

**The Postal Sector, leading the way
in Corporate Social Responsibility**



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FOREWORDS



**Jean-Paul Forceville,
Chairman of PostEurop**



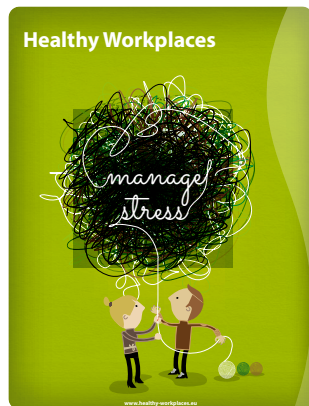
"The postal sector is at the heart of many European challenges: development of e-commerce, digital single market, European social dialogue, vocational training... All these actions to support growth opportunities. Engaged in this dynamic the postal industry has always considered social, societal and environmental as key elements to ensure quality, accessibility and sustainability of postal services for European consumers."

**Botond Szebeny,
Secretary General of PostEurop**



"The postal sector is increasingly recognised by all stakeholders as a committed actor in Corporate Social Responsibility (CSR). The members of PostEurop have once again, with 48 practices collected this year, proved their innovativeness and dynamism in all fields of CSR. It highlights that, more than ever in a context of continuous change for the sector, CSR should be a major preoccupation for all European postal operators."

Create a dynamic to share and innovate



The last months have seen several major events which show the dynamism of the postal sector and its commitment to CSR.

One of the major initiatives of the CSR circle is the Leonardo Da Vinci project **“Training Partnership for stress management in Posts”** which aims at benchmarking the training best practices to help the middle management to deal with this important issue of stress. Thanks to this successful work, PostEurop has joined the European campaign led by the EU Agency for Health and Safety at work (EU-OSHA) on managing workplace stress. The partnership with EU-OSHA is a great opportunity to share the results of the PostEurop project dedicated to stress management which has enabled to identify a lot of best practices within the postal sector. Thanks to the campaign, the exchange with other sectors can be further integrated, bringing an important added value. The stalemate of this partnership was the participation of PostEurop at the campaign partner event, “Benchmarking and exchange of good practices in OSHA” held in Brussels on 5 & 6 March 2015.

An important event was also the celebration at the end of 2014 of the **15th anniversary of the European Social Dialogue Committee** for the postal sector. This event which gathered high-level representatives from DG Employment, PostEurop and UNI was the opportunity to highlight the important work done by the Committee during the last years. Indeed with eight Joint Declarations signed, 10 EC-funded projects conducted and more than 170 meetings held since its creation, the Committee is now a recognised actor within the European postal sector. It has been a useful platform of exchange of good practices and has enabled to conduct a prospective work on major evolutions in the sector. These actions have been key to gain a capacity of influence with in particular a contribution enabling to better take into consideration social challenges in a context of permanent changes in the postal environment.

Another initiative was the publication of **PostEurop Monitoring Report on CO₂**. According to the Cooperation Agreement between IPC and PostEurop, and with the help of the

UPU, PostEurop has been able to publish the CO₂ emissions data. The total emissions of the 39 participants for the report of the calendar year 2012 are 4,871,500 tonnes of CO₂. This report shows that the postal sector is strongly committed to fight against climate change and to reduce CO₂ emissions as every postal company needs to measure and follow up measurements in order to reduce its emission.

In addition to these initiatives, the three editions of the CSR good practices Brochure have contributed to give a strong visibility internally and externally to the European postal operators in terms of CSR. It has enabled the CSR circle to become a solid platform of exchange.

At this occasion we would like to thank all members for their active contribution. We hope that this new edition will create a dynamic to further share and innovate in CSR.

Dominique Bailly,
Chairman of the Social Responsibility Circle

Nathalie Ganzel, Co-Vice-Chairwoman
of the Social Responsibility Circle

Kalina Toteva, Co-Vice-Chairwoman
of the Social Responsibility Circle

Focus on the CSR Coups de Cœur

The 2014 CSR Coups de Cœur

Last year, the launch of official Coups de Cœur to further recognise the contributions from PostEurop members has been decided. It was a great occasion to reward and promote, among the 55 practices presented in the 2014 CSR Brochure, one outstanding initiative in each category, Employees, Society and Environment.

The three selected operators were Česká Pošta, Royal Mail and bpost. For its action toward awareness-raising of breast cancer among its employees, Česká Pošta was handed out the Employees "Coup de Cœur". Royal Mail received the Society "Coup de Cœur", with its practice regarding apprentices and graduates. Eventually the Environment "Coup de Cœur", was given to bpost and its "Eco-driving Challenge", for showing how to ensure employees' training and involvement on environmental issues in an original way.

2014 Coup de Cœur in the Employees category



2014 Coup de Cœur in the Society category



2014 Coup de Cœur in the Environment category

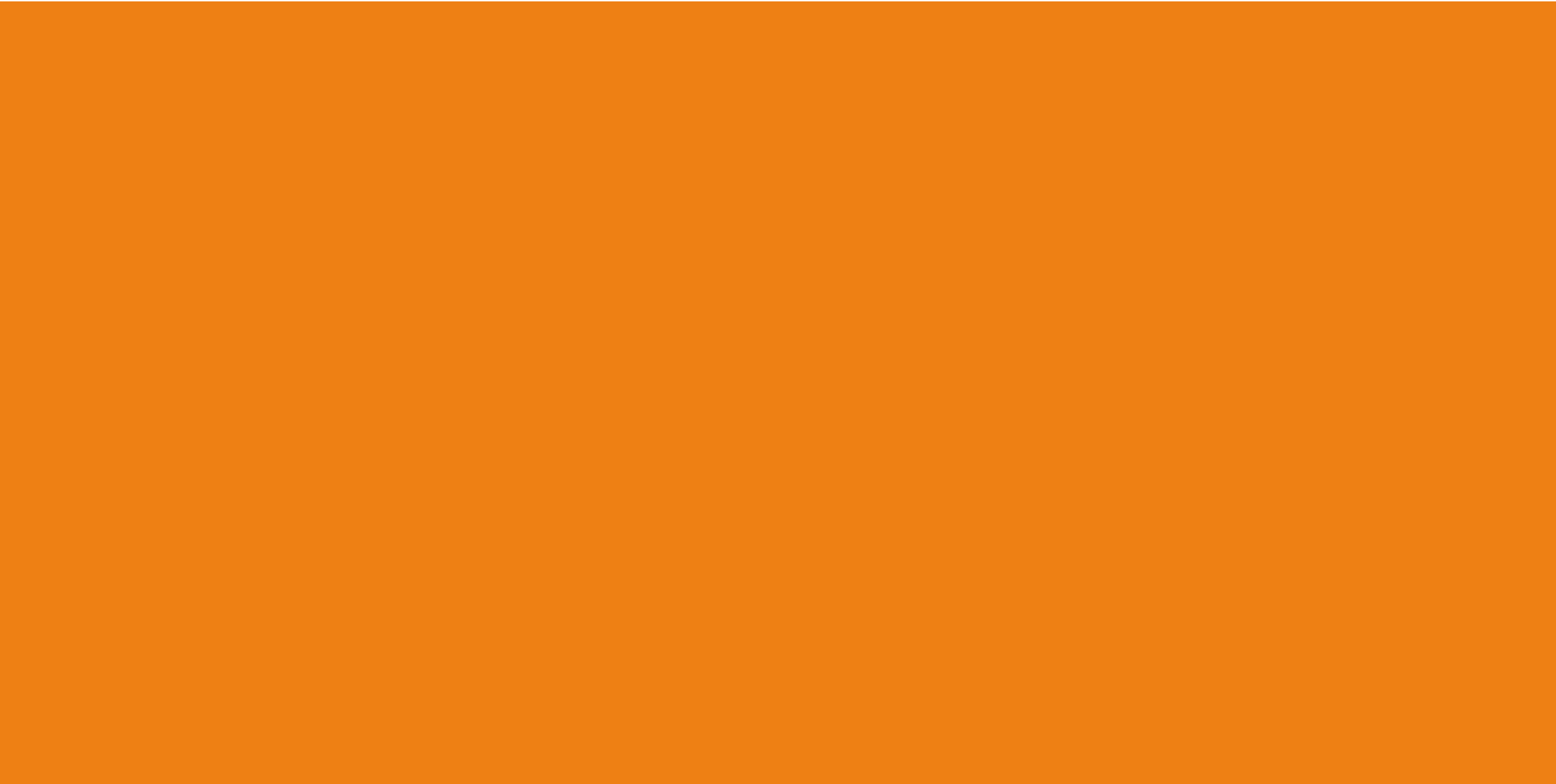
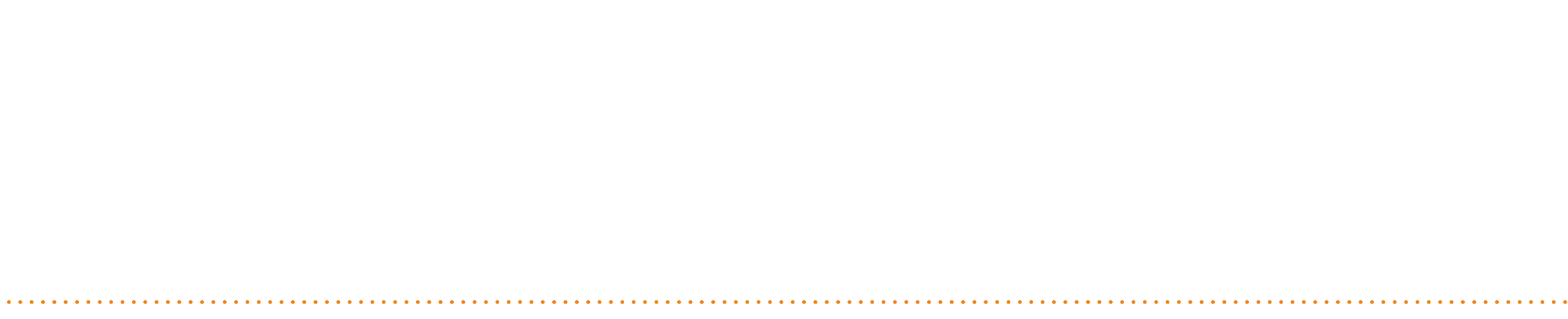


The 2015 CSR Coups de Cœur

Taking into account the success of this first Coups de Cœur edition, it has been decided to carry on the initiative this year. The 2015 Coups de Cœur will enable to further highlight, among the numerous interesting practices received, the most remarkable ones.

Out of the 48 practices received, the PostEurop CSR circle Steering Committee, together with an external jury of CSR experts, selected the three 2015 Coups de Cœur. This selection was made in particular on the basis of their innovativeness, reproducibility and their capacity to raise awareness on CSR issues among employees and stakeholders.





EMPLOYEES





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EXTERNAL MOBILITY

Proactive accompanying of employees in reorganisation

In the light of the reorganisations and after thorough debate with the social partners, bpost formalised its commitment of March 2014 to support employees with proactive career counselling.

ACTIONS:

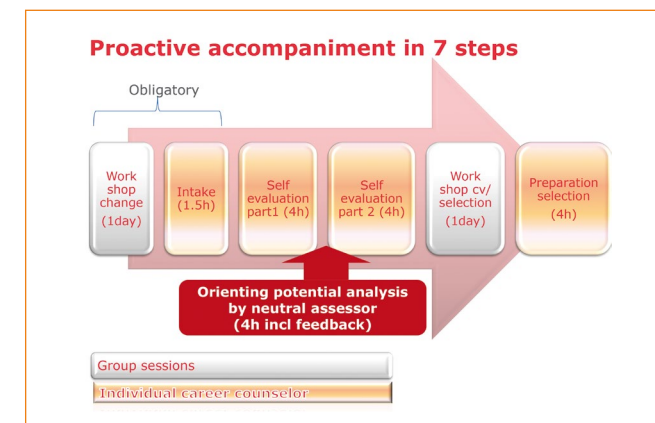
For more than 15 years now, bpost has been accompanying employees through reorientation inside or outside bpost after they have lost their function in reorganisation.

Since March 2014, bpost initiates this accompanying process rather before than after the selection procedure for reorganisation so as to guide employees towards the right choice for their career, and give them time to prepare for it.

The proactive career counselling consists of a two day workshop. ("Impact of change", "CV and selection"), an analysis of personal potential and 13.5 hours of individual career coaching. A dedicated career coach makes sure that the employees understand the impact of reorganisation and supports them in elaborating different options: apply for a function inside or outside the reorganised department, or even outside bpost. The coach also provides support regarding the employees' wishes and capabilities.

RESULTS and IMPACT:

After two reorganisations, results showed that out of the 330 volunteer participants to the workshop and an individual career coaching test, 90% of them opted to continue with the full proactive accompanying process. With this programme, bpost commits to maximising its employees' engagement and supports them.





ESTONIA – Omniva



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WELL-BEING AT WORK

Omniva sports club

Omniva sports club aims at making colleagues spend some time together even after working hours: communicate actively, move and live in a healthy way.

ACTIONS:

Omniva sports club offers:

- collective group trainings: basketball, football, volleyball, badminton, pilates;
- partial compensation of recreational sports costs, events and team attendance;
- friendly sports meetings with other companies;
- doing sports together and discovering new exciting sports;
- organising a company-wide health week, conducting a nordic walking competition between departments.

20% of the company's employees belong to the Omniva Sports Club which offers more than 70 different sports. Omniva has been declared sportiest company in Estonia for the past 7 years in a row. On Omniva's initiative a web-based training environment SportID was created which today unites more than 200 training facilities and more than 40 companies. Through the SportID every employee can choose a training spot with a suitable price, keep a training log and select a lower price.

RESULTS and IMPACT:

More healthy employees means less sick leaves, more motivated people and better mutual cooperation amongst employees. The number of sick leaves has decreased by 15%. The image of a sporty company helps to differ from the others when recruiting. Sport unites! Sweat that has been poured and difficulties that have been experienced together help find quicker and more effective solutions at work.





FINLAND – Posti



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EMPLOYEES' COMMITMENT

Posti Day

Posti Day is a one-day event around topics of Posti “2020 Vision” and customer experience. It gathers Posti employees from all levels and parts of the organisation to spend a day together.

ACTIONS:

The Posti Day concept is aimed at raising understanding of Posti's future direction, committing people and initiating the cultural change. Posti is in major transformation with the “2020 Vision” work programme. Posti Day is one way to communicate and set the vision for all employees from all organisational levels.

The day is built around two elements: a board game on strategy topics and a workshop around customer relations. During this day, people are in “mixed” groups in order to increase understanding of other employees' role as well as to boost networking and internal cooperation.

All groups have their own game master, trained to facilitate the game and discussion. Posti Day is very interactive and a lot of effort is put in hearing people's opinions on how Posti should be developed taking in account the customers' point of view. Posti's managers have a visible role during this day, participate to all activities and provide their insights on topics discussed. Approximately 1,250 Posti employees have participated in different locations.

RESULTS and IMPACT:

During the day understanding of others' role has increased via discussions and it helps people to understand how their work affects others and most importantly customers. Some positive feedbacks can be shared:

“I know what the future holds. I learned to know new things and to appreciate more the management.”

“I want to aim for even better customer focused service.”



EXTERNAL MOBILITY

New Path programme (*Uusi polku*)

The Finnish post is going through a major transformation. The “New Path” programme has been established to proactively support Posti employees in finding new career opportunities.



FINLAND – Posti



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ACTIONS:

Under the New Path programme, Posti provides career counselling, guidance and coaching for job seeking, training possibilities and support for entrepreneurship for employees considering a career outside Posti on their own initiative. Cooperation with local authorities, companies and schools has played an important role.

Career counselling involves a review of the personal situation and skills, highlights regional labour market needs to consider the available alternatives. After the counselling, the participant can choose one of the following paths.

The “New Career path” aims at finding a job quickly with a new employer through job seeking training provided by Posti.

The “New Profession path” aims at finding a job through adult education with advice on regional labour market training alternatives. The latter are jointly financed by the Ministry of Labour.

The “Entrepreneurship path” aims at providing support in starting a new business with entrepreneurial training that helps to build knowledge, skills and attitudes needed for a profitable business.

“Creating your own path” is addressed to participants who have some other future plan, and who will receive support in the form of a one-time payment.

RESULTS and IMPACT:

Since January 2014: almost 900 employees have entered the “Creating your own path” programme. Based on the survey, 86% of the employees who have gone through this programme during the first half of the year 2014, have found a new path. In addition 24 employees have started their own business.





FRANCE – Le Groupe La Poste



LE GROUPE LA POSTE

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VOCATIONAL TRAINING

Supporting change with qualifying training paths

La Poste has committed to provide certified training for its employees between 2015 and 2020, to support the development of new activities.

ACTIONS:

To face the digital revolution, La Poste Group develops its activities on new territories. A major collective agreement, the “Social Pact”, was signed on 5 February 2015 with the trade unions to support its 2020 strategy of transformation.

One of the key axes of this Pact is a major training programme for employees, aiming at helping them to develop new competencies. The process is formalised through internal certification with the objective to train 60,000 employees.

These individual training programmes consist of different teaching methods from traditional training led by an expert, to an immersion training course or e-learning. They are proposed by the manager and require a minimum of 70 hours over a maximum duration of 12 months.

Besides, La Poste encourages postmen to participate by compensating courses with an individual financial bonus.

RESULTS and IMPACT:

The project aims at offering qualifying training paths to 60,000 employees throughout its application, starting with 6,000 participants in 2015.

This initiative is an opportunity for La Poste to deal with the major issue of digitalisation and conduct the company's gradual change in activities into a digital evolution.





GREECE – Hellenic Post S.A. -ELTA



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OCCUPATIONAL HEALTH & SAFETY

Identifying and dealing with conflicts and burnout

In today's labour- intensive workplaces, managers need to identify conflicts and burnout situations, predict and handle their impact on the employees. Thus, Hellenic Post S.A.– ELTA implements a relevant pilot programme for its middle-line managers.

ACTIONS:

Since September 2014 the programme has been addressed to 20 ELTA's middle-line managers. The target is to reach 65 participants by then end of 2015 and 370 by the end of 2017.

The duration of the programme is three days (nine hours of theory & nine hours of workshop through self-exposing procedures and role playing).

Each day is dedicated to a different thematic: stress & traumatic experiences, burnout syndrome and conflicts.

The scope is to raise awareness of middle management on work-related stress factors. Training focuses on identifying stress, detecting warning indications, interpreting, assessing and coping with the situation. The programme highlights managers' crucial role in developing an effective interaction with employees, aiming at giving them the ability to handle the situation themselves. Each participant can have, upon his/her request, counselling and psychological support for three hours per week for a month and then once a month for the next three months. This programme also offers a 24 hours / 7 days hotline support, either for managers or for employees in need for support.

RESULTS and IMPACT:

Participants positively evaluated the programme in terms of organisation, content, methodology and know-how of trainers. They stated that they benefited in terms of personal development, acquisition of professional knowledge and competencies, behaviour change and efficiency in daily work. The programme is implemented by KEK- ELTA S.A. (Hellenic Post's Vocational Training Centre).



OCCUPATIONAL HEALTH & SAFETY

Health and safety week

In Iceland there can be much snow and slippery ice in the wintertime and therefore difficult walking and driving conditions for postmen and drivers. Residents play a crucial role in making conditions safer.

ACTIONS:

Every year since 2006 a certain emphasis has been placed on health and safety issues at Iceland Post a week in early winter. Since the majority of employees' accidents take place on pavements and steps near home entrances, a special project was initiated to raise awareness and encourage residents to think better of the accessibility to their homes. That included e.g. shovelling snow, putting sand or salt on slippery surfaces, keeping the outdoor light on, keeping the dog safe and in general being on the lookout for things that might cause accidents.

A postcard was distributed to homes with the message: "Are you done shovelling?" On the back side, there was a wish that the customer would bid the postman welcome by following the advice. Press releases were sent out and a representative of Iceland Post went on the radio and television to talk about these possible dangers.

RESULTS and IMPACT:

Health and safety of employees have and will always be a priority at Iceland Post. Projects like these are a very important factor in that regard. Although it is difficult to isolate the results of this particular project, in autumn the year the project started, accident rate was 5.8% and had been on the rise the years before. The year after the project, accident rate was down to 3.9%.



ICELAND – Iceland Post



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LITHUANIA – Lietuvos Paštas



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VOCATIONAL TRAINING

Electronic training and knowledge testing system (EMTS)

Electronic training and knowledge testing System (EMTS) enables the staff to learn at their convenient time, concentrating on the topics they feel they need the most.

ACTIONS:

Launched in 2014, electronic distance staff training with EMTS enabled employees to be trained on customer care standard, financial services available at post offices, quality indicators of post services, changes in universal post services, prevention of money laundering and terrorism financing.

All employees of the Lithuanian post were also invited to attend e-training on the process of Euro introduction into Lithuania. EMTS was also used to present all the changes of the new standards for letter-post items, tariffs and other developments to the workers.

Organising live training for more than 5,000 workers in the whole country would have taken much time and financial resources. EMTS gave the opportunity to the staff to organise their time flexibly and at the same time saving on travelling expenses and training them individually.

RESULTS and IMPACT:

Throughout 2014, employees of various branches of the Lithuanian Post successfully completed 18,434 tests assigned to them in the EMTS system. This training method has shown very good results, feedbacks are received directly when talking about results of tests completed. Workers have all the training material “at hand” to find any answer for customers.





LITHUANIA – Lietuvos Paštas



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EMPLOYEES' COMMITMENT

“Where does my mum or dad work?”

Celebrating the International Day for Protection of Children, Lithuanian post employees' children were invited to visit their parents' workplaces.

ACTIONS:

It is estimated that people spend at least half of the time at work on average, the other part is devoted to the existence of family, hobbies and sleep. Often, this huge company of almost 6,000 employees is considered as a “second family”. So when celebrating the International Day for Protection of Children on 1 June, Lithuanian post decided to organise this initiative in order to strengthen relations with the employees. This provided them with an opportunity to invite their children to their workplace – the place where the letters, parcels are being processed and many other services offered to customers.

Similarly, with Father's Day approaching, in 2014 the company organised a photo competition inviting all dads or employees of the Lithuanian post to send photos of them with their dads which would also feature the Lithuanian post.

RESULTS and IMPACT:

Almost 400 children in various cities and towns in Lithuania took part in the tours. Lithuanian post is planning to organise this initiative every year, trying to get even more children to come and visit their parents' workplace.



OCCUPATIONAL HEALTH & SAFETY

Gesond@POST (Healthy@POST) conference series

POST Luxembourg organises conferences within the framework of the Gesond@POST programme aiming to inform managers on topics relating to health in the workplace.

ACTIONS:

Annual conferences are held to raise awareness of the management and focus on prevention of workplace health challenges and promotion of wellbeing at work. They are organised by the in-house Employee Assistance Programme (see Psycho-Social Assistance in 2014 Brochure) which usually calls upon external trainers who are experts in their fields.

The conferences are targeted at all levels of management - top, middle and lower. They provide information about psychosocial and health related issues with the aim of providing participants with the necessary tools to recognise warning signs at an early stage. Managers also receive recommendations on the behaviour to adopt with staff concerned by any of the raised issues. In 2014 and 2015 the topics covered during the conferences were "Alcohol in the workplace" and "Prevention of workplace burnout".

Within the *Gesond@POST* programme, managers increase their awareness of their own role with regards to workplace health prevention and promotion.

RESULTS and IMPACT:

The conferences are much appreciated by management and feedbacks are very positive. By addressing topics which are generally not openly discussed within companies, managers learn and adopt a common language with regards to psychosocial health.



LUXEMBURG – POST Luxembourg



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LUXEMBURG – POST Luxembourg



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VOCATIONAL TRAINING AND DIVERSITY

Training sessions: Diversity Management for team leaders

As signatory of the Luxembourg Diversity Charter since 2012, diversity is a strategic lever for POST Luxembourg's social and economic performance.

ACTIONS:

In order to promote diversity in the workplace and to actively prevent psychosocial risks and discriminations, POST Luxembourg organises diversity training sessions for team leaders. Participants learn how to encourage and manage diversity within their teams. The training also contributes to raising awareness as to the importance of equal treatment and diversity in the workplace environment thus improving the way teams are managed and function.

As a result of the training sessions, participants are able to recognise and detect discriminations as well as behaviours prohibited by law. They also learn how to treat allegations of discrimination and conflict appropriately. Team leaders who receive a discrimination complaint filed by an employee will be able to ensure that the complaint is addressed in-house appropriately and efficiently. By becoming aware of the challenges and the benefits of diversity and their own role, participants learn how to decipher stereotypes and to change their perception. It helps them become more conscious and open team leaders, and allows them to acquire and develop methods and tools to use diversity as a lever of performance.

RESULTS and IMPACT:

These training sessions have improved workplace cohesion with a direct impact on motivation and performance. Leaders of diversified teams (individual vision, cultural context, behaviour, age...) have received concrete answers.





MALTA - MaltaPost



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EMPLOYEES' COMMITMENT

Awards ceremony for excellence in CSR

MaltaPost rewards its employees for their excellent work in the company including the best CSR initiative, encouraging them to carry out new projects.

ACTIONS:

This year, MaltaPost chose to organise an award ceremony for its employees as a sign of recognition for their commitment to the company and highlight their outstanding work. MaltaPost and the postal sector in general have had to face numerous challenges throughout the past few years and it is important to identify quality in the work of employees in spite of the difficulties.

11 prizes were given rewarding operational, sales and administration best practices. Among these prizes, a best Corporate Social Responsibility award was given for the contribution towards Istrina, an event which was organised in favour of the Malta Community Chest Fund to give a financial support to philanthropic institutions.

For this action, MaltaPost delivered 700 copies of Istrina publication ("Tisjir mill-Qalb") free of charge through its courier department and also sold them in its post offices. This generated a total of €21,000 donation entirely given to the Istrina initiative

RESULTS and IMPACT:

In the framework of this award, MaltaPost also supports other Istrina initiatives such as delivering hair to a charity which develops them into wigs for those who lose their hair due to illness.





MONACO – La Poste Monaco



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NEW SERVICES

Social Management with the Business Solutions Department (BSD)

To face the yearly 4% decrease in mail volumes, La Poste Monaco has decided to diversify its activities in order to boost the turnover while protecting employment.

ACTIONS:

The Business Solutions Department (BSD) of La Poste Monaco aims at creating employment and taking advantage of existing competences inside the company. Thus, the BSD enables the Monegasque companies to receive services from La Poste Monaco's employees for long-term missions using their specific competences. This project which is based on the active listening of customers' expectations offers process and securing of the addressed parcels, especially for the Prince's Palace, in-coming and out-going mail process for banks, or even archiving documents for companies. During their missions, the employees are identified as belonging to La Poste Monaco thanks to a uniform which highlights both their expertise and reliability. The initiative relies on the trustful relationship between the postal employees and their customers.

Today, the success of the Business Solutions Department leads to the expansion of its offer. Thus, La Poste Monaco's next challenge is the creation of a customised postal service for private and professional clients.

RESULTS and IMPACT:

The Business Solutions Department has already generated €1.2 million for La Poste Monaco, which represents 10% of its turnover, while creating employment. The success of this project can be measured by the numerous applications received from postal employees willing to participate.





ROMANIA – Poșta Română



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VOCATIONAL TRAINING

Project manager training grants for women

Romanian post has identified the need to train female employees through grants to obtain qualification in management.

ACTIONS:

The course was addressed to women who are actively involved or interested in project management, and who want to improve their skills. It is an interactive course with presentations, debates, group discussions, case studies and exercises. This specific working methodology develops effective skills in planning, implementing and monitoring a project. The training programme was structured as follows: 40 hours of theory and one examination. The course is a project financed by the European Social Fund Operational programme for human resources development 2007-2013 "Invest in people!"

Thanks to the training programme, the female employees acquired numerous skills, such as: ability to identify the needs of the target group, to analyse, to select one need and to correctly formulate the problem. It developed the ability to identify internal and external risks, to use tools and techniques of project management (including monitoring and evaluation) to establish appropriate strategies for action.

RESULTS and IMPACT:

After the training, the participants are able to complete all steps of a project such as planning, organising, monitoring, controlling, reporting and motivating the project team. Also, at the end of the training course, the graduates received a grant of €34 (150 LEI).



OCCUPATIONAL HEALTH & SAFETY

“Prevention together!” (“iEntre todos hacemos Prevención!”)

The campaign “iEntre todos hacemos Prevención!” aims at raising awareness, informing and training the staff about the most frequent risks at workplace.



SPAIN – Correos



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ACTIONS:

The Campaign was launched at the end of 2013 by the Prevention service. All staff members received brochures in the monthly pay slip and with informative posters in work centres. More than 550,000 brochures and 24,500 posters have been printed. At the same time, the information and the training to the staff have been reinforced widened and enhanced through a new training plan. A large number of features have been dealt with. Firstly, prevention of falls and injuries circulating on foot in the workplace or in the street. Secondly, road safety to avoid road accidents taking place during going or coming back from work, but also road safety by motorbike to avoid accidents during delivery. Thirdly, prevention of musculoskeletal disorders during the use of rolling cages, carts, letter post sorting duties, parcel handling etc. and guidelines for their safe use Fourthly, prevention and proceedings against animal attack during delivery. Finally, prevention of risk linked to the use of data visual display scopes (DVDS).

RESULTS and IMPACT:

In 2014, a 4.53% decrease of accidents has been reached coupled with a lack of very serious accidents. Besides, a reduction of 4.57% of light accidents has been observed and a 6.67% reduction of serious accidents.



DIVERSITY AND CULTURE

MOSAICO network for diversity

MOSAICO is an internal network that promotes linguistic and cultural diversity at Swiss Post. It is open to all employees belonging to linguistic and cultural minorities as well as any other people who may be interested in them.

ACTIONS:

The network's goals are to cultivate and develop a culture of mutual understanding at Swiss Post, and to overcome cultural barriers and broaden people's horizons. Other objectives include promoting cooperation between staff, as well as with customers and partners, and tapping into the potential for joint entrepreneurship within the organisation.

The network offers information, activities and events on this subject, operates professionally and draws up recommendations for Executive Management.

At present, the network focuses primarily on arranging table talks in foreign languages, setting up language tandems and organising events. In order to make it easier for staff to work together, all information and documents relating to MOSAICO can be found on PostConnect, a platform available to all Swiss Post employees. Since the network was created, four events have been organised in the three linguistic regions (Berne, Lausanne, Bellinzona).

RESULTS and IMPACT:

The network currently has more than 300 members. More than 100 people take part in the table talks, enabling them to refresh their foreign language skills. An event held jointly with Swiss Post's other networks RAINBOW and MOVE will take place in Lausanne this autumn. This all bodes well for the future.



SWITZERLAND – Swiss Post



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WORK LIFE BALANCE

“Work Smart”

“Working where, when and how I want.” Swiss Post recognises the great need for mobile and geographically independent forms of working and creates the necessary operating framework.

ACTIONS:

Today’s lifestyles require new working models. Swiss Post’s new working environment adapts to this social change. As an employer, Swiss Post promotes geographically independent and flexible working. This continual cultural change is reflected in the newly constructed headquarters.

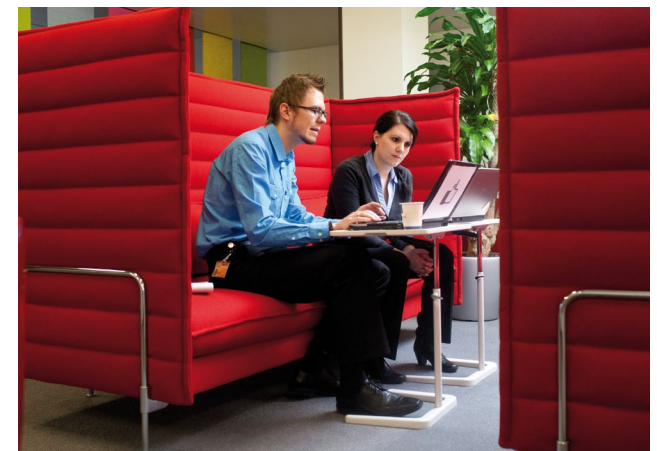
The new facilities deliberately lack permanently installed workstations. Employees can select their preferred working environment depending on their tasks and requirements. State-of-the-art technologies enable and facilitate collaboration between teams, whether in comfortable meeting areas, on a train or at a traditional desk. At the same time, the new forms of working create flexibility which guarantees a healthy work-life balance for employees.

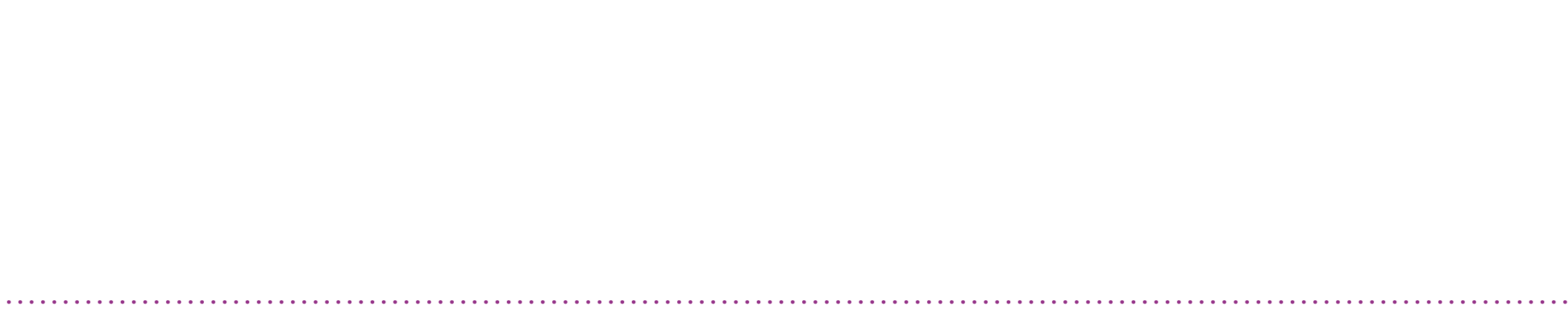
In order to drive the change in Swiss working culture even further forward, Swiss Post has co-founded the “Work Smart*” initiative, an association of Swiss companies for promoting new working models.

* www.worksmart.ch

RESULTS and IMPACT:

Swiss Post employees value the opportunity to design their working day flexibly and according to their needs. This has a positive impact on their morale and the cultural change not only benefits people, society and the environment but also Swiss Post as a company.





SOCIETY





**BOSNIA HERZEGOVINA –
HP Mostar, Croatian Post**



Hrvatska pošta d.o.o. Mostar

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LETTERS' PROMOTION

Letter writing competition for young people

This competition aims at promoting letters and at encouraging young people to develop letter writing skills.

ACTIONS:

Croatian Post Mostar participates in mentioned competition since 2005 and together with Serbian Post and BH Post organise a selection of the most beautiful letter from young people in Bosnia & Herzegovina (B&H).

Each year the expert jury has a difficult selection job due to the large number of high quality letters submitted to all three B&H operators. Through this competition young people learn to properly address, name and frank letters. With the use of postage stamp they receive information about design, learn about different cultures, history or monuments.

Beside the main price at the state level, HP Mostar each year hands over special awards to schools from which the largest number of letters were received. In this way, the post recognises the schools' active participation and also motivates others to take part in the next competition.

Through their letters young people have the chance to clearly express their opinion throughout the world. With this initiative, an atmosphere of positive competition is developed.

RESULTS and IMPACT:

After 10 years of this competition, the post noticed that awards are of great importance to teachers, students and schools' principals. Through the development of writing skills, young people develop their imagination and contribute to build a better society.





BULGARIA – Bulgarian Posts



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LETTERS' PROMOTION

“The most beautiful letter to Santa”

“The most beautiful letter to Santa” is a pre-Christmas initiative that started more than 15 years ago to encourage the development of letter-writing skills and the creativity of children.

ACTIONS:

All children who send a letter to Santa Claus until mid-December receive a reply from him. In many post offices across the country Christmas bazaars are organised and special letter boxes, where kids can post their letters to Santa, are installed. The authors of the most attractive letters receive awards: books, Christmas souvenirs, writing and drawing kits, etc. The letters are assessed according to various criteria: originality of message, creative design and literacy. Also, letters should contain a correct address of the sender in line with the addressing rules.

Not only individual letters are received, but also group letters from schools and kindergartens. An interesting fact is that letters also come from “grown-up kids” talking about their emotions and dreams, young families sharing their future plans and lonely elderly people.

For the first time in 2014 a special event was organised for the winners from the capital, Sofia, and the area around it. They received their awards from Santa himself.

RESULTS and IMPACT:

The interest for this initiative has been constantly increasing. In 2013 around 3000 replies were sent, compared to 7000 in 2014, and there is a very good coverage by national and regional media. In addition to developing their letter-writing skills and creativity, it contributes to the children's reflection and to teaching them about traditional values.





BULGARIA – Bulgarian Posts



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VOLUNTEERING

Support for local communities in distress

Following the floods which have affected certain areas of Bulgaria, the post in coordination with the state, undertook various actions to support these communities.

ACTIONS:

In June, 2014 the areas of Varna and Dobrich in North East Bulgaria were affected by serious floods due to heavy rain. Bulgarian Posts provided the Bulgarian Red Cross with free of charge delivery of consignments containing aid to the affected areas, and expressed readiness to provide 25 beds of its seaside recreation facilities for a period of a month.

These floods were followed by others in the town of Mizia, with 3,189 inhabitants, in North West Bulgaria in early August, 2014. Again the company, after coordination with the National Social Security Institute, paid out pensions earlier than the established schedule in the towns of Mizia and the nearby Byala Slatina. Similarly in 2012, Bulgarian Posts had supported South East Bulgaria after terrible floods it had to face.

RESULTS and IMPACT:

The actions undertaken by Bulgarian Posts helped to alleviate to a certain extent the difficult situation of the people in the affected areas by making sure that the aid provided reached them in a timely manner. The company is in a good position to provide support given its extensive network and the nature of the services offered.





ESTONIA - Omniva



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RECRUITMENT OF YOUNG PEOPLE

Alleviating youngsters and unemployment

Omniva has consciously directed its recruitment activities towards young people who are affected by their scarce work experience and often also inadequate education.

ACTIONS:

In 2014 young people in Estonia aged 20-29 years face an unemployment rate of 19%.

Omniva wishes to recruit those who lack specialised training, are studying, or can only work part time or on a rota basis (e.g. day, evening or night shift). Omniva works together with Töötukassa (Estonian Unemployment Insurance Fund), youth centres, schools and universities and takes part every year in approximately 15 job and work practice fairs.

The company has several positions (e.g. mail carrier, mail/parcel sorter, assistant, courier, service clerk, data specialist) which allows organising necessary training on site.

To further support education, Omniva's Bachelor's, Master's and Doctoral Thesis competition takes place once a year and the authors of the best theses receive a scholarship.

RESULTS and IMPACT:

Many motivated young people have got their first work experience in the company. Several of them have continued their education while working or have taken part in the company's development programmes which have helped them to move on to new positions. They have proven to be a reliable and enthusiastic part of Omniva's team.





FINLAND – Posti



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NEW SERVICES

Home care support services for municipalities

Posti is an important partner in the implementation and enhancement of municipal support services.

ACTIONS:

Meal deliveries tie up a lot of the transport fleet for a very short period of time every day, which requires resources and preparedness for daily changes in the clientele from the municipality's transport partner. Posti can respond to this demand in a flexible manner because it offers customer-specifically customised local meal deliveries with delivery times, locations and procedures that have been agreed upon based on delivery demands.

In addition to home cooked meals, the company delivers meals from municipal distribution kitchens to locations such as hospitals, schools and day-care centres.

Posti works for approximately 80 municipalities in order to fulfil various meal delivery needs.

RESULTS and IMPACT:

Municipalities have managed to achieve cost-savings by purchasing meal delivery services from Posti. At the same time, the company has achieved more work for its drivers and more deliveries as the amount of traditional letter post diminishes.

The mail carriers, too, are keen on meal deliveries as they offer variation to the workday as well as interesting encounters with, for instance, senior customers. Positive customer encounters, on the other hand, increase work motivation.





FRANCE – Le Groupe La Poste



LE GROUPE LA POSTE

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VOLUNTEERING

Educational take-off with “L’Envol”, La Banque Postale campus

Academic success shouldn't depend on the students' background, which is why La Banque Postale decided to create an equal opportunity programme for young talents from modest backgrounds.

ACTIONS:

Every student should be given a chance to succeed, this is the spirit of the project that La Banque Postale launched in 2012. The Banking branch of La Poste, in the form of an association, allows every year 60 young people from modest backgrounds to be supported in their studies through meetings and the virtual campus, L’Envol. The aim of such an initiative is to give the opportunity to young deserving talents to attend tutoring classes, as well as cultural trips to French cities or even abroad. It enables them to discover new places, shows them what they are capable of and thus optimises their academic success. The 14 to 23 year-old participants come from all parts of France and meet several times a year, which is also a chance to bond with the other students.

Moreover, they are assigned a referent who is a volunteer employee from La Poste Group and who will support them through high school and university. This personal support is also a chance for the company's employees to volunteer in helping young talents to become the adults they want to be.

RESULTS and IMPACT:

The campus has already welcomed 240 students and will eventually have 350 to 400 students in total. The programme which received the support of the French Ministry of Education also forms a unifying link inside the company and creates solidarity between generations.





FRANCE – Le Groupe La Poste



LE GROUPE LA POSTE

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VOLUNTEERING AND MOBILITY

The Dynamic Alliance project to develop a social and solidarity economy

La Poste and the social and solidarity economy actors join their competences in favour of society in the Dynamic Alliance (“Alliance Dynamique”).

ACTIONS:

In the framework of its commitment to develop a social and solidarity economy, La Poste signed in October 2014 a cooperation charter together with numerous actors of the social economy across France, aiming to improve territories and services in favour of population.

The key objective of this Alliance is a mutual development through common values with concrete actions, such as sharing unused or under-used premises and facilitating new projects through La Banque Postale. This cooperation includes a socially responsible purchasing, energy transition and most recently, digital development especially for charities which are often in need of data digitalisation.

In terms of human resources it allows in particular employees from La Poste to be involved in structures from broad NGO networks focusing on integration, handicap, energy transition, social entrepreneurship or childcare and retirement which are members of the project.

RESULTS and IMPACT:

Around 40 partners have already joined the Dynamic Alliance to cooperate with La Poste on many different projects. As one main concrete result, La Poste has put in place a part-time contract transfer programme for its senior workers who are willing to be involved in a partner’s organisation of their choice.





GERMANY – Deutsche Post DHL Group

**Deutsche Post DHL
Group**

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VOLUNTEERING

Disaster Response Team to Nepal

Deutsche Post DHL Group's volunteer Disaster Response Teams provided logistics support at Tribhuvan Kathmandu International Airport following the devastating earthquake in Nepal.

ACTIONS:

In the aftermath of a disaster airports can become bottlenecks that delay the distribution of emergency relief supplies. In these situations, logistics expertise can make a huge difference in coordinating the incoming supplies, and so eventually help save lives by ensuring a swift and organised handling of all aid. As a part of its GoHelp programme, also comprising the "Get Airports Ready for Disaster" (GARD) one, the Deutsche Post DHL Group has deployed their Disaster Response Team (DRT) in Kathmandu, Nepal, following the massive 7.8-magnitude earthquake. A team of DRT volunteers worked together with the UN Office for the Coordination of Humanitarian Affairs (UNOCHA) to mobilise and coordinate humanitarian relief efforts. The team comprised highly trained volunteers who provided logistical expertise to help coordinate the relief aid at the airport in the speediest manner possible.

GoHelp is the disaster management program of Deutsche Post DHL Group. In a partnership with the UN since 2005, it provides the UN with free access to its core competence in logistics, its global network and its employees' know-how.

RESULTS and IMPACT:

During the 27 days of deployment, some 33 volunteers from 10 different countries handled over 2,000 tonnes of relief goods from various aid and relief agencies as well as international governmental bodies.





GERMANY – Deutsche Post DHL Group

**Deutsche Post DHL
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SUSTAINABLE DEVELOPMENT

Measuring Corporate Citizenship activities

To better steer and measure its corporate citizenship activities, in 2014 Deutsche Post DHL Group began assessing its social engagement from the previous year using the LBG measurement model.

ACTIONS:

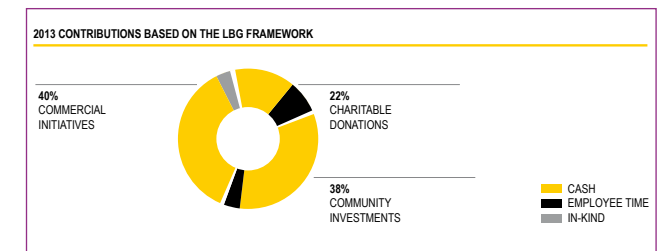
In 2014, Deutsche Post DHL Group began developing a process for further refining the Group's corporate citizenship program, with the objective of bringing its activities for addressing social challenges in even closer alignment with its core business goals. In June, Deutsche Post DHL Group became an official member of the LBG (London Benchmarking Group) network. Assessing its corporate citizenship activities from the previous year using the LBG measurement model allowed quantifying its commitment to corporate citizenship for the first time.

For 2015, the Group is planning another Group-wide data analysis using the LBG framework. Its goal is to increase the percentage of investment in long-term, strategic activities.

The LBG model assesses activity in terms of three dimensions: input, output and impact. All activities are classified according to three categories: charitable donations, community investment and commercial initiatives. In order to be measured by the LBG model, the activity must benefit a non-commercial partner.

RESULTS and IMPACT:

Deutsche Post DHL Group's corporate citizenship activities create value by maintaining and furthering the company's reputation as both a service leader and an employer of choice. The Group makes financial contributions as part of its engagement and encourages and empowers its employees to volunteer in their communities.





ITALY – Poste Italiane

Posteitaliane

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RECYCLING AND VOLUNTEERING

Corporate canteen unserved food redistribution

Since 2012 Poste Italiane has been part of a food programme aimed at collecting unserved food in corporate, hospital and school canteens, in order to donate it to people in need.

ACTIONS:

Food surplus in corporate canteens located in Rome represents about €250,000 per year.

Thanks to the cooperation with the outsourced company managing catering and food services, the food programme Poste Italiane joined four years ago allows food surplus collection. This concerns unserved and perfectly preserved cooked meals, fresh fruits and vegetables, and bakery.

Thanks to a logistic network of equipped trucks and volunteers, within a few hours the food surplus is collected, delivered to charitable institutions and consumed by the needy. Redistribution procedures take into account both food perishability and beneficiaries' vulnerability. Thanks to this food programme, about 25,000 people have been helped over the last two years.

RESULTS and IMPACT:

In 2014, food surplus was collected in the headquarter's canteen in Rome and daily re-distributed by volunteers to about 70 local charities. Concretely it has contributed to fight against food waste and raise awareness amongst canteen users on this primary social and environmental issue.





JERSEY – Jersey Post



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LETTERS' PROMOTION

Reviving stamp collecting with “The Collectables”

Jersey Post wanted to create an entertaining and educational activity for children and worked with local primary schools to give children “The Collectables”, a free philatelic album.

ACTIONS:

Earlier this year, Jersey Post produced a 36-page stamp album and activity book called “The Collectables”. Working with local primary schools, they distributed the free albums to children aged eight to ten in an effort to introduce a younger audience to the hobby of stamp collecting.

The album has been designed around Jersey Post’s 2011 stamp issues (issues which are now off sale) and explores themes such as Jersey Marine Life, Buried Treasure and Shipwrecks. Each page contains colourful characters and engaging illustrations, fun facts, interactive puzzles and a space to stick stamps.

The albums are given away with small packets of mixed stamps. These stamp packets contain duplicates, encouraging children to swap and share with each other in order to complete their Collectables albums. Additional packets of stamps are available from Jersey’s main post office at a nominal cost of 20p.

“The Collectables” has been well-received, with the large majority of Jersey’s primary schools taking part in the initiative.

RESULTS and IMPACT:

Feedback from the children indicates that “The Collectables” is a great way to learn, socialise and have fun at the same time. Jersey Post continues to receive correspondence from children who have enjoyed completing the stamp album. Due to the success of the product, there are plans to produce another issue next year, focussing on Jersey Post’s 2012 stamp issues.



LETTERS' PROMOTION

Keeping traditional letters alive

Trying to keep the tradition of handwritten greetings and letters alive, the company issued a series of free postcards, distributed at the post offices, inviting people to refresh the kind of communication already forgotten by some.



LITHUANIA – Lietuvos paštas



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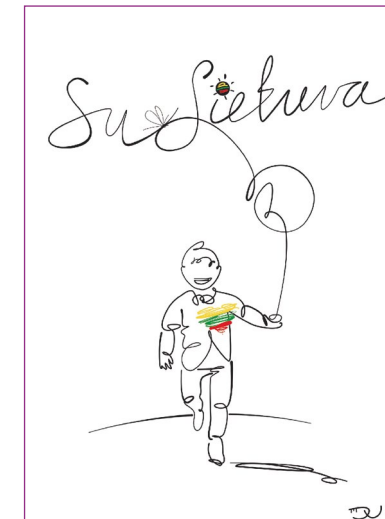
ACTIONS:

Lithuanian post promotes a traditional way of communication by fostering habits like writing greetings by hand, placing a stamp and sending them to friends and families – on some special festivals, when celebrating birthday, Mother's, Father's day or just saying "Hey" by post when going to other city or country. One of the postcards that was distributed at the post offices free of charge was released when celebrating February 16, the Day of Restoration of the State of Lithuania (1918) "With Lithuania" – "Su Lietuva", in order to send it to relatives, friends living abroad and remind celebrating this special day for Lithuania all around the world.

Other postcards and brochures series were released before Christmas time having some additional goal, to remind the senders of prohibited articles in postal items: fireworks, squibs, sparklers, various aerosols, and other flammable and explosive seasonal articles. Vivacious and funny postcards depicted the different situations showing what can happen if the postal item is sent with prohibited articles in it. These postcards were issued in cooperation with the Customs Department and the Ministry of Finance of the Republic of Lithuania. They were also distributed free of charge at main post offices.

RESULTS and IMPACT:

All these initiatives show that Lithuanian post is willing to be closer to people and positions itself as the post of good news. They highlight that letters and postcards are a positive way of communicating.





MALTA – MaltaPost



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RECRUITMENT OF YOUNG PEOPLE

Work placements for young workers

MaltaPost hosts placements of young workers under the Youth Guarantee Programme which offers employers the opportunity to evaluate potential employees prior to their engagement.

ACTIONS:

Through this scheme, MaltaPost gave 16 young workers the opportunity to experience work within the company for a period of 12 consecutive weeks. They worked on various administrative tasks, within the company's departments. Some of them had the opportunity to assist the Customer care team by answering clients' queries related to specific services.

MaltaPost subsequently retained a number of these young workers at the end of their work exposure, for a further traineeship period of six months against European Social Fund. Some of them who showed interest to pursue a career within MaltaPost were recruited. A young lady joined the Sales team as a full-time sales representative and a young man joined the Courier team. For this initiative, the Maltese Prime Minister, Dr Joseph Muscat accompanied by the Minister for Education and Employment, the Hon. Mr. Evarist Bartolo, and the Employment and Training Corporation Chairman, Mr. Clyde Caruana came to visit the Head Office in Marsa. They were greeted by the Chairman of MaltaPost, Mr Joseph Said, as well as the CEO, Mr. Joseph Gafa and the Board of Directors.

RESULTS and IMPACT:

This project contributed to give the Maltese young people work exposure and experience which strengthened their skills and increased their future employability. MaltaPost plans to continue supporting this initiative by hosting placements of youths in the coming months.





MALTA – MaltaPost



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DONATION

Employees save lives by giving blood

MaltaPost enabled employees to donate blood, a first time experience for most of them. This served to increase awareness about the importance of giving blood.

ACTIONS:

The company held a blood donation event at the Blood Donation Unit in Gwardamangia, Malta. A number of employees took time during the day to go give blood.

In addition to this initiative, MaltaPost supported the Blood Donation Unit's information campaign by distributing flyers free of charge to every home in Malta and Gozo. This initiative which helped to promote the value of saving lives among the general public formed part of MaltaPost's corporate social responsibility programme.

This event was coordinated by the Human Resources together with the Marketing Department of MaltaPost. In the Press Release related to this event, Malta Post encouraged organisations in Malta and Gozo to organise regular blood donating events for their staff.

RESULTS and IMPACT:

The employees donated a number of bags of blood and this helped various patients in the different departments within Mater Dei hospital, Malta. Blood donating events organised by teams within a company encourage first time donors to overcome their fear to donate blood and eventually they find this experience very rewarding and subsequently become regular donors themselves.





PORTUGAL - CTT Correios



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DONATION AND VOLUNTEERING

“Add to divide”

Through “Add to divide” CTT employees donate clothes, books, toys, hygiene products and others, to be distributed to thousands of people in need.

ACTIONS:

“Add to divide” started in 2007, with high top-down commitment within CTT. It became an annual programme, greatly awaited by the employees, running between September and December every year. During this period, virtually all the 12,000 strong workforce of the company engage in identifying, labelling and forwarding thousands of donations to pre-set hub points over the network.

In November, dozens of CTT volunteers gather in different warehouses throughout the country to sort out donations by recipient institution. The whole operation climaxes at Christmas, with the delivery of the donations by CTT drivers.

The programme is centrally managed: planning, selection of Institutions and assessment of their needs, preparation and sending of instructions to all operational units, calls for volunteers, supervision of the sorting actions and the final packaging.

It is the largest such employee-oriented business donation programme in Portugal.

RESULTS and IMPACT:

Until now CTT collected 60 tonnes in donations and assisted more than 25,000 people in need, via 80 institutions. Yearly results are published in the internal media (magazine and TV), so that more and more employees become aware of their capacity to influence positively the society.





SLOVAKIA - Slovenská pošta



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VOLUNTEERING AND DONATION

“Child’s act of the year”

Slovenská pošta supported the “Child’s act of the year” project, through a contractual partnership, motivating children to act well.

ACTIONS:

In the 15 years of existence of this national project, each 5th school participated in it by means of more than 1.3 million children up to 15 years old. This initiative helps the children – future adults – to orientate themselves in values and understand, via real stories, what is good and what is bad.

Its key topics include: value of human life, health and illness, help to family, friends and strangers, integration of healthy and disabled people, environmental protection, responsibility, cooperation, disinterest, fellowship, etc.

Based on the contract, in 2014, Slovenská pošta provided the civil association “Child’s act of the year” with a distribution of 2,300 items and their delivery to elementary schools twice a year in spring and in autumn.

RESULTS and IMPACT:

Thanks to Slovenská pošta, the information on the project reached all the elementary schools in Slovakia and supported pupils’ familiarisation with the initiative’s missions and their participation with the initiative. Their participation is a personal and authentic experience.





SPAIN – Correos



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VOLUNTEERING AND DONATION

Food collection to FESBAL (Spanish federation of food banks)

Food Banks have increased their activity and enthusiastically welcomed the offer of Correos collaboration to support Spanish families affected by the economic crisis.

ACTIONS:

In 2013, Correos signed an agreement with FESBAL to promote collaboration between the two organisations through three types of action:

- Provide volunteer campaigns promoted by FESBAL or its associated banks
- Support vehicles and warehouses at peak times
- Organise campaigns to collect food in the network of 2,400 offices.

In November of 2013 and 2014 Correos supported over 500 volunteers, vehicles and stores, paths "Great Collection" conducted by Food Banks in collaboration with supermarkets and shopping centres throughout Spain. Meanwhile, Correos promoted its office network in two campaigns (April and October 2014) to benefit from the different Spanish Food Banks. In addition to office workers involved in the collection, the 55 teams of "Correos Solidarity" (corporate volunteer programme) collaborated in the sorting and counting of food collected before being delivered to the correspondent banks for distribution to the most deprived.

RESULTS and IMPACT:

Thanks to this campaign promoted by Correos, 41 tonnes of non-perishable products (baby food, preserves, legume, oil, pasta, rice, etc.) were collected. With the presence of the company in every parts of Spain, Correos provided all citizens with an opportunity to make their solidarity contribution.





SPAIN – Correos



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RECYCLING AND DONATION

Donation of computer equipment

Correos started a programme to donate computers to NGOs, associations and schools in Spain and in the third world.

ACTIONS:

The renewal of obsolete computers was the origin of this programme launched in late 2013 to promote social integration of vulnerable groups. The beneficiaries are foundations, NGOs, schools and non-profitable organisations, which need help due to lack of resources.

Environmentally, this initiative helps to reduce consumption and waste generation, extending the useful life of the equipment.

The programme consists in selecting the units in good conditions, removing identification labels, erasing contents, cleaning, installing a standard model with XP O.S. and verifying that the computer is working. Then, further steps are storing, packing units to be donated and delivering the units to the selected organisations. Several departments are involved such as top management, IT, CSR and Communication.

More than 80 postal workers of all the Spanish provinces and about 90 people of the 45 beneficiary institutions have been involved in the project.

RESULTS and IMPACT:

Correos estimates that more than 2,500 people have been helped with this equipment through the action of 45 entities that have been benefited with the donation of 691 computers. Among them are nine schools, three neighbourhood associations, eight cultural associations, 23 foundations, five church entities.





ENVIRONMENT





AUSTRIA – Österreichische Post AG



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SUSTAINABLE MOBILITY

Expansion of e-vehicle fleet

Austrian Post makes major efforts to keep its ecological footprint to a minimum and avoid emissions, particularly in the vehicle fleet with electric-powered vehicles comprising an ideal upgrading.

ACTIONS:

Austrian Post increased its e-vehicle fleet by 59 Nissan e-NV 200 and 20 Mercedes Benz E-Vitos. On the basis of these acquisitions, 862 eco-friendly single and multi-track e-vehicles are already in use for delivery purposes in the country, comprising the largest electric vehicle fleet in Austria. For the first time, electric-powered cars are also being used for the parcel delivery. Four of the new E-Vitos are designated exclusively for parcel delivery. Austrian Post is a pioneer in the field of e-mobility in Austria and has invested around 6 million euros in climate-neutral and pollution-free delivery so far. Support is provided by the funding programme "klima:aktiv mobil" launched by the Ministry of Agriculture, Forestry, Environment and Water Management together with the Climate and Energy Fund of the Austrian Federal Government.

RESULTS and IMPACT:

Electric-powered vehicles provide a major contribution into reducing greenhouse gas emissions, noise and energy consumption due to the fact that electric motors operate in a much more efficient way and are emission free. As such, Austrian Post is taking steps to climate protection.



SUSTAINABLE DEVELOPMENT

bpost plants a forest

bpost and Natuurpunt worked together to plant a bpost forest which will absorb CO₂ emissions and support biodiversity.



BELGIUM – bpost



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ACTIONS:

In the framework of its sustainable development's strategy, bpost introduced a project to protect biodiversity and local flora together with Natuurpunt, a Belgian nature protection NGO. The organisation has committed to plant a one hectare "bpost forest" of approximately 10,000 trees. The partnership was symbolically launched by Koen Van Gerven, CEO of bpost, and Walter Roggeman, president of Natuurpunt, who planted the first trees in the "bpost forest" on 10 December 2014 together with the operator's employees.

The "bpost forest" will become a pleasant place for walkers and cyclers, where everyone is invited to enjoy the diversity in fauna and flora.

RESULTS and IMPACT:

Today, 300 trees have already been planted and bpost has contributed to increase the surface of a natural reserve with 3.6 hectares. Thanks to its sustainable development policy including this initiative, bpost has achieved a 35% decrease of CO₂ emissions and plans to reach a decrease of 45% until 2020.



SUSTAINABLE MOBILITY

Effective and economic fleet with the help of vehicle tracking system

Since 2013 Omniva uses a vehicle tracking system “SeeMe” offered by Ecofleet for its fleet management, ensuring an effective and economic fleet.



ESTONIA - Omniva



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ACTIONS:

The aim of using the vehicle tracking system is to reduce fleet cost, supervise and operate more eco-friendly. The system enables to gather many different data starting from the vehicle positioning, fuel consumption and speed, to fixing the driving style of the driver. The latter is specifically important in terms of costs and environmental impact as around 80% of the costs of a vehicle can be affected by the driver.

To improve the driving manner and awareness for a sustainable driving style, Omniva has launched a training programme in which all the company's drivers must participate in every two years.

The training consists of a theoretical and a practical part: in the first one the principals of sustainable driving are being explained to be put into practice during the urban cycle. The ecologic footprint of the company is also being reduced through the dynamic renewing of the fleet. Similarly, the indication is received from the vehicle tracking system by monitoring the average kilometre and fuel consumption.

RESULTS and IMPACT:

The eco-driving indicator shows the change in the drivers' driving style. These changes have been accompanied by fuel consumption reduction of 5.5%. The result of the dynamic renewing of the fleet is a car park with an average age of 3.5 years.





FINLAND – Posti



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SUSTAINABLE MOBILITY

Managing carbon footprint

Managing Posti's environmental footprint has been a focus for several years, with an ambitious target of reducing carbon-dioxide emissions by 30% by 2020 compared to 2007.

ACTIONS:

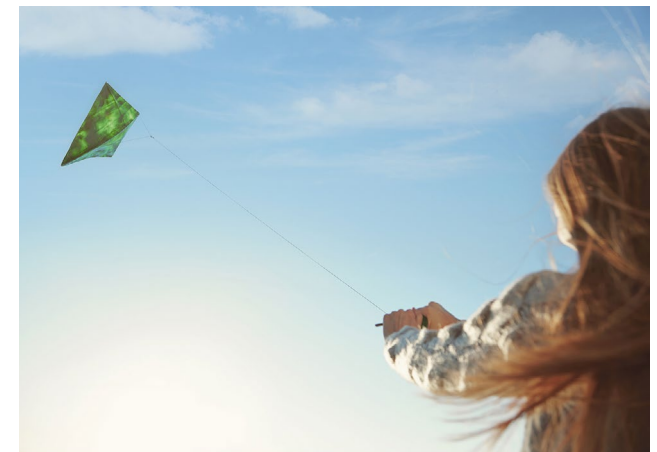
Transport and emissions from vehicles represent over 80% of carbon-dioxide emissions in Finland. Therefore Posti is putting a lot of effort in reducing emissions in that area by for example utilising smart electronics and Internet of Things (IoT) technology. A concrete example of IoT technique is the installation of driving habit monitoring devices in the vehicle fleet in 2014 which reduced fuel consumption approximately by 6% compared to 2013, facilitated through the setting and monitoring of regional targets.

In the driving habit monitoring system data is recorded and analysed to form a combined Driving Habit Index, which enables the company to provide targeted training to drivers. This is essential because, on a comparable route, fuel consumption can differ by up to 20% between drivers.

Training is being delivered by driver supervisors, who in turn have been trained by a group of driver trainers. This 'train the trainer' approach allows to reach a large number of drivers quickly and effectively.

RESULTS and IMPACT:

The installation of the devices reduces fuel consumption and drives down carbon emissions. In addition, Posti expects repair costs to reduce and occupational safety to improve. Further, the project is strengthening the company's reputation of having professional, safe and ecological drivers.



TRAINING AND SUSTAINABLE MOBILITY

Offering eco-driving trainings for companies

“Mobiperf”, the new training programme on eco-driving provided by Mobigreen, a subsidiary of La Poste Group, enables companies to optimise their costs and prevent risks.

ACTIONS:

La Poste has developed an expertise in flexible, economic and environmental friendly driving methods which has already trained 80,000 employees to those techniques since 2007. This solid experience and strong engagement for energy transition led to the creation of Mobigreen, a subsidiary of La Poste specialised in consulting and training to acquire eco-driving skills. Today, Mobigreen has already raised awareness of over 40,000 drivers from the public and private sector to adopt an eco-friendly attitude. As a result, it launched in March 2015 a 24-month-training programme: Mobiperf.

It consists in three actions:

- A training course on eco-driving methods led by experts;
- A petrol consumption monitoring thanks to a system connected to the vehicle which compares the number of kilometres with the gas consumption and the driving behaviour;
- A monthly assessment to evaluate the progress made along the training.

RESULTS and IMPACT:

Participation to the Mobiperf programme enables a reduction up to 15% in petrol consumption, up to 20% in car damages, up to 10% in maintenance cost, up to 15% in carbon footprint and more importantly for employees, it reduces stress caused by driving.



FRANCE – Le Groupe La Poste



LE GROUPE LA POSTE

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GERMANY – Deutsche Post DHL Group

Deutsche Post DHL Group

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SUSTAINABLE MOBILITY

Eco-friendly road transport

Within cities, the majority of delivery staff is either on foot or by bike, making for carbon-free delivery service. But this is not always possible when delivering parcels or handling rural mail delivery.

ACTIONS:

Deutsche Post DHL Group invests in the development and deployment of alternative technologies. Firstly by acquiring StreetScooter GmbH; 50 first-generation StreetScooters were tested and over 100 second-generation electric vehicles were put into operation.

The Post - eCommerce - Parcel division continued its “Carbon-Free Delivery in Bonn” pilot project, deploying a total of 116 electric vehicles today for its delivery services in Bonn and the surrounding region, making the city the first location worldwide with a carbon-free vehicle concept. Besides, the Express division introduced four electric mopeds for urban delivery in Taiwan. What makes this project so notable are the solar-powered charging stations used to “refuel” the scooters, powering them with 100% locally produced green electricity.

In addition to the use of eco-friendly drive systems and energy sources, the Group also relies on non-motorised modes of delivery. In 2014, the Express division expanded its use of courier bikes in nine countries throughout Europe.

RESULTS and IMPACT:

Targeted measures help the Group lower emissions, improve air quality, and improve overall quality of life in urban areas.

In 2014, over 400 electric vehicles were deployed as part of its delivery operations. From 2015 on, at least 350 more electric vehicles will be deployed.



SUSTAINABLE MOBILITY

Partnership with Formula E

DHL, part of Deutsche Post DHL Group, is a founding partner and the official logistics partner of Formula E since September 2013, adding value through its motor sports and green logistics expertise as well as its global network.

ACTIONS:

DHL plays a key role in the success of Formula E as a global event. It ships 40 cars and equipment across various worldwide locations. This amounts to over 450 tonnes per race with up to 30 people of the DHL Global Forwarding motorsports team who take care of the shipping.

The team's involvement goes from the planning including the optimal race calendar to the special handling of the large lithium ion batteries for the cars. The preferred transportation mode is by sea, railway and by truck where the schedule and routing is allowed. One Formula car weighs around 800 kg, with a battery weight of 320 kg.

In the racing season 2014-2015, DHL organised the transport of the Formula E racing cars around ten iconic city centres. It was directly involved in the planning of the championship, helping Formula E to select the optimal schedule of races, ensuring that the movement of the cars and equipment was minimised.

RESULTS and IMPACT:

Deutsche Post DHL Group and Formula E share many qualities: in particular, a pioneering spirit and a commitment to a sustainable future.

Formula E enables to advance electrification and other innovations which could benefit a sustainable logistics supply chain in the future.



GERMANY – Deutsche Post DHL Group

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ITALY – Poste Italiane

Posteitaliane

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ENERGY EFFICIENCY

Electricity supply measurement and management

Poste Italiane has implemented a Building Energy Management System (BEMS) aimed at real-time remotely controlling electric energy consumption within its corporate buildings.

ACTIONS:

The BEMS aims to reduce consumption and eliminate energy waste by directly involving and committing the employees working in the buildings. Poste Italiane's plan provides for the installation of over 8,000 electric energy measuring devices in buildings and premises.

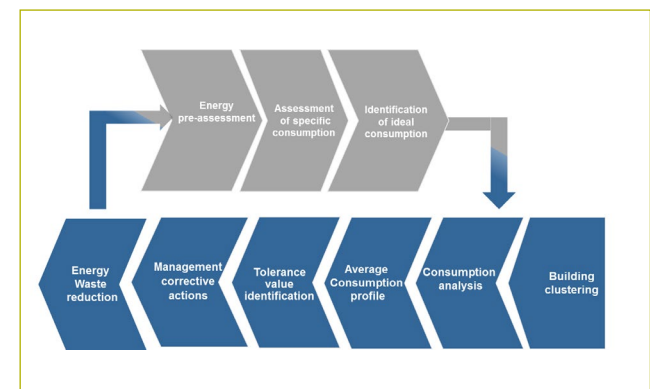
Electricity consumption measurement and monitoring is carried out via electronic devices with a LED optical output remotely accessible via the Internet. Information is collected via a platform allowing for real-time analysis, by clustering similar buildings, thus allowing identification of the relevant corrective management measures. A monitoring dashboard, also remotely accessible by local functions, has been implemented to control energy consumption, both on a daily and on a monthly basis, also allowing for suggested corrective measures, based upon an increasingly accurate information on building's condition and equipment.

This iterative process will allow the progressive reduction in energy consumption, until a maximum degree of energy efficiency is reached.

RESULTS and IMPACT:

This programme enabled a considerable reduction of energy consumption, estimated to reach about 18GWh/year in the running phase.

This was achieved mainly thanks to management action as well as a more rational management of building utilities with relatively minor technical implementation.



SUSTAINABLE MOBILITY AND TRAINING

Training on eco-driving

Amongst the various strategic objectives of Poste Italiane's Mobility management action plan, a specific training course on eco-driving was designed and implemented.



ITALY – Poste Italiane

Posteitaliane

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ACTIONS:

Eco-driving is one of the several possible actions aimed at changing the culture and behaviour of individuals, with the primary commitment of limiting fuel consumption and, thus, reducing CO₂ emissions. The first eco-driving training course aims to promote the technical know-how and behaviour supporting a sustainable and low-impact driving conduct in the daily commute between home and office.

To this purpose, the 2014 eco-driving training plan of Poste Italiane involved, in a testing phase, 500 employees in Rome. In 2015 the training is extended to 3,000 employees in the regional offices.

RESULTS and IMPACT:

The eco-driving plan generated between 10-to-20% reduction of fuel consumption, and therefore of CO₂ emissions, per each employee driving a car.



SUSTAINABLE MOBILITY

Pioneering in eco-friendly mobility

In the framework of the Principality's environmental engagement, La Poste Monaco has been very active in developing eco-mobility over the years.



MONACO – La Poste Monaco



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ACTIONS:

La Poste Monaco acquired its first three electric vehicles in 1993 which makes it a pioneer in the field of eco-friendly mobility. Electric vehicles have been expanding in the Monegasque urban areas where it is easier to use them as they have an 80 to 130 kms autonomy with a charging time of six to eight hours. To reduce their costs and facilitate their use, the public parking services have put around 20 plugs at La Poste Monaco's disposal for free, out of the 400 existing plugs at the Principality. Moreover, this type of transport involves less technical constraints such as oil change, timing belt or exhaust pipe replacement. As a result of this environmental engagement, the company takes part in all initiatives promoting green energy vehicles since 2011, such as the eco-rally for alternative energies vehicles organised by the Monaco Automobile Club, or an annual exchange with young people from Monaco on electric vehicles aiming to raise awareness of the environmental issue.

Besides, La Poste Monaco makes its employees aware of attitudes to adopt towards electric vehicles.

RESULTS and IMPACT:

Today, the company has one of the first electric vehicles fleet in Monaco with 18 electric and one hybrid vehicles (over 50% of its fleet) as well as five highly appreciated electric bicycles. By this action, La Poste Monaco takes part in reducing carbon footprint and preserving the environment.





PORTUGAL - CTT Correios



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SUSTAINABLE MOBILITY AND TRAINING

CTT Correios drivers' competition

CTT has designed and implemented an overall assessment system of its drivers' performance. An internal competition was launched to select and reward the best eco-driver.

ACTIONS:

To assess driver's performance the system used daily row data from 2013-2014, regarding three criteria:

- Eco efficiency which measures the difference between actual fuel consumption and CTT's reference consumption for the same type of vehicle and use;
- Accident rate as an exclusion factor;
- Quality of service using customer satisfaction survey results of their area.

More than 4,700 employees were assessed, of which the 36 best-performing teams, made up of a driver and his ground manager, from delivery offices and operation centres spread across the country, gathered in Lisbon and Porto to test on the ground their driving skills on six issues: driving rules, check-list, service level, agility, consumption and regularity.

The contestants achieved a real life consumption 16% below the average company-wide figures, highlighting the significant potential to be tapped from behavioural changes, which amounts to up to 1.1 million euros per year in fuel savings and to 2.4 ktons of CO₂ emissions avoided.

RESULTS and IMPACT:

A safe, eco-driving behaviour impacts the company's annual results, at various levels, allowing for significant cost savings, higher health and safety levels and a smaller environmental footprint.

This new assessment system is one of the most sophisticated of its kind nationwide.



SUSTAINABLE MOBILITY AND TRAINING

Training on efficient driving

Correos has been betting for the training of its drivers on efficient driving habits and the necessary practices for them to contribute to improve their performance by driving since 2006.



SPAIN – Correos



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ACTIONS:

This initiative has been performed under the policy of environmental commitment with a fleet of more than 13,000 vehicles and over 53,500 employees including 33% of drivers.

The objective to reduce up to 20% the CO₂ emissions by 2020 was set in 2008.

In order to reach this objective, some online training actions have been implemented to make the staff aware, by favouring the capillarity of these practices and values, as well as some in-house training actions focused on the company's drivers for the direct impact on driving and efficient habits.

RESULTS and IMPACT:

A petrol consumption saving of 1.2 l/100 km was achieved, this means a 18.18% reduction after the training delivering producing an average diminution of 2.61 kg/100 km of CO₂.

In this assessment the CO₂ emission per participant diminished by 620 kg/year, which represents a surplus value in the brand image, as well as the reinforcement of the commitment of Correos to the environment.



RECYCLING AND DONATION

A second lease of life for Swiss Post clothes

Swiss Post donates its employees' old work clothes to the Swiss Red Cross where people in need can buy them at a low cost.



SWITZERLAND – Swiss Post

SWISS POST 

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ACTIONS:

Swiss Post has been a member of the Fair Wear Foundation since 2012. By joining the Foundation, it has entered into a commitment to verify the working conditions at all production facilities. Each year, some 300,000 clothing items are handed out to Swiss Post employees.

Swiss Post has now closed the cycle by offering a sustainable solution for “end-of-life” clothes in addition to ensuring production in accordance with ethical standards.

As part of its project entitled “A second lease of life for Swiss Post clothes”, the company collects old clothes from its employees, which are then donated to the Swiss Red Cross (SRC) in the Berne-Mittelland district. Depending on the condition of the clothes, the SRC gives them a second lease of life: the clothes are sold to people on a small budget at a low cost in second-hand warehouses, donated to Swiss Mountain Aid or transformed into cleaning cloths or insulation material. The proceeds are used to support social projects in Switzerland.

RESULTS and IMPACT:

The SRC has received more than 1.5 metric tonnes of clothes since the inception of the project in April 2015. The project is well-received among Swiss Post employees.

Swiss Post will decide how to proceed with this initiative in the coming years based on its initial experiences with the project.



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Association of European Public Postal Operators AISBL

POSTEUROP is the association which represents European public postal operators. It is committed to supporting and developing a sustainable and competitive European postal communication market accessible to all customers and ensuring a modern and affordable universal service.

Our members represent 2.1 million employees across Europe and deliver to 800 million customers daily through over 175,000 counters.

The publication was officially closed on 1st September 2015.



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