The TNT Business Principles are at the heart of our company’s culture. We want to create an environment of sustainable performance for our stakeholders while complying with legal requirements and respecting the key principles contained within the Universal Declaration of Human Rights.

Our success in meeting or exceeding the expectations of our stakeholders will require the highest standards of behaviour from our employees and business partners. We want our company to be open and transparent, providing safe and healthy working conditions for our employees. We provide our employees with equal and fair opportunities and expect them to always act in the best interest of the company and its stakeholders. We uphold a high performance yet ethical culture, and are committed to operate in a sustainable manner.

Our Business Principles guide our decisions to do business or to partner with others. We are committed to making sure that our entire company is managed according to these principles and require compliance from all our employees and business partners around the world.

Tex Gunning, CEO
Application of these Business Principles

The TNT Business Principles apply to all TNT controlled companies and employees.

The TNT Executive Board is responsible for adopting, communicating and enforcing the TNT Business Principles. The Compliance and Security functions support the Board in monitoring compliance.

Violation of the TNT Business Principles can lead to disciplinary measures, dismissal, contract termination and where laws are broken, civil or criminal prosecution.

TNT encourages employees and third parties to report all breaches of the Business Principles and laws in good faith.

TNT investigates reports promptly and with strict confidentiality, and will not retaliate or undertake action against employees and third parties for filing a report or assisting another person in doing so in good faith. However, intentionally making a false whistleblower report will lead to disciplinary action and/or legal action.

The TNT Procedure on Whistleblowing can be found at http://www.tnt.com/corporate/en/site/home/about_us/our_business/business_principles.html and on the TNT ExpressNet at http://expressnet.tnt.com/content/intranet/en_ho/site/home/work-areas/business_ethics/tnt_business_principles0.html

Principles that guide the Company

TNT:
- Complies with the laws, rules, regulations and financial reporting requirements of the countries in which it conducts business.
- Provides full, fair, accurate, timely and understandable disclosures in its financial and public reporting.
- Communicates openly and transparently with its customers, employees, shareholders and society while giving due respect to confidentiality.
- Does not intervene in political matters, nor make gifts or donations to political parties, but will voice opinions on social, environmental and regulatory matters.
- Provides its employees with safe and healthy working conditions that are free from harassment.
- Pursues best practices and complies with and where reasonably possible, exceeds laws and regulations in the areas of health, safety and environment.
- Deploys policies that prevent, identify and eliminate hazards in its business operations and continually measures and assesses its safety and environmental performance with a view to further improvement.

Principles that guide TNT’s Employees

TNT:
- Seeks to attract, develop, reward and retain outstanding and accountable individuals who appreciate the value of working as a team.
- Creates equal opportunities for all its employees without regard to age, disability, ethnicity, gender, marital status, race, religion or sexual orientation.
- Treats all people fairly, with consideration and respect and does not accept forced labour or child labour.
- Supports the right of its employees to a reasonable work life balance and fair wages.
- Facilitates means for employee association and the right of collective bargaining.
- Does not tolerate fraud, corruption, theft or any misuse of company assets.

TNT Employees:
- Continually work to deliver outstanding performance for the company and meet or exceed the expectations of customers, shareholders, business partners and colleagues.
- Comply with TNT health and safety policies and take responsibility for maintaining personal well-being and work life balance to minimize sickness and injury.
- Avoid personal activities, financial involvement and business interests which could conflict with their responsibilities to TNT or damage the reputation of TNT.
- Do not use company assets for unauthorised personal benefit.
- Do not seek, provide or accept improper personal benefits such as gifts and entertainment.
- Do not seek, pay or accept bribes.
- Show an active interest in the TNT business activities, express their observations and raise questions where appropriate.

Principles that guide TNT’s Business

TNT:
- Strives to provide the most reliable and efficient solutions to its customers.
- Safeguards property and information entrusted to TNT.
- Supports open and fair competition and does not use unethical practices to obtain competitive advantage.
- Expects its business partners to comply with its Business Principles.

Principles that guide TNT’s Relationship with the world in which it operates

TNT supports and strives to implement measures and improvements that can lead to environmental and social benefits within the scope of its business.