

# Corporate responsibility charter

## We're acting now for tomorrow



Swiss Post wants to grow while “powering a modern Switzerland”. The only way to do both is with a sustainable approach because a modern Switzerland is a sustainable Switzerland. Swiss Post sees this as an opportunity and therefore embraces its corporate responsibility. The central position corporate responsibility has in the company is the foundation for its sustainable development. Swiss Post enacts this responsibility both as an enterprise affiliated with the Confederation with a public service mandate and in its roles in regional passenger transport and as an economic player. This charter outlines what corporate responsibility means for us. We stand by it.



Our  
**self-perception**



Our  
**claim**



Our  
**areas of action**



## Our self-perception



As one of the largest employers and a major service provider for postal services, payment transactions and road-based public passenger transport in Switzerland, Swiss Post is aware of its special corporate responsibility. We take an ethical approach to our corporate responsibility (CR). We're acting now – for tomorrow, for future generations, for the sustainable development of our environment and society. In this context, sustainability means that economic success is founded on environmental action and social responsibility and takes account of the needs of current and future generations. We take responsibility for the direct and indirect effects of our business activities on various stakeholders and on the environment now and in the future. To fulfil our corporate responsibility, we are guided by the Sustainable Development Goals (SDGs) set by the UN as part of its 2030 Agenda for Sustainable Development. We also support the UN Global Compact initiative in our capacity as a member, because we view the implementation of its ten principles as the basis of responsible corporate governance.



## Our claim

By making the most of the potential that our commitment to corporate responsibility unlocks, we generate benefits for our customers, for society and for Switzerland. And we take our responsibility as a role model seriously. We are committed to our claim of providing high-quality and innovative products and enabling everyone in Switzerland to access postal services. In doing so, we make an important contribution to society in Switzerland. Moreover, we want to create sustainable added value for the Swiss population, whether in cities or in the countryside and both physically and digitally.

Our measures for sustainable development add to the value that Swiss Post presents for its stakeholders: we anticipate procurement risks, plan for future developments and regulations, increase the efficiency of processes related to service provision, deliver products and services that generate additional benefits, and increase our attractiveness as an employer. By doing this, we drive forward our sustainable development in day-to-day business and meet the expectations of our stakeholders.



## Areas of action

We're acting now for tomorrow as a resource-efficient and socially equitable company. Together with our stakeholders – in other words, existing and potential customers, partners, staff, the Confederation as our owner and the public – we identify our key environmental and social focal points. From this, we derive areas of action along the value chain:

- acting as a **socially-responsible employer** on the market; In specific terms, this means that we provide a working environment that promotes individual performance and a good balance between work and other aspects of life. We are inclusive of people of all backgrounds and do not tolerate discrimination. We stand for fair, attractive and economically sustainable employment conditions (social partnerships).
- We create **economic and social added value** and contribute to the **common good** of Switzerland, particularly in the different regions. Primarily, we create this added value through our core activities in logistics and public transport, as well as through our active role in the digital transformation of Switzerland. In specific terms, this means that we are expanding our range of public service offers and financing them with our own privately generated funds. We regularly work on site ensuring access to and the accessibility of important services, bringing both regions and generations together.

At Swiss Post, we orient ourselves by our self-perception, transform our claim into reality and implement our actions accordingly. More information on this topic is available for interested parties at [www.swisspost.ch/responsibility](http://www.swisspost.ch/responsibility) and at [www.annualreport.swisspost.ch](http://www.annualreport.swisspost.ch) under Sustainability Report.

- We are reducing the undesirable effects of our business activities on the **environment**. Our focus is on **climate and energy**. We are committed to limiting global warming with a scientifically based climate goal as recommended by the Intergovernmental Panel on Climate Change. In specific terms, this means that Swiss Post will be carbon neutral in the delivery sector by 2030 thanks to its investments in its electric fleet and other alternative drive systems. We want to be a carbon neutral company by 2040. By further expanding the use of renewable energy in our buildings and switching to alternative drive systems for our vehicles, we are reducing our direct and indirect CO<sub>2</sub> emissions as completely as possible. We support the Confederation, the cantons and the municipalities as the purchasers of public transport by providing vehicles with alternative drive systems.
- We take our pioneering role in procurement seriously and we commit to **responsible procurement**. In specific terms, this means that we are integrating sustainability criteria into our procurement processes, as well as our business and support processes. In doing so, we are reducing CO<sub>2</sub> emissions in the value chain and cooperating with our suppliers in a responsible way.
- We cultivate market potential by developing and providing sustainable **customer solutions that are resource-efficient and socially equitable**. In specific terms, this means that we integrate aspects of sustainability into the ongoing development of our existing services and develop products that contribute to resolving current environmental and social problems. With our logistics expertise, we position ourselves as an overall solution provider for the implementation of the circular economy in Switzerland.



Swiss Post Ltd  
Wankdorfallee 4  
3030 Bern  
P.O. Box  
Switzerland

[responsibility@swisspost.ch](mailto:responsibility@swisspost.ch)  
[www.swisspost.ch/responsibility](http://www.swisspost.ch/responsibility)

**SWISS POST**