



# Swiss Post assumes responsibility For the environment and society

**At Swiss Post, sustainability is firmly anchored in the Group's strategy. As an innovative company, Swiss Post sees environmentally and socially responsible action as an opportunity to come up with new products and services that cater to changing customer needs. This approach also contributes to the long-term success of the Group.**

Swiss Post is Switzerland's leading transport and logistics company, and operates an energy-intensive business. This is why its sustainability strategy focuses on climate protection.

## Helping the environment



Swiss Post is reducing energy consumption as far as possible. To this end, it is increasing energy efficiency and using energy from renewable sources. Swiss Post also offsets part of its remaining CO<sub>2</sub> emissions by purchasing high-value emission reduction certificates.

Swiss Post already has an optimum transport mix with a high proportion of rail transport. Rail connections serve all letter centres and individual logistics centres. By optimizing routes and operating transport vehicles at maximum capacity, the Group is improving its energy efficiency even further. In addition to air pollutants, Swiss Post's sustainability accounting discloses its CO<sub>2</sub> emissions according to internationally accepted standards (ISO 14064-1, GHG Protocol), thereby fostering transparency in terms of its environmental impact and providing a yardstick for continual improvement.

By 2016, Swiss Post intends to increase the CO<sub>2</sub> efficiency of its services by at least 10 percent (base year 2010).

### Electric and biogas vehicles

With over 5,800 electric vehicles delivering letters, Swiss Post has the largest fleet of electric scooters in Europe. The electricity required comes entirely from renewable sources in Switzerland and is certified with the highest quality label, "nature-made star". The electric scooters already save more than 6,000 tonnes of CO<sub>2</sub> a year. By 2016, the entire fleet of scooters for postal deliveries will operate quietly and with low emissions using electricity from wind power. Here, Swiss Post was honoured for its climate protection efforts with the World Mail Award 2012 in the Corporate Social Responsibility category. The jury based its decision on the fact that carbon-neutral mail delivery is a good example of a sustainability strategy in action.

Swiss Post also runs its delivery vans using renewable energies. There are more than 120 vehicles involved in parcel deliveries that operate solely on biogas. Meanwhile, electric delivery vans and a hybrid truck for letter and parcel delivery are currently being tested.

## 100% renewable

Since 2008, Swiss Post has obtained 100% of its electricity from renewable sources, and since 2013 all its electricity has come from "naturemade basic" certified sources in Switzerland. Part of its supply is high-value eco-electricity which is generated from wind power in the canton of Jura and from small local solar, biomass and hydroelectric power stations.

### Hybrid- and fuel cell buses

In 2014, PostBus had 28 hybrid buses. With the combined diesel-electric drive, diesel consumption is reduced by up to 30 percent for overland transport. PostBus is the first Swiss company to employ fuel cell technology in public transport. Since the beginning of 2012, five fuel cell vehicles have served the PostBus routes in and around Brugg in the canton of Aargau. Brugg is also home to Switzerland's first hydrogen filling station for buses, operated by Swiss Post.

### Energy efficiency for Swiss Post buildings

Since 2009, Swiss Post has reduced the energy consumption of eight large buildings. Energy consumption has been reduced by almost 33 million kilowatt hours, and water consumption by 1,000 m<sup>3</sup>. This measure has paid off in financial terms, too: it has enabled energy costs of 3.5 million francs to be saved.

### Photovoltaic systems

Wherever technically feasible, Swiss Post buildings are fitted with photovoltaic systems. Ten buildings have already been

## Specific action

Swiss Post aims to make its services at least 10 percent more CO<sub>2</sub> efficient by 2016. To do so, it plans to:

- systematically train all drivers in eco-driving techniques
- Replace all petrol scooters used for deliveries with electric vehicles
- Implement optimization programmes to maximize capacity utilization of transport vehicles
- Promote efficient building technology systems and new builds in line with the Minergie, Minergie-Eco or DGNB standards.

fitted with solar systems which feed roughly 5,000,000 megawatt hours of solar power into the public grid annually. This is roughly equivalent to the annual electricity consumption of 1,300 Swiss households.

### Carbon-neutral shipping

With the carbon-neutral “pro clima” mail service, Swiss Post customers can offset the greenhouse gases emitted during the shipping of their letters, parcels and goods by paying a modest surcharge. Swiss Post invests all these “pro clima” shipping surcharges in selected climate protection projects. They include a Swiss project involving biodigesters on Swiss farms for the production of green energy, and one in Cambodia that entails installing bio digesters in private households. These projects would not have been possible without additional funding from Swiss Post.

## Helping society

Swiss Post pursues a progressive HR policy, relies on open communication with its social partners and enables its employees to achieve a work-life balance. In its retirement policy, Swiss Post caters to the effects of an ageing society by providing maximum flexibility in the choice of retirement age: Employees in the 58–67 year age bracket can retire or partly retire. Thus, the negative effect of the foreseeable wave of retirements can be spread over a number of years. For many years, Swiss Post has attached great importance to employing disabled staff. There are currently around 1,000 handicapped people in Switzerland who work for Swiss Post.

Swiss Post offers a comprehensive range of options in vocational training, continued professional development, and the fostering of young talents to ensure that its employees are continually broadening their knowledge and skills. Through its various apprenticeships, Swiss Post enables around 800 young people to enter the world of work every year. It currently employs more than 2,000 apprentices throughout Switzerland across 15 different basic courses within logistics, sales and communication, IT and maintenance.

### Nationwide presence

Swiss Post meets its universal service obligation to provide postal services and payment transactions throughout Switzerland with prices that apply irrespective of distance. The rates for conveying letters and parcels are inexpensive when compared to those in the rest of Europe (taking purchasing power into account), in spite of their high quality.

Swiss Post offers its customers an efficient and dense network with approximately 3,500 access points. Customers can collect parcels and registered letters at over 700 PickPost points, sometimes well after normal shop opening hours. Customers can also access 15,000 post-boxes and around 1,000 Postomats across Switzerland. With more than 11,300 stops, the well-developed PostBus network reaches even remote hamlets. Swiss Post offers over 20,000 jobs in mountainous regions and other rural areas. For around one fifth of these jobs, concentration would make better sense from a purely business point of view. Nevertheless, recent years have seen the decentralization of many jobs. By offering such jobs, Swiss Post is assuming its regional political responsibility.

## Fair trade clothing

In 2012, Swiss Post became the first major company in Switzerland to join the Fair Wear Foundation (FWF), setting an example for other Swiss companies. By becoming a member of this global organization, Swiss Post is committed to the strict inspection and sustainable implementation of social standards at its clothing suppliers. The focus is on socially responsible working conditions at the production sites. Every year, Swiss Post sends 300,000 items of clothing to its employees who wear Swiss Post clothing. In 2014, Swiss Post was honoured for its efforts: As one out of only ten companies worldwide, the FWF awarded Swiss Post the status of «Leader».

### Code of conduct for suppliers

By signing the Swiss Post Code of Ethics and Social Responsibility, which was initiated in 2006, suppliers guarantee to

respect human rights, to avoid discrimination and child labour, to adhere to minimum salaries and working hours in line with national standards and to assume their responsibility towards the environment.

### Broad commitment

Swiss Post is actively involved in culture, sport and social affairs. It supports national projects and events, and attaches importance to pursuing this commitment for many years to come.

## Swiss Post's position

With its transport services, Swiss Post operates an energy-intensive business. As the third largest employer in Switzerland, it also bears a high level of responsibility towards society and its employees. The Confederation, the company's owner, expects Swiss Post's corporate management to be based on sustainable and ethical principles.

Swiss Post embraces this responsibility through its comprehensive commitment to sustainability, which is reflected in the integration of sustainability into its Group strategy.

Specific measures are evident in energy, mobility, a wide-ranging commitment to society and employees, as well as in the sustainable services offered to its customers. In doing so, Swiss Post aims to achieve a balance between eco-friendly action, corporate social responsibility and financial success.

Swiss Post aims to be among the leading companies in Switzerland in terms of our commitment to sustainability.

### More information

[www.swisspost.ch/politics](http://www.swisspost.ch/politics)

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