfaction	-	-	33	36	-	-	-	-
Sites reporting on voluntary turnover	-	-	33	36	-	-	-	-
Sites reporting on management vacancies filled in by internal candidates	-	-	33	36	-	-	-	-
Sites reporting on blameworthy road traffic accidents	nd	28	53	59	12	12	-	62
Sites reporting on blameworthy road traffic accidents fatalities	nd	28	53	59	12	12	-	62
Sites reporting on workplace fatalities	nd	28	53	59	12	12	-	62
Sites reporting on blameworthy road traffic accident rate	nd	28	nd	nd	nd	nd	-	62
Sites reporting on last-time accidents frequency rate	-	-	-	-	-	-	-	-
Sites reporting on diversity / gender profile	-	-	33	36	-	-	-	-
Sites reporting on training hours	-	-	32	36	-	-	-	-
Sites reporting on corporate sustainability training hours	-	-	33	36	-	-	-	-
Sites reporting on inclusion of minorities	-	-	33	33	-	-	-	-

## Our customers

Sites reporting active trading customers	0	0	23	33	4	4	-	0
Sites reporting on documented complaints	0	0	18	33	4	4	-	0
Sites reporting on satisfied customers	0	0	18	33	4	4	-	0

## Our world

Sites reporting on sustainable resources								
Sustainable electricity	-	-	-	-	2	2	-	-
District heating	-	-	-	-	2	2	-	-
Sites reporting on sustainable transportation								
Alternative fuel	-	-	-	-	2	2	-	-
Hybrid techniques	-	-	-	-	2	2	-	-
On board computer with performance monitoring	-	-	-	-	0	0	-	-
Sites reporting on waste								
Total waste	-	-	-	-	0	0	-	-
Paper and cardboard separated for recycling	-	-	-	-	0	0	-	-
Other kind of waste separated for recycling	-	-	-	-	0	0	-	-
Hazardous waste	-	-	-	-	0	0	-	-
Sites reporting on noise complaints	-	-	-	-	2	2	-	-
Sites reporting on packaging								
Number of pallets discharged	-	-	-	-	0	0	-	-
Number of one-way pallets purchased	-	-	-	-	2	2	-	-
Sites reporting on environmental incidents								
Environmental incidents on site	-	-	-	-	2	2	-	-
Environmental incidents off site	-	-	-	-	2	2	-	-

# Logistics

Reporting entity	UK	UK	Willson	Willson
Year	2003	2004	2003	2004
Total FTE	8,069	7,301	0	375
Total number of sites of the reporting entity	190	184	0	31

Certification				
Number of sites accredited to Investors in People	0	184	0	0
Number of sites certified to OHSAS 18001	0	0	0	0
Number of sites certified to ISO 9001	112	117	0	11
Number of sites certified to SA 8000	0	0	0	0
Number of sites certified to ISO14001	4	4	0	11

Certification in FTEs				
FTEs in sites certified to Investors in People	-	7301	-	-
FTEs in sites certified to OHSAS 18001	-	-	-	-
FTEs in sites certified to ISO 9001	4,826	4,752	-	103
FTEs in sites certified to SA 8000	-	-	-	-
FTEs in sites certified to ISO 14001	150	340	-	248

## Our people

Sites reporting on employee satisfaction	-	184	-	-
Sites reporting on voluntary turnover	-	184	-	-
Sites reporting on management vacancies filled in by internal candidates	-	0	-	-
Sites reporting on blameworthy road traffic accidents	190	184	-	-
Sites reporting on blameworthy road traffic accidents fatalities	190	184	-	-
Sites reporting on workplace fatalities	190	184	-	-
Sites reporting on blameworthy road traffic accident rate	nd	nd	-	-
Sites reporting on lost-time accidents frequency rate	-	-	-	-
Sites reporting on diversity / gender profile	-	184	-	-
Sites reporting on training hours	-	184	-	-
Sites reporting on corporate sustainability training hours	-	184	-	-
Sites reporting on inclusion of minorities	-	0	-	-

## Our customers

Sites reporting active trading customers	0	0	-	11
Sites reporting on documented complaints	0	0	-	11
Sites reporting on satisfied customers	0	0	-	0

## Our world

Sites reporting on sustainable resources				
Sustainable electricity	0	0	-	11
District heating	0	0	-	11
Sites reporting on sustainable transportation				
Alternative fuel	0	4	-	11
Hybrid techniques	0	4	-	11
On board computer with performance monitoring	0	0	-	0
Sites reporting on waste				
Total waste	0	0	-	11
Paper and cardboard separated for recycling	0	0	-	11
Other kind of waste separated for recycling	0	0	-	11
Hazardous waste	0	0	-	11
Sites reporting on noise complaints	4	4	-	11
Sites reporting on packaging				
Number of pallets discharged	0	0	-	11
Number of one-way pallets purchased	0	0	-	11
Sites reporting on environmental incidents				
Environmental incidents on site	4	4	-	11
Environmental incidents off site	4	4	-	11



This information is made available by TPG Group Communications and Sustainability

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