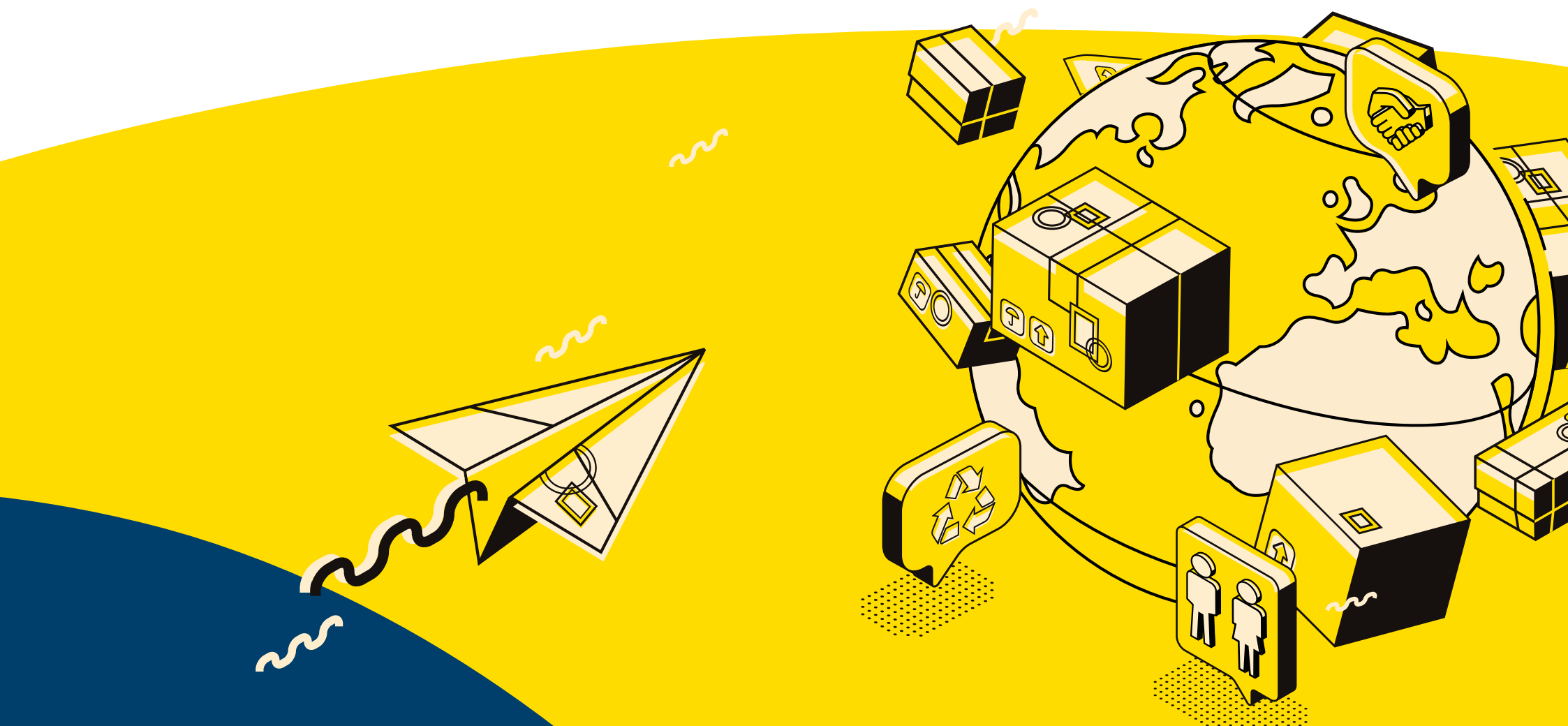


# The Postal Sector, leading the way in Corporate Social Responsibility

2020 Edition - CSR Brochure of good practices



**Many thanks to :** Joséphine Zilioli, Jana Vlachova, the communication team of Le Groupe La Poste and all PostEurop members who have contributed to this brochure.

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**Jean-Paul Forceville**  
Chairman of PostEurop

In the framework of the EU Green Deal which will be a key element of the European Union growth strategy, **postal operators are in the best position to play a prominent role in the Green recovery.** Environmental issues have indeed been high on their agenda for several years through concrete actions. PostEurop will therefore closely follow the EU initiatives which will be launched to make the European economy more sustainable and climate neutral.



**Botond Szebeny**  
Secretary General  
of PostEurop

The numerous practices shared in PostEurop's CSR brochure confirm its members' continuous efforts to ensure quality working conditions while being engaged towards society. With regards to the environment, **postal operators are fully committed to reaching the UN's sustainable development goals**, especially CO<sub>2</sub> emissions reduction by 20% for mail and parcels by 2025. This year's brochure highlights the social role of PostEurop members during the Covid crisis which confirmed that the postal sector is a critical infrastructure.



## Employees



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## CSR and Green Deal in COVID-19 times

The **2020 CSR Brochure of good practices** is launched under particular circumstances as this year has been marked by an unprecedented crisis. Both for the postal sector and the European Commission, kick starting the recovery is the most pressing objective. However, during the **COVID-19** pandemic, postal operators have fully met and even exceeded their engagement towards society and their employees. Indeed, the crisis has reaffirmed the essential social role of the postal sector as a key player in community building, supporting the most vulnerable groups and ensuring the links between citizens. To promote the numerous initiatives put in place during these difficult times, the 2020 CSR Brochure includes a dedicated section on postal operators' social actions and responses to the COVID-19 crisis.

Social, digital and – above all – environmental policies are the priorities of the **EU Recovery Plan**. Within this framework the Green Deal aspires to be a lever for job creation, in particular through initiatives concerning infrastructure renovation and circular economy. As concretely shown by the

practices presented in this Brochure, postal operators have the means to be on the frontline of green and sustainable recovery.

With **68 practices** gathered in 2020, the success of the CSR Brochure continues to grow each year. From a social perspective, the initiatives shared highlight that postal operators are concerned not only with the health of their employees – as seen in both the **COVID-19** and **Employees** categories – but also with enhancing their social inclusion. As regards their actions towards **society**, the practices illustrate that postal operators are active players, partnering up with non-profits and associations to act for the common good.

Lastly, the initiatives in the field of **environment** underline that the sector is committed to the fight against climate change using clean energy for vehicles as well as for most of its infrastructure. Many postal operators have even obtained international certifications in recognition of their consistent efforts in this aspect. By promoting these practices, the PostEurop CSR Circle will closely monitor the initiatives implemented within the framework of the EU Green Deal and will consider how it can concretely contribute to it.



**Margaux Meidinger,**  
Chairwoman  
of the CSR Circle



**Kalina Toteva,**  
Vice-chairwoman  
of the CSR Circle

## “CSR Coups de Cœur” 2019

This year marks the **6<sup>th</sup> edition of the CSR Coups de Cœur** that distinguish the most innovative CSR practices of postal operators across Europe. Coming back to 2019, three Coups de Cœur were awarded in the **“Employees”, “Society”** and **“Environment”** categories.

### Pošta Slovenije’s Healthily and Actively into the Future

Committed to raising awareness about the development of mental health issues, Pošta Slovenije has successfully managed to detect and alleviate the occurrence of psychosocial risk factors among its employees. The initiative won a Coup de Cœur for providing free, anonymous and confidential psychological counselling for all employees and family members, thus supporting them in overcoming their problems in the workplace or at home.



### An Post’s Address Point

By launching a campaign against homelessness giving a fixed address to those who are homeless or in temporary accommodation, and therefore access to basic services, An Post has demonstrated its ability to support societal causes. Address Point allowed for the creation of over 500 addresses in just two weeks and benefited from extensive, positive media coverage.



### Posti’s Climate Training Week

Posti won the « Environment » Coup de Cœur for making its employees realise that their everyday actions can play a role in the fight against climate change. For a week, inspiring advice on climate-friendly everyday activities was given to the personnel on four different programmes related to food, housing, mobility and consumption.



# Employees

Work/Life Balance • Youth Inclusion

Diversity And Inclusion • Solidarity • Employee Communication

Gender Equality • Prevention Campaign • Well-Being At Work

Change Management • Vocational Training

Prevention







# Health Management for Austrian Post's Employees



**AUSTRIA**  
Österreichische Post AG



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**Healthy and motivated employees perform at their best and contribute to the company's development. This project aims to promote the health and well-being of postal employees.**

## ACTION

Austrian Post offers preventive measures at various sites as part of its healthcare management programme. These include vaccinations, anti-smoking initiatives and eye examinations. Health consultations and Health Days are also regularly held. In 2019, employees had the opportunity to test their lung capacity as well as to determine their fat and muscle mass and body's water content by means of the "Body Composition Analyzer". Information was also provided on healthy diets and relaxation.

A highlight in 2019 was the "A Healthy Heart and You" campaign which aimed to prevent heart disease. Occupational physicians offered health counselling sessions to employees to discuss individual risk profiles for cardiovascular diseases and preventive measures. The company also promotes exercising; running keeps you fit and is a good way to balance out your desk work, especially for office staff. Therefore, it actively supports runners by paying the registration fee for various running events and providing special postal running apparel. In 2019, 6,158 employees took part in 20 running events throughout Austria.

## RESULTS AND IMPACT

Austrian Post encourages its employees to take care of their own health and supports these efforts by means of target group oriented and thematic occupational healthcare programmes. Health and safety are top priorities for Austrian Post as healthy and motivated employees are able to give their best to their company.





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# Croatian Post Development Academy

**In light of human resources management challenges in the modern business environment, this project facilitates top management cooperation using strategic leadership tools and techniques.**

## ACTION

The Development Academy consists of nine educational modules over a period of one year. Each training is scheduled as an all-day session, and lectures are delivered once a month by external educators.

Selected topics of education include strategic thinking, analytical reasoning, team management, decision making, user experience, time management, advanced communication skills, negotiation, and conflict management.

## RESULTS AND IMPACT

Upon completion of the training, participants will have gained skills to better understand management and modern methods of strategic and analytical thinking, which are a prerequisite for better decision-making and improvement of people management skills.



# Yellow Ladies Think of Prevention



**CZECH REPUBLIC**  
Česká pošta



**In 2019, as part of the World Cup Global Goals and in support of the UN's Sustainable Development Goals, Czech Post created its first women's soccer team, the Yellow Ladies.**

## ACTION

As part of its social responsibility policy, Czech Post supports the UN's Sustainable Development Goals (SDGs). In this context, the Yellow Ladies postal team participated in the first edition of the Global Goals World Cup amateur women's soccer tournament, which took place on May 29<sup>th</sup> in Prague. The Yellow Ladies team chose to advocate for SDG number three: Health and Quality of Life, under the slogan "Think of Prevention". As part of this goal, the company launched a series of events promoting prevention.

Each year, more than 96,500 people in the Czech Republic are diagnosed with cancer, which is why the right information and quality prevention are so important. Czech Post as an employer does not forget that. For several years now, postal programs for employees and for the public have been successfully implemented to support the prevention of breast and skin cancer.

The Breast Cancer Prevention Program was launched in 2014 and addressed 25,000 female employees. In the last three years, Czech Post has enabled skin examinations of 17,810 people, of which 4,700 were employees and their loved ones. A total of 156 dangerous melanomas were detected.

## RESULTS AND IMPACT

Thanks to their victory in the Prague GGWC tournament, in September the Yellow Ladies had the opportunity to participate in the world's final in New York, which took place as part of a UN meeting, and won the tournament. Thus, Czech Post successfully promoted not only its preventive programs, but also the entire Czech Republic.



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Posti



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# Posti Goes To Singularity University

**As skill development is part of Posti's CSR agenda, the company organised a high-level, tailored training program for its employees at Singularity University in 2019.**

## ACTION

Transformation starts with a mindset shift. The future of postal services, parcel delivery, freight, logistics and mobility are rapidly transforming Posti's business model and opening new opportunities. That is why Posti partnered with Singularity University.

The initiative was organised in order to increase employees' understanding of exponential technologies and how they impact Posti's business model, opportunities and future. A crucial element in the program was also to increase knowledge sharing across the organisation. The program was tailored for Posti's specific business needs, and it was free for employees. As part of the program Posti brought Singularity University and its world-class experts to Finland for the first time ever, and organised a two days training for employees who were part of the program.

The selection of participants was based on applications and nominations. In choosing participants to the program, Posti mainly looked at the relevance of topics covered in the program given the participant's role in the company. Meanwhile, the company also wanted a good balance in terms of diversity and representation of the Group as a whole.

## RESULTS AND IMPACT

The program was very popular and over 100 employees applied. Only 80 seats were available but for those who were not selected there was a variety of digital training available in the field of AI and exponential technologies. Feedback from participants was very positive with regards to the content as well as to the opportunity to connect with colleagues.



# Fourth Gender Equality Agreement



**FRANCE**  
Le Groupe La Poste



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**This gender equality agreement was signed in order to give equal career opportunities to women and men within Le Groupe La Poste.**

## ACTION

Gender equality is among La Poste's main commitments. It has therefore been the subject of several agreements implementing measures benefitting all employees. In 2019, the company signed its 4<sup>th</sup> agreement on that topic. The agreement intends to make progress on three aspects: the share of women among senior executive positions, gender diversity at all levels, and the fight against sexism and violence. For that purpose, target figures were set with regards to the share of senior women executives and in 2019, a parity network was created to support La Poste's actions. Referees were designated to conduct investigations on sexism in the workplace. A tool recording sexist actions, behaviours and comments will also be created. The agreement gives three paid days off to employees suffering from psychological or physical violence in order to help them take the required administrative action. Parental measures have also been put in place with a €800,000 emergency financial assistance fund for single parents, extended paternal leave and additional paid leave for homosexual couples. With regards to equal pay, although the wage gap remains low, a €200,000 annual budget was allocated.

## RESULTS AND IMPACT

Thanks to its proactive gender equality policy, in 2019, the company scored 94 out of 100 on the national gender equality index, way above the 82% average of other French companies.



# Find My Place



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Le Groupe La Poste



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**In 11 cities across France, Le Groupe La Poste hung on building walls 200 portraits of postal employees with disabilities to promote their inclusion.**

### ACTION

On the occasion of the European Week for the Employment of People with Disabilities, at 2 p.m. on 21 November 2019 200 postal employees with disabilities stuck a giant portrait of themselves on 11 emblematic postal buildings.

This initiative was conducted in partnership with the association "Makanak & vous" to "change the way society looks at people with disabilities and turn the tide to create a positive dynamic".

This operation is part of the "Inside Out" concept created by the world-famous French Street Art artist, JR. The action "Find my place" highlights that people with disabilities are everywhere and have a place in society. The 200 postal employees with disabilities are the pioneers and own actors of their inclusion in society. Their determination can create a strong movement of awareness of the value of disability and have a resonance with opinion and people with disabilities.

### RESULTS AND IMPACT

With over 14,000 employees with disabilities, La Poste is the main employer of disabled people in France. This project received the sponsorship of Sophie Cluzel, Secretary of State in charge of people with disabilities. Postal employees taking part in this initiative felt inspired and proud to have their portraits shown on postal buildings.





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# CONNECT: the App for all Employees

**CONNECT is an app for operational employees enabling access to local, divisional and corporate information and interaction between 550,000 employees all around the world.**

## ACTION

In 2019, CONNECT was rolled out to four branches of Post und Paket Deutschland encompassing 20,000 employees. The pilots' feedback was very positive due to the user-friendliness and the relevance of the content. This led to rollout Connect to all 190,000 employees of Post und Paket Deutschland by the end of 2019.

Frontline employees engaged in bi-directional communication and could create posts and feedback themselves. Frontline leadership got more visibility on the app and could cascade important information instantaneously: team managers could communicate shift planning within the group chat instead of printing the plan on a black board. Frequently used features include chat, social wall, news channels, surveys, calendar, document sharing, video integration for training and streaming and users' favourite, meal plan.

The rollout was accelerated to protect employees during the Covid-19 crisis and will cover 22 more branches. The main focus is to provide an instant access to information and best practices on how to stay safe.

## RESULTS AND IMPACT

On the DPDHL Group level, the accelerated rollout has been successfully implemented in 37 different countries. CONNECT has been an active component of COVID crisis management for the Group. 170.000 users have registered, and 33,000 users have been activated. The activation rate is of 20% with a goal for 2020 to reach out to 65% of all employees.

By 2022, all 550,000 employees should get access to Connect. The worldwide rollout builds on the support of Champions and Editors Community.





# “My.ELTA”: the First Internal Communication Platform



**GREECE**  
Hellenic Post S.A. - ELTA



“My.ELTA” is a tool that provides information to ELTA’s employees on all issues related to the company’s operations, encouraging exchanges between employees and management.

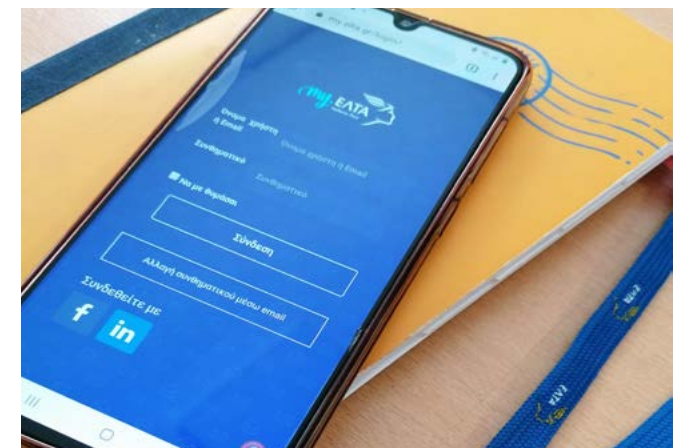
## ACTION

The platform is designed in the form of a dynamic content website, with articles published per section: News, Management Messages, Polls, Press Releases, Events, Corporate Social Responsibility. 5,800 credentials (usernames/passwords) have been created and sent via a personal letter to all ELTA employees, including instructions for the first login.

All users get a notification every time an article is published and they have the opportunity to comment or send direct messages with their views or suggestions.

## RESULTS AND IMPACT

“My.ELTA” has been on air since August 2019. So far, 106 articles have been posted and 3,500 users are actively participating, with a positive feedback on the use, content and function of the platform. “My.ELTA” allows for the immediate sharing of the company’s news, thus enhancing corporate internal communication with employees’ active engagement.



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# Labour Inclusion of Women Victims of Violence

Posteitaliane

ITALY  
Poste Italiane



Poste Italiane contributes to the creation of professionalising career paths aimed at the job placing of women leaving anti-violence centres.

## ACTION

Poste Italiane, with the recognition of the Ministry of Labour and Social Policies and the National Council of Economic and Labour, has launched a project for the labour inclusion of women victims of violence, with the aim of creating shared value by concretely supporting forms of corporate social responsibility and social solidarity.

The project was promoted on the “International Day against Gender Violence” and is carried out through projects that financially support the work placement in companies identified or proposed by non-profit organisations, which deal with the reintegration of women, in agreement with employers and representative bodies.

Such projects also raise awareness throughout Poste Italiane Group’s whole supply chain; identifying the operational needs that can be met with professional skill selected by anti-violence centres through the analysis of competencies.

## RESULTS AND IMPACT

Poste Italiane came to an agreement with some companies from its supply chain to offer three-month fixed-term employment positions to those women.



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# Poste Italiane's National Football Team

Posteitaliane

ITALY  
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**Football is a tool for employees' involvement which conciliates professional and private life, facilitates team building outside of work and promotes charity activities.**

## ACTION

Poste Italiane, top partner of the Italian Football Federation (FIGC), decided to participate with its own team in the Azzurri Partner Cup tournament, organised among the top sponsors of the National team in 2018 in Coverciano, and won the match.

This experience gave birth to the creation of a real Poste Italiane's National football team made up of employees from all over the country through spontaneous applications. About 700 entries were collected through the company intranet; 50 colleagues from different categories were selected and tried out together with the 11 owners of the team that played in the Azzurri Partner Cup.

In February 2019 in Rome, 30 colleagues were selected through the guidance of Technical Commissioner, Angelo Di Livio – a former professional footballer of Italian top clubs in Serie A.

With the aim of promoting solidarity actions through the organisation of charity games, an agreement was signed with the National Singers, with which Poste Italiane's National football team actively participated in fundraising initiatives for non-profit associations.

## RESULTS AND IMPACT

On its debut, the team played a charity match for people with autism. With the sale of 2,200 tickets, 15,000 euros were raised. The second solidarity appointment raised funds for the victims of the Vaia storm. Another friendly match versus Mantova team was an opportunity to give a concrete contribution to the "Small Municipalities" project.



**Posteitaliane**

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# A room with a view

**Recovering past service accommodation owned by Poste Italiane in touristic areas, the company offers holiday homes for employees under specific requirements.**

### ACTION

The initiative offers employees a free week accommodation in Italian touristic areas. Participation is open to employees of Poste Italiane having specific requirements: a permanent contract and a salary not exceeding 25,000 euros (about 80,000 people).

Interested employees can apply through the app "NoidiPoste", an app dedicated to employees of the Poste Italiane Group which provides access to an online booking platform. Accommodations are assigned on a first-come first-serve basis, according to availability. The use of accommodation is allowed for employees and family members.

### RESULTS AND IMPACT

In the initial phase, July 2019, accommodations in Capri and Anacapri islands, Forte dei Marmi and Jesolo were assigned through the online booking platform app, for a total of 120 weeks.

At the end of September 2019, accommodations in five other places (were assigned with eight apartments for a total of 61 weeks).

Before Covid-19, about 600 people were on holiday at such accommodations.





**LIECHTENSTEIN**  
Liechtensteinische Post AG



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# Equal Pay for Equal Work

**The initiative eliminates any unjustified salary differences between women and men and ensures equal pay for equal work within the entire organisation.**

### ACTION

According to the EU, women are paid 16% less than men. Despite high living and salary standards, even in Liechtenstein, overall wage differences stand at 15.2%, meaning that women have to work 56 days more to receive the same salary.

In late 2017, Liechtenstein Post evaluated unexplained salary differences with a Swiss Federal Office for Gender Equality analysis tool. With this tool, it was possible to verify whether wage equality between women and men is ensured.

After immediate actions such as salary adjustments, the wage gap fell to 6.6% in 2018. Further measures reduced the unexplained wage gap to 2.4% as per January 2020, a level considered as equal pay, as statistical variances occur in the measurements. Additional salary harmonisation in 2020 will reduce the gap further and permanently eliminate it, placing the company as a national leader with regards to equal pay. Liechtenstein Post also provides a comprehensive salary overview including all fringe benefits to ensure salary transparency. Together with Liechtenstein's employee association, the company presented its progress to the public in February 2020.

### RESULTS AND IMPACT

This initiative shows Liechtenstein Post's high ethical standards and attractiveness as an employer, as part of the UN's SDG goal five (gender equality) and eight (decent work).

It raises staff motivation across all levels, results in public recognition and answers the company's social responsibility as a designated postal operator.



# Raising Awareness about Early Detection of Breast Cancer



**MALTA**  
MaltaPost p.l.c.

**As part of MaltaPost's CSR programme to promote a healthy lifestyle to its staff and clients, the company raised awareness about early detection of breast cancer.**

## ACTION

Breast cancer is the most common type of cancer in Malta and the estimates are that one in 10 women is expected to suffer from the disease during her lifetime. According to the local Breast Screening Programme within the Primary Health Care Department, in Malta around 300 women are diagnosed with breast cancer each year.

In October, all MaltaPost employees including postmen, postwomen and staff at post offices swapped their uniform for pink to raise Breast Cancer awareness. Most of the staff members wore pink shirts or trousers, others were a little bit more creative in their attire and wore pink shoes, earrings and rubber bands.

MaltaPost also gave out informational brochures about breast care and pink badges to all staff to wear as a symbol. These events were supported by Europa Donna Malta, a Maltese non-profit organisation set up to bring cancer awareness and to support people affected by this disease.

Thanks to these fundraising events MaltaPost donated money which was given to the President of Europa Donna Malta Gertrude Abela.

## RESULTS AND IMPACT

The money raised for Europa Donna gave financial support to important local NGOs as well as families going through a financial crisis due to illness in the family. MaltaPost's staff was advised to take the necessary precautions to prevent breast cancer.



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# Employment of Disabled Persons



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Poczta Polska



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**The aim of the project is to employ people at risk of social exclusion, including persons with a disability certificate.**

## ACTION

Poczta Polska has been employing people with light, moderate and significant disabilities for many years. People with special diseases are recruited in cooperation with PFRON and the Activation Foundation, under the "Work – Integration" programme.

During the project, representatives of the Activation Foundation also held meetings for managers to support people with disabilities. Poczta Polska encouraged employees with disabilities to show their disability certificate due to their obligations arising out of labour law.

The company also carried out communication activities regarding employment of disabled people throughout the year including interviews of disabled employees. In 2019, Poczta Polska began to work with the Polish national team of players after amputation – Amp Football - as one of its players is a postman.

## RESULTS AND IMPACT

By the end of 2019, 1,810 people with light, moderate and significant disabilities worked at Poczta Polska (2.2% of all employees). That is about 1,000 people more than five years ago. Last year, more than 400 people with disability were employed, primarily in post offices and sorting centres.



# Sport and Tourism Committee



**POLAND**  
Poczta Polska



**The aim of the project is to promote and popularise active rest as well as to develop the physical fitness of employees and their families.**

## ACTION

Each year, the Sport and Tourism Committee (KSiT) organises several dozen sport and tourism related events for employees and their families. Amongst them are games (summer and winter), championships and tournaments (including football, volleyball, basketball, table tennis, chess, skiing), rallies, regattas and kayaking, bicycle trips and the Race for the Cup of the President of Poczta Polska.

At the beginning of each year, an annual calendar of events is published, together with information on dates and records. Any employee can submit his/her proposals regarding sport disciplines and events. The costs of participating in events are co-financed by the employer from the Company Social Benefits Fund.

## RESULTS AND IMPACT

KSiT's activities facilitate the integration of employees, increase job satisfaction and identification with the company and its values. Interest in events is very high. Many of them have been organised for years and have a group of regular supporters.



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**PORTUGAL**  
CTT



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# CTT's Breakfast

**The idea is to promote a two-way knowledge exchange between employees and the executive management in order to strengthen company focus and commitment.**

### ACTION

The first surprise comes with the call inviting employees to come to the Executive Board premises for a chat ("are you sure is with me you want to speak...", some said).

Every two weeks, the CEO, other members of the Executive Board and the Human Resources Director gather a group of ten employees around the table, in a relaxed and constructive environment, for an open conversation.

The initiative involves employees from diverse jobs and roles, from different business areas and corporate services. It allows for a dynamic and free sharing of their experiences, interests, expectations and difficulties as well as suggestions to improve work environment, optimise processes and get their job done.

To thank everyone for their participation, each invitee is surprised, at home, with an illustrated postcard with a group photo and a thank you message from the CEO, reminding that CTT is "Committed to deliver!".

### RESULTS AND IMPACT

The initiative encourages the sharing of personal and direct knowledge of employees, their views and conditions. It therefore reinforces CTT's culture and focus while enhancing employees' satisfaction and motivation. At the end, staff involvement and commitment to the company also increase.



## ПОЧТА РОССИИ

**RUSSIA**  
Russian Post



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# Youth Council of Russian Post

**Creating conditions for the development of professional and corporate competencies, self-expression and career advancement of youth within the company.**

### ACTION

Since 2018, every year employees under the age of 35 of any position have the opportunity to join the Youth Council (YC) - a youth corporate movement that gives active employees of one of the largest employers in the country the opportunity to make a name, express their ideas, be heard and receive support.

During annual conferences, members of the Youth Council develop an action plan for 12 months, including many social volunteer projects, educational activities, as well as initiatives aiming at improving operations.

Within the framework of the conferences, in-company youth from all over the country exchanges experience, establishes useful professional contacts, and undergoes training. When developing and implementing projects, members of the Youth Council develop various competencies, which become the basis for career growth in the future, for example project management, communication skills, goal achievement, involvement. Elected leaders of the Youth Council gain experience and managerial skills.

### RESULTS AND IMPACT

In 2019, the members of the YC held more than 1,500 events in which more than 10,000 employees were involved. Among YC leaders, the career advancement rate is 35% and the growth rate among all YC members is 20%. It is therefore an effective mechanism for young employees to prove themselves and for large employers to notice promising employees.



# Integrating Refugees into a Work Environment



SWITZERLAND  
Swiss Post



**With its integration pre-apprenticeship in logistics, Swiss Post is making it easier for refugees to enter a career.**

## ACTION

The “Integration pre-apprenticeship” pilot programme prepares recognised refugees and temporarily admitted persons for vocational training in Switzerland. It was initiated in 2015 by the Swiss Federal Council. Participants can integrate themselves into the labour market in the longer term and develop their careers, while companies are able to attract motivated apprentices (and later employees).

The pilot programme is also intended to improve refugees’ financial independence and thus relieve the strain on public welfare. Since 2016, Swiss Post has offered a total of 47 positions for the one-year pre-apprenticeship. It focuses on 18- to 35-year-old refugees, since vocational integration programmes for adults are rare.

The project is continually being expanded. Starting with six positions in one canton, Swiss Post now offers 14 positions a year in four different cantons. Swiss Post took on a pioneering role in the Swiss educational landscape as a pilot company with great success.

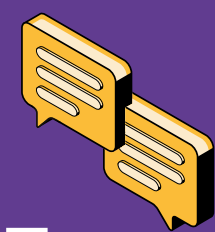
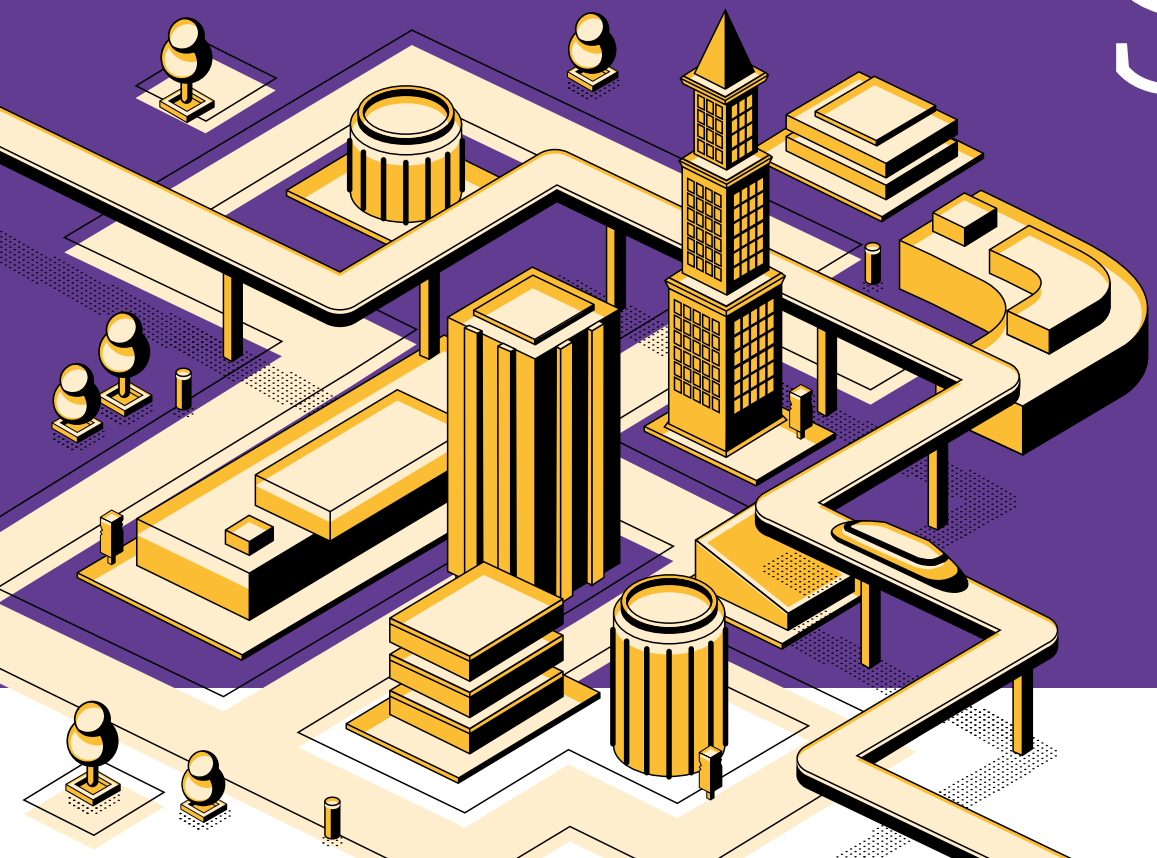
The goal of establishing a basis for training through the integration pre-apprenticeship was achieved last year.

## RESULTS AND IMPACT

Arsema Habte and Henok Afewerki were the first refugees to complete the Swiss federal vocational certificate (EBA) in 2019 after their pre-apprenticeship in logistics. Since then, Afewerki has worked as a full-time employee in the Härkingen parcel centre and Habte chose to undertake advanced training towards the Swiss proficiency certificate.



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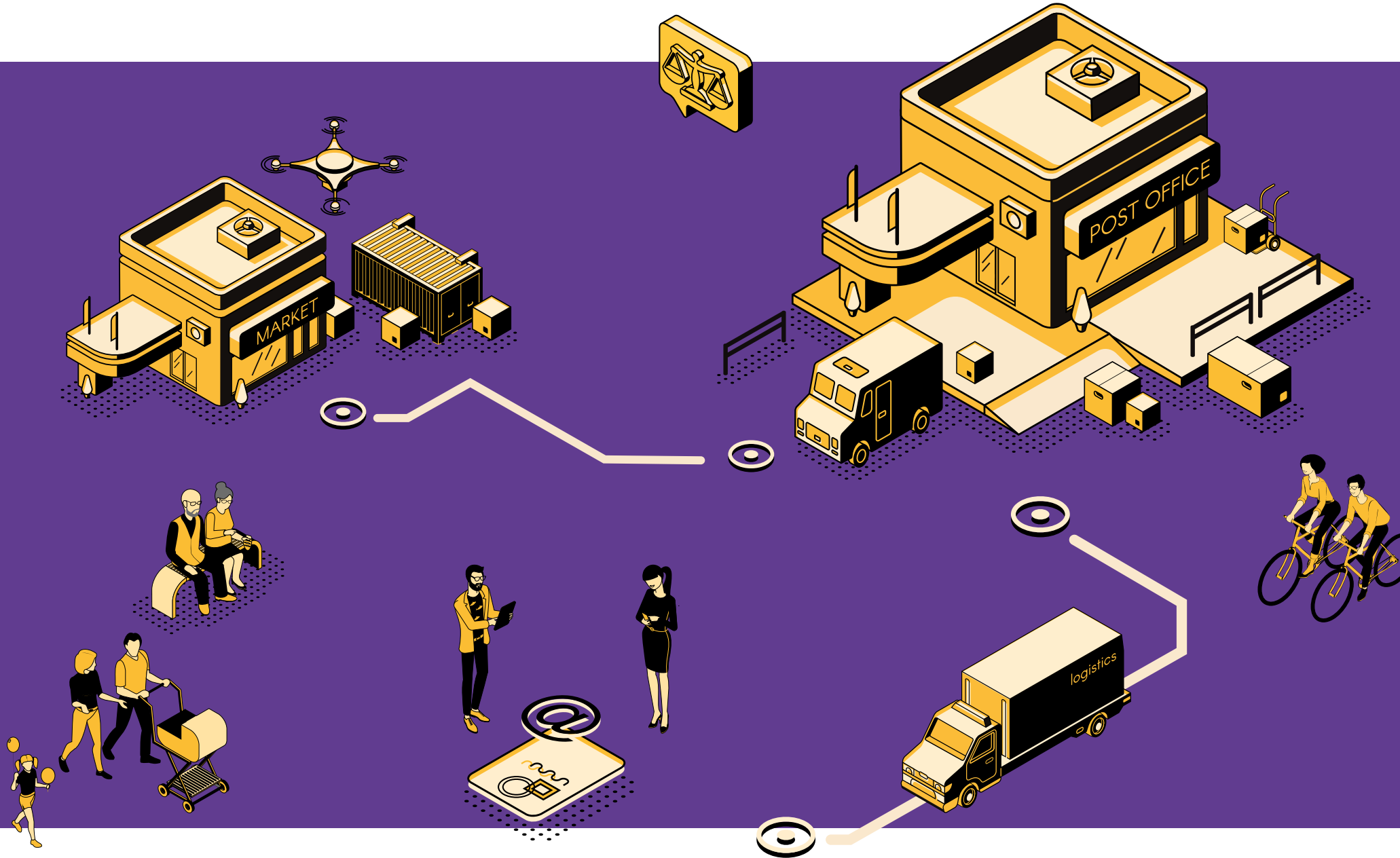
# Society

Promotion Campaign • New Services

Public Assistance • Diversity And Inclusion

Prevention Campaign • Solidarity





# Celebrating the 25<sup>th</sup> Anniversary of “Education Builds B&H”



**BOSNIA AND HERZEGOVINA**  
JP BH Pošta d.o.o. Sarajevo

**BH Post supported the Education Builds Bosnia and Herzegovina Association with a special issue stamp which celebrated their 25 years of existence.**

## ACTION

BH Post issued and promoted a special issue postage stamp to mark the 25 years of existence and operation of the Education Builds Bosnia and Herzegovina Association. The stamp was designed by Nađa Čengić and printed in 10,000 copies, with a nominal value of BAM 1.00 (0.51 EUR).

The Education Builds Bosnia and Herzegovina Association has been continuously involved in numerous projects over the years to provide material, financial, educational and moral support to children and young people in Bosnia and Herzegovina. They have been actively providing scholarships, counselling and financial support. 58.260 children in total, including young people and their families, have benefitted from their help so far.

## RESULTS AND IMPACT

As a socially responsible company, BH Post wished to show appreciation and support the association in their ongoing struggles to help as many people as possible. BH Post activities have raised awareness, shedding light on the importance of humanitarian efforts and the association itself.



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# Special Postage Stamp “Center for Children and Youth”



**BOSNIA AND HERZEGOVINA**  
JP BH Pošta d.o.o. Sarajevo



**BH Post supported the Center for Children and Youth with Special Needs Los Rosales through the launch of a special issue children's stamp.**

## ACTION

BH Post issued and promoted a special issue postage stamp to support the Center for Children and Youth with Special Needs “Los Rosales”. The stamp was designed by Adi Šetka and printed in 10.000 copies, with a nominal value of BAM 0.90 (0.46 EUR).

The Public Institution Center for Children and Youth with Special Needs “Los Rosales” in Mostar was established in 1997 as a unique and specific legal entity. Through several segments of work such as kindergarten, elementary school, workshops for wood, ceramics, etc., specialists educate, socialise, vocationally train and rehabilitate children and youth with mild, moderate and combined difficulties in psycho-physical development, aged two to 45. Currently, the Center has 130 users who benefit from the services provided by the Center on a daily basis.

## RESULTS AND IMPACT

As a socially responsible company, BH Post hoped to raise awareness and support the Center in its mission to educate children and young people with disabilities and teach them to live as independently as possible.



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# Special Postage Stamp: World IBD Day 19 May



**BOSNIA AND HERZEGOVINA**  
JP BH Pošta d.o.o. Sarajevo

**BH Post commemorated World IBD Day - Crohn's disease and ulcerative colitis through the launch of a special issue stamp.**

## ACTION

BH Post issued and promoted a special issue postage stamp to commemorate World IBD Day 19 May. The stamp was designed by Samir Hadžić and printed in 200,000 copies, with a nominal value of BAM 0.20 (0.11 EUR).

The stamp features an art photo by Samir Hadžić entitled "Albero della Vita" (Tree of Life), which represents an unbreakable link between the earth and sky, as a symbol of nature, strength, wisdom and eternal life. There is a purple triangle on the postage stamp, purple being the colour of the disease and the triangle a symbol of community. The triangle represents three people and their unbreakable bond: in this case, the three postal operators who provided support to IBD patients in Bosnia and Herzegovina.

## RESULTS AND IMPACT

As a socially responsible company, BH Post hoped to raise awareness and give support to those afflicted by IBD syndrome worldwide. This need has also been recognised by the other two national postal operators in Bosnia and Herzegovina who have responded with their own version of the stamp.



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**BULGARIA**  
Bulgarian Posts Plc

# Payment of Pensions

**Bulgarian Posts Plc is a traditional partner of the Bulgarian state for the payment of pensions, which is defined as a service of general economic interest.**

### ACTION

Despite the development of modern banking services, many retired people still prefer to receive their pensions in cash via Bulgarian Posts' countrywide network. Pensions are paid out every month at post offices, in line with the lists prepared by the National Social Security Institute. In the past the service was paper based, which meant that one had to go to a specific office depending on their address. In 2014, an electronic platform was introduced, which has provided people with more flexibility on where they can receive their pensions.

In addition, people with disabilities can apply to receive their pensions at home at no cost. Pensions are delivered to each address by postmen working in the area in question.

The payment of pensions is a service of general economic interest as defined in the Ordinance on Pensions. According to the latest amendments to the legal act, the service shall be provided by Bulgarian Posts for a period of 10 years as of 1 July 2016. The company is entitled to compensation by the State.

### RESULTS AND IMPACT

Bulgarian Posts' extensive network of post offices and postmen is a pre-requisite for reaching out to people across the country, including those living in remote areas where financial alternatives are not available. Currently, around 800,000 retired people (nearly 40% of all) get their pensions through post offices.



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# Postal Workers Assist the Police



FINLAND  
Posti



Posti's employees are out on the streets early in the morning, seven days a week. Early morning delivery personnel now assist the police in finding missing persons.

## ACTION

As Posti employees deliver mail by 1.4 million kilometres on foot every day, the company came up with the idea that they can assist the police in their missions. It therefore contacted Police officials in order to propose a new cooperation model that benefits both parties as well as society. When cases of missing people like children or elderly people with dementia are reported, the police informs a wider audience in order to get help with the searching. In light of this, Posti suggested a direct communication model where police officials can directly inform Posti when they need help in finding a missing person.

A pilot began in the Helsinki area, where early morning deliverers help the police in specific areas by staying alert while going their normal routes. Deliverers get the specific information, including pictures, sent directly to their mobile phones, making it easy for them to perform the task while carrying out deliveries.

## RESULTS AND IMPACT

The pilot was launched in April 2020 and so far, there haven't been any cases of official assistance requests by the Police. Discussions are currently ongoing to see if this concept could be tried out in other regions as well.



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# Guaranteeing Digital Access for All



**FRANCE**  
Le Groupe La Poste



**Committed to digital inclusion, La Poste supports the reduction of the digital divide through several measures.**

## ACTION

La Poste and its partner associations have implemented an inclusive digital plan for 13 millions of French citizens left out of the digital world. Diagnoses are carried out within post offices via a survey and result in workshops for citizens with low digital autonomy. In 2019, 36,000 people were detected and 1,300 were trained. Postmen can also diagnose users at home. Using a phone, they can engage via a video platform in an introductory digital support. Lastly, La Poste's free educational app Super CléA Num offers individualised support to acquire digital skills. Citizens are given open access to digital equipment, with 7,800 tablets provided in post offices to allow access to online government services such as employment centres, medical insurance or tax payment, increasing the digital autonomy of 80,000 people per year. In addition, 60,000 senior friendly tablets have been deployed together with workshops to facilitate usage. In terms of new services La Poste offers a digital safe, Digiposte +, which optimises the storage of documents for more than 3.6 million users and provides 210,000 citizens with a digital identity to simplify administrative procedures.

## RESULTS AND IMPACT

The 2020 Tech for Good (TFG) summit is an opportunity for La Poste to develop and capitalise on its digital inclusion plan, to contribute along with other actors to empower digitally one million people in France and five million people worldwide by 2025. To reach this goal, the company must find innovative partnerships and financing alongside TFG partners.



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# Delivery of Books to Patients with Cancer

**ELTA is actively involved in actions supporting vulnerable social groups, especially on health-related issues, and stands by patients with cancer in their battle.**

## ACTION

For the second consecutive year, Hellenic Post responded to the call of #wincancer, offering books to the action "Read-LIVE, Collecting books for life fighters".

These books, like "Postal Stories", which have been issued by ELTA, are donated to four anti-cancer hospitals in Athens and Thessalonica, with the aim of accompanying patients and relieving their pain during their hospitalisation.

ELTA's employees have embraced the company's initiative and offered their own favourite books to the #wincancer campaign, under the belief that fight against cancer is shared and concerns us all.

They addressed handwritten inscriptions and wishes to the recipients of their books to add a more personal tone to the action.

## RESULTS AND IMPACT

Through Hellenic Post's donation, as well as employees' ones, ELTA has managed to increase awareness and contribute to the fight against cancer, not only through words but also through actions.

Employees' handwritten inscriptions and wishes to the patients with cancer have also enhanced the sense of solidarity.



# Community Support Initiatives



**IRELAND**  
An Post



**An Post developed a set of community centred initiatives to assist the government in their efforts to help those most vulnerable while they remain in isolation.**

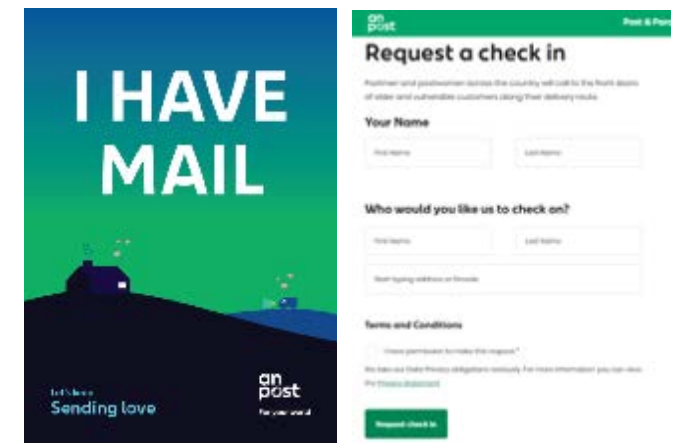
## ACTION

The company developed a service which allows family members to request to have someone they know who is vulnerable and isolating checked on by a postal operative. This involved implementing changes on the website to allow customers to fill out the request form. An Post also developed a mailing which went to all known elderly and vulnerable customers via its delivery service units to inform them of the service. As part of this service, the company also decided to collect and deliver all mail sent by the elderly and vulnerable for free. Those eligible received an 'I HAVE MAIL' sign which they could then stick to their window to inform the postal operative that they required their mail to be collected and sent.

Where an elderly or vulnerable person needs assistance the postal operative then will refer them to the Irish charity ALONE which works to assist the elderly or vulnerable in need. In addition to this, An Post is now allowing the elderly and vulnerable to request a newspaper delivery online which is delivered free of charge. The company arranged this with several daily Irish newspapers and is now fulfilling requests daily.

## RESULTS AND IMPACT

The initiative allows peace of mind for families who are away from elderly or vulnerable loved ones during isolation. Thanks to an extensive network with knowledge of every community in Ireland, postal operatives' efforts have been further reinforced with the introduction of the check in and newspaper service. Thousands of people have already availed of both services.



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# Italian Sign Language (LIS) Inclusive Music Lab

Posteitaliane

ITALY  
Poste Italiane



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**Poste Italiane created a musical choir for employees and their relatives (deaf and hearing) in which everyone can express themselves by singing, using their voice or hands using Sign Language.**

## ACTION

Poste Italiane has launched, in collaboration with the "Mani Bianche Roma" -White Hands- Onlus Association, a pedagogical music laboratory open to its employees and their families, to sing songs using both their voices and sign language (LIS).

Two meetings per month in the course of eight months were organised during which a pool of professionals (musicians, psychologists and LIS interpreters) conducted frontal lessons to deepen the knowledge of the deaf community, its culture and basic sign language. Practical activities in group and individual exercises also took place.

Beyond the laboratory sessions and together with the "Mani Bianche" -White Hands- Choir of Rome, Poste Italiane also organised several concerts.

## RESULTS AND IMPACT

Through this initiative, Poste Italiane promotes the social inclusion of deaf people, both inside and outside the organisation. Before Covid-19 lockdown, the choir performed two concerts, showing that music works as all-round inclusion.

Through songs and the universal language that is LIS, people with fragility are able to express their potential.



# MaltaPost Staff Joins Forces to Support Local Organisation



**MALTA**  
MaltaPost p.l.c.

Throughout the summer of 2019, MaltaPost assisted Hospice Malta, an important local NGO in their fundraising initiatives.

## ACTION

Hospice Malta is a voluntary organisation in Malta inspired by Christian values. It provides and promotes the highest standards of palliative care for persons with cancer, motor neurone disease, end of life respiratory, cardiac, renal and liver disease. It also aims at helping and supporting families. This organisation depends solely on charitable donations by the community.

MaltaPost worked hand in hand with this NGO to deliver 190,000 fundraising letters to each household on the Maltese Islands. The letter detailed the NGO's needs and indicated how community members could contribute to help.

MaltaPost also supported this organisation with all the administrative work related to the fundraising letter. Staff joined forces to print and affix the address labels on envelopes and insert the letters to be delivered to each household in Malta.

## RESULTS AND IMPACT

This initiative contributed to raising a generous amount of money in aid of Hospice Malta. This helped the NGO to continue to sustain all the families who reach out to them for assistance offices.



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PORTUGAL  
CTT



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# Pai Natal Solidário CTT/ CTT Solidarity Santa Claus

**This is a social solidarity action which allows many socially disadvantaged children to receive a Christmas present that they would not otherwise have.**

## ACTION

CTT Solidarity Santa Claus was born in 2009 and involves about 50 Solidarity Institutions which care for children in need of social assistance. These children, up to 12 years old, are asked to write letters to Santa Claus to ask for a present. These letters are made available to the public by CTT Portugal Post for sponsoring purposes. Anyone can make a child's wish come true. To do this, one only needs to sponsor one of the letters which are available on Solidarity Santa Claus website, at [www.painatalsolidario.pt](http://www.painatalsolidario.pt) or in CTT Portugal Post selected stores, during the months of November and December. Sponsoring a letter through the website is easy. One can select a child's letter and enter his/her name and e-mail. Then, the person can deliver the gift in a CTT store indicating the letter number, within three working days. Gifts must be new and don't need to be wrapped. CTT offers packaging and shipping. For the sake of protecting children, all personal data, whether of godparents or children of the institutions, will only be known by CTT Portugal Post, thus guaranteeing the confidentiality of the information and the entire process of delivering gifts.

## RESULTS AND IMPACT

This project has already helped around 10,000 children. Citizens trust CTT Portugal Post to deliver these gifts to those who need them. There is a great interest from the media for this project that results in high visibility for the company. The campaign also records an increase of general public at CTT Portugal Post stores.





# ПОЧТА РОССИИ

**RUSSIA**  
Russian Post



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# “Write To Me” Friendship Bridge

**This project provides psychological assistance to sick children with cancer living among healthy children and promotes the revival of the forgotten habit of writing letters.**

## ACTION

The Russian Post Youth Council, together with a clinical psychologist working with patients with cancer, launched a project in 2019, in which children write letters to children with life-threatening diseases in Russian cancer centres. Letters are collected by the Youth Council of Russian Post, sent by official mail and delivered to recipients.

Two events took place in December 2019. In the Central Oncological Clinic of Vladivostok, children drew postcards with greetings to kids at the Pirogov Clinic in Moscow, and the Youth Council of the Far East Macroregion sent them to colleagues in Moscow. Some days later, the Youth Council of Russian Post in Moscow and the CEO of Russian Post went to the clinic, where they handed over letters and gifts to the children, as well as wrote the answers and sent them to the children of Vladivostok.

On February 15, 2020, on the occasion of the International Day of Children with Cancer, an action was held at the Artek International Children’s Center at the initiative of the Youth Council of Russian Post, while several other actions took place in February 2020<sup>(1)</sup>.

## RESULTS AND IMPACT

By New Year, 287 letters were collected, which were then transmitted to the children of three cancer centres in Russia. As a result, not only did hundreds of children smile and were given additional forces to resist the disease, but friendly relations between children from different regions of the country also ensued.



(1) Press release [https://otvprim.tv/society/primorskij-kraj\\_21.02.2020\\_86125\\_v-pri-morje-deti-s-onkologiej-poluchili-pisma-s-podderzhkoj-so-vsej-rossii.html](https://otvprim.tv/society/primorskij-kraj_21.02.2020_86125_v-pri-morje-deti-s-onkologiej-poluchili-pisma-s-podderzhkoj-so-vsej-rossii.html)

ПОЧТА РОССИИ

RUSSIA  
Russian Post



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# Postal Victory Book “Book of Heroes”

The aim is to immortalise the memories of postal service veterans in the print media.

## ACTION

An integral part of the history of Russia is the Great Patriotic War. A special task during the war years fell on the shoulders of postal workers: front-line postmen under bullets and bombs carried heavy mail bags stuffed with triangle letters across the fields and trenches. Mail was the only thread connecting the front and the rear of the army.

Postmen heroically supported the regular communication of soldiers with their mothers and wives, sons and daughters, friends and relatives.

The idea to perpetuate the memories of postal service veterans in a print edition was born at the Youth Council of Russian Post in 2019, on the eve of the 75th anniversary of the Great Victory. The one-of-a-kind manuscript publication began its journey through the cities of Russia in September 2019. Starting in the Far East, young activists consistently filled the book with live stories of postal service veterans from Siberia, the Urals, the Volga Area, South Russia, North Caucasus, Northwest Russia, Central Russia and Moscow.

## RESULTS AND IMPACT

More than 90 pages of the Book of Heroes are filled with memoirs, photos, military IDs and labour books of postal veterans, letters, photographs of awards, death notices. Manuscript texts are being prepared to replicate the book in printed form. The initiative contributes to taking a new look at the postal industry's significance during war years.



# From Bakery to Mailbox



SWITZERLAND  
Swiss Post



**Swiss Post is using its customer proximity and its nationwide logistics network to expand its core business with an innovative bread delivery service.**

## ACTION

Many people are kept very busy by their work – this only leaves a small amount of time for daily grocery shopping. One option would be round-the-clock shopping, but this is not available in Switzerland as many shops and bakeries close by 7 p.m. However, this doesn't mean one has to go without fresh bread from local bakers in many areas. The "Brot-Post" service allows customers to have bread and other baked goods delivered to their home once or several times a week by Swiss Post – as a flexible subscription or individual order. The user-friendly web solution allows them to place or modify orders until the day before the delivery. At the heart of the solution is a piece of multilingual software developed in collaboration with bakeries and private customers.

After placing the order, the bread is baked overnight and delivered to Swiss Post. The bread delivery is then integrated into daily delivery rounds by electric scooter, thereby ensuring no extra trips are required. Brot-Post also provides economic benefits, as the delivery service relies especially on small, local bakeries thus supporting the regional economy.

## RESULTS AND IMPACT

The pilot project started with one bakery and 300 customers. Today, 1.5 million households can be supplied with baked goods from over 30 bakeries. Brot-Post is in higher demand than ever in this challenging period of coronavirus crisis: deliveries have increased six-fold since lockdown was imposed.



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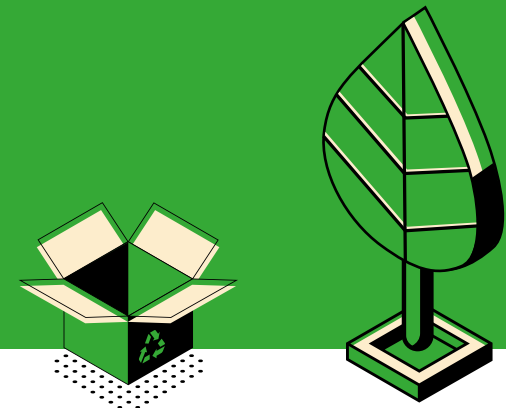
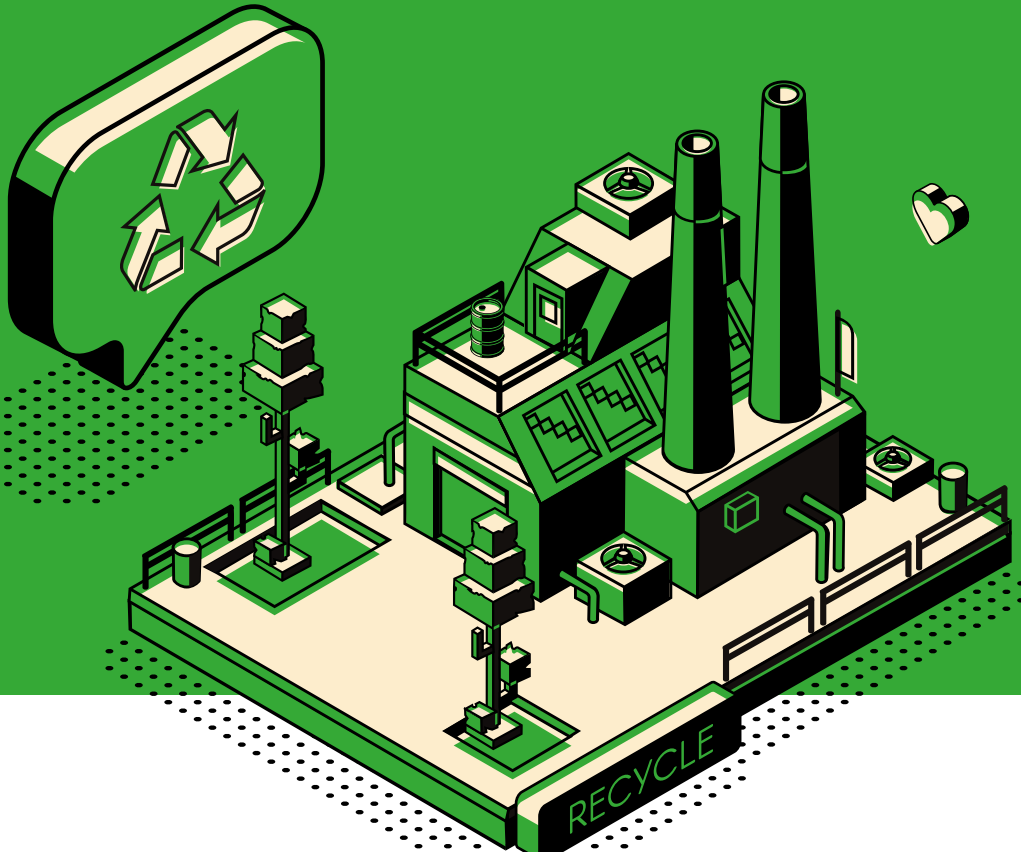
# Environment

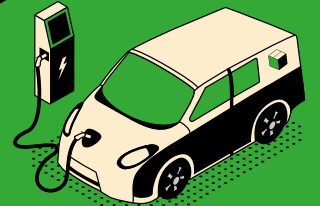
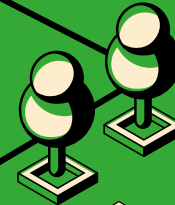
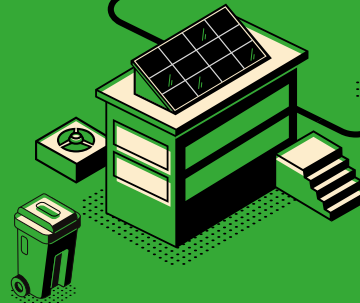
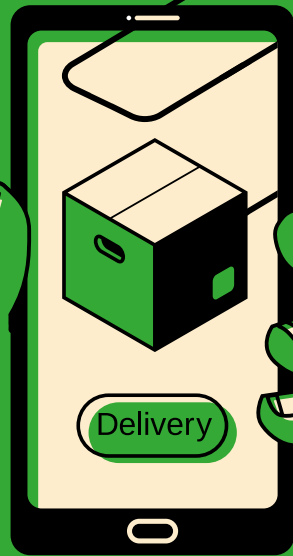
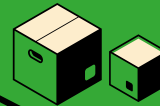
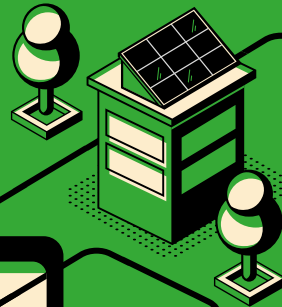
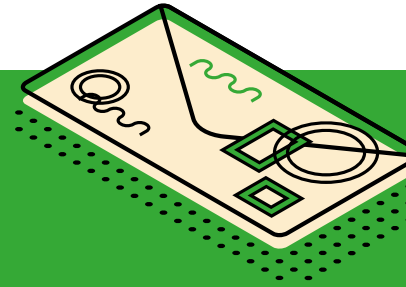
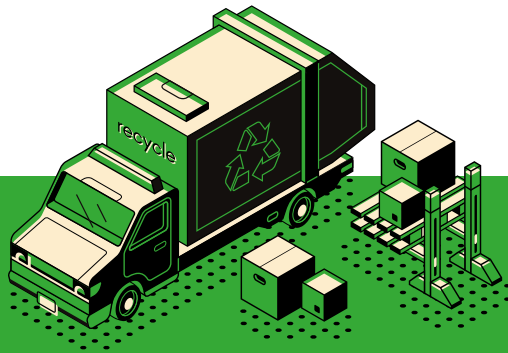
Energy Transition • Sustainable Supply Chain

Sustainable Mobility • Circular Economy • Environmental Training

Recycling • Environmental Campaign

Sustainable Growth Plan





# “The Green Graz” project



**AUSTRIA**  
Österreichische Post AG

**As part of the CO<sub>2</sub> NEUTRAL DELIVERY initiative, Austrian Post plans on delivering all mail and direct mail items to customers in provincial capitals in a carbon-neutral manner.**

### ACTION

Alternative transportation systems are playing an increasingly important role in delivery. Austrian Post operates 1,750 electric vehicles today, including 1,077 single-track e-vehicles and special vehicles (quads and trikes) as well as 673 electric cars. This makes Austrian Post the largest e-fleet operator in Austria.

The postal company is even going one step further towards more ecological transport operations: the entire delivery of mail and parcels to customers will be carried out by electric vehicles by 2030.

Electric vehicles are currently used primarily in congested urban areas – especially in Vienna and the provincial and district capitals. As part of its “Green Provincial Capitals” project, Austrian Post sets the goal of delivering all mail and direct mail items to private customers in the provincial capitals in a “green” or carbon-neutral manner, completely foregoing fossil energy. Conventional mopeds or automobiles will no longer be used. Instead, delivery will be carried out completely on the basis of the staff’s own muscle power or electrical energy.

### RESULTS AND IMPACT

Austrian Post is seeking to make the capital of the Austrian state of Styria the first city in the country to enjoy 100% emission-free delivery of mail and parcels by 2021.

The goal is to completely supply Austria's second largest city and the provincial capital Graz with 100% human and electric power during the last mile delivery.



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# Making the Supply Chain Sustainable



**BELGIUM**  
bpost



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**bpost wants to engage its suppliers in its sustainability program and help them create upstream impact within its supply chain.**

## ACTION

By incorporating sustainability in its procurement program bpost is strongly committed to making its fleet more sustainable, either by purchasing e-bikes, alternative means of transportation, double-deck truck trailers and electric vehicles or alternative fuels.

The company also strives to get its suppliers to support its sustainable code of conduct.

For example, local control agencies check that bpost uniforms in Bangladesh are produced in accordance with the applicable legislation and bpost's code of conduct.

The company's purchasing policy also aims to meet the changing needs of consumers. For example, bpost will review its packaging procurement strategy, specifically with regard to quality, innovation and sustainability. The packaging market is constantly evolving and bpost wants to capture existing innovations in order to purchase packaging that meets both the consumers' wishes and its sustainability strategy.

To determine whether a supplier actually respects the code of conduct and the right policies, they are assessed by an external and independent partner, Ecovadis.

## RESULTS AND IMPACT

bpost's procurement department is linked to relevant sustainability networks such as Procura+. Procura+ is an initiative of European government agencies that focuses on sustainable and innovative procurement, encouraging companies to work together.





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# The E-trailer - Matching Fleet to a Changing Urban Mobility

**bpost is adjusting its fleet to various mobility changes. As a logistics player, it believes in the benefits of alternative means of transportation.**

## **ACTION**

Traffic-free streets, low-emission zones and circulation plans: our mobility is becoming increasingly complex. In our rapidly changing world, bpost is looking for new ways to reduce its ecological footprint. It explores the national and international market through exhibitions and contacts with companies, including start-ups, always looking for the most efficient, ergonomic and ecological vehicles.

By 2030 the company wants to emit 20% less CO<sub>2</sub>, thanks to a fleet consisting of 50% of electric vehicles. That is why, last year, bpost replaced some of its 297 mopeds with electric tricycles and added an additional 255 electric bicycles, bringing their total number to 2,603 in 2019.

In the centre of Brussels bicycles with trailers are being tested out: the asset is that, in areas where cycling is difficult, postmen can detach their trailer and continue on foot.

## **RESULTS AND IMPACT**

The pilot showed a decrease in CO<sub>2</sub> emissions, in air pollution as well as a decrease in total costs. In 2020, this project will be expanded to Hasselt, Charleroi, Bruges and Leuven.





# Electric Quadricycles for Delivery in City Centres



**CROATIA**  
Hrvatska Pošta



**To reduce air pollution and noise levels, Croatian Post introduced 20 electric quadricycles to its fleet.**

## ACTION

Corporate social responsibility is one of the most important philosophies of Croatian Post's Development Strategy Post2022. In order to lower its carbon emissions and to promote green transport, Croatian Post purchased 20 electric quadricycles. Electric vehicles improve mobility during delivery in urban areas, reduce the fleet's operating costs and increase energy efficiency.

Quadricycles can carry up to two people and are specially designed for driving in narrow spaces. With higher transport capacity, these quadricycles are the best response to the specific needs of urban delivery and the ever-rising parcel volumes.

The purchase of the vehicles was co-financed by the Croatian Environmental Protection and Energy Efficiency Fund.

## RESULTS AND IMPACT

By using electric quadricycles, Croatian Post will reduce its CO<sub>2</sub> emissions by 7.6 tonnes per year. Vehicles are used in urban and touristic areas and promote Croatian Post's vision of a clean, environmental-friendly delivery.



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**CZECH REPUBLIC**  
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**Czech Post and the non-profit company REMOBIL organised a nationwide collection of mobile phones at post offices as part of the International Environment Day, called «Help<sup>2</sup>».**

### ACTION

As part of its activities, Czech Post does not forget to care for the environment. In June 2019, the company organised a nationwide event called Help<sup>2</sup>. People could bring their old and unnecessary mobile phones to Czech Post counters throughout the whole country. Czech Post collected a total of 4,462 mobile phones. Returned mobile phones were then passed on for ecological use and disposal. For each mobile phone, Czech Post's partner - the non-profit company Remobil, donated CZK 10 to support home care agencies, through the Czech Post Foundation.

The company decided to support homecare, as it is a very important and irreplaceable service quite underestimated and neglected in the Czech Republic. 75 % of employees of Czech Post are women, and two thirds of them belong to the so-called sandwich generation, meaning that they take care of children and elderly parents at the same time while working full-time.

### RESULTS AND IMPACT

By collecting 4,462 mobile phones, Czech Post helped not only people but also nature. A total of 7,076 CO<sub>2</sub> equivalents have not been released into the atmosphere and, thanks to recycling, no additional minerals need to be mined, so 133,413 litres of drinking water were saved.



# Engaging Employees in Climate Work on a Broad Front



FINLAND  
Posti



**In 2019, Posti designed a new environmental program with the help of a community created by its employees, focusing on environmental issues.**

## ACTION

Green Community was launched in a strategy day event where the company's new ambitious Zero Carbon target for 2030 was first published. The goal is to share good practices and information on environmental issues across the organisation. It is also an environmental management model where company-level targets are being implemented in a bottom-up style by engaging a broad range of people around the company. Anyone has the possibility to join the community.

Active members of the Green Community include about 60 people from different parts of the organisation, including businesses as well as support functions. The members of the Green Community meet regularly and have access to a digital group workspace. Some of the members were assigned to the Green Community because they work on the environmental aspects of Posti's operations. Others have joined the initiative because they have a personal interest in the topic. The goal is for everyone to increase their competences in environmental and climate affairs.

## RESULTS AND IMPACT

The establishment of an open community and of a digital workspace has increased transparency, awareness and proactive mindset to participate in Posti's environmental work. Going forward, the goals include increasing environmental information and the analysis of environmental indicators and developing Posti's operations accordingly.



# Energy Management System (EMS) Implementation



**FRANCE**  
Le Groupe La Poste



**In 2016, La Poste implemented an EMS in its buildings to control power consumption.**

## ACTION

The ISO 50.001 certification attests responsible and reasoned energy consumption management of buildings. It tops off the Group's expertise in terms of energy consumption and commitments against climate change. EMS supports better cost management while having a direct impact on the Group's low-carbon path.

The ISO 50.001 certification process was launched in 2019 with both primary and follow-up auditing. A positive opinion was given by auditors to the AFNOR certification commission and the certification was delivered. As a result, following the certification process, 196 buildings have been certified for three years with a follow-up audit each year.

For the Group subsidiary SOBRE ENERGIE, which developed the solution used for the implementation of the EMS, now certified by ISO 50.001, the recognition by a third-party brings a competitive advantage. SOBRE ENERGIE benefits from this certification to offer its know-how to new customers.

## RESULTS AND IMPACT

By launching its EMS, the Group addressed the objectives fixed by the French law ELAN, which sets ambitious energy efficiency standards to all tertiary buildings of more than 1,000 m<sup>2</sup> by 2040. In 2021, La Poste is considering to expand the range of targeted buildings, preparing for the next generation, more resilient and sustainable.



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# Certified GoGreen Specialist (CGGS) Program



**GERMANY**  
Deutsche Post DHL Group



The CGGS Curriculum was developed to promote Mission 2050 within the company and involves employees in the Group's environmental protection activities.

## ACTION

Deutsche Post launched a state-of-the-art eLearning program and a corresponding self-guided workshop format for operational staff. The modules cover what climate change means, what the company is doing to counter and mitigate the effects of climate change and how everyone can make a difference. In addition to this foundation module, divisional or functional elective modules have to be completed.

Some of the program's critical success factors were that it was a fit for all divisions and job profiles, with digital, easy-to-understand content that was integrated into employees' daily work.

## RESULTS AND IMPACT

Around 20,000 colleagues completed the foundation eLearning in 2019; the training has an average rating of 4.73/5 stars on our internal training platform. One of Deutsche Post's customers liked the approach so much that they asked DHL Supply Chain to pilot the training in one of their sites.

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# ReBoat, Recycled Regatta

Posteitaliane

ITALY  
Poste Italiane



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**Poste Italiane participated in the tenth edition of ReBoat, a recycled regatta, on boats built by a team of employees using some of the company's recycled materials.**

### ACTION

Four teams of employees competed in the name of sustainability under the themes of: "Poste re-takes" (yellow colour, urban decoration); "Poste moves" (green colour, energy); "Poste recovers" (orange colour, paper and plastic) and "Poste saves" (blue colour, water).

The colleagues who wanted to take part in the concept and realisation of a unique project entirely built with recycled materials, met after office hours at the construction site set up inside a public park and gave voice to their creativity.

Thanks to great teamwork, they built four boats which raced in the artificial lake located behind Poste Italiane's HQ in Rome.

The company provided the teams with the material necessary for the boats' construction, recovering decommissioned material no longer functional to the company's activities.

At the end of the race, the boats were dismantled, and all the material used (wood, plastic, cardboard, etc.) went through differentiated recycling.

### RESULTS AND IMPACT

Poste Italiane boats won the "More followers", the "Miss ReBoat" (the most beautiful boat) and the "Social Building" awards (more involvement on social networks).

The initiative was very successful amongst employees, providing an excellent opportunity for team building, and effectively expressed the values of sharing and caring for the environment.





**MALTA**  
MaltaPost p.l.c.



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# Reducing Emissions from Fleet of Vehicles

In 2019, MaltaPost successfully trialed new electrically assisted cargo bikes.

## ACTION

Being the leading logistical company in Malta, the company seeks to reduce its environmental impact through sustainable practices. It strives to strengthen organisational commitment and ensure efficient delivery of mail while reducing emissions from its fleet of vehicles.

MaltaPost tested out new electrically assisted cargo bikes in small villages in Malta in 2019. The move is in line with the company's vision to ensure safe and efficient delivery of mail to its customers, as well as to support staff members and protect the environment.

## RESULTS AND IMPACT

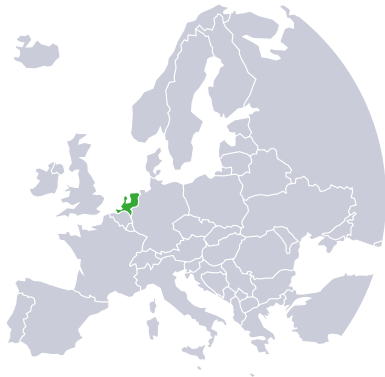
Cargo bikes are perfectly adapted for last mile deliveries and make mail delivery easier for employees. They combine the best of a bicycle and a small electric minivan. They have an additional engine enabling the postal employee to pedal effortlessly and can comfortably transport up to 150 kg.

MaltaPost plans to add more electric vehicles in the coming months.





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PostNL



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# Reducing Air in Parcels

**PostNL helps e-shops with the reduction of the amount of air in their parcels, so as to lower the impact of CO<sub>2</sub> per parcel.**

## ACTION

As a logistics service provider, PostNL is aware of the impact it has on the environment, which is why it is working with employees, customers, partners and suppliers to make the supply chain more sustainable. This will help achieve the company's goal of becoming an emission-free last-mile delivery service provider in the Benelux by 2030. One of the initiatives is to reduce the amount of air in parcels.

On average, parcels contain 50% of air. PostNL advises e-shops on how to pack more efficiently. In June, the company launched a marketing campaign to raise awareness regarding the amount of air in parcels. PostNL also has a large number of packaging products available in post offices, which makes it relatively easy to pack more efficiently.

## RESULTS AND IMPACT

Several clients reduced the amount of air in their parcels: Shoppartners reduced the amount of air by 27%, the equivalent of two million liters of air. Megekko reduced 20% of air in their parcels and also use 20% less packaging air bags.







**POLAND**  
Poczta Polska



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**The aim of the project is to protect the environment and to make a smart use of modern technologies.**

### **ACTION**

Poczta Polska is preparing for a gradual replacement of its fleet powered by traditional fuels and ultimately for the introduction of clean transport zones. In order to achieve this, the company carried out tests of electric vehicles and charging stations, reviewed electric car manufacturers offers and tested vehicles for postmen with a payload of up to 800 kg, as well as electric bicycles and electric trucks.

In 2019, the first e-cars joined Poczta Polska's fleet. The company decided to rent some of them long term out of concern for air quality and reducing CO<sub>2</sub> emissions, striving to provide employees with more comfortable working conditions.

As part of its activities for electromobility, Poczta Polska signed an Agreement with the Central Council of Research Institutes on cooperation in the research, implementation and operation of electric vehicles and gas-fuelled vehicles (CNG and LNG).

# Electric Vehicles

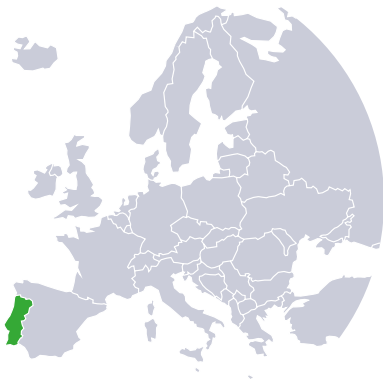
### **RESULTS AND IMPACT**

In 2019, Poczta Polska purchased via long-term rental its first 20 e-vehicles. It currently owns the largest fleet of electric cars in Poland. Further electric vehicles will be introduced to the fleet in the next months.





PORTUGAL  
CTT



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# Saving is Better than Recycling

**In 2019, 1,200 CTT employees, working in the headquarters, printed more than 1,360 million pages and spent 2,100 A4 paper reams. Reducing these numbers was the campaign's goal.**

## ACTION

To promote good practices in terms of saving physical resources and environmental protection, CTT carried out an internal campaign which intended to encourage employees to think twice before printing.

To be consistent with the message: "Saving is better than recycling" ("Melhor do que reciclar, é não chegar a gastar" in Portuguese), the campaign was produced on printed sheets that were previously thrown into the trash by employees themselves.

Several thousand sheets were recycled to produce various communication pieces which have been placed in strategic locations for better dissemination, such as building entrances murals, elevator decorations, various posters placed in elevator lobbies, pantries and printing areas. At the beginning of the campaign, an email was sent to all employees in the building, with the theme: "We all have an important role/paper" ("Todos temos um papel importante"). A video portraying various moments of the campaign was also produced for the internal television channel CTT TV and aired on various screens placed throughout the buildings.

## RESULTS AND IMPACT

The campaign, held in the last quarter of 2019, immediately resulted in positive impact. According to data from that period, there was a 9% reduction in the total printed sheets (in black and white and in colour) and 200 paper reams were saved. This year's first results show that the campaign continues to impact the targeted audience.



# Energy Efficiency and Sustainable Development Strategy

 Pošta Slovenije

**SLOVENIA**  
Pošta Slovenije



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**In 2019, Pošta Slovenije Group formulated its Energy Efficiency Sustainable Development Strategy, with targets for 2025 signalling efforts to manage environmental footprint.**

## ACTION

Action focuses on four main aspects: buildings, where renewable energy sources are an important part of energy. In practice, from 2013 to 2019, Slovenian Post carried out 90 projects, saving €528,000 and 13,200,000 kWh. During this period, the Group saved 3,100 tonnes of CO<sub>2</sub> emissions.

The group also focuses on transportation: it purchased 50 electric delivery vehicles, 57 electric four-wheelers, 65 electric bicycles, 11 electric tricycles and three electric scooters for its fleet. As a result, in 2019 CO<sub>2</sub> emissions decreased by 3% compared to 2018. Much attention is paid to training employees in eco-friendly driving, raising in this way also their awareness for environmental protection. In 2019, the company organised a course of safe and economical driving for a total of 121 vans. With regards to waste management, responsible procedures implemented in 2019 delivered 3,132 tons of waste for recycling. Lastly, in terms of water consumption, thanks to a number of actions such as the replacement of old sanitary equipment and systems, in 2019 water consumption was reduced by 17% compared to 2018.

## RESULTS AND IMPACT

Pošta Slovenije Group will pursue the following goals up to 2025: fuel consumption reduction by 12% compared to 2018; building energy consumption reduction per surface area by 6.4% compared to 2018; increase of the electric vehicles share in its fleet to 46% in 2025; carbon footprint reduction by 14% compared to 2018 and 55% of renewable sources in buildings.



# #CorreosCompensa



SPAIN  
Correos

**Correos is involved in a reduction plan to reach the goal set by the Copenhagen Summit 2009 of reducing 20% emissions in the scopes 1 and 2 between 2008 and 2020.**

## ACTION

Correos has implemented a Sustainability Plan intending to meet the SDGs while achieving four objectives: carbon neutrality, waste elimination, e-mobility and local value. Correos bets on offering sustainable products and services while fighting for environmental preservation. One of the initiatives inside its Responsible Business core is #Correos Compensa, a collaborative solution aiming to offset CO<sub>2</sub> emissions linked to customers' activity.

Correos offers offsetting projects validated by the Spanish Office for Climate Change. The postal operator is therefore currently working on the implementation of five relevant projects. The first project concerns the reforestation of burnt lands due to bushfires in the Alcoroches. The second project aims to increase the use of renewable energy sources such as wind power. The third one is about environmental conservation through the protection of 500,000 hectares of chestnut trees in the Amazon. The fourth project concerns the mitigation of methane emissions and power generation through waste management in Brazil. The last one targets the sustainable management of local forests to promote renewable energy while preventing fires.

## RESULTS AND IMPACT

The offsetting of its carbon footprint provides Correos with a number of benefits in that it helps to mitigate and adapt its activity to the reality of climate change and can be a differentiating element compared to competitors. Besides, it helps to improve corporate image while creating new sustainable services and products.



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# Five Management System Standards Certification



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Turkish Post aims to be certified in line with ISO 14001 and to implement the Environment Management System Standard.

## ACTION

Turkish Post has established an Environment Management System Section to conduct procedures related to ISO 14001. The company has provided training to 40,000 employees, examining Environment Management System standard thoroughly. It has submitted procedures in accordance with the standard, law, regulations and international agreements in which the government and Turkish Post take part, for approval.

The EMS will be implemented in the company in two ways. First, it will assess the monthly amount of natural sources (paper, electricity, water, natural gas, hard coal, coke, wood, fuel-oil, gasoline, diesel fuel, LPG) which are used for company activities. Second, it will collect the waste that the company produces due to its activities separately pursuant to the legislation in force and hand them over to municipalities or licensed recycling companies to contribute to the national economy.

The goal is to take action at all Turkish post offices, applying to the Turkish Standards Institution (TSE) to receive Environment Management System Standard.

## RESULTS AND IMPACT

Turkish Post became the first corporation to have five integrated management systems (IMS). Via its software, it is monitoring natural resources consumption and data is being uploaded monthly to IMS and kept under control. It has conducted environmental risk analyses at 4,300 offices.



THANK  
YOU!

# COVID-19

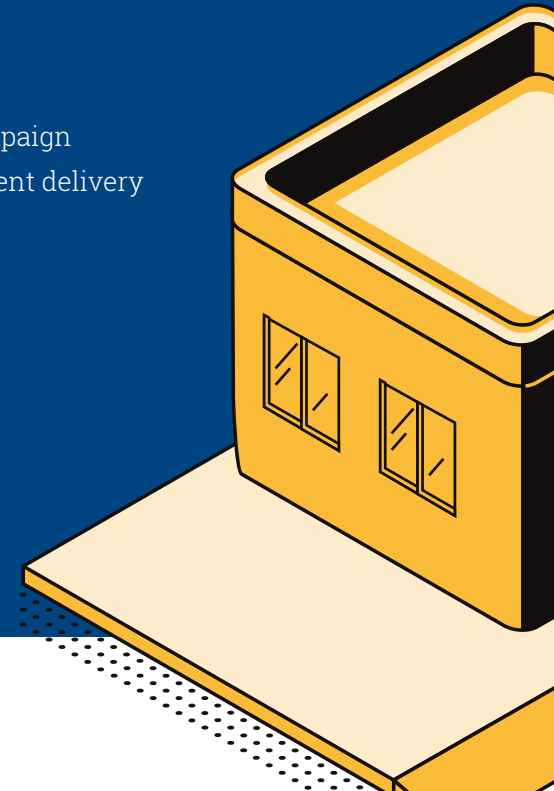


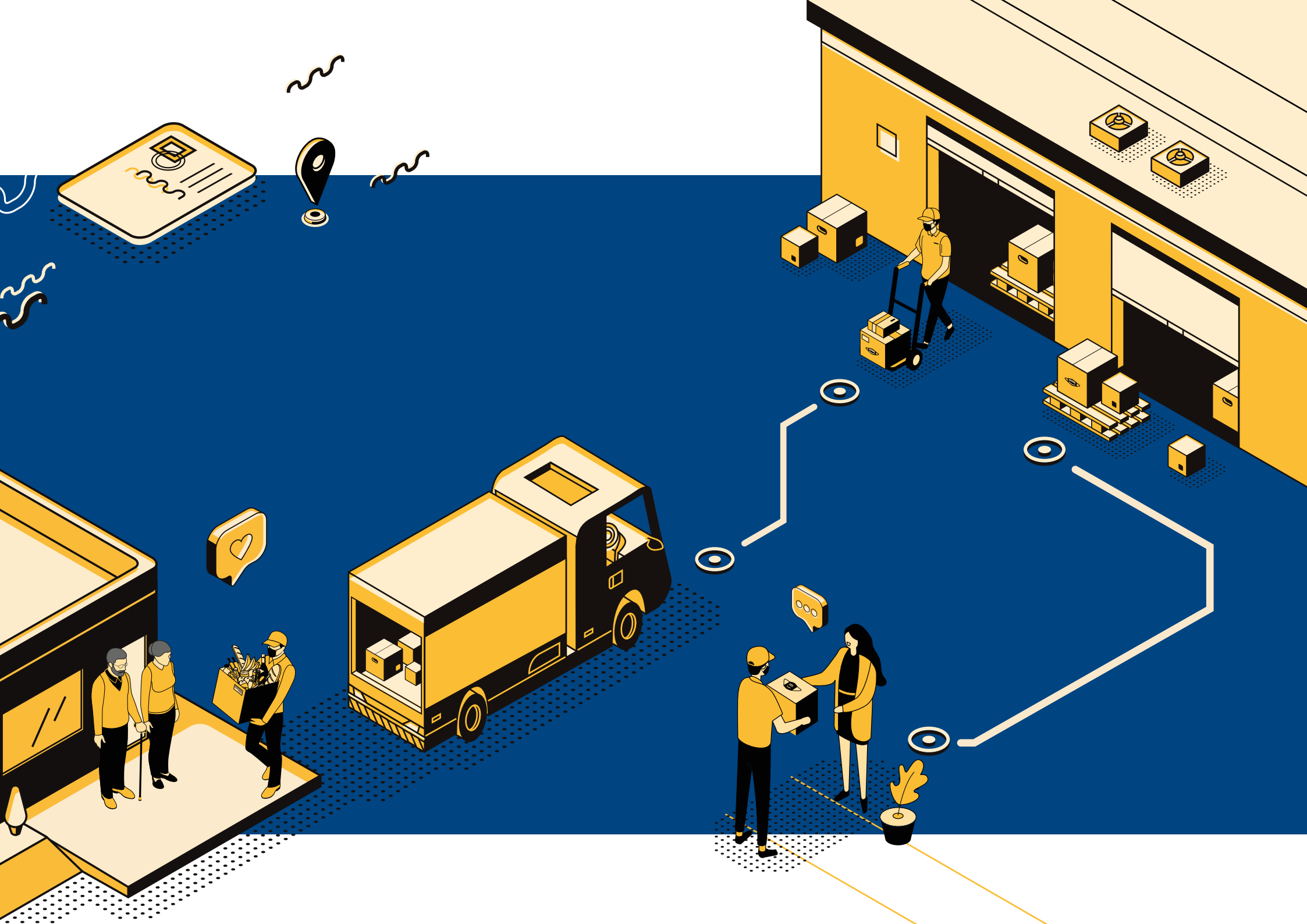
Service Delivery • Promotion Campaign • Continuity

Health And Safety At Home • New Services • Covid Solidarity

Financial Solidarity • Prevention Campaign

Covid Action • Protective equipment delivery







**ALBANIA**  
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# Delivery of Services to Retired People's Homes

Since April 10<sup>th</sup>, Albanian Post has been delivering retirement benefits and other relevant services to retired people's homes to prevent the spread of COVID-19.

## ACTION

Albania is mainly a cash operating country where the majority of retired people not having a bank account receive their benefits in cash at post offices. To protect the elderly, Albanian Post has set up the Assistance Unit to manage the delivery of retirement benefits throughout the country. This service, which was previously provided at a cost of ALL 100, is now offered free of charge due to the pandemic. 90% of retired people have used the service.

Retirees also have the opportunity to pay for their utilities such as electricity, water supply and Internet services through the postmen who deliver the retirement benefits at home.

Furthermore, Albanian Post continues its Cash-to-Cash service at home. All citizens use this service to send money to their relatives, especially to their grandparents at home. The sender finalises the transaction at a post office and the beneficiary receives it at home throughout the territory of Albania within two working days.

## RESULTS AND IMPACT

Delivery of retirement benefits, payment of all utilities and the cash-to-cash service provided by Albanian Post to retired people at home protects the elderly and prevents the spread of Covid-19.

Albanian Post remains a social partner for the population of Albania thanks to all the services it offers.







**BELGIUM**  
bpost



# Love You Mobile Postcard

**'LOVE YOU' has allowed one to stay close to his or her loved ones during the COVID-19 lockdown.**

## ACTION

By offering a 'LOVE YOU' code for 10 free mobile postcards per person, bpost wanted to provide a safe, fast way for citizens to stay in contact with their loved ones when not quarantined together. Each recipient could use a code on the card to send his/her free card as well.

By using the mobile postcard bpost reduced the number of interventions in sending a card.

The company was able to form connection between lonely people and enhance the appreciation for postmen and postwomen. Additionally, by reducing the amount of handling in the process of buying, writing, sending and receiving a card, bpost reduced the risk of contamination and emissions.

## RESULTS AND IMPACT

More than two million mobile postcards were sent, making the campaign a huge success. The campaign made bpost employees feel proud and engaged. The postal company received a lot of positive feedback and also inspired other companies/cities to follow its example: the National Lottery, brewer Alken Maes, the city of Sint Truiden.



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# Corporate Social Responsibility in Times of Pandemic



**CROATIA**  
Hrvatska Pošta



**In times of the unprecedented COVID crisis, Croatian Post stood out as one of the key actors in preserving the “normal” functioning of society.**

## ACTION

At the beginning of the coronavirus outbreak in Croatia, Croatian Post implemented the free distribution of Red Cross and Caritas humanitarian packages, containing food and supplies for those in need. In late March, when the pandemic was at its peak, the postal company donated a respirator to the Sveti Duh hospital.

Croatian Post’s business activities were adapted and strict health and safety rules from the official authorities were followed. However, post offices remained open in all counties in Croatia and postmen continued delivering mail even in quarantined areas. Postal workers put extra effort in the delivering of pensions and social welfare payments to beneficiaries. For Croatian Postal Bank’s clients, the service was free of charge.

Croatian Post’s online store “Žuti klik” (Yellow Click) teamed up with renowned Croatian food companies like Podravka and Kraš, and food product packages were offered with free delivery. The postal operator also reached out to family farms and made sure their products could reach customers even during lockdown.

## RESULTS AND IMPACT

Thanks to Croatian Post’s initiatives and actions, customers had fewer reasons to go out and could safely stay at home. Food, pensions, humanitarian packages and many other products and packages found their way to customers’ doorsteps thanks to postal employees who continued to connect Croatia during the pandemic.



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# Mental Health Services at Employee's Homes



FINLAND  
Posti



During the COVID crisis, Posti sent a leaflet to all its employees, with a variety of recommendations and tools for maintaining physical and mental health.

## ACTION

Posti's role as the support function for the whole society was never as evident as during the exceptional times of coronavirus. As an expert of crisis management, Posti was able to continue its operations regardless of the pandemic and without jeopardising the health and safety of its employees and customers. Early on, a strategic focus was put on the well-being and safety of Posti's employees. Using extensive communication means, the 20,000 employees continuously had access to guidelines and support.

One effective tool of communications was a well-being leaflet sent to all employees, covering topics such as the coronavirus and effective ways of protection; holistic wellbeing and tips on how to reduce stress; occupational health services, with a focus especially on low-threshold services; support for the body and mind, and work safety updates.

## RESULTS AND IMPACT

The leaflet was very well received by employees. The number of employees affected by Covid-19 was low: 59 confirmed cases. A recent survey gave a record high satisfaction rate of 87% to Posti's health service provider. Lastly, the leaflet was such a big success that the company sent out a new one in May.



Muista hyvä hygienia käsissä ja yskiessä

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# maladiecoronavirus.fr



**FRANCE**  
Le Groupe La Poste



**With eight million users within two months, maladiecoronavirus.fr has enabled anyone who may have been exposed to COVID-19 to auto evaluate and benefit from health recommendations.**

## ACTION

Within these extraordinary circumstances, the team at Docaposte has joined its expertise with its partners of the "Digital Alliance against COVID-19" to develop the maladiecoronavirus.fr website.

In record time, Docaposte was able to make available its trusted technical infrastructures such as its data management and digital solution management platform, as well as its data centres dedicated to hosting health data, in order to launch the website. Maladiecoronavirus.fr relies on scientific bases elaborated by a top-tier committee (Pasteur Institute, several university hospitals, etc.). Out of public interest, the website has been developed in order to alleviate the pressure on emergency numbers and services.

## RESULTS AND IMPACT

The website has reached more than eight million visitors in two months, and 5.5 million surveys were filled in. The platform was even transformed to be available on other apps: Withings, a brand of IoT devices, has integrated it in its app. It is the first website to be referenced and recommended by the Ministry of Health and French Health Director Pr. Jérôme Salomon.



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**GEORGIAN**  
Georgian Post

# Georgian Post vs. COVID-19

**In response to the coronavirus outbreak, Georgian Post contributed to stopping the spread of the virus and helped citizens and the state.**

## ACTION

In the light of worldwide developments caused by the coronavirus (COVID-19) pandemic, Georgian Post, in the shortest timeframe, adopted safety measures in accordance with government recommendations while continuing to provide services to the population, the public and the private sectors.

In order to reduce the risk of the spread of COVID-19, Georgian Post, as an organisation with high social responsibility, organised the daily disinfection works at service centres, exchange offices and sorting centres throughout Georgia.

The company provided its staff with protective equipment such as special disinfectant liquids, gloves, masks and protective shields. Some employees began working remotely from home and working hours at service centres were reduced. The company also provided delivery of state services, medication and masks, with no direct contact.

In cooperation with the Georgian Red Cross, the company provided assistance in the distribution of informational leaflets.

## RESULTS AND IMPACT

In the framework of the project, Georgian Post has already provided assistance to up to 200,000 high-risk citizens. The company has also actively cooperated with the government to ensure that citizens stay at home and receive all public services via home delivery.



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# Free Delivery of Medical Supplies

**Hellenic Post actively supported the country's battle against COVID-19 and offered free delivery of medical supplies to courts in Greece.**

## ACTION

In the context of a global pandemic and strict quarantine, Hellenic Post S.A.-ELTA, in collaboration with the Ministry of Justice, offered free delivery of medical supplies and personal hygiene items to Courts around Greece.

More specifically, Hellenic Post distributed 200 boxes containing 7,180 packages of disinfectants, 5,000 face masks and 450 packages of gloves to Courts around the country.

## RESULTS AND IMPACT

The initiative, together with the provision of postal services under adverse conditions, highlights Hellenic Post's role as a critical part of the national mechanism for ensuring communication continuity. Meanwhile, ELTA also contributes to the success of the national effort "Μένουμε Σπίτι-Μένουμε Ασφαλείς" - "Staying home-staying safe".





**IRELAND**  
An Post



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# Nationwide COVID-19 Mailing

**An Post delivered paid postcards for every home in Ireland, encouraging people to stay in contact while in isolation, along with a COVID-19 informational and educative booklet.**

## ACTION

An Post assisted the Health Services Executive (HSE) of Ireland by fulfilling an urgent mailing requirement regarding COVID-19, free of charge. This allowed their health service to reach every home in the country. To do this, the company had to facilitate a high volume of mail throughout their network (1.6 million booklets and 3.2 million postcards) at short notice.

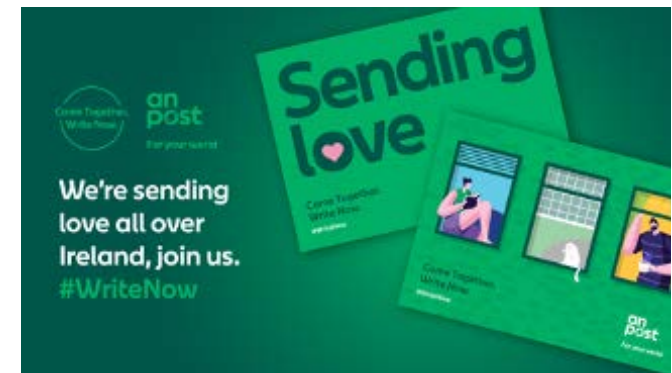
An Post also put forward the 'Come Together. Write Now' campaign which developed a mail sending postcards initiatives and sent postcards to every home in the country, as well as all nursing homes, prisons and disability centres. They were used across the nation to allow people to connect with their loved ones during isolation in a tangible way. These postcards were delivered alongside the COVID-19 informational booklet and thus had to be printed and distributed in a very short amount of time.

3.2 million postcards were distributed to homes across Ireland and one million were given to the post office network to allow customers to take home free of charge.

## RESULTS AND IMPACT

An Post enabled HSE to deliver an informational COVID-19 booklet to every home in the country for free, informing the nation on all best practices and preventative measures regarding COVID-19.

The 'Come Together. Write Now' campaign generated a huge response and praise for the initiative, enabling people to connect at a difficult time.



# Poste Italiane and Carabinieri Deliver Pensions to the Elderly

Posteitaliane

ITALY  
Poste Italiane



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**Poste Italiane and the Carabinieri collaborated to deliver pensions to retired people directly at home because of COVID-19.**

## ACTION

The new service launched by "Poste Italiane Coronavirus" allows all citizens aged 75+ living alone and benefiting from social services (pensions) to receive their pensions free of charge in cash at the home, giving a written proxy to the Carabinieri. The elderly normally collect their pensions at post offices. The Carabinieri go to counter desks at post offices to collect pensions and deliver them directly at the beneficiaries' homes.

The agreement is part of the wider effort put in place by the strong collaboration between the two institutional partners to prevent the spread of COVID-19 and minimise its effects through extraordinary measures aimed at avoiding the physical movement of people, especially for the segment of the population particularly exposed while respecting the interpersonal one-meter safe distance.

The initiative also helps protect citizens from possible damages such as scams, robberies and snatches.

## RESULTS AND IMPACT

The collaboration between Poste Italiane and Carabinieri provides approximately 23,000 pensioners aged 75+ with such service for the whole COVID-19 emergency period, thus avoiding their presence at post offices.





# Jersey Post Covid-19 Response



**JERSEY**  
Jersey Post

## COVID-19 calls for extraordinary measures which Jersey Post took with regards to parcel deliveries and community building

### ACTION

As more employees are working remotely amidst the COVID-19 outbreak, Jersey Post recognises the critical nature of keeping businesses afloat.

It therefore delivered postcards to every home in Jersey, giving customers the options to display them in their windows, in order to let their postie know that they do not mind if a parcel is left on their doorstep. This initiative aims to limit any contact posties have with the customers when delivering to homes. When they see the postcard, posties know that it is fine to leave the parcel outside and walk away without any contact.

Jersey Post also created a Business2Home directory to support businesses that have had to adapt their business models in light of the coronavirus crisis and are now delivering their services to the community.

In challenging times, when the Islands community is pulling together, local businesses adapt to deliver supplies and services directly to homes. Given the enforced social distancing, home-schooling and remote-working, the need for products and services delivered to the door has been more prominent than ever before.

### RESULTS AND IMPACT

New signing procedures have been implemented and no longer require the customer to sign for mail deliveries. Split shifts were introduced so as to reduce the spread of COVID-19 while successfully continuing to deliver mail and parcels for Islanders. The Business2Home brochure was delivered to every Island household to help get information about these products and services to the community.



Linking local businesses with the community



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**LITHUANIA**  
Lietuvos Paštas



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# Grocery Delivery to Citizens

**Lithuania Post offered help to all Lithuanian municipalities in the form of delivery of essential grocery items and other goods to the people who live in remote rural villages.**

## ACTION

All the municipalities that took the offer and have mobile postmen working in them had packets of groceries delivered to senior citizens who live in remote areas as well as other people looking for help. The mobile postmen visit even the places that are the hardest to reach.

The postmen were not burdened by such task: they delivered the packets according to lists that were made by the municipalities while working in their particular territories. In order to avoid contact, the groceries were left by people's doors. The groceries thus reached even the most remote corners of the country.

## RESULTS AND IMPACT

More than a dozen municipalities accepted the offer and 22 postmen have taken part in the initiative. Over 390 packets of essential items have been delivered to more than 330 families at almost 100 different locations. The project continues and even better results are expected.



# Protective Items Delivery to Hospitals



**LITHUANIA**  
Lietuvos Paštas



**A shipment from China to Lithuania with COVID-19 protective items for the medical workers was sorted and delivered by Lithuania Post.**

## ACTION

During this unusual and tough period, the importance of fast and smooth protective items delivery is highlighted in all countries affected by COVID-19.

Lithuania Post gathered its human and other resources in order for the deliveries to reach their destinations: the country's main medical facilities fighting the virus. Considering that safety comes first, the company has taken all the necessary steps that helped implement this important task quickly and smoothly at the national level.

## RESULTS AND IMPACT

200,000 respirators, three million pairs of gloves and 33,000 pairs of protective goggles were distributed and delivered to the main and largest medical institutions in Lithuania.



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**LUXEMBOURG**  
POST Luxembourg



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# POST Luxembourg vs. COVID-19

**During the COVID-19 health crisis, the Luxembourg government deemed POST Luxembourg's services essential with a contribution beyond its postal services.**

## ACTION

In addition to the Christmas-like volumes of parcels, POST Luxembourg, in collaboration with major retailers, set up within three days an online ordering service that proposes 80 essential products. POST Luxembourg handled product storage, prepared orders and, via its subsidiary Michel Greco S.A., delivered packages to the doorsteps of the elderly and vulnerable.

Prior to the gradual easing of lockdown measures, the Luxembourg government made wearing face masks or other protective coverings mandatory in places where two-meter distancing cannot be exercised. It thus arranged for millions of masks to be distributed to each of the country's 626,000 residents as well as to its 200,000 cross-border commuters.

Over a very short period of time more than 200 employees and managers worked at POST Luxembourg's logistic centre to package and send out hundreds of thousands of masks to residents of different communes and to companies all over the country. Moreover, huge effort went into ensuring the distribution of masks in 4 major cities.

## RESULTS AND IMPACT

This shared endeavour promoted cooperation and internal solidarity, allowing the company to manage both the surge in parcel volumes and additional services such as storage and order preparation. All frontline workers from POST Luxembourg received many messages of support from its customers and proved that a can-do attitude enables the fast implementation of important projects.



# MaltaPost Supports the Fight against COVID-19



**MALTA**  
MaltaPost p.l.c.



**During the COVID-19 crisis, MaltaPost continued to work hard to collect, process and deliver all mail, while supporting the National Health Authorities.**

## ACTION

MaltaPost worked hand in hand with the National Health Authorities to print and deliver at a very short notice over 125,000 letters addressed to the most vulnerable, encouraging isolation and protection to mitigate the progression of COVID-19. The company also delivered a COVID-19 information booklet to every single household in Malta and Gozo. Malta's Chief Medical Officer and Superintendent of Public Health congratulated MaltaPost for its efficiency.

MaltaPost revised its procedures when taking delivery of registered mail and offered no contact deliveries, even for parcels deemed too large for a mailbox.

With the restrictions of COVID-19, many retailers were required to close their businesses and sell their products online. MaltaPost stepped in to assist these local retailers to deliver products to their clients in different locations around the Maltese Islands.

## RESULTS AND IMPACT

The current COVID-19 pandemic resulted in major disruptions but the health and well-being of postal employees and families, clients and all members of the community remained a priority. The delivery of parcels and letters kept Malta's communities connected, retail businesses operating, whilst supporting the ones most at risk.



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# COVID-19 Pandemic

**Poczta Polska implemented an aid fund for employees and their families affected by COVID-19.**

## ACTION

The "Pocztowy Dar" Foundation ("Postal Gift" Foundation) created a special aid fund for preserving the health and life of postal employees and their families affected by COVID-19. The funds accumulated originate from payments from companies of the Poczta Polska Group and are to be used only for this purpose.

Financial support can be provided to people who, after recovery, due to weakness and damage to the lungs or other organs, need further specialist treatment or medical equipment. The help they receive from the Foundation can be used for funding medicines, tests, medical visits, rehabilitation, medical procedures, operations, rehabilitation and medical equipment, etc. The creation of the fund was widely communicated in internal media. Information about it was also provided to all persons who potentially may be interested in obtaining support in this respect.

## RESULTS AND IMPACT

For now, due to the fact that new cases of COVID-19 are constantly appearing in Poland, it is difficult to estimate the results. The Foundation strives to ensure that no sick person or family member is left unattended.





SPAIN  
Correos



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# Helping in any way you can

**The COVID-19 crisis shows that companies can provide solutions with positive local social impact, helping vulnerable people and relieving their urgent needs.**

## ACTION

This solidarity campaign is based on one of the lines of Correos' Sustainability Plan: Relationship with the Community.

With regards to food and basic needs, Correos is cooperating with local governments and NGOs in initiatives such as #Food4Heroes, Chefs for Spain or #GastroAplausos to facilitate access to healthy food for medical employees and at-risk persons. Correos delivers more than 1,200 menus daily and has transported 662 tons of food to food banks, the Red Cross and #HambreCero.

In these times, the company is also delivering respirators, masks or protective screens made with 3D printers to hospitals and nursing homes. Correos cooperates with pharmacies and hospitals to hand out medicine to vulnerable groups, chronically ill patients and people with reduced mobility. Lastly, the company delivers homework, textbooks, and even tablets and computers to students in order to reduce the educational gap caused by the quarantine. Through different teams and in collaboration with town councils, volunteers distribute food grants and school scholarships for low-income families.

## RESULTS AND IMPACT

Correos has made its logistics and human network available to society in three areas of action: food, health and education.

Currently, nearly 2,200 Correos' volunteers are helping with more than 470 solidarity initiatives to support health workers and the most vulnerable groups, with 900,000 kg of food delivered and 200,000 beneficiaries.



## PREVENTION CAMPAIGN

**SWISS POST** 

**SWITZERLAND**  
Swiss Post



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# Coronavirus Special Stamp

Swiss Post produced a special stamp to contribute to Swiss Solidarity's fundraising campaign for people heavily impacted by the coronavirus crisis.

### ACTION

With its "COVID-19 Solidarity" stamp, Swiss Post is sending a signal of solidarity and trust. The stamps are available by sheets of 10 and cost five francs each. Swiss Post bears the face value of one franc: customers donate 50 francs per sheet and Swiss Post gives them stamps worth 10 francs. Proceeds will go to those within Switzerland who have been severely impacted by the coronavirus crisis and will be split equally between Swiss Solidarity and the Swiss Red Cross.

The campaign has been a success and Swiss Post CEO Roberto Cirillo is delighted by the special stamp's success as well. The donation campaign is an example of solidarity in practice but it is also about lending a helping hand.

### RESULTS AND IMPACT

Swiss Post managed to sell more than 20,000 sheets of the stamp in the first three weeks. As a result, it will be able to donate over one million francs to Swiss Solidarity and the Swiss Red Cross (as of 28 April). This will enable the two organisations to help people in Switzerland who are particularly affected by the coronavirus crisis.





# Swiss Post Helps Relieve Financial Pressure on its Tenants



SWITZERLAND  
Swiss Post



**Swiss Post is reducing rent for its tenants who have been severely hit by lockdown. In some cases, the company is even refraining entirely from collecting payment.**

## ACTION

Temporary closure, a ban on operating or a significant decrease in customers: the coronavirus crisis has left many companies fighting for survival. For small and medium-sized enterprises in particular, the economic situation may be precarious and the future uncertain. In light of this, Swiss Post is showing solidarity and commitment to the Swiss economy. The company is reducing rent for its tenants who have been severely hit by lockdown and, in some cases, is even refraining entirely from collecting payment.

Tenants who were forced to close due to official regulations were generally granted a 50% rent reduction for the duration of the closure. Small tenants who pay rent of less than 5,000 francs a month were completely exempt from paying rent. For tenants who were able to remain open during the lockdown but recorded significant falls in revenue, rent was reduced on a case-by-case basis.

## RESULTS AND IMPACT

Swiss Post believes this measure provides companies with a straightforward form of assistance. By providing this support, it is fulfilling its responsibility as a reliable partner for the Swiss economy.



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# Free Medical Masks

**Turkish Post delivered free medical masks to citizens applying through the company's e-commerce website ePttAVM.com.**

**ACTION**

Through Turkish Post Corporation's e-commerce platform, the company provides all citizens in 81 provinces with free medical masks. Turkish Post delivery staff strives to deliver the masks to citizens even within curfew period. Individuals and their family members are able to obtain free medical masks, applying through [maske.epttavm.com](http://maske.epttavm.com) thanks to the collaboration between the Ministry of Transport and Infrastructure as well as the Ministry of Health.

On the same website, citizens can access an informative brochure on how to use medical masks. Individuals are only required to fill their own and/or their family member's identification information in the form on the website. Each individual can receive one package containing five medical masks every week. With the aim of meeting demand for free medical masks, Turkish Post has established "Centres for Packaging and Delivery of Facial Masks" in several locations. Facial masks are delivered to the door of every individual who has applied.

**RESULTS AND IMPACT**

Turkish Post ensured that citizens would have safe access to medical masks and guided each individual on how to use them as an important preventive measure against COVID-19 contagion.





**TURKEY**  
PTT Turkey

# Get Paid at home

**During the COVID-19 crisis, Turkish Post provided pensions payment services for elderly people using its postal delivery staff.**

### ACTION

Turkish Post delivered free of charge, at home, pensions to quarantined clients above 65 years of age with the help of its postal delivery staff.

In light of the quarantine measures against COVID-19, the corporation extended the scope of its service via the "GET PAID AT HOME" program for clients of other banks, so that pensions and other governmental social welfare payments would all be conducted by Turkish Post.

### RESULTS AND IMPACT

The program aims to prevent vulnerable people from leaving their houses, so as to contain the pandemic and lower the possibility of contact with the disease.



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**Association of European Public Postal Operators AISBL**

PostEurop is the trade association that has been representing European public postal operators since 1993. Its 52 members in 49 countries and territories collectively operate 175,000 retail counters, employ 2.1 million people and link 800 million people daily. PostEurop unites its members and promotes greater cooperation, sustainable growth and continuous innovation.