

# Parcels: strong performance continued



## Strong revenue growth

- Benefiting from e-commerce growth
  - step-up in transition from offline to online due to Covid-19
  - growth partly also relates to specific, non-recurring, consumer spending (10m-15m parcels ytd)
- Positive price/mix effect
  - yield management (including improved pricing)
  - good growth especially among small and mid-sized webshops
- Spring: sharp growth in e-commerce volumes both in Asia and in Europe
- Revenue growth at Logistics in all business lines due to healthy e-commerce growth in relevant segments such as fulfilment

## Result Parcels up €22m driven by revenue growth

- Good operational leverage
  - Efficient utilisation of capacity during summer
  - Hit rate improved, lower drop duplication
- Ongoing good performance at both Spring and Logistics driven by revenue growth and efficiency

# Parcels: Continued growth in Q3 2021

	Revenue	Normalised EBIT*	Volumes
<b>Q3 2021</b>	<b>€505m</b>	<b>€27m</b>	<b>81m</b> +1.6%
Q3 2020	€490m	€49m	79m

\* No non-recurring impact related to Covid-19 in Q3 2021 versus €11m in Q3 2020 (around €6m Parcels Netherlands and €5m Spring and Logistics)

## Revenue mix

<i>in € million</i>	Q3 2020	Q3 2021
Parcels Netherlands	321	329
Spring	101	95
Logistics solutions and other	86	95
Eliminations	(18)	(14)
<b>Parcels</b>	<b>490</b>	<b>505</b>

## Revenue development

- Volume growth of 1.6%
  - 6.4% growth excluding the non-recurring Covid-19 impact (only visible in Q3 2020); around 9% growth when also excluding international volumes impacted by adjusted VAT regulation
  - stronger than expected negative impact from adjusted VAT regulation on international volumes
- Positive price effect offset by less favourable mix
- Growth in Spring in Europe and Logistics offset by lower revenue at Spring in Asia (total €(17)m related to VAT regulation)

## Normalised EBIT

- Down €22m; or by €8m excluding non-recurring Covid-19 impact in 2020 (€11m) and impact VAT regulation in 2021 (€(3)m)
- Increasing costs in line with expectations
  - rebalancing network to accommodate volumes within current infrastructure
  - new capacity including small parcels sorting centre and sorting centre in Westzaan
  - preparations for peak season (including increased costs for staff and other resources) to offer necessary sorting and delivery capacity, and high-quality service
  - other indirect costs, including IT and Digital Next
  - CLA increases and indexation of delivery partners
- Better result at Logistics, offset by Spring (including €(2)m related to VAT changes)

