

A smiling female Posten employee with blonde hair, wearing a red and grey Posten cap and a red long-sleeved shirt with dark brown sleeves, standing on a city street.

## **Fact booklet:** Sustainability at Posten



Attachment to  
**Integrated Report 2021**

## Contents

Introduction .....	3
UNs Sustainable Development Goals .....	4
Our stakeholders .....	5
The areas where we can make a difference .....	5
Our employees (Human capital).....	6
Safety, development and well-being of employees.....	6
Diversity and inclusion.....	12
Our ability to innovate (Intellectual capital) .....	15
Information security .....	15
Purchasing and investments .....	15
Our network (Social capital) .....	16
Sustainable supply chains.....	16
Anti-corruption, competition law and privacy.....	17
Our environmental impact (Natural capital) .....	19
Greenhouse gas emissions.....	19
Material consumption and recycling.....	21
Facilitate the circular economy .....	21
Partners .....	22
GRI index .....	23
External audit.....	27

# Introduction

## ABOUT THE REPORT

Business, governments and individuals are becoming increasingly aware of what is needed to ensure the sustainable development of companies and the world as a whole. Posten Norge has worked systemically on sustainability since 2010 and reports annually on the most significant areas. You can read about our initiatives and results from the last year in the Integrated Report 2021 and in this fact booklet, which is a supplement with detailed tables, guidelines and responsibilities.

## THIS IS POSTEN NORGE

The Group had an annual turnover of NOK 24 716 million. Total capital is NOK 18 342 million, with an equity ratio of 39.7 percent. There are more than 12 500 employees in 11 countries in the Group. In addition to having its own employees, services are also purchased from partners such as Post in Shops and subcontractors of transport services. The report is based on the materiality analysis from 2020, where our stakeholders identified 11 areas where we can make a difference (see page 5), the supplement to the value creation model prepared in 2021 (see page 14 of the Integrated Report 2021).

## ABOUT THE REPORTING

Reporting is conducted in accordance with GRI Standards and the period covered is from 1 January to 31 December 2021. Reporting takes place annually and this year's report will be published on 25 March, after being reviewed by the Board of Directors on 24 March 2022. It is

made available at [postennorge.no](https://postennorge.no). The English edition will be available from 8 May 2022. The 2020 report was published on 26 March 2021 after being reviewed by the Board of Directors on 25 March 2021.

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

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

The point of contact for questions for the report is Randi B. Skagemo, [randi.skagemo@posten.no](mailto:randi.skagemo@posten.no).

### We have divided the 2021 reports as follows:

- **Integrated report:** How we work on our value creation and what we have achieved
- **Fact booklet:** Detailed tables, guidelines and responsibilities

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

## Goal 8: Decent work and economic growth

**8.2)** Increase economic productivity through diversification, technological modernisation and innovation, including an emphasis on profitable and labour-intensive sectors.

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

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

## Goal 9: Industry, Innovation and Infrastructure

**9.4)** By 2030, upgrade infrastructure and restructure business to become more sustainable, with more efficient use of resources and greater use of clean and environmentally friendly forms of technology and industrial processes, where all countries make an effort based on their own ability and capacity.

## Goal 11: Sustainable Cities and Communities

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

## Goal 13: Climate Action

**13.3)** Strengthen the ability of individuals and institutions to counteract, adapt and mitigate the consequences of climate change and their ability to provide early warnings, and to strengthen knowledge and awareness of this.

## Goal 17: Partnership for the Goals

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



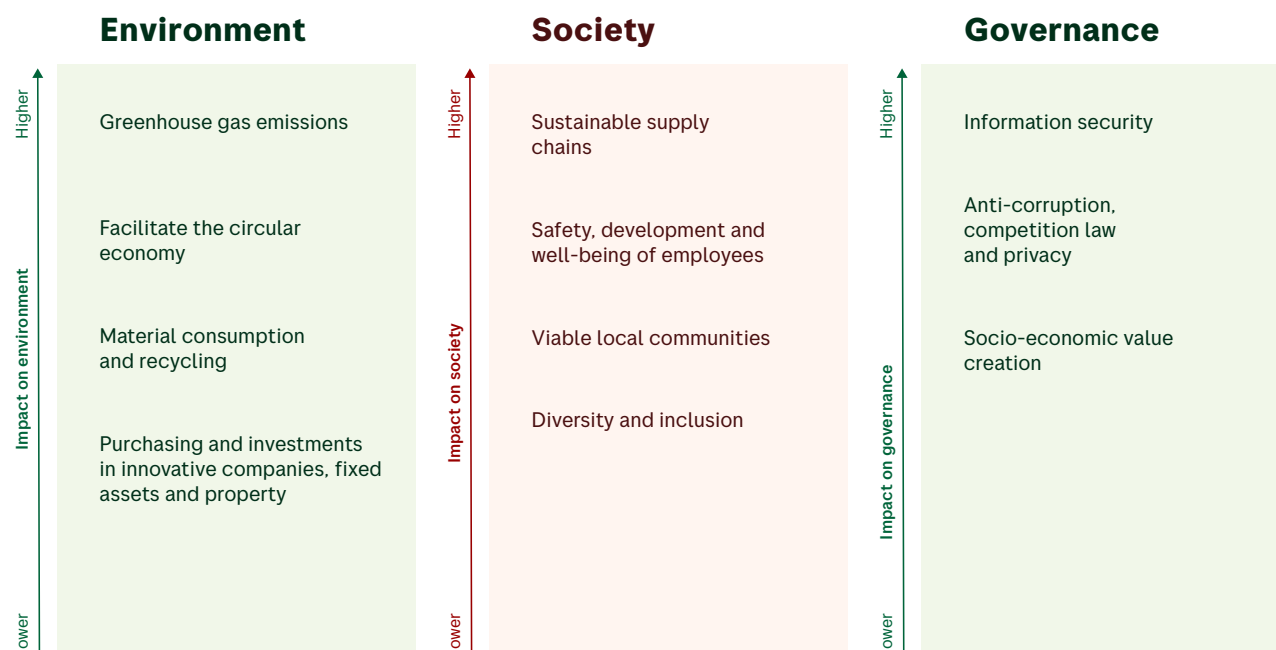
# Our stakeholders

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

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

# The areas where we can make a difference

One of the fundamental principles of GRI Standards is that companies shall design their sustainability reporting based on the sustainability topics that are most significant to the company. A significant topic is defined as “a topic that reflects the organisation's most significant impact on the economy, the environment and people, including its impact on human rights”. Stakeholder dialogue has been an important part of the process of identifying a significant topic. In the autumn of 2020, the Group conducted a materiality analysis which is the basis for the sustainability reporting for 2021\*.



\* The main theme “Sustainable framework conditions” is set out under “Greenhouse gas emissions”. “Diversity and equality” has been changed to “Diversity and inclusion”.



# Safety, development and well-being of employees

## WHY IS THE TOPIC SIGNIFICANT?

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

## GUIDELINES

The Group has numerous and diverse tasks that affect the laws and regulations that apply specifically to the individual location. We undertake to comply with applicable laws and regulations and to act in accordance with the applicable cooperation arenas. Targets for sickness absence, disability, personal injuries and near misses are determined and reported. We have procedures for reporting cases of harassment and discrimination.

## HOW WE WORK WITH HSE

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

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

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

A new revised model for sickness absence follow-up has been introduced for the entire business in Norway. This is designed to strengthen efforts to prevent recurring and long-term sickness absence, among other things.

After a very positive development during the first half of the year, we experienced a change in trend after the summer with increasing absenteeism figures. Sick leave ended at 6.0 percent in 2021 and this is the same level as the previous year.

The annual mandatory HSE management training deals with strengthening Posten and Bring as a responsible and attractive employer. “From words to action” - risk management in everyday life, as well as building a good safety culture so that no one is injured at work.

The project “Adaptation of office premises” recommended adaptations to office premises in Norway, Sweden and Denmark for good infection control, so that employees could return when possible. An overview of various measures to ensure and improve the working environment while working from home has been prepared and made available to all.

## Responsibility

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

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

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

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

## GRI indicators

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

A tool for managers and teams to find good solutions for the hybrid working day together has been prepared called the “Guide for the hybrid working day”.

Other important instruments are the occupational health service, risk assessments and work on occupational health and Norwegian Labour Inspection Authority cases.

### Management system

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

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

### HSE organisation, responsibilities, authority and tasks

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

The individual manager is responsible for:

- Health, safety and the environment (HSE) for the unit/units under the manager's responsibility and has the authority to prioritise and finance work environment measures in accordance with

current budget authorisations, and the “Routine description for the WEC”.

- Implementing HSE measures in accordance with HSE plans/ SMART plans and Posten's HSE routines.
- Following up on HSE in accordance with Posten's management system.
- Ensuring active participation by employees and their representatives in accordance with the Routine description for the WEC. In places with the co-location of multiple operational lines and/or divisions, the overall HSE responsibility is clarified between the lines.

### HR's authority and responsibility

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

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

Several different instruments are used in the work of mapping risk and preventive safety work.

This is described in the document “Best practices in safety work”.

Compliance with this shall contribute to the construction and maintenance of a solid safety culture. The identification of risk factors in the business is carried out in many different ways:

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

### **Occupational health service**

Posten has established an occupational health service that will assist in the preventive work on health and

the working environment, and will provide the manager with professional HSE advice and assistance in advance of and during decision-making processes of significance to the working environment.

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

### Employee participation in HSE work

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

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

### HSE training

All employees must have sufficient knowledge and ability in the systematic HSE work, and be aware of possible dangers and problems associated with the performance of their own work tasks. This is ensured through various instruments:

- Annual internal HSE training for managers.
- HSE basic training with the necessary refresher course for safety representatives and members of the 3-party collaboration.
- Training of first aiders.
- Ergonomic training for terminal workers, drivers and delivery staff.

- E-learning - a Group-wide module for security.
- Training on work equipment and machinery.

### Promoting the health of workers

To motivate activities to achieve health benefits, we have a number of measures that can be used by our employees. Good health gives them more energy at work and both efforts and well-being can be improved. It is also profitable for the company that employees come to work fit and healthy. Some examples of the measures available are:

- Courses and advice for activities from the occupational health service.
- Grants at the individual level for special needs (psychology classes, up to 5 hours of physiotherapy etc.).
- Fitness room and training facilities at our premises.
- The use of gyms with which we have a company agreement (not sponsored).
- The use of so-called "Energy breaks" so that anyone who wants to can exercises in the office, in their own living room or outdoors when it suits them, specifically adapted to those sitting in their home office.
- Welfare services for employees; sports teams, choirs, marching bands etc. Financial support can be given to teams and associations of a social or cultural nature run by or for the employees of the company.
- Offering healthy food in the canteen; subsidy schemes from the employer.

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

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

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

### Work-related injuries

The frequency of personal injuries had a negative development in 2021. The result, an H2 value of 9.3 is 33 percent higher than in 2020 and significantly above the target of 6.3. The largest increase was in the transport and distribution business and it was fall injuries that dominated. This is believed to be related to large volume increases combined with new work procedures and a lot of demanding driving, especially in the first two months of the year. In addition, managerial follow-up has been hampered to some extent by Covid-19 restrictions. An important measure in 2022 will be to implement a scheme called "risk management" where managers and employees will establish joint and individual measures that will contribute to increased awareness of risk factors in everyday work.

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

The systematic registration and follow-up of all personal injuries shows that the most serious dangers are associated with our transportation on the road. In addition, the driving of forklift trucks in our terminals poses a significant risk. In 2021, neither these nor other risk factors have led to incidents with serious consequences for Posten's own employees. However, there have been three high impact injuries that have affected external suppliers at our terminals.

91 investigations have been carried out in which measures and preventive measures have been described.



## 04 Fact booklet | Our employees

Safety, development and well-being of employees



### Work-related injuries (403-9)

Divided by type of employee

Work-related injuries	2020		2021	
	Own employees	External employees	Own employees	External employees
Number of fatalities	0	0	0	0
Number of high-risk injuries	0	0	0	3
H1 value (TRI)	3.8	N/A	5.3	N/A
H2 value (TRI)	7	N/A	9.3	N/A
Number of injuries (H2)	156	3	200	9
Million hours worked	22.4	N/A	21.5	N/A

### Injuries, fatalities and sickness absence (403-9)

Divided by organisation

	H1	H2	Fatalities	Sickness absence in %
Posten Group	5.3	9.3	0	6.0
Posten Norge AS	5.8	9.4	0	6.6
Network Norway	6.6	10.4	0	6.9
International logistics	1.3	7.4	0	4.7
Mail	1.7	5.2	0	4.2
E-commerce and logistics	3.4	5.7	0	4.8
Holdings and ventures	5.2	11.9	0	4.3

Posten Norge AS		
	Women	Men
Sickness absence	7.8%	6.0%
H1	5.6	5.9
H2	9.7	9.3

### Number of permanent and temporary employees in the Group (102-8)

Divided by country and gender

Country	Permanent		Temporary		Total
	Women	Men	Women	Men	
Norway	3 329	6 929	173	405	10 836
Sweden	397	746	34	104	1 281
Denmark	24	57	38	136	255
The Netherlands	13	41	1	9	64
The United Kingdom	17	27			44
Finland	9	23			32
Poland	14	10			24
Greece	6	6			12
Germany	1	3	1	1	6
Belgium		4			4
Hong Kong	2	1			3
<b>Total</b>	<b>3 812</b>	<b>7 847</b>	<b>247</b>	<b>655</b>	<b>12 561</b>

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

Divided by gender

Number of employees			
	Women	Men	Total
Full-time	2 933	7 084	10 017
Part-time	1 126	1 418	2 544
<b>Total</b>	<b>4 059</b>	<b>8 502</b>	<b>12 561</b>

## 04 Fact booklet | Our employees

Safety, development and well-being of employees



### Overview of programmes and scope (404-2)

PROGRAMME	Number of participants
E-learning, including nano and micro-learning	11 744
Webinars	1 091
Apprentices	54
Trainee programme	10
Manager Talent	700
<b>Total</b>	<b>13 599</b>

In addition, there are 55 educational scholarships of unspecified scope.

### New employees as a percentage (401-1)

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

The Group						
Age range	Number of women	Women as %	Number of men	Men as %	Total number	Number as %
Under 30 years old	162	31%	265	25%	427	41%
30 to 50 years old	163	12%	292	9%	455	14%
Over 50 years old	23	1%	55	2%	78	2%
<b>Total</b>	<b>348</b>	<b>9%</b>	<b>612</b>	<b>8%</b>	<b>960</b>	<b>11%</b>

In Norway						
Age range	Number of women	Women as %	Number of men	Men as %	Total number	Number as %
Under 30 years old	103	31%	189	26%	292	28%
30 to 50 years old	124	14%	213	9%	337	11%
Over 50 years old	16	1%	42	1%	58	1%
<b>Total</b>	<b>243</b>	<b>8%</b>	<b>444</b>	<b>7%</b>	<b>687</b>	<b>8%</b>

Outside Norway						
Age range	Number of women	Women as %	Number of men	Men as %	Total number	Number as %
Under 30 years old	59	30%	76	23%	135	26%
30 to 50 years old	39	9%	79	8%	118	8%
Over 50 years old	7	4%	13	3%	20	3%
<b>Total</b>	<b>105</b>	<b>13%</b>	<b>168</b>	<b>9%</b>	<b>273</b>	<b>10%</b>

### Resignation in number and turnover as a percentage (401-1)

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

The Group						
Age range	Number of women	Women as %	Number of men	Men as %	Total number	Number as %
Under 30 years old	182	17%	62	12%	244	15%
30 to 50 years old	277	8%	119	9%	396	8%
Over 50 years old	297	9%	201	5%	498	9%
<b>Total</b>	<b>756</b>	<b>10%</b>	<b>382</b>	<b>10%</b>	<b>1 138</b>	<b>10%</b>

In Norway						
Age range	Number of women	Women as %	Number of men	Men as %	Total number	Number as %
Under 30 years old	136	17%	46	12%	182	15%
30 to 50 years old	185	7%	86	8%	271	7%
Over 50 years old	276	8%	195	10%	471	10%
<b>Total</b>	<b>597</b>	<b>9%</b>	<b>327</b>	<b>10%</b>	<b>924</b>	<b>9%</b>

Outside Norway						
Age range	Number of women	Women as %	Number of men	Men as %	Total number	Number as %
Under 30 years old	46	21%	16	11%	62	17%
30 to 50 years old	92	17%	33	13%	125	16%
Over 50 years old	21	14%	6	8%	27	12%
<b>Total</b>	<b>159</b>	<b>17%</b>	<b>55</b>	<b>11%</b>	<b>214</b>	<b>15%</b>

# Diversity and inclusion

## WHY IS THE TOPIC SIGNIFICANT?

The Group works toward greater diversity. We shall be a responsible employer that creates the greatest possible competitiveness by utilising the total resource pool in society in the best possible way for the company. We aim to reflect the diversity of society in our employees. We have several measures to increase diversity and a general focus on ensuring inclusion and equal opportunities for all employees.

The Group actively works, purposefully and in a planned manner to promote equal opportunities, prevent discrimination on the grounds of gender, pregnancy, parental leave for birth or adoption, care duties, ethnicity, religion, beliefs, disability,

sexual orientation, gender identity, gender expression, or combinations of these grounds, and seeks to prevent harassment, sexual harassment and gender-based violence.

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

## GUIDELINES

- Corporate action rule for recruitment and hiring.
- The activity duty of employers in Section 26 of the Equality and Anti-Discrimination Act.

## Responsibility

Corporate Staff People and Sustainability is responsible for identifying possible measures on a continuous basis, as well as implementing and measuring effects. A professional Diversity and Inclusion manager was hired in 2021.

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

## GRI indicators

**405-1:** Diversity in management bodies and among employees

**405-2:** Relationship between base salary and remuneration of women in relation to men by category of employee

## Average salary and share by employee groups (405-2)

Posten Norge AS			
Average salary and share by employee groups	Men	Women	Women's salary as a share of men's
Employee	494 863	509 835	103.03%
Manager	811 553	832 495	102.58%
Senior Executive (Group Management)	2 864 900	3 825 997	133.55%

## Parental leave

Parental leave	
Women	Men
26 weeks	19 weeks

## Temporary employees

Temporary employees	
Number of women	Number of men
168	400

## Gender distribution of employees and managers (405-1)

Posten Group					
Employee category	Women	Men	Total	Proportion of women in %	Proportion of men in %
Senior Executives	30	108	138	21.7%	78.3%
Other managers*	245	558	803	30.5%	69.5%
Employees	3 784	7 836	11 620	32.6%	67.4%
<b>Total employees</b>	<b>4 059</b>	<b>8 502</b>	<b>12 561</b>	<b>32.3%</b>	<b>67.7%</b>

\* The figures include professional managers without personnel responsibility

The Board of Directors of Posten Group	
Women	6
Proportion of women in %	60%
Men	4
Proportion of men in %	40%
<b>Total</b>	<b>10</b>

## Age distribution of employees sorted by gender (405-1)

Posten Group			
Age	Women	Men	Total
Under 30 years old	678	1 398	2 076
30 to 50 years old	1 420	3 584	5 004
Over 50 years old	1 961	3 520	5 481
<b>Total employees</b>	<b>4 059</b>	<b>8 502</b>	<b>12 561</b>

## Part-time work

Part-time	
Number of women	Number of men
1 013	1 316

### Involuntary part-time work

A large number of employees in Posten and Bring have part-time roles. We do not have information available for 2021 to identify how many of these work part-time voluntarily or involuntarily, as required by the activity duty of employers. We plan to conduct an employee survey among employees working part-time during 2022. This survey will identify how many part-time employees want and are available to work more hours. Employees who respond that they want to work more hours will be asked about the reason why their percentage of full-time is as it is today. The results of this survey will be presented in the Integrated Report 2022.

## Measures for equal opportunities and against discrimination

On the next page are descriptions of our ongoing work for gender equality and against discrimination, sorted by three of the personnel areas defined in the activity duty of employers, recruitment, promotion/development opportunities and sexual harassment respectively. We are also working on measures for equal opportunities and against discrimination in the other personnel areas. We highlight examples of our work here, and the list is not exhaustive.



	Recruitment	Promotion and development opportunities	Harassment, sexual harassment and gender-based violence
<b>Background for measures</b>	A possible obstacle to gender equality, as well as a risk to Posten's reputation and employer brand, is variation in approach and recruitment methodology. Today's practice involves a risk that unconscious attitudes may influence who joins the recruitment process.	Based on our goal of increasing the proportion of women among leaders and of reflecting society's diversity in general, we must work more systematically with how the diversity perspective is safeguarded in succession planning. An obstacle to success with succession planning that improves the prospects of women and people with, for example, a multicultural background is that some parts of the company have a low proportion of women and little multicultural diversity, which affects the selection circle.	We have identified a need for further support and guidance for managers who receive notification cases related to sexual harassment. Since 2020 we have asked questions about unwanted sexual attention in our annual organisational survey. Of those who answer that they have experienced such behaviour, we do not know how many notify via channels other than the Group's whistleblowing scheme, as these are mainly resolved locally. The Group's official whistleblowing channel can be reached via email, telephone and letter.
<b>Description of measures</b>	We are developing a new recruitment strategy to further professionalise our recruitment process. When using new technology, we will ensure systematic follow-up of candidates and analyse the reasons for rejection. Recruitment in Posten and Bring should be based on competence and potential, not a "gut feeling" and networks. The use of tools such as tests and cases will contribute to this.	We work to ensure that employee and manager evaluations are based on performance and behaviour. We are therefore further developing criteria to clarify leadership potential to avoid only a narrow set of leadership qualities being considered. Management reviews challenge the managers to assess diversity in their own management team and carry out succession planning with emphasis on the greatest possible degree of gender balance, age distribution and diversity in general. This work is seen in connection with measures to increase diversity through recruitment.	We have started a risk assessment regarding sexual harassment together with the occupational health service. Consideration shall be given to what tools managers and employees need when cases of sexual harassment arise. The work also aims to identify whether there is a need for a common reporting tool and how this can be implemented. There is also a plan to carry out an internal campaign with the aim of preventing and raising awareness about sexual harassment in the workplace. In this context, we are planning training sessions through the Rich in Diversity collaboration. We use LDO's "Draw the line" guidelines as a tool in this work.
<b>Objectives of the measures</b>	Our goals for these measures for gender equality in recruitment are as follows: - Mirror the diversity of society, both visible and not so visible diversity. - 31 percent female leaders by 2022, 35 percent by 2025 and 40 percent by 2030 - All candidates are given equal opportunities in our processes, regardless of background	The goal is to ensure a diverse base of leadership candidates, which over time will contribute to an increased proportion of female leaders and leaders who reflect the diversity of society.	The goals of this work are as follows: - Prevention and increased awareness of sexual harassment in the workplace. - Guidance and support for managers. - Development of processes/tools for reporting reported sexual harassment cases.
<b>Responsibility</b>	Recruitment advisers centrally positioned in the corporate staff units drive these measures and will follow up and challenge managers. Each manager has the ultimate responsibility in a recruitment process.	Specialist managers centrally positioned in the corporate staff units drive these measures and will follow up and challenge managers. The specialist manager also supports managers in the line with advice, tools and general guidelines. Managers are responsible for development measures and follow-up of the individual employee.	Corporate staff People and Sustainability carry out the risk assessment, with support from the Group's legal advisors, HR in the divisions, the occupational health service and the "Rich in diversity" collaboration.
<b>Deadline/ Status</b>	Ongoing/continuous.	Annual employee interview with the focus on career development and learning. Management evaluation and succession planning are carried out every two years.	Underway. The work will be carried out in 2022.

# Information security

## WHY IS THE TOPIC SIGNIFICANT?

Information security is essential to ensure the Group's delivery capacity and quality. The Group must have the ability to prevent, detect and limit the consequences of undesirable information security incidents.

## GUIDELINES

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

### Responsibility

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

Information security work in the Group is established in the form of a managerial Information Security Mana-

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

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

### GRI indicators

**418-1:** Confirmed complaints concerning violation of customer privacy

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

## WHY IS THE TOPIC SIGNIFICANT?

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

## GUIDELINES

To ensure that the purpose is adhered to, Group Purchasing has the

following processes/instruments:

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

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

### Responsibility

Group Purchasing is responsible for meeting the Group's needs based on the divisions' input. Group Purchasing has a proven purchasing process that is intended to ensure predictability for the stakeholders involved. Purchasing is undertaken through a structured process that is predictable for the suppliers and that ensures competition in the market. If a client has an idea of a new way of solving a need, the Group Purchasing department facilitates this through its purchasing process. Several procurement cases have a focus is on simplifying and/or improving solutions rather than exerting price pressure. In other cases, the suppliers have innovated with regards to their goods or services. This is uncovered by the Group through dialogue with the market (RFI), which is an important part of the purchasing process.

### GRI indicators

Text reporting and/or separate indicator

# Sustainable supply chains

## WHY IS THE TOPIC SIGNIFICANT?

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

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

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

## GUIDELINES

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

## Responsibility

Corporate staff People and Sustainability have the professional responsibility and ensure systematic, Group-wide solutions and coordinate the work in the Group.

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

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

## GRI indicators

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

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

# Anti-corruption, competition law and privacy

## WHY ARE THE TOPICS SIGNIFICANT?

The Group is a trusted player, which entails a duty of care in all markets in which the Group operates. Violation of anti-corruption and competition laws can have serious consequences for the Group and the individuals involved. The Group has zero tolerance for violations of the legislation in these areas. The Group works actively to ensure that employees carry out their work in an ethical and justifiable manner, in accordance with legislation and internal guidelines.

## GUIDELINES

The overall principles for integrity-related work are outlined in the Group's ethical guidelines, an integrity handbook and in separate Group policies. These principles are put into operation via regulations and Group-wide tools, including instructions.

The Group has developed an integrity program in which the integrity standard, including the topics of anti-corruption and competitive practices, is expressed. All of the Group's operations are obliged to implement the programme to ensure that managers and employees safeguard the integrity standard. The Group's manuals and policies are tools in the ongoing work to ensure integrity. The Code of Conduct and integrity handbook are available in Norwegian, Swedish and English. The Code of Conduct is also available in English.

In order to ensure that relevant employees have sufficient knowledge of and comply with the competition regulation, the Group

has prepared its own competition law programme consisting of comprehensive and topic-based guidelines. The competition law programme is available on the Group's intranet pages.

## RISK ANALYSIS

The Group's governing documentation states that the Board shall review the Group's most important risk areas annually.

A risk analysis is prepared in connection with the Board's review that sets out risk factors and the measures that have been implemented to manage and control the risks.

The purpose of the risk analysis is to provide the Board with insight into the Group's risks and a basis for assessing whether there are adequate measures in place. The risk analysis covers the Group as a whole. As part of this analysis, assessments related to the risk of corruption and other financial irregularities are also included during the assessment of legal risk, as well as the risk of breaching competition law.

## WHISTLEBLOWING SCHEME

The whistleblowing scheme is of central importance for prevention and clarification within anti-corruption and anti-competitive practices. The whistleblowing scheme will be involved with notifications related to potential violations of anti-corruption and competition legislation.

This Group-wide scheme was established in 2008 and applies regardless of the country and

## Responsibility

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

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

A network of local resources in each division and subsidiary ensures that there is adequate information about group-wide measures and that these are implemented locally.

The legal director is also responsible for administering and operating the group-wide whistleblowing scheme. In the unit for misconduct, the legal director reports to the CEO, and can - when deemed necessary - report directly to the Chair of the Board of Directors. The Group's unit for misconduct reports semi-annually to the Board of Directors' audit committee, to the internal control committee and to the CEO. The reports detail the number and type of cases that are received, the results of these and the measures and activities taken into effect and implemented. In addition, an annual statement is given to the Group's Working Environment Committee of Posten Norge.

Throughout 2021, the legal director, as the Group's compliance officer, has explained the status of compliance work to Group Management. Such reports are provided on a semi-annual basis and anti-corruption and competition law are key topics.

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

company with which employees are associated. Notifications received from external parties are processed in line with the notification scheme's guidelines to the extent appropriate.

The legal director is responsible for administering and operating the Group-wide whistleblowing scheme. In connection with the whistleblowing scheme, the legal director reports to the CEO, and can - when deemed necessary - report directly to the Chair of the Board of Directors. Furthermore, the Group's whistleblowing scheme reports semi-annually to the Board of Directors' audit committee, to the internal control committee and to the CEO.

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

In the event of a specific suspicion of a breach of anti-corruption legislation, the employee is obliged to inform the whistleblowing system. This is expressly stated in the Code

of Conduct and in the training that has been provided.

Managers have special responsibility to lead by example and to create a culture where employees can share dilemmas and dare to report breaches or unacceptable behaviour they become aware of. The Group has appointed resource persons in all parts of the business, who can assist the central unit for misconduct when needed in individual cases, and in the general implementation of the whistleblowing scheme as an organ with which the Group's employees are familiar.

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

Surveys conducted show that the whistleblowing scheme is well known in the Group.

### GRI indicators

- 205-1:** Operations assessed for corruption risk
- 205-2:** Communication about and training in policies and procedures for anti-corruption
- 205-3:** Confirmed corruption incidents and implemented measures
- 206-1:** Judicial reactions to anti-competitive behaviour and anti-trust and monopolistic practices



# Greenhouse gas emissions

## WHY IS THE TOPIC SIGNIFICANT?

Posten and Bring are major Nordic transport and logistics suppliers that produce significant emissions related to how we produce and deliver our services. For us, sustainability is about long-term living viability for the world, but also for us as a group - climate and the environment is an important strategic priority area. We require continued growth, but in a sustainable way without compromising the opportunities of future generations.

Climate change is happening today, and the UN Intergovernmental Panel on Climate Change (IPCC) stated in its sixth main report that ever-increasing global warming is man-made. Our customers, owner, consumers and society in general are more concerned with how Posten and Bring deliver their services and demand green deliveries, especially in the cities. Nordic cities have ambitious environmental goals to reduce their environmental footprint and local pollution. As a player present in most Nordic cities, we meet these requirements by restructuring our vehicle fleet. This contributes to greener deliveries which is an improved value proposition to our customers and contributes to our competitiveness.

## GUIDELINES

Environmental work is defined in a separate environmental policy and strategy supported by action plans.

- New environmental targets have been prepared according to the framework for SBT and have been verified by SBTi
- Climate and environmental work is followed up in quarterly reports, the Group's and management's KPI charts and business review.

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

## FOCUS ON ROAD WEAR AND MICROPLASTICS

Our business involves significant local air pollution, including particulate matter, SO<sub>x</sub> and NO<sub>x</sub>. Particulate matter comes from, for example, exhaust emissions and road wear, and in several Norwegian cities and towns, the levels are higher than those recommended by the health authorities. The largest source of microplastics from land is believed to be from tyre wear. A continuous focus on route optimisation and groupage reduces transport demand, and thus road wear, resulting in less microplastics from tyres.

## WASTE MANAGEMENT

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

## SUSTAINABLE FRAMEWORK CONDITIONS

There are increased expectations among public authorities and customers to adopt new and better technology and support measures to accelerate the green shift. In addition, we are a major player and can influence framework conditions for emission-free logistics. Our

partners and other initiatives and organisations such as "Næring for klima", SHIFT and WWF also expect Posten to contribute to more sustainable framework conditions related to the transport sector.

### Responsibility

The Sustainability department ensures a systematic, Group-wide re-use of good solutions and a unified approach. A Group-wide environmental and procurement network consisting of resource persons from the divisions, Corporate Staff Purchasing and Property, further ensures that the Group shares experience and best practices across the organisation, and that we appear unified towards the supplier market. Regular follow-up meetings are also held with the divisions. The action plans are followed up by the divisions, reported quarterly and revised annually.

The Group is a member of and participates in Spekter and NHO Logistics and Transport, as well as their European organisations. We contribute with consultation input and other contributions on political matters of importance to the Group.

### GRI indicators

- 305-1: Direct emissions of greenhouse gases (CO<sub>2</sub>e)
- 305-2: Energy - indirect emissions of greenhouse gases
- 305-3: Other indirect greenhouse gas emissions
- 305-4: Greenhouse gas emission intensity
- 305-7: Nitrogen oxides (NO<sub>x</sub>), sulphur oxides (SO<sub>x</sub>), and other significant emissions to air

Text reporting.

## Nitrogen oxides, sulphur oxides, and other significant emissions to air (305-7) in tonnes

Emissions of CO <sub>2</sub> e					
	CO	NM VOC	NO <sub>x</sub>	PM	SO <sub>x</sub>
Ship <sup>1</sup>	33	32	320	30	195
Self-owned vehicles	237	40	121	29	1
Flights <sup>1</sup>	10	5	67	3	16
Subcontractors <sup>2</sup>	484	81	250	60	3
Train <sup>1</sup>	158	40	231	138	132
<b>Total</b>	<b>923</b>	<b>197</b>	<b>989</b>	<b>260</b>	<b>346</b>

CO: carbon monoxide, NM VOC: volatile organic compounds except methane, NO<sub>x</sub>: nitrogen oxides, PM: particulate matter, SO<sub>x</sub>: sulphur oxides

<sup>1</sup> Not included in 2020

<sup>2</sup> Estimated values based on historical emissions. \*Sources for emissions factors are the Department for Environment, Food & Rural Affairs' (DEFRA) collection of emissions factors.

## Climate accounts (305) in tonnes

POSTEN GROUP		
Emissions converted into tonnes of CO <sub>2</sub> equivalents <sup>1</sup>	2020	2021
Road	74 841	62 248
Buildings	854	642
<b>Total Scope 1 Group</b>	<b>75 695</b>	<b>62 890</b>
Electricity (location-based)	1 560	1 493
Electricity (market-based)	-	-
District heating	3 242	3 955
<b>Total Scope 2 Group (location-based)</b>	<b>4 802</b>	<b>5 448</b>
<b>Total Scope 2 (market-based)</b>	<b>3 242</b>	<b>3 955</b>
Waste	241	250
Buildings (Electricity/district heating/natural gas etc.)	81	936
Sea	25 532	24 931
Air	39 993	35 418
Rail	13 466	14 759
Business travel	3 248	1 658
Self-owned cars	22 733	17 466
Subcontractors	183 422	164 157
<b>Total Scope 3 Group</b>	<b>288 715</b>	<b>259 575</b>
<b>Total emissions Group (market-based)</b>	<b>367 652</b>	<b>326 420</b>
<b>Total emissions Group (location-based)</b>	<b>369 708</b>	<b>328 440</b>
Outside of scopes <sup>2</sup>	293 199	79 262

<sup>1</sup> \*Sources for emissions factors are the Department for Environment, Food & Rural Affairs' (DEFRA) collection of emissions factors. Emissions factors are Well-to-Wheel (WTW), changed from 2020 (TTW). For "Electricity (location-based)", the Nordic production mix in 2015 has been used. For district heating, factors from DNV GL have also been used. The consolidation method pursuant to the GHF protocol is "organisational control".

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

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

# Material consumption and recycling

## WHY IS THE TOPIC SIGNIFICANT?

Posten is not a production-intensive company. Nevertheless, large quantities of waste are generated from the transshipment and packing of incoming and outgoing letters, parcels and goods. Posten has the opportunity to influence when, for example, it buys new batteries that contain critical minerals. This involves

cardboard and plastic in connection with shipments.

## GUIDELINES

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

### Responsibility

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

### GRI indicators

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

## Waste and management (306)

	Reuse/ recycling	Energy recovery	Packaging (paper, cardboard and wood)
Hazardous waste (tonnes)	94	0	0
Non-hazardous waste (tonnes)	2 155	34	2 730

# Facilitate the circular economy

## WHY IS THE TOPIC SIGNIFICANT?

The transport and distribution industry plays an important role in the circular economy by ensuring a good flow of goods, materials and people.

With an increased need for transport within reuse and recycling, Posten will be able to play a key role. The industry also has an important role in setting requirements for circularity in the design of vehicles, but also in promoting increased use of reusable packaging.

## GUIDELINES

The Government's strategy for the circular economy, as well as the European Commission's action plan, will provide strong guidelines for the future. The EU's taxonomy, the very foundation of the EU's action plan for sustainable finance, will be of great importance to both Posten and Posten's corporate customers. The classification system shall define what a sustainable activity is. There will be requirements for reporting on this, which could have major consequences for, among other things, investments and loans.

### GRI indicators

Text reporting

## Partners



# GRI index

Title	Page of report	Page of fact booklet
102-1 Name of organisation	10	3
102-2 Activities, brands, products and services	8	
102-3 Location of head office	8	
102-4 Location of operating sites	8	
102-5 Ownership and legal information	10	
102-6 Market presence	8	
102-7 Size of the organisation	8	3,9
102-8 Information about employees and other workers	8	3,9
102-9 Supply chain	59, 60	16
102-10 Significant changes in the organisation and its supply chain	No significant changes in 2021	
102-11 Precautionary principle/approach	31	
102-12 External organisations and initiatives		3
102-13 Membership of associations		3
102-14 Statements from the top decision-maker	6	
102-16 Values, principles, standards and behavioural norms	12	
102-18 Management structure	10	
102-40 List of stakeholder groups		5
102-41 Collective agreements	44	
102-42 Identification and selection of stakeholders		5
102-43 Approach to stakeholder engagement		5
102-44 Key topics and concerns raised		5
102-45 Units included in Group accounts	170	
102-46 Report content and delineations		3
102-47 List of material topics		3, 5
102-48 Change in previously reported information	Change in emissions factor, see footnote 1, page 20	
102-49 Changes in reporting		3
102-50 Reporting period		3
102-51 Date of last report		3
102-52 Reporting cycle		3
102-53 Contact point for questions regarding the report		3
102-54 Reporting in accordance with GRI Standards		3
102-55 GRI Index		23
102-56 External audit		27



Title	Page of report	Page of fact booklet	Omissions	External attestation
<b>Greenhouse gas emissions</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	63	19		Yes
103-2 How the Group is working on the topic	63	19		Yes
103-3 Evaluation of the work	67			Yes
<b>GRI 305 Emissions 2016</b>				
305-1 Direct emissions of greenhouse gases (CO <sub>2</sub> e)		20		Yes
305-2 Energy – indirect emissions of greenhouse gases		20		Yes
305-3 Other indirect greenhouse gas emissions		20		Yes
305-4 Greenhouse gas emission intensity	64	20		Yes
305-7 Nitrogen oxides (NO <sub>x</sub> ), sulphur oxides (SO <sub>x</sub> ), and other significant emissions to air		20	The Group does not report on the emissions of persistent organic pollutants (POP), volatile organic compounds (VOC) and harmful air pollution (HAP). The Group has no activities that cause significant emissions of these, and this part of the indicator is therefore not relevant.	Yes
<b>GRI 308 Environmental assessment of suppliers 2016</b>				
308-1 New suppliers that were assessed on environmental criteria	60			
308-2 Negative environmental impact in the supply chain and measures implemented	60			
<b>Safety, development and well-being of employees</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	42	6		Yes
103-2 How the Group is working on the topic	42	6		Yes
103-3 Evaluation of the work	45	6		Yes
<b>GRI 401 Employments 2016</b>				
401-1 New employments and staff turnover	45	10, 11		
<b>GRI 403 Health, safety and environment 2018</b>				
403-1 Management system		7		
403-2 Hazard identification, risk assessment and incident investigation		7		
403-3 Occupational health service		7		
403-4 Employee participation in HSE work		7		
403-5 HSE training		8		
403-6 Promotion of employees' health		8		
403-7 Prevention and reduction of health and safety impact in the workplace		8		
403-9 Work-related injuries		8	The number of million hours for external employees is not available. Reporting only quantity, not frequency	
<b>GRI 404 Training and education 2016</b>				
404-2 Programmes for employee competence raising and realignment		10		

Title	Page of report	Page of fact booklet	Omissions	External attestation
404-3 Proportion of employees who have regular assessment and development reviews	44		The Group's follow-up review solution does not register gender or employee category, and the proportion of employees is not available. No changes are planned for this.	
<b>GRI 406 Non-discrimination 2016</b>				
406-1 Number of incidents of discrimination and measures initiated in connection with these	47			Yes
<b>Information security</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	53	15		Yes
103-2 How the Group is working on the topic	53	15		Yes
103-3 Evaluation of the work	54			Yes
<b>GRI 418 Privacy</b>				
418-1 Confirmed complaints concerning violation of customer privacy	54			
<b>Sustainable supply chains</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	59	16		Yes
103-2 How the Group is working on the topic	59	16		Yes
103-3 Evaluation of the work	60			Yes
<b>GRI 414 Social assessment of suppliers 2016</b>				
414-1 New suppliers that were assessed on social criteria	60			Yes
414-2 Negative social impact in the supply chain and measures implemented	60			
<b>Socio-economic value creation</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	77			Yes
103-2 How the Group is working on the topic	77			Yes
103-3 Evaluation of the work	77			Yes
<b>GRI 201 Economic Performance 2016</b>				
201 Direct financial value generated and distributed 2016	79			Yes
<b>Anti-corruption, competition law and privacy</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	61	17		Yes
103-2 How the Group is working on the topic	61	17		Yes
103-3 Evaluation of the work	61			Yes
<b>GRI 205 Anti-corruption 2016</b>				
205-1 Operations assessed for corruption risk		17		
205-2 Communication about and training in policies and procedures for anti-corruption	61			Yes
205-3 Confirmed corruption incidents and implemented measures	61			Yes
<b>GRI 206 Anti-competitive practices 2016</b>				
206-1 Judicial reactions to anti-competitive behaviour and antitrust and monopolistic practices	61			Yes

Title	Page of report	Page of fact booklet	Omissions	External attestation
<b>Diversity and inclusion</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	46	12		Yes
103-2 How the Group is working on the topic	46	12		Yes
103-3 Evaluation of the work	47			Yes
<b>GRI 405 Diversity and equal opportunities 2016</b>				
405-1 Diversity in management bodies and among employees		12	Section 26 of the Equality and Anti-Discrimination Act does not provide a legal basis for registering ethnicity.	Yes
405-2 Relationship between base salary and remuneration of women in relation to men by category of employee		12		Yes
<b>Viable local communities</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	49			Yes
103-2 How the Group is working on the topic	49			Yes
103-3 Evaluation of the work	51			Yes
<b>Driving force for sustainable framework conditions</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	67	19		Yes
103-2 How the Group is working on the topic	67	19		Yes
103-3 Evaluation of the work	67			Yes
<b>Purchasing and investments in innovative companies, fixed assets and property</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	55	15		Yes
103-2 How the Group is working on the topic	55	15		Yes
103-3 Evaluation of the work	57			Yes
<b>Material consumption and recycling</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	68	21		Yes
103-2 How the Group is working on the topic	68	21		Yes
103-3 Evaluation of the work	69			Yes
<b>GRI 306 Waste 2020</b>				
306-1 Waste generated and significant waste-related impact		21		Yes
306-2 Management of waste-related impact		21		
306-3 Waste generated		21		
<b>Facilitate the circular economy</b>				
<b>GRI 103 The Group's approach 2016</b>				
103-1 Explanation and delineation of topics	69	21		Yes
103-2 How the Group is working on the topic	69	21		Yes
103-3 Evaluation of the work	70			Yes

Til styret i Posten Norge AS

## Uavhengig attestasjonsuttalelse om foretakets bærekraftsrapportering

Vi er engasjert av Posten Norge AS for å utføre et attestasjonsoppdrag som skal gi moderat sikkerhet slik det er definert i de internasjonale standardene for attestasjonsoppdrag for å avgi en uttalelse om Posten Norge AS sin bærekraftsrapportering som Posten Norge AS har definert og vist i Posten Norge AS sin GRI-indeks på side 23-26 i «Faktahefte: Bærekraft i Posten» ("Saksforholdet") pr. 31. desember 2021 for perioden fra 1. januar 2021 til 31. desember 2021

Vi har ikke utført andre attestasjonshandlinger enn det som er nevnt i avsnittet over og som beskriver omfanget av vårt oppdrag, og vi uttaler oss følgelig ikke om øvrig informasjon inkludert i bærekraftsrapporteringen.

### Kriterier brukt av Posten Norge AS

I utarbeidelsen av bærekraftsrapporteringen har Posten Norge AS brukt relevante kriterier fra rapporteringsstandardene for bærekraft utgitt av Global Reporting Initiative (GRI) versjon "Core" og Integrated Reporting Framework ("Kriteriene"). Kriteriene ligger på [www.globalreporting.org](http://www.globalreporting.org) og [www.integratedreporting.org](http://www.integratedreporting.org), og er tilgjengelige for alle. Disse kriteriene ble spesifikt utformet for selskaper og andre organisasjoner som ønsker å rapportere om sin bærekraft på en konsistent og troverdig måte, og denne informasjonen egner seg derfor trolig ikke for andre formål. Etter vår mening er disse rapporteringskriteriene relevante og passende for å gjennomgå bærekraftsrapporteringen.

### Posten Norge AS sitt ansvar

Styret og konsernledelsen (ledelsen) er ansvarlig for valget av Kriteriene og for at Saksforholdet i det alt vesentlige er presentert i henhold til disse kriteriene. Dette ansvaret omfatter det å etablere og vedlikeholde interne kontroller og påkrevde regnskapsbøker og foreta estimer som er relevante for utarbeidelsen av Saksforholdet, slik at det ikke inneholder vesentlig feilinformasjon, verken som resultat av misligheter eller feil.

### EYs ansvar

Vårt ansvar er å avgi en uttalelse om Saksforholdet basert på de bevisene vi har innhentet.

Vi har utført vårt arbeid i samsvar med ISAE 3000 - "Attestasjonsoppdrag som ikke er revisjon eller begrenset revisjon av historisk finansiell informasjon". Standarden krever at vi planlegger og utfører handlinger for å oppnå moderat sikkerhet for at Saksforholdet i det vesentlige er presentert i henhold til kriteriene, og for å utarbeide en rapport. Type, tidspunkt for og omfang av handlingene er valgt ut fra vårt skjønn, herunder en vurdering av risikoen for vesentlig feilinformasjon, enten som resultat av misligheter eller feil.

Etter vår oppfatning er innhentet bevis tilstrekkelig og hensiktsmessig som grunnlag for vår attestasjonsuttalelse.

## Vår uavhengighet og kvalitetskontroll

Vi er uavhengige og bekrefter at vi tilfredsstiller kravene i det internasjonale etiske regelverket for revisorer utgitt av International Ethics Standards Board for Accountants. EY følger også ISQC 1 *Kvalitetskontroll for revisjonsfirmaer som utfører revisjon og forenklet revisorkontroll av regnskaper samt andre attestasjonsoppdrag og beslektede tjenester*, og har følgelig et omfattende system av kvalitetskontroll inkludert dokumenterte retningslinjer og prosedyrer for å overholde etiske krav, profesjonelle standarder og relevante lover og regler.

## Beskrivelse av utførte handlinger

Handlingene som utføres på et attestasjonsoppdrag med moderat sikkerhet varierer med hensyn til type og tidspunkt og er mindre omfattende enn for et tilsvarende oppdrag som skal gi betryggende sikkerhet. Sikkerheten i et attestasjonsoppdrag med moderat sikkerhet er derfor vesentlig lavere enn hva som ville ha vært oppnådd i et oppdrag med betryggende sikkerhet. Våre handlinger ble utformet for å gi moderat sikkerhet som vi baserer vår uttalelse på og gir ikke alle de bevisene som påkreves for å gi en betryggende grad av sikkerhet.

Selv om vi har vurdert effektiviteten i ledelsens interne kontroller når vi har bestemt type og omfang av våre handlinger, er vårt attestasjonsoppdrag ikke utformet for å avgi sikkerhet for interne kontroller. Våre handlinger omfattet ikke tester av kontroller eller prosedyrer for å kontrollere korrekte summer eller beregninger av data i IT-systemer.

Et attestasjonsoppdrag som skal gi moderat sikkerhet omfatter forespørsler, primært til personer som er ansvarlige for å utarbeide Saksforholdet og relatert informasjon, og å bruke analyser og andre relevante handlinger.

Våre handlinger inkluderte:

- ▶ En gjennomgang av Posten Norge AS sin prosess for å utarbeide og presentere bærekraftsrapporten for å utvikle en forståelse av hvordan rapporteringen gjennomføres i virksomheten
- ▶ Samtaler med dem som har ansvar for bærekraftsrapporteringen for å utvikle en forståelse av hvordan bærekraftsrapporteringen utarbeides
- ▶ Kontroll på stikkprøvebasis av informasjon i bærekraftsrapporteringen mot kildedata og annen informasjon utarbeidet av de ansvarlige
- ▶ Vurdering av den overordnede presentasjonen av bærekraftsrapporteringen mot kriteriene i GRI-standardene, herunder en kontroll av at informasjonen er konsistent med GRI-indeksen
- ▶ Vurdering av den overordnede presentasjonen av Integrert rapport 2021 mot veiledende prinsipper og innholdselementer i Integrated Reporting Framework

Etter vår mening gir våre handlinger tilstrekkelig grunnlag for vår uttalelse. Vi har også utført andre handlinger vi vurderte som nødvendige etter forholdene.



## Uttalelse

Basert på utførte handlinger og innhentet bevis kjenner vi ikke til vesentlige endringer som burde gjøres i Saksforholdet pr. 31. desember 2021 for perioden fra 1. januar 2021 til 31. desember 2021 for at det skal være i henhold til kriteriene.

Oslo, 24. mars 2022  
ERNST & YOUNG AS



Petter Larsen  
Statsautorisert revisor