

ANNEXES

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ANNEX 1 GLOBAL COMPACT AND GRI G4 INDEX

GLOBAL COMPACT

Mr Gunning, CEO of TNT Express, confirms continued support to the Global Compact, and as a signatory, TNT Express is committed to all of the 10 principles regarding human rights, labour, environment and anti-corruption.

Human Rights	
1	Businesses should support and respect the protection of internationally proclaimed Human Rights.
2	Businesses should make sure that they are not complicit in Human Rights abuses.
Labour	
3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
4	Businesses should uphold the elimination of all forms of forced and compulsory labour.
5	Businesses should uphold the effective abolition of child labour.
6	Businesses should uphold the elimination of discrimination in respect of employment and occupation.
Environment	
7	Businesses should support a precautionary approach to environmental challenges.
8	Businesses should undertake initiatives to promote greater environmental responsibility.
9	Businesses should encourage the development and diffusion of environmentally friendly technologies.
Anti-Corruption	
10	Businesses should work against corruption in all its forms.

GRI G4 INDEX

This GRI Index table is based on the G4 guidelines of the Global Reporting Initiative (GRI). This index is in accordance with the Core criteria of GRI G4.

G4	General standard disclosure	Page number/response	External assurance
Strategy and analysis			
G4-1	CEO statement	Letter to stakeholders, p. 2 Chapter 1, p. 11; Executive board compliance statement Chapter 4, p. 33; Message from the chairman	No
Organisational profile			
G4-3	Name of the reporting organisation	p. 0; Introduction	No
G4-4	Products and services	Chapter 2, p. 16-17; General market and business profile	No
G4-5	Location headquarters	Chapter 2, p. 16-17; General market and business profile	No
G4-6	Countries of operation	Chapter 2, p. 16-23; Business performance Chapter 5, p. 163-164; Corporate responsibility reporting and assurance scope	Yes
G4-7	Legal form of organisation	p. 0; Introduction	Yes
G4-8	Markets served	Chapter 2, p. 16-23; Business performance	No
G4-9	Scale of organisation	Chapter 2, p. 16-23; Business performance Chapter 5, p. 163; Labour force CR reporting scope	Yes
G4-10	Workforce breakdown	Chapter 5, p. 106 -107; Note 18 (external agency staff) Chapter 5, p. 163; Labour force CR reporting scope Breakdown of workforce per contract type and employment type will be included in the monitoring and reporting tool in 2014. For 2013, 95% of the employees is employed	Yes

G4	General standard disclosure	Page number/response	External assurance
		with a permanent contract (74% full-time and 21% part-time) and 5% with a temporary contract (based on 75% employee coverage).	
G4-11	Collective bargaining agreements	In 2013, 64% of the employees is covered by collective bargaining agreements.	Yes
G4-12	Organisation's supply chain	Chapter 2, p. 16-17; General market and business profile	No
G4-13	Significant changes in size, structure, ownership or supply chain	Chapter 2, p. 16-23; Business performance Chapter 6, p. 168-170; Investor relations and share price performance	Partially
G4-14	Precautionary approach	Chapter 4, p. 62-68; Risk management	No
G4-15	External charters, principles or initiatives	Chapter 3, p. 30; Supply chain and innovation platforms Annex 1, p. 172; Global Compact and GRI G4	Yes
G4-16	Memberships of associations	Chapter 3, p. 30; Supply chain and innovation platforms Annex 1, p. 172; Global Compact and GRI G4	Yes
Identified material aspects and boundaries			
G4-17	Reporting scope	Chapter 5, p. 141-142; Note 41 and 42	Yes
G4-18	Content defining process of the annual report	Chapter 3, p. 25-26; Materiality assessment Previous annual reports, the CR multi-stakeholder survey, feedback from benchmarks and management insights are the basis of defining the 2013 annual report content. Materiality and impact of the aspects are taken into account for the final selection.	Yes
G4-19	Identified material aspects	Chapter 3, p. 25-26; Materiality assessment	Yes
G4-20	Aspect boundary per material aspect within the organisation	Chapter 3, p. 25-26; Materiality assessment Health and safety and environment are given priority on TNT Express' strategic agenda. The health and safety aspect is material within the organisation to ensure a safe working environment for the employees, agency workers and subcontractors.	Yes
G4-21	Aspect boundary per material aspect outside the organisation	Chapter 3, p. 25-26; Materiality assessment Health and safety and environment are given priority on TNT Express' strategic agenda. The health and safety aspect is material outside the organisation due to the emissions (PM10, NOx and CO, as included in Euro norms) of transport activities that have impact on the health of people. The activities on the road can also have a safety impact on third parties in case of road traffic accidents. The environmental aspect (emissions) is material outside the organisation due to the impact of the transport activities with respect to CO ₂ emissions and the related climate change.	Yes
G4-22	Restatements	Chapter 5, p. 163-164; Corporate responsibility reporting and assurance scope	Yes
G4-23	Significant changes in scope and aspect boundaries	Chapter 5, p. 163-164; Corporate responsibility reporting and assurance scope	Yes

G4	General standard disclosure	Page number/response	External assurance
Stakeholder engagement			
G4-24	Stakeholder groups	Chapter 3, p. 25-26; Materiality assessment	Yes
G4-25	Basis for identification of stakeholder groups	Chapter 3, p. 25-26; Materiality assessment The identified stakeholder groups are annually evaluated and it is concluded that these groups are most relevant with the highest impact to TNT Express.	Yes
G4-26	Approach to stakeholder engagement	Chapter 3, p. 25-26; Materiality assessment	Yes
G4-27	Key topics and concerns raised by stakeholders	Chapter 3, p. 25-26; Materiality assessment	Yes
Report profile			
G4-28	Reporting period	p. 0; Introduction	Yes
G4-29	Date of previous report	p. 0; Introduction	No
G4-30	Reporting cycle	p. 0; Introduction	Yes
G4-31	Contact point for questions regarding the report	p. 0; Introduction	No
G4-32	The 'in accordance' option	Chapter 3, p. 25-26; Materiality assessment	Yes
G4-33	External assurance	Chapter 5, p. 143-146 and 165-166	Partially
Governance			
G4-34	Governance structure	Chapter 4, p. 42; Governance structure	Yes
Ethics and integrity			
G4-56	Organisation's values, principles, standards and norms of behaviour	Chapter 4, p. 49; Business ethics	Partially

G4	Specific standard disclosure	Page number/response	External assurance
Economic			
Disclosure on Management Approach		Chapter 1, p. 3-10; Report of the Executive Board	
G4-EC1	Direct economic value	Chapter 1, p. 3; Financial highlights Chapter 5, p. 71-74; Consolidated financial statements	Yes
G4-EC2	Financial implications, risks and opportunities due to climate change	Chapter 4, p. 62-68; Risk management	No
G4-EC7	Indirect economic impacts	Chapter 5, p. 161-162; Partnership investments and support	Yes
Environmental			
Disclosure on Management Approach		Chapter 3, p.29-30; Environment	
G4-EN3	Energy consumption within the organisation	Chapter 5, p. 156-159; Notes to the environmental performance	Yes
G4-EN4	Energy consumption outside the organisation	Chapter 5, p. 156-159; Notes to the environmental performance	Yes
G4-EN5	Energy intensity	Chapter 5, p. 156-159; Notes to the environmental performance	Yes
G4-EN15	Direct GHG emissions (Scope 1)	Chapter 5, p. 156-159; Notes to the environmental performance	Yes
G4-EN16	Energy indirect GHG emissions (Scope 2)	Chapter 5, p. 156-159; Notes to the environmental performance	Yes
G4-EN17	Other indirect GHG emissions (Scope 3)	Chapter 5, p. 156-159; Notes to the environmental performance	Yes

G4	Specific standard disclosure	Page number/response	External assurance
G4-EN18	GHG emissions intensity	Chapter 5, p. 156-159; Notes to the environmental performance	Yes
Social			
	Disclosure on Management Approach	Chapter 3, p. 27-28; Health and safety Chapter 5, p. 160-162; Notes to the social and engagement performance	
G4-LA1	Employee turnover	Chapter 5, p. 161; Note 16 and 17 The breakdown in age and gender and information about new employees is not included in this annual report because it is not centrally available yet.	Yes
G4-LA6	Accidents and absenteeism	Chapter 5, p. 153-155; Notes to the health and safety performance	Yes
G4-LA9	Training	Chapter 5, p. 161; Note 18	Yes
G4-PR5	Customer satisfaction	Chapter 5, p. 161; Note 19	Yes

ANNEX 2 GLOSSARY AND DEFINITIONS

Air cargo sales

An airport-to-airport air cargo transportation service.

Absenteeism

Total days absence versus potential working days, calculated at year-end.

ADRs

TNT Express N.V. has a sponsored level 1 American Depository Receipts (ADR) programme. The ADRs trade in the over-the-counter marketplace (ticker symbol: TNTEY; CUSIP US87262N1090). An ADR is a negotiable certificate issued by a U.S. bank representing a specified number of shares (or one share) in a foreign stock that is traded on a U.S. exchange.

All training hours

All training hours are the number of hours spent on training by the total of employees on payroll (including social responsibility training hours) during the reporting period (both on-and off-job and both internal and external programmes).

Alternative fuels

Fuels included in the category of alternative fuels are biofuels and CNG (compressed natural gas). Alternative fuels also include hybrid vehicles and electric vehicles.

Biofuels

Biofuel (also called agrofuel) can be broadly defined as solid, liquid, or gas fuel consisting of or derived from biomass. Biofuel consists of CO₂ that has recently been extracted from the atmosphere as a result of growing of plants and trees and therefore does not influence the CO₂ concentration in the atmosphere over a longer period of time. This is in contrast to fossil fuels, such as natural gas or crude oil, which are stored over billions of years so that their combustion and subsequent emissions do influence CO₂ levels in the atmosphere.

Blameworthy road traffic incident

A road traffic incident is defined by TNT Express as a crash or collision involving a TNT Express vehicle. A vehicle incident can also result into an accident to be reported if the employee is also injured or dead. Road traffic incidents are considered blameworthy if a TNT Express driver is at fault. A road traffic incident excludes superficial damage to windscreens or paintwork, damage due to environmental conditions, vandalism, animals and theft.

Blameworthy road traffic fatal accident

A blameworthy road traffic fatal accident is where a TNT Express employee or third party is fatally injured, which means that the employee or third party died because of the accident of any person driving a TNT Express company-owned or operated vehicle. This indicator does not include blameworthy road traffic fatal accidents caused by subcontractors. Accidents that occur in company-owned or leased vehicles during weekends, non-working days or on the way to and from the office are also counted. An accident is considered blameworthy when the TNT Express driver is at fault.

Blocked-space agreement

An agreement in which an airline sells a reservation for aircraft space for a specific period regardless of the freight that requires transport.

Business travel

Business travel refers to all business-related air flights.

Carbon Disclosure Project

The Carbon Disclosure Project is an independent not-for-profit organisation working to drive greenhouse gas emissions reduction and sustainable water use by business and cities. Refer to www.cdproject.net for more information.

Carbon dioxide emissions

Carbon dioxide emissions relate to the gas formed during the combustion of fossil fuel. Carbon dioxide (CO₂) is referred to as a greenhouse gas.

Civil society

As part of the stakeholder dialogue, the civil society cluster includes academic and research institutes, financial and investment service organisations, government agencies, industry associations and international organisations, NGOs and trade unions.

Climate change risks

Risks (and opportunities) posed by climate change that have the potential to generate substantive changes in operations, revenue or expenditure for the organisation. Changes in the climate system and weather patterns resulting in more frequent and intense storms, changes in sea level, temperature and water availability, but also impact on workforce due to health effects or the need to relocate operations.

CO₂ efficiency

CO₂ efficiency expresses the efficiency of TNT Express' business in terms of CO₂ emissions, i.e. the CO₂ emitted per service provided, per letter or parcel delivered.

CO₂-neutral

Carbon-neutral is where the net CO₂ equivalent emissions from activities are zero.

Code-share agreement

An agreement in aviation, whereby two or more airlines share the same flight. A transport service can be purchased on one airline but is actually operated by a cooperating airline under a different flight number or code.

Company cars

Company-owned or leased vehicles made at the disposal of an employee for commuting and business travel. This category also includes hired vehicles used for business expansion reasons (not replacement vehicles hired for vehicles under repair).

Corporate governance

The OECD (refer to reference below 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 defines the rules and procedures for making decisions. In doing so, it also provides the structure through which company objectives are set, the means of attaining those objectives and monitoring performance.

Corporate responsibility

Corporate responsibility is the umbrella term for the obligation a company has in considering the social (corporate social responsibility) and environmental (sustainability) impact of its activities and to go beyond this obligation in the treatment of economic, environmental and social activities to sustain its operations, financial performance and ultimately its reputation.

CR Materiality Matrix

The Corporate Responsibility (CR) Materiality Matrix reflects TNT Express' priorities, strengths, opportunities, risks and dilemmas and provides information on the importance and materiality of these areas to stakeholders and to TNT Express. These priorities are categorised in three dimensions: social, environmental and economic.

Customer privacy

Substantiated complaints regarding breaches of customer privacy and losses of customer data.

Customer satisfaction score

Annual worldwide customer satisfaction survey conducted by TNT Express to measure customer satisfaction on all customer touch points and across all customer segments expressed in one overall score distinguishing TNT Express' performance between 'meeting expectations' and 'exceeding expectations' in the reporting period.

Depot

This is the location where transport vehicles load and unload goods, either from collections or for deliveries. In addition to serving as operational platforms, TNT Express' depots also include Sales, Marketing, Finance & Accounting, Customer Service and IT departments.

Dow Jones Sustainability Indexes

Launched in 1999, the Dow Jones Sustainability Indexes are the first global indexes to track the financial performance of the leading sustainability-driven companies worldwide. They provide asset managers and other stakeholders with reliable and objective benchmarks for managing sustainability portfolios. Refer to www.sustainability-indexes.com for further information.

Eco-driving

In-house or externally provided training to improve fuel efficiency performance of drivers (for example: cruise-control driving, accelerating, breaking and other activities, such as maintaining good tire pressure).

Employees with a disability

Employees with a disability are employees on payroll whose medical condition is recognised by the relevant authorities as a disability.

Employee engagement

Employee engagement relates to the number of employees (employed by TNT Express for 3 months or more) who stated in the employee engagement survey that they were engaged or more than engaged by TNT Express as an employer.

Employment

As defined by GRI this reflects employee diversity with respect to gender, age group, employee turnover, new employee hires, full time and part time employees including benefit differences, parental leave, etc.

EU ETS

The EU emissions trading system (EU ETS) is the cornerstone of the European Union's policy to combat climate change and aims at reducing greenhouse gas emissions by putting a price on carbon. TNT Express complies with EU ETS through a monitoring plan on TNT Express' emissions and tonne-kilometre data which is verified by an independent and accredited verifier.

European emission standards

Euro 4, Euro 5 and Euro 6 are mandatory European emission standards (EU directives) applicable to new road vehicles sold in the European Union that define levels of vehicular emissions like particular matters (PM), nitrogen oxides (NO_x) and carbon monoxide (CO).

European Union

The European Union consists of the following countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and the United Kingdom.

EVCA

European Private Equity and Venture Capital Association. Refer to www.evca.eu for more information.

Full time equivalents (FTEs)

FTEs are the total number of hours worked by the headcount divided by the local number of contract hours (for example: 40 p/w or 196 p/m).

Gateway

A gateway is a specific dedicated hub that forms the link between TNT Express' air and road operations. Its activities include consolidating or separating shipments, but it does not have a full sorting activity. The gateway is often the international entry and exit point for a country.

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 that report on the economic, environmental and social dimensions of their business. The GRI incorporates participation of business, accountancy, investment, environmental, human rights and research and labour organisations from around the world. Starting in 1997, the GRI gained independence in 2002, is an official collaborating centre of the United Nations Environment Programme, and works with the United Nations Global Compact. Refer to www.globalreporting.org for more information.

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.

Headcount

Headcount is the number of own employees on the payroll in active duty working for fully-consolidated companies.

Hub

A hub is a nodal point in a network, connecting multiple locations together to ensure optimum connectivity. TNT Express' hubs include: central hubs (Liège and Duiven), road transit hubs, air hubs, global transit hubs, country hubs and gateways. Many hubs are characterised by their sorting activity, which handles shipments from many inbound sectors to a number of outbound sectors.

Indirect economic impact

As defined by GRI, this is an additional consequence of the direct impact of financial transactions and the flow of money between an organisation and its stakeholders.

Internal promotion

The number of TNT Express employees appointed to vacancies in management positions at the end of a reporting period. This refers to the number of actual appointments, not the number of FTE positions.

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. Refer to www.iso.org for further information.

Investors in People (IiP)

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 staff. Refer to www.investorsinpeople.co.uk for further information.

ISO 9001 (quality management)

The ISO 9000 standards cover an organisation's practices in fulfilling customers' 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 controlling environmental aspects and improving environmental performance, minimising harmful effects on the environment and achieving continual improvements in environmental performance.

Key Performance Indicators (KPIs)

KPIs are measurements that focus on achieving 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.

Less than Truck Load (LTL)

LTL carriers collect and consolidate freight from various senders onto enclosed trailers for linehaul to the delivering depot or to a hub/gateway.

Linehaul

In the transport industry, a linehaul refers to the transport movements from and to a hub.

Lost-time accident (LTA)

For the purpose of CR reporting, LTAs are defined as the number of employees that are absent from work as a result of a work related accident for at least one day in the reporting period, excluding the day that the accident occurred.

Management positions by gender

Management positions are defined as the number of females/males employed in management positions or above (i.e. with responsibilities for other employees (including subcontractors) or with budget responsibility).

Market presence

As defined by GRI, this is the contribution of an organisation to the economic well-being of employees. This includes the social licence to operate (e.g. the competitiveness of wages, hiring senior management from local community and diversity).

Network

In the transport industry, a network is the sum of facilities on which consignments are moved. TNT Express' network, which is composed of its depots and hubs, supports the company's standard solutions (core product and services).

Non-blameworthy road traffic incident

A road traffic incident is defined by TNT Express as a crash or collision involving a TNT Express vehicle. A vehicle incident can also result into an accident to be reported if the employee is also injured or dead. Road traffic incidents are considered non-blameworthy if a TNT Express driver is not at fault. A road traffic incident excludes superficial damage to windscreens or paintwork, damage due to environmental conditions, vandalism, animals and theft.

Non-OECD countries

Refer below for the definition of OECD. Non-OECD countries in which TNT Express has operations include Argentina, Bahrain, Brazil, Bulgaria, Cambodia, China, Cyprus, Egypt, Fiji, Hong Kong, India, Indonesia, Jordan, Kenya, Kuwait, Latvia, Lithuania, Malaysia, Namibia, Philippines, Romania, Russia, Saudi Arabia, Singapore, South Africa, Taiwan, Thailand, United Arab Emirates and Vietnam.

NO_x

NO_x (NO and NO₂) refers to nitrogen oxides. Nitrogen oxides are produced during combustion, especially at high temperature.

Organisation for Economic Co-Operation and Development (OECD)

The OECD comprises 34 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 most developed countries. Refer to www.oecd.org for more information.

On-time delivery

Delivery of a consignment within the timeframe set for the service in question.

OHSAS 18001 (occupational health and safety management)

OHSAS 18001 is a standard for occupational health and safety management systems. It is intended to help organisations 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. Refer to www.ohsas-18001-occupational-health-and-safety.com for more information.

PM

Particulates, alternatively known as particulate matter (PM), fine particles and soot, are tiny subdivisions of solid matter suspended in a gas or liquid. The notation PM is used to describe particles of 10 micrometers or less.

Pick-up Delivery (PUD)

The process that involves all movements from the sender to the collecting depot and from the delivering depot to the receiver.

Road traffic fatal accident

A road traffic fatal accident is one where a TNT Express employee or third-party is fatally injured such that the employee or third-party died because of the accident and where any person driving a company-owned or company-operated vehicle is involved. Road traffic fatal accidents which occur in company owned or leased vehicles during weekends, non-working days or on the way to and from the office are also included. Road traffic fatal accidents with TNT Express employees involved that are still under investigation are reported as non-blameworthy fatal road traffic accidents until proof is provided to the contrary.

Subcontractor road traffic fatal accidents

A subcontractor road traffic fatal accident occurs when a subcontractor or other third party is fatally injured by a person driving a subcontractor-owned or hired vehicle, which is operated on behalf of TNT Express.

Sustainable energy

Sustainable energy is energy from 'green' or 'renewable' sources such as solar, wind, geothermal, biomass, hydroelectric and ocean energy purchased during the reporting period for power and lighting of all company locations (where this can be established from utility suppliers' invoices or other means). It does not include nuclear energy.

Transparency Benchmark

The Transparency benchmark provides the Dutch Ministry of Economic Affairs a transparent view on the way Dutch companies externally report on their CR activities. Refer to www.transparantiebenchmark.nl for further information.

Voluntary turnover

Voluntary turnover is the number of TNT Express employees on permanent contract (full-time or part-time) who resigned from the company of their own free will. This includes all resignations but not redundancies, dismissals, retirement or transfers.

Working hours

The definition of working hours is based on the total number of individually-calculated hours adjusted for overtime, leave or similar deviations.

Workplace fatal accident

The death of a TNT Express employee due to a work-related accident or the death of a third-party, while working at a TNT Express facility.

'Zero-emission' supply chain solutions

The smart, stackable 'zero-emission' supply chain solutions, designed and piloted through TNT Express City Logistics initiative, contribute to cleaner, less congested city centres. The solutions work by eliminating sources of inefficiency from the supply chain (including that of the suppliers and customers) in several ways, such as integrating networks and infrastructure, bundling multiple parcel deliveries or shifting to off peak period. They also reduce CO₂ and pollution by replacing conventional vehicles with 'zero-emission' transport, with the aim of securing crucial access to city centres.

'Zero-emission' last-mile solutions

The 'zero-emission' last-mile solutions such as tricycles or electric small vans contribute to reduce city centre congestion, noise and pollution. Combined with optimised networks and infrastructure, they help to mitigate TNT Express' environmental footprint and improve operational efficiency at city level.