

PostEurop^o

2022 BROCHURE OF CSR
GOOD PRACTICES

**10TH
ANNIVERSARY
EDITION**

**THE POSTAL SECTOR,
LEADING THE WAY
IN CORPORATE SOCIAL
RESPONSIBILITY**







Jean-Paul FORCEVILLE

Chairman of PostEurop

This year marks the 10th anniversary of PostEurop CSR Brochure. Celebrating such an anniversary highlights that PostEurop and its members have been involved since many years in CSR through concrete actions. This last decade, especially the end of it, has been tumultuous but also full of opportunities. Postal companies all over Europe have been through an important transformation which included Sustainability at its hearth. 2022 also marks the publication of PostEurop Sustainability Vision as an opportunity for PostEurop and their members to formalise and better communicate their long-standing commitment to Sustainability.

Botond SZEBENY

Secretary General of PostEurop

Over the last decade, more than 500 practices have been collected from 45 PostEurop members. This year, 56 practices in a diversity of fields where shared. These impressive numbers reflect the solid commitment of PostEurop and its members in all 3 pillars of sustainability: Employees, Economy and Environment. They underline that actions against climate change has to come together with economic sustainability while ensuring that all employees are taken on board in the transformation. Keeping the right balance between these 3 pillars of PostEurop Sustainability Vision will ensure that in an increasingly competitive environment, sustainability remains a competitive advantage for postal operators.



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EDITORIAL

This year marks two important milestones for PostEurop in terms of sustainability: **the 10th anniversary of the CSR Brochure of Good Practices** and the publication of PostEurop **Sustainability Vision**. We have learnt various lessons and gained valuable insights during this memorable ten-year journey, with the key figures and outputs being presented over the next pages. The Sustainability Vision is an essential document for PostEurop as it formally states the priorities and achievements of the organisation and its members in the sustainability arena. The Vision is structured around **3 pillars**: Social, Economy and Environment, which are fundamental for postal business. To achieve better alignment with this document, we have decided to adapt the 3 categories in the 10th edition of the CSR Brochure, namely, **Employees, Economy and Environment** or simply the 3 Es.

The variety of practices shared under the Employees category underlines that postal operators' **sustainable growth** is only possible when supported by an engaged, healthy and diversified workforce. This year the prevalent topics are diversity, equal opportunities, inclusion and professional diversity. Postal companies are once again breaking new ground by focusing on employees' empowerment and developing solutions to better train and upskill employees. **Health and quality of life at work** also appear to be major issues, especially at a time when digital technology is reshaping working conditions and requires new skills. All these initiatives aim to **increase employees' engagement** to the benefit of high-quality customer service.

As previously mentioned, this year marks a change in one of the categories, whereby Economy replaces Society, in order to broaden the coverage of postal companies' actions and better reflect current trends. This category covers societal aspects and sustainable economic practices while including also **new services** developed by PostEurop members. Indeed today, all aspects have to be taken into consideration so that a company's sustainable development is based on its ability to **achieve social and environmental objectives as well as its economic performance**. The initiatives shared underline that a constant dialogue with the companies' stakeholders contributes to a more resilient and responsible economy that addresses inequalities and promotes solidarity. In

particular, the practices cover the promotion of local services, partnerships with anti-discriminatory initiatives and in favour of education, and attest to the aspiration of postal operators to take advantage of their country-wide presence to develop new services in line with **customer needs**.

As part of their **environmental responsibility**, companies need to engage in more environmentally friendly and inclusive business models. Postal operators have demonstrated that environmental initiatives and actions can be taken at **several levels: mobility, materials and equipment**; all along the value-chain with suppliers and distributors, but also and above all internally, with small gestures to be adopted by employees and awareness-raising. This year the practices submitted by PostEurop members are positioned around eco-mobility, energy performance of buildings as well as circular economy. The introduction of fleets of alternative fuel vehicles has now been embraced by all postal companies in order to limit the environmental impact of their activities. In the context of **booming e-commerce** volumes during the pandemic, efforts to promote greener parcel and mail delivery and the use of recycled packaging are under the spotlight. New topics like **biodiversity** are also emerging, thus extending the range of environmental issues that postal companies have the potential to address.



Margaux MEIDINGER,
Chair of the CSR circle

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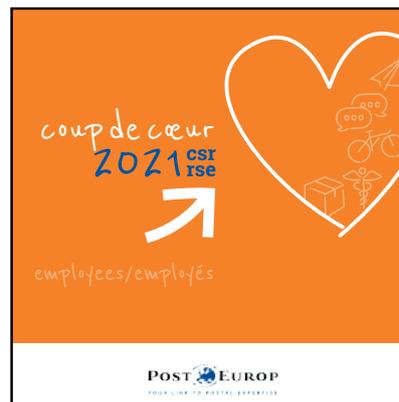


Kalina TOTEVA,
Vice-chair of the CSR circle

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"CSR COUPS DE COEUR" 2021

Since 2014, PostEurop CSR "Coups de Coeur" reward one outstanding practice in each category of the CSR Brochure. The selection of the 3 winners is done by a dedicated jury composed of the Chairs and Vice-chairs of PostEurop CSR Circle working groups, representing different postal companies, as well as representatives from PostEurop, IPC and the UPU.

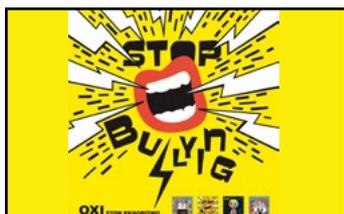


The "Coup de Cœur" for the **EMPLOYEES** category of 2021 awarded to **CZECH POST** for its project "From an external worker to an internal worker", which offers prisoners the opportunity to enhance their qualifications through courses. In cooperation with the national Prison Service, prisoners are given the opportunity to receive training and work for the Czech Post while serving their sentences. This allows them to work and receive remuneration to pay off their debts and obligations. At the end of their sentences, if they wish so, they can work for the Czech Post with individual support.



DEUTSCHE POST DHL GROUP received the "Coup de Cœur" for **ENVIRONMENT** for its "New Sustainability Roadmap" programme.

The DPDHL programme aims to promote a more responsible logistics industry with an investment of €7 billion in climate-neutral logistics until 2030. The purpose is to reduce greenhouse gas emissions below 29 million tons by 2030 from 33 million metric ton in 2020. In addition, the objective is to have more than 80,000 e-vehicles on the road and all new buildings being constructed to be climate-neutral.



In the **SOCIETY** category, the "Coup de Cœur" went to **HELLENIC POST- ELTA**, and its project "Stop Bullying", which aimed to raise awareness among young Greek children about isolation, cyber-bullying, loneliness, cruelty and marginalisation. Posters with message "Stop Bullying" were designed, produced and delivered for free by ELTA Post to all first and second grade schools in the country. The aim was to encourage and promote compassion, respect and friendship among school children.

2022

PostEurop[®]

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10 YEARS OF CSR BROCHURE IN FIGURE

The last 10 years translate into several impressive figures.

- In 10 years, **540 practices** have been collected:
168 in the **Employees** category,
170 in the **Environment** category,
186 in the **Society** category,
16 in the **COVID-19** category
- The highest number of practices was collected in 2020 & 2021: 68 initiatives per year.
- At least 1 practice has been submitted by 46 PostEurop members, out of 55.
- 44 out of 53 countries and territories are represented.

2013



2014



2015



2016



2017



10TH ANNIVERSARY OF THE BROCHURE

CSR has always been historically present in the postal sector in view of its large workforce, the environmental footprint of its activities due to a widespread physical presence all over the territory as well as its social role of providing communications services. Launched in 2013, the brochure has demonstrated over the years the innovative capacity of postal operators, as well as their adaptation to social, environmental and economic requirements.

10 YEARS OF LEARNINGS ON CSR

The issue of CSR has gained an increased interest among all stakeholders. At the European level, this has been marked in particular with the adoption in 2020 of the European Green Deal.

As this is highlighted by the 10th anniversary of our Brochure, PostEurop and its members have been a forerunner in CSR as they have been working on that issue through concrete initiatives.

The CSR Brochure has therefore been a useful tool to monitor all the evolutions related to sustainability in the sector by identifying the most important trends each year and witnessing an increased number of participating companies.

The Brochure has also borne witness to some unprecedented events. In 2016 the refugee crisis led to the creation of a Special Mentions awards to reward companies having taken action to aid refugees. In recognition of the crucial role of postal operators in guaranteeing the continuity of reliable information, goods and money flows to enable citizens to stay connected and make their life easier in times of distress, the COVID-19 category was introduced in 2020. In 2022, the Brochure pays duty to the initiatives taken by the

postal sector all over Europe to support the aftermath of the conflict in Ukraine.

In order to best represent the diverse initiatives put in place by postal companies on a wide range of issues, the initiatives in the Brochure have been classified into 3 categories:

- **Employees:** training, inclusion, mental and physical health, promotion of diversity, gender equality...
- **Environment:** alternative fuel and electric vehicles, renewable energies, recycling, circular economy, protection of biodiversity...
- **Society:** proximity services, support for vulnerable social groups, participation in fundraising and awareness campaigns...

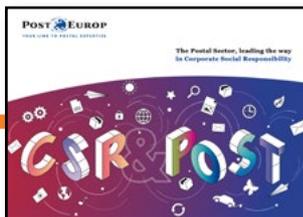
In 2022 the Society category is replaced by the wider term "Economy". The decision was taken to align with PostEurop Sustainability Vision and to better adapt to the evolutions in sustainability. Thus, we can now refer to the 3 "Es" of the CSR Brochure of Good Practices.

The CSR brochure also comes together with the CSR "Coups de Cœur", a competition which was created in 2014 in order to increase the visibility of postal operators' efforts in the field of sustainability. Since 2022, 28 initiatives have been recognized by the CSR Coups de Cœur.

2018



2019



2020



2021



CSR & POSTEUROP MEMBERS: BENCHMARK

A survey carried out by the PostEurop CSR Circle in the first quarter of 2022 attests to the variety of approaches inherent in CSR frameworks across Europe, but without any doubt the importance of CSR for overall business performance is widely accepted. Although CSR frameworks in Western and Northern Europe show a higher level of maturity, postal operators in Central and Eastern Europe are increasingly adopting CSR frameworks.

CSR ORGANISATION

The survey results show a clear trend towards the centralisation of CSR activities at PostEurop members in terms of organisational patterns and composition of CSR teams. Two main organisational patterns have been identified.

48% of PostEurop members have a dedicated

ORGANISATION OF CSR ACTIVITIES AT POSTEUROP MEMBERS

14% CSR activities within another department

38% Distribution of CSR activities across various departments

48% A dedicated CSR department

CSR department while 38% say that the implementation of CSR activities is distributed across various units. In the remaining 14% of postal operators CSR activities are carried out by another department such as HR, Marketing, External Relations, etc. The different approaches can be explained by the maturity of PostEurop members in the CSR field and their size. Even in the case of operators with a dedicated department, the latter serves as an “umbrella” for CSR activities, i.e., it plays a coordinating role but it also works in close cooperation with other units depending on the nature of the CSR activities undertaken. 24% of PostEurop members have a CSR department both at a corporate level and within the different business units.

CSR TEAMS

Small CSR teams are prevalent across PostEurop members with 65% of postal operators having up to 10 employees directly involved in CSR activities. However, the reply to the question concerning the size of CSR teams is not a straightforward one due to the all-embracing nature of CSR and the fact that it can be thought of as the way of thinking of an organisation, i.e., “corporate mentality”. Even in the case of a dedicated CSR unit or team, the number of employees involved in particular actions is usually much larger. The size of CSR teams is again related to the size of the organisation and the complexity and maturity of CSR frameworks.

CSR REPORTING

76% of PostEurop members report their CSR activities either in a separate CSR or Sustainability Report (45% of those reporting) or in a dedicated section in their Annual Reports (55% of those reporting).

CSR REPORTING AT EUROPEAN POSTAL OPERATORS

55% A separate CSR or Sustainability Report
45% A dedicated section in Annual Reports

CSR DOCUMENTS

72% of postal operators have specific corporate documents that provide a framework for the management and implementation of CSR activities.

CSR STANDARDS AND INITIATIVES

76% of PostEurop members adhere to internationally established standards and initiatives for reporting CSR activities, with the most widely used being the UN Sustainable Development Goals and the Global Reporting Initiative.

86% of PostEurop members implement activities under the 3 CSR pillars (Society, Environment and Employees), though alternative classifications of pillars exist.

71% of PostEurop members consider all 3 pillars to be of equal importance.

CSR PILLARS & PRIORITIES

PRIORITY CSR PILLARS AT EUROPEAN POSTAL OPERATORS

71.4% Society, Environment and Employees

14.3% Society and Employees

14.3% Others

EVALUATION BY EXTRA-FINANCIAL/CSR AGENCIES

45% of PostEurop members are evaluated by extra-financial/CSR agencies.

PARTNERING WITH EXTERNAL ORGANISATIONS

83% of PostEurop members cooperate with a variety of organisations on a local, national and international level for the implementation of their CSR activities.

NOTE:

The survey consisted of 11 questions and was circulated to all PostEurop Members (55 postal operators from 53 countries and territories). The response rate was 53% with a good coverage of postal operators in terms of geographical location (West – East; North – South) and size, which guarantees the representativeness of the results.

STAND FOR UKRAINE

From the very beginning of the war in Ukraine postal operators are amongst the first responders, true to their humanitarian and social role in helping people, communities and areas in crisis, whilst remaining committed to maintaining international postal exchanges between all regions.

Through concrete initiatives more than 30 postal operators all over Europe have shown their solidarity and support for the Ukrainian people. Whether helping the local population or the refugees who have fled to other countries, PostEurop members have not faltered in their missions. With the help of various humanitarian organisations and volunteer postal drivers undertaking journeys of several thousand kilometres over numerous days, tons of goods have been delivered to the Ukrainian people. Sorting centres and offices have also been specially set up to facilitate the collection of donations. Postal operators with the support of thousands of volunteer employees have been able to contribute to the wave of solidarity towards Ukraine. Many of these initiatives have been done through the establishment of partnerships, in particular with Ukrposhta, the Ukrainian postal operator, as well as with charities. Numerous postal companies have also issued stamps as symbols of support.

At the occasion of the 2022 CSR Brochure, on top of a few practices directly shared by postal companies, we want to pay tribute to all these common efforts with a dedicated section on the support to Ukraine. These pages aim to present some examples of the initiatives put in place within PostEurop members.

COLLECTING AND TRANSPORTING DONATIONS TO UKRAINE

Thanks to postal companies, their network all over the territories and their logistics capabilities, various products have been collected and transported to Ukraine. Post offices have been made available for people to drop off essential goods for Ukraine. These donations when sorted have been transported to neighboring countries or to the Ukrainian borders. From there, they are taken over by Ukrposhta or relevant charities and distributed throughout the country. The donated products include in particular non-perishable food, food and beverages, hygiene products,

clothing and footwear, support products like pillows, tents, mattresses or folding beds as well as high-capacity portable batteries, walkie-talkie stations, heating and lighting products, medical equipment to support the injured people, baby products, medicines and pet food. A high number of volunteer postal employees have taken part to the collection of donations while many drivers have transported them to Ukraine. Some postal companies have also offers private people the possibility of sending humanitarian aid to Ukraine by free parcel. Finally operators have also enabled the free transfer of money to Ukraine.

PARTNERING WITH CHARITIES

Many of this collection and donation initiatives have been done through partnerships with major NGOs such as the Red Cross, Secours Populaire, UNICEF, Caritas, European Federation of Food Bank... Postal companies have also used different levers to enhance employees' and customers' donations to the main charities by offering a free appeal for donations at post offices or by mail or even creating dedicated donation websites. Fund raising events have also been organised within postal companies, such as charity marathons.

FACILITATING THE INTEGRATION OF UKRAINIAN REFUGEES IN HOST COUNTRIES

Several services have also been provided by postal operators to facilitate the integration of Ukrainians in their host countries including

possibility to send/receive money free to/from Ukraine; free calls, SMS and MMS to Ukraine for postal companies offering mobile phone services; provision of current accounts and free of charge payment cards to enable everyday banking. A few postal companies have also offered free accessibility to postal accommodation for the Ukrainian people fleeing the war in Ukraine.

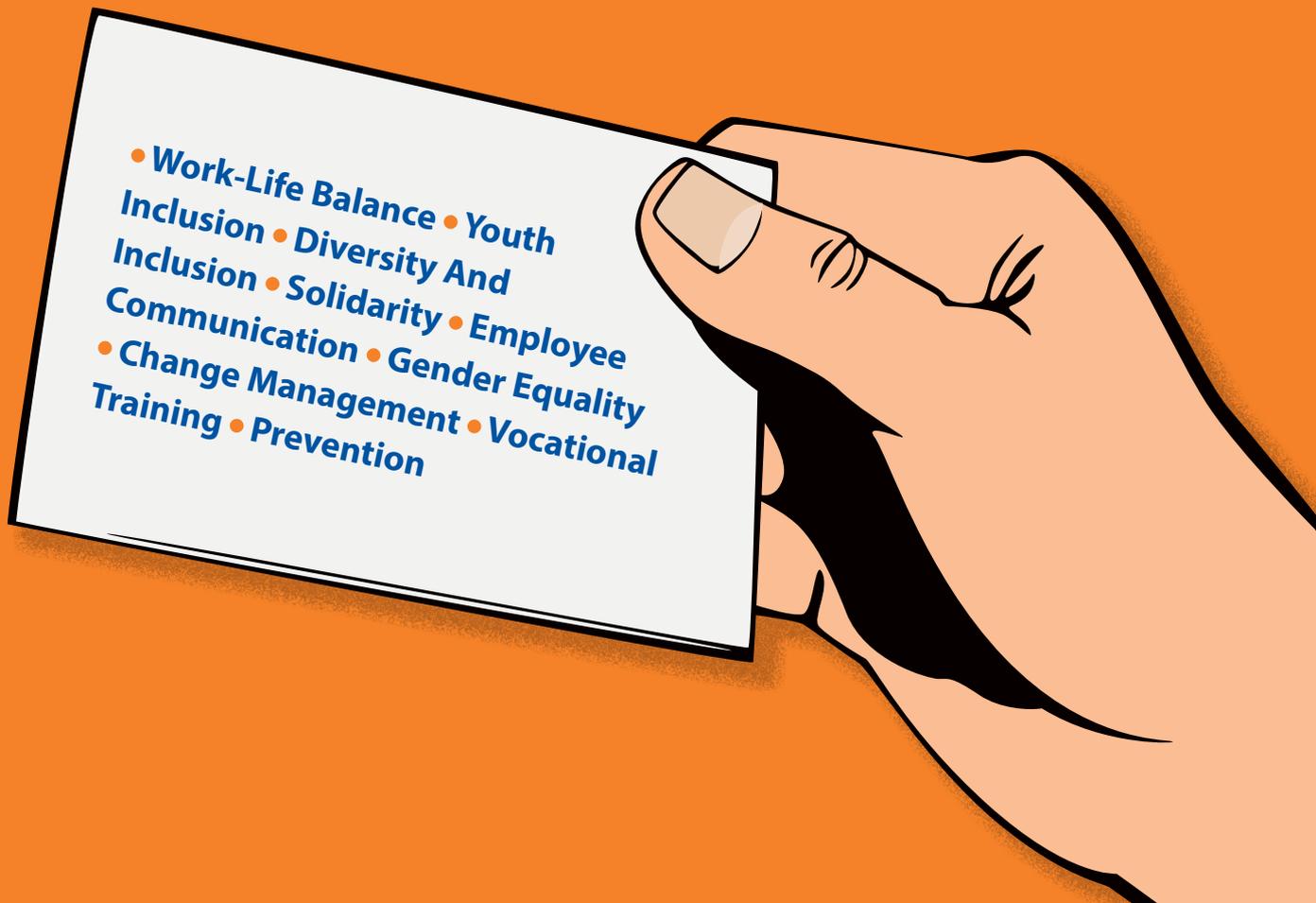
ISSUING SPECIAL STAMPS IN HOMAGE TO UKRAINE

Last but not least, several post offices have issued and sold postage stamps in homage to Ukraine as a symbolic statement of the support to the Ukrainian state and people. In most cases, part of the sells is donated directly to humanitarian associations.





EMPLOYEES



- Work-Life Balance • Youth Inclusion • Diversity And Inclusion • Solidarity • Employee Communication • Gender Equality
- Change Management • Vocational Training • Prevention

EMPLOYEES



ALBANIA
POSTA SHQIPTARE SH.A
ZARINA SADIKU
CSR
+355694318383
zarina.sadiku@postashqiptare.al



Sustainable means equal-Women in postal leadership

The "Women's Empowerment" campaign dedicates a special space of thanks and appreciation to women.

ACTIONS

The event was organised with welcoming speeches by the guests, where participants were representatives of the organisation "UN Women-Albania", the Ambassador of Sweden in Albania and the first Albanian woman philatelist, who emphasised the special role of women in the Albanian Post, as a companion in success.

The event was accompanied by prepared video messages, which in the background featured female employees who shared professional achievements and encouraging messages on being a career woman. Videos also showed male employees who thanked their colleagues for their special role in daily work as well as statistics which revealed the increase in the number of females over the years in the Albanian Post.

At the end of the event, women and girls with the highest achievements in the Albanian Post received as a sign of gratitude a frame with issued philatelic stamps, personalised with the year of their birth.

RESULTS AND IMPACT

The woman in the Albanian Post is the strength and best of all the values of the principles on which the company walks. This activity highlighted and emphasised its role over the years and the weight in every success achieved.

Gender KPI Performance Review

A sustainable assurance of the continuous and consistent quantitative and qualitative pursuit of targets regarding gender equality.

ACTIONS

As part of the company-wide gender balance strategy, target agreements with the top management representatives regarding the proportion of women in overall terms in the company as well as the proportion of women in management positions are important and indispensable strategic components. For the definition of these target agreements, different target figures were defined initially for each work environment in the company according to its employee structure and the labour market situation. These figures have been integrated into the company's existing internal KPI structure.

To assure and evaluate the attainment, a continuous "Gender KPI Performance Review" was installed including a monthly reporting and an analysis of the targets and the current status for each department every year. This yearly status evaluation is followed by a necessary adjustment of the future parameters and the targets with the top managers of each department in quantitative and qualitative terms.

RESULTS AND IMPACT

The Gender KPI Performance Review supports the consistent pursuit of our targets regarding how to increase the number of women in general, and in management positions especially. It represents a pioneering achievement in terms of sustainable effectiveness regarding gender equality in companies.



AUSTRIA
ÖSTERREICHISCHE POST AG
MAG. BÄRBEL TRAUNSTEINER
Diversity
+43 664 624 4341
baerbel.traunsteiner@post.at



EMPLOYEES



BELGIUM
BPOST
CHRIS VANSNICK
Sustainability
+32 492 74 64 44
chris.vansnick@bpost.be

Star4U



Star4U

bpost Group supports the personal engagement of its employees in a good cause.

ACTIONS

The very nature of the postal business means that we are close to people and society. The values and sustainable vision that bpost promotes are also reflected in the personal engagement of many of its employees. Many employees do voluntary work for charities that provide a great service and generate great value for society. bpost supports their engagement through "Star4U", a funding programme that rewards initiatives that are in line with the group's values.

The supported projects and associations can be active in many sectors: social, societal, humanitarian, cultural, sports, environmental, development and cooperation... They must create a real "social value".

A panel of judges analyses all employee applications and decides what financial support will be given.

RESULTS AND IMPACT

Since its launch in 2010 bpost has funded almost a thousand projects that create genuine added value for society to the tune of currently 870,000 euros.

EMPLOYEES

Belgium's biggest team

Use the "end-of-year peak" as a valuable cultural, communication and learning experience for the staff of bpost central services.

ACTIONS

The success of e-commerce has a direct impact on the parcel volume, especially during the end-of-year peak. Between Black Friday and New Year's Eve 2021, bpost delivered no fewer than 11 million parcels, including no fewer than 622,000 on 1 December.

This was not a problem because bpost employees are all part of 'Belgium's biggest team'! To ensure the company could handle these phenomenal volumes, 650 office-based colleagues rolled up their sleeves to help collect, input, and sort and deliver letters and parcels. A rewarding experience and a sign of solidarity with their colleagues on the field that enabled them to get hands-on experience on the ground and meet colleagues with different backgrounds.

RESULTS AND IMPACT

More than 650 central staff joined their colleagues in field operations during the end-of-year peak.



BELGIUM
BPOST
CHRIS VANSNICK
Sustainability
+32 492 74 64 44
chris.vansnick@bpost.be



EMPLOYEES



BOSNIA & HERZEGOVINA
JP BH POŠTA
KATARINA KAMOČAJI
Public Relations
+38733252658
katarina.kamocaji@posta.ba



Postal Games

Postal Sports Games were organised to restore a positive energy among employees and emphasise the importance of sports and a healthy lifestyle.

ACTIONS

After the pandemic of COVID had subsided, it has been decided to gather all employees at the Postal Sports Games in order to restore good energy among employees and to underline the importance of sports and healthy lifestyle. Thus, in November 2021, the third postal games were held near Mostar, organised by the BH postal employees' union.

The competition was held in seven disciplines, including team and individual competition categories. The sports disciplines in which the employees measured their prowess were: soccer, women's volleyball, fast walking, swimming, table tennis, chess and darts.

The postal games aim at socialisation, exchange of experiences and team building including different organisational units.

RESULTS AND IMPACT

These games have shown that sports activities have a positive effect in relieving stress and negative energy, which also results in better performance at work. The sports games of the BH Post Office will thus be organised every year.



EMPLOYEES

Development of digital competences

Increasing the level of development of digital and company competences of Croatian Post employees.

ACTIONS

In order to improve the digital competences of employees, educational content has been created on the basis of computer and internet use, work in MS Windows, various MS Office programs and the topic of IT security. Educational materials are set up on the eLearning System to make them available to all employees. Additionally, educations about IT tools used by individual organisational units have been created depending on their needs.

Onboarding of newly hired employees has also been digitised by online education covering the basic business of Croatian Post, the organisation, and assignments of individual organisational units. The content is available to all employees who are interested to participate. In order to make it easier for postal employees to acquire new technologies and refine existing technologies, an online knowledge base of digital competences has been created on internal websites.

RESULTS AND IMPACT

Employees' focus on digitalisation has been increased as one of the main determinants of the Post2022 strategy. Numerous educational resources about the technologies used in their work are available, with the aim of improving employees' competences and increasing efficiency and productivity.



CROATIA

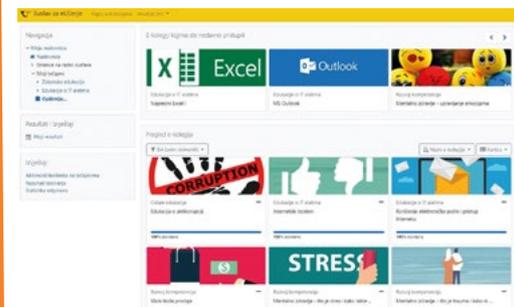
HRVATSKA POŠTA D.D.

MARIJANA LONČAR

Recruitment, Selection and Development

+385994709664

marijana.loncar@posta.hr



EMPLOYEES



CROATIA

HRVATSKA POŠTA D.D

DAVOR JAKOVAC

Internal Communications

Davor.jakovac@posta.hr

“

Croatian Post provides me with good working conditions. They appreciate me for doing my job well and they reward me for it. Join us!

Blaž
Express Delivery postman

APPLY [posta.hr](https://www.posta.hr)

Employer Branding - Positioning Croatian Post as a desirable employer

Corporate Communications Office has set up actions to inspire employees to get involved and learn about the achievement of the company's objectives.

ACTIONS

Croatian Post has a clear direction towards green transition and strengthening the image of a socially responsible and desirable employer. Pointing out the reason, goal, and circumstances of all business-related communications, clarity is reached, at a time where people expect transparency. Combining leadership-generated communication with employee-generated and culture communication, Croatian post makes one step further.

The goal is for people to recognise the value of company's brand as desirable employer with strong focus on loyalty, reward systems and employee engagement. Following corporate communications and HR employer branding guidelines, the company put the employees at the front and centre of all internal and external communications promoting all the benefits: financial rewards three times a year, excellence award to the third pension pillar based on performance management, variable salary supplements, paid leave, 24h accident insurance, additional education courses, etc.

RESULTS AND IMPACT

In the past five years, through 49 editions of the magazine 'Pošta', 2,260 employees were presented, 2,981 texts were published on the intranet and the web including 1,772 posts on social networks. More employees joined the initiative to take on the role of ambassadors of the organisation.

EMPLOYEES

The diversity campaign "Let's fight stereotypes together"

La Poste engages and deploys awareness campaigns on various aspects of diversity among its employees.

ACTIONS

For several years now, La Poste has been carrying out several actions in favour of professional equality in the workplace.

In 2022, the awareness-raising campaign was built around four different forms of discrimination, inspired by what has been heard during the coffee and lunch breaks. The campaign focused on prejudices related to gender, sexuality, disability and origin.

These four forms of discrimination were used to create four posters and kakemonos built in the following way: a mobilising catchphrase announcing the type of discrimination, a "shocking" statement and an awareness sentence "Just because you don't see anything wrong with it doesn't mean it doesn't hurt". Through this campaign, La Poste Groupe reaffirms its zero tolerance for all forms of discriminatory behaviours, it frees up speech and encourages discussions between employees on this important subject.

RESULTS AND IMPACT

The objective was to create a debate and to make people think about the impact of words which, even if they are used without any bad intention, can affect the one who receives them.



FRANCE

LA POSTE GROUPE

LAURENCE HULIN

Diversity and Equal Opportunities

+ 33 (0)6 19 28 10 39

l.hulin@laposte.fr



EMPLOYEES



LITHUANIA
LIETUVOS PAŠTAS
INDRĖ KULIKAUSKAITĖ
Sustainability
+37069318643
i.kulikauskaite@post.lt



Employee Emotional and Physical Health Promotion Programme

Lithuania post launched activities aimed at improving physical and mental health of its employees.

ACTIONS

In order to take care of the emotional and physical health of its employees, Lithuania Post seeks to pay more attention to their well-being and education about emotional health.

Since September 2021, employees were invited to get involved in activities prepared and offered by their colleagues as well-known professionals. Lithuania Post employees had a chance to participate in physical activities such as hiking and Pilates.

They also participated in webinars where they could learn more about healthy eating, and its impact on the overall health, how to cope with anxiety during the pandemic, emotional resilience, etc. Recordings of the webinars are available on the intranet so that all employees could access it.

RESULTS AND IMPACT

Each webinar is viewed by 300-500 employees, around 50 employees took part in the physical activities.

EMPLOYEES

Sustainable Newsletter

Lithuania Post sends a monthly newsletter to its employees about sustainability.

ACTIONS

Lithuania Post understands the importance of employee engagement in activities related with sustainability. Also, sustainability concept is rather new in Lithuania and therefore many people are not familiar with it yet. Thus, to educate its employees on the topic in general and engage them in company activities, each month a newsletter about sustainability is being sent to all employees.

The newsletter introduces sustainability strategy of Lithuania Post and discusses each of the strategic sustainability directions in-depth, presents company achievements and changes as well as future plans. The newsletter also has a section on sustainable initiatives that other national posts are implementing.

RESULTS AND IMPACT

Each newsletter is read by approximately 1,000 employees. Employee survey indicated that 73% of employees know the strategic sustainability directions of Lithuania Post, 86% of employees noticed that Lithuania post has increased its efforts in the field of sustainability last year.



LITHUANIA
LIETUVOS PAŠTAS
INDRĖ KULIKAUSKAITĖ
Sustainability
+37069318643
i.kulikauskaite@post.lt



EMPLOYEES



NETHERLANDS

POSTNL

MARTIJN DE GROOTE

Project management

+31 (0)6 51 59 90 69

martijn.de.groote@postnl.nl



Recognition for promoting inclusive employability

The ambition is to help more people in vulnerable positions to find a sustainable job.

ACTIONS

About 1,700 people work at PostNL with a distance to the labour market. The company wants to offer a fair chance to everyone who can and wants to work, because it is a way for people to participate in society and develop their talents. Providing a decent workplace for people who are set aside from the labour market, is an integral part of PostNL diversity and inclusion policy.

PostNL has set up an integrated process with personal mentoring and guidance to accommodate the workforce in collaboration with social work companies and municipalities. The company actively seeks and creates jobs in its operation both on location and on the road to accommodate this specific part of the workforce.

A pilot has recently been launched with a modified cargo bike that can be linked to a wheelchair for the delivery of mail. There is potential of approximately 20 to 30 workplaces for wheelchair-dependent candidates in the coming years, in every city where mail is now delivered by electric cargo bike.

RESULTS AND IMPACT

PostNL received a recognition, the PSO certificate and achieved step 2 on the Social Enterprise Performance Ladder (PSO). The PSO is quality mark that measures and makes visible the degree of social entrepreneurship. The goal is to grow to the highest step (3) on the PSO ladder by 2023.

EMPLOYEES

Tou CTT

To improve employee experience and to promote a closer relationship, a telephone line was set up devoted solely to the employees.

ACTIONS

Framework

Phase 0 - 2020: An internal helpline was set up for employees and managers within COVID19 framework: a solution created to answer to emergency situations arisen by the pandemic. An internal team was created. The satisfaction levels were quite high and dictated the evolution of the helpline. The initiative that began as a good practice of an amateur peer-to-peer helpline, evolved towards the consolidation of a professional helpdesk.

Implementation

Phase 1 - 2021: A professional platform was bought, specific for Voice and Tickets management, fully online, telephonic assistance and tickets management.

March 2021: The internal team was reskilled through training and went on to support the platform adaptation. The training materials were produced internally, and the support team was increased throughout the year.

Consolidation

Phase 2 - 2022: Presently the team is fully committed to answering.

RESULTS AND IMPACT

This good practice gave the team new skills in the fields of assistance, management and report and gave a single point of communication accessible to the workforce of about 12,000 and to about 39,000 beneficiaries of the Health Plan.

It resulted in 2021 in 17,820 incoming calls and 22,414 received tickets.



PORTUGAL
CTT PORTUGAL POST
LAURA COSTA
Project management
+351967793741
laura.m.costa@ctt.pt

tou ctt
800 210 010

Para qualquer assunto relacionado com os Portais do Teleporto, dúvidas sobre o COVID-19, informações sobre o plano de saúde CTT Medis ou questões relativas ao processamento salarial, saúde e segurança no trabalho, recrutamento, avaliação de desempenho e formação:
ligue 800 210 010 nos dias úteis das 9h00 às 18h00.

Na Linha TOU CTT, estamos cá para ajudá-lo/a.

somos **ctt**

EMPLOYEES

SWISS POST 

SWITZERLAND
POST CH NETWORK LTD
ARIANE SILLI WUETHRICH
Post CH Network Ltd
+41 76 447 28 66
ariane.silliwuethrich@post.ch



Empower all employees to think and act sustainably

An “empowerment programme”, with several measures to raise awareness, knowledge and passion for sustainability.

ACTIONS

Train the Trainer Concept:

The Swiss Post division “Post CH Network Ltd”, who manages post offices and other access points gives live group training sessions, whose goal is to raise awareness on sustainability topics, provide tools and ultimately motivate employees to act on sustainability. Trainers are usually representatives of the respective target group.

Per physical region, sustainability ambassadors (sustainability affine volunteers) that link the sustainability strategy to the region and help implement on local level are established.

Greenpoint, a new "informal" communication tool executed by local employees for local employees has been created. It is a small display holding a din A4 poster placed in the coffee area. A QR code leads to a short, personal and comprehensive content on sustainability. The first issue explains in a 3-minute video what "electricity nature made star" (<https://www.naturemade.ch/en/startseite.html>) is, as it is used since 1 January 2022 at all PostNL access points.

RESULTS AND IMPACT

90% of the middle management has been trained. The goal for 2022 is to train 80% of field staff (~3,000 employees).

Regional and headquarters ambassador groups have been established to facilitate the introduction of waste management programme, the creation of Greenpoints and the roll-out of the trainings.

EMPLOYEES

An attractive employer for all

#HumansOfSwissPost campaign shows solidarity with the LGBTQIA+ community.

ACTIONS

Swiss Post buildings in Bern, Zurich and Geneva were lit up in rainbow colours in June. Swiss Post used the campaign to express its solidarity with the LGBTQIA+ community. The company also launched the #HumansOfSwissPost campaign, which was well received. "Swiss Post is yellow on the outside, but on the inside, it's very colourful," says Mariel Lemos, Co-Lead for Diversity & Inclusion at Swiss Post Group. As the postal operator is a reflection of society with its 54,518 employees worldwide, it is an attractive employer for all kinds of talented people.

This also makes the company economically successful: "If we understand the customers and all their needs, we can offer them the right services."

RESULTS AND IMPACT

The collective employment contract (CEC), which came into force in 2021, with its enhanced arrangements on parental leave for heterosexual and homosexual couples, equality and protection against discrimination, shows that this is not just lip service.

SWISS POST 

SWITZERLAND

SWISS POST

SIMON GRAF

Co-Chair of RAINBOW, Swiss Post's internal
LGBT network

+41 (0)58 341 44 90

simon.graf@post.ch



EMPLOYEES



TURKEY
TURKISH PTT
AYSUN TAY
International relations
+90 312 509 5275
aysun.tay@ptt.gov.tr

Writing Competition

Every year, the Writing Competition is held to strengthen unity and solidarity among employees and to enhance corporate culture.

ACTIONS

Writing Competition has been held for fifteen years. This year, the competition is organised under the theme of "Life in PTT". Every employee from delivery staff, counter clerk to officers and management staff in Turkish Post-PTT can participate in the competition.

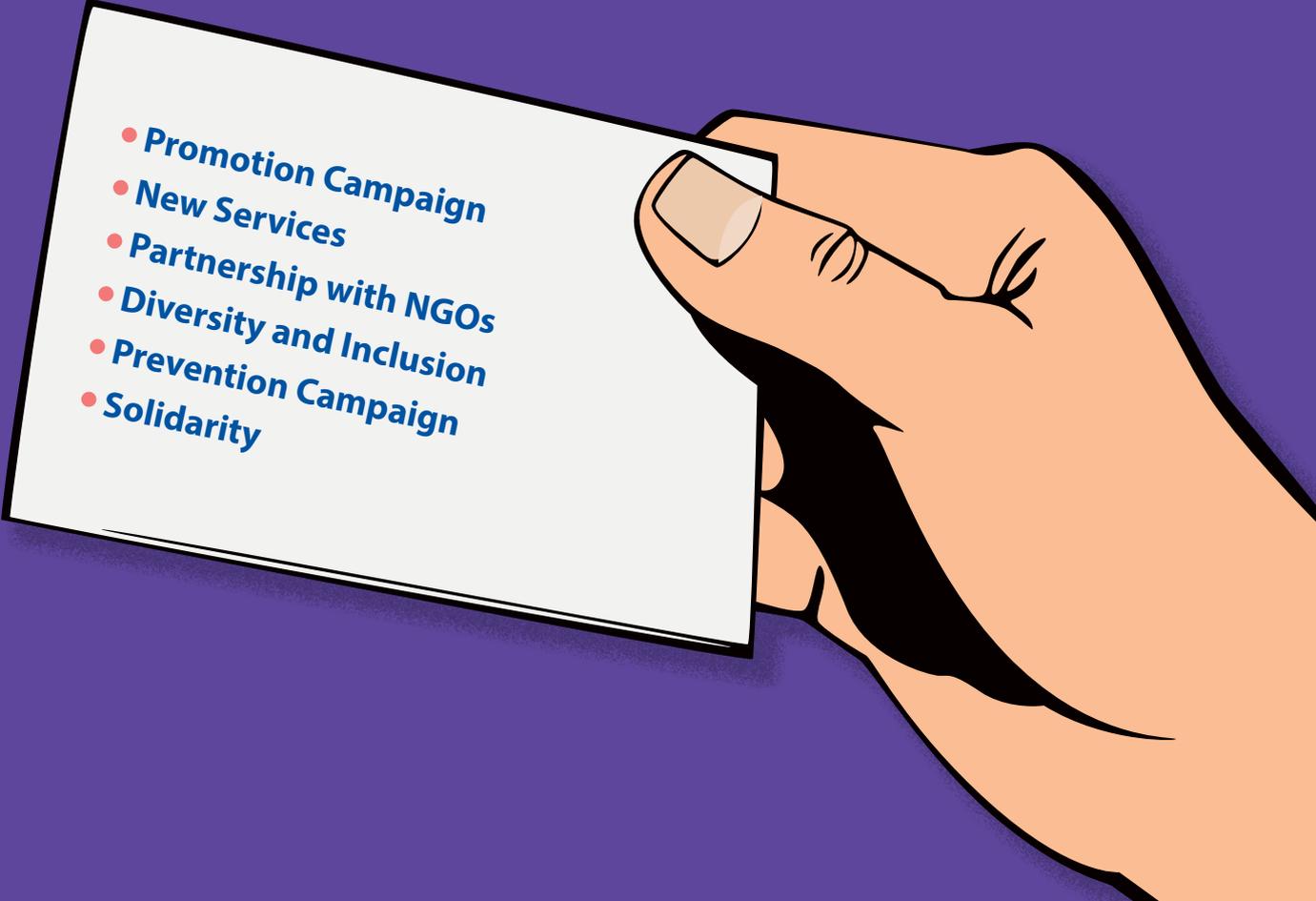
RESULTS AND IMPACT

The unity and solidarity among employees and corporate culture is enhanced. Moreover, cultural activities of employees are supported. Positive feedbacks were received and PTT has continued holding this competition for fifteen years. It is hoped that this competition will turn into a corporate tradition.





ECONOMY

- 
- A stylized illustration of a hand holding a white card. The hand is rendered in a simple, bold style with orange skin and black outlines. The card is tilted and contains a bulleted list of six items. The background is a solid purple color with white halftone patterns in the corners.
- **Promotion Campaign**
 - **New Services**
 - **Partnership with NGOs**
 - **Diversity and Inclusion**
 - **Prevention Campaign**
 - **Solidarity**



ALBANIA
 POSTA SHQIPTARE SH.A
ZARINA SADIKU
 CSR
 +355694318383
 zarina.sadiku@postashqiptare.al



Internship for students

Student Interns were welcomed to carry out a 3-month internship dedicated to their professional development and growth.

ACTIONS

In the framework of previous collaborations with the Ministry of Education, Sports and Youth, the Albanian Post responded positively to the request on participating in the "National Programme of Work Practices-Call VI", thus welcoming the intern students in its premises.

This initiative aims to train students and their entrance to the labour market, contributing to the development of their professional, academic and personal competencies.

The inter-institutional signed memorandum provides the selection of students who have completed a Bachelor or Master degree. The application process was carried out through the portal made available by the respective Ministry, where each student had the right to apply and carry out an internship in one of the institutions which are part of the "National Program of Internships-Call VI". The internship lasted for a period of 3 months, during which the trainees were led by a selected mentor who also assisted in the smooth running of the work processes.

RESULTS AND IMPACT

This practice encourages graduates to increase their capacities by knowing the work processes, also improves their personal and professional skills. Fifteen students completed their internship and at the end of this program, one of the students was employed at the Albanian Post.

Next-generation postal services

Improving the pick-up stations of Austrian Post and ensuring that self-service zones are also accessible to blind and partially sighted people.

ACTIONS

Austrian Post's innovative pick-up stations demonstrate the company's commitment to providing cutting-edge self-service options while keeping its focus on people. Austrian Post worked with the Austrian Federation of the Blind and Partially Sighted and Linz-based automation specialists Keba to improve its pick-up stations and ensure that its self-service zones are also accessible to blind and partially sighted people.

Self-service areas now feature an innovative audio guide for blind and partially sighted people at all 494 pick-up stations throughout Austria. Austrian Post will also begin to roll out accessible stamp vending machines and drop-off boxes in the summer.

RESULTS AND IMPACT

The concept was awarded two international design prizes and the Zero Project Award 2022. This award is issued by inclusion experts and people with disabilities around the world.



AUSTRIA
ÖSTERREICHISCHE POST AG
HARALD KUNCZIER
Branch network
harald.kunczier@post.at





BULGARIA
 BULGARIAN POSTS PLC
KALINA TOTEVA
 International Affairs
 +359 2 949 3260
 k.toteva@bgpost.bg



Support for Vulnerable Groups

Organisation of fund-raising campaigns in partnership with the Bulgarian Red Cross to support vulnerable social groups.

ACTIONS

Being two of the most prominent institutions in the country and relying upon the trust of society, Bulgarian Posts and the Bulgarian Red Cross have joined efforts to implement numerous noble initiatives over the years.

In December 2021, in the context of the social and economic challenges brought about by the pandemic, special Christmas cards with the logos of both organisations were designed and sold at post offices across the country with the aim of raising funds for various causes.

In April 2022, in view of the conflict in Ukraine, dedicated boxes of the Bulgarian Red Cross were placed in the biggest post offices so that customers could donate money for those affected. In addition, a dedicated envelope with a special message and the logos of both organisations is distributed in the postal network to raise funds for the same purpose.

RESULTS AND IMPACT

The countrywide coverage of the post offices network and the nature of the services provided, have shaped Bulgarian Posts' involvement over the years in various campaigns which aim to alleviate the difficult situation of vulnerable social groups. The undertaken actions stress out the capacity of postal operators to reach out to people.

Redecoration of post offices with recycled and refurbished furniture - project "Burza"

Remodelling post offices with recycled and refurbished furniture, following the principles of circular economy.

ACTIONS

The project "Burza" was launched by employees of the Department for the Improvement of Post Offices in 2019 with the aim of renovating the interior of smaller post offices.

In order to preserve the environment and reduce the company's impact on it, existing and already used furniture that has been recycled, cleaned and refurbished was used to give post offices a new look.

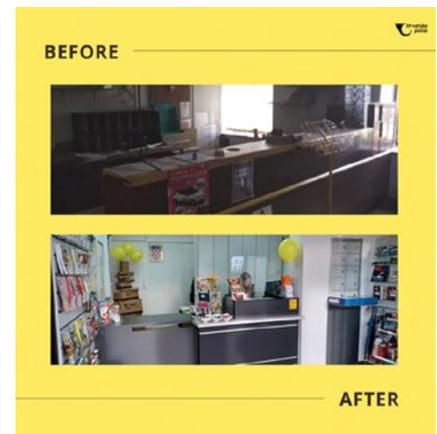
In order to make the search for old furniture and its redistribution as simple as possible, an internal application has been developed as a part of the project through which the used technological equipment and office furniture are listed and repurposed. In addition to individual spaces, four post offices have been completely renovated with used furniture.

RESULTS AND IMPACT

More than 560 pieces of furniture from the "Burza" app were used to equip a total of 120 users, official and back-end spaces in post offices and administration offices.



CROATIA
HRVATSKA POŠTA D.D.
KREŠIMIR DOMJANČIĆ
Public Relations
kresimir.domjancic@posta.hr





CZECH REPUBLIC

ČESKÁ POŠTA

MARTA SELICHAROVÁ

CSR and director of the Czech Post
Foundation

seicharova.marta@cpost.cz



Prague Pride partnership and LGBTI support

Partnership with the Prague Pride Festival and membership in the Czech Pride Business Forum platform.

ACTIONS

Czech Post has become a member of the Pride Business Forum initiative, which supports employers in implementing LGBTI principles and employees in their efforts to be treated fairly by the employer, regardless of their gender or sexual orientation. The Pride Business Forum platform, which brings together companies promoting equal conditions in the workplace not only with a minority orientation, is organisationally connected with the Prague Pride Festival. In 2021, Czech Post became a strategic partner of this festival.

On that occasion, it supported its belief that it doesn't matter who you are, because we are all equal, for example, with a rainbow logo on social networks, a special Postcard Online frame or a limited edition rainbow packages. Throughout August 2021, Czech Post's social networks were decorated by a rainbow logo, which, together with the support of Prague Pride, confirmed ensuring equality in the workplace for LGBT minority employees.

RESULTS AND IMPACT

Pride Business Forum is an initiative that aims to support both employers in implementing the principles of LGBT diversity and employees in their efforts to ensure fair treatment, regardless of sexual orientation and gender identity. Czech Post is proud to apply these principles in its corporate culture.

Help for Moravia

The action supports the employees of the Czech Post, who were hit by a devastating tornado in June 2021.

ACTIONS

At the end of June 2021, several municipalities in South Moravia were hit by a tornado. Until then, the destructive power of such element was difficult to imagine. According to the Hydrometeorological Institute, this was the second-highest level of tornado power. Seven villages were severely affected, the most affected being Moravská Nová Ves, Mikulčice, Hrušky, Lužice and parts of the town of Hodonín called Bažantnice and Pánov. Many houses and other buildings were damaged, and some houses were destroyed, including those of 27 postmen's families who lost all their belongings in a short time. Fortunately, everyone survived the tornado.

And it wouldn't be the postal employees not to try to help right away. A huge wave of solidarity rose up. In addition, to the Czech Post Foundation the Czech Post also provided help, as well as an internal staff collection to help Moravia. Many postal employees also sent material donations and helped personally to clear the consequences of the tornado.

RESULTS AND IMPACT

A total of CZK 1,360,602 was collected in the collection called Help for Moravia. It was not only this collection, Czech Post and the Czech Post Foundation also helped all those affected. Twelve colleagues in need turned to the foundation to ask for help and a total of CZK 865,000 was donated to them.



Česká pošta

CZECH REPUBLIC

ČESKÁ POŠTA

MARTA SELICHAROVÁ

CSR and director of the Czech Post
Foundation

seicharova.marta@cpost.cz





FRANCE
 LA POSTE GROUPE
SOPHIE DESIER BIEHLER
 International Relations, Europe and
 PostEurop Manager
 +33608124504
 sophie.desier-biehler@laposte.fr



Demonstration of solidarity with Ukrposhta and its population

As of beginning of March 2022, La Poste Groupe has joined the solidarity movement for Ukraine by implementing several supporting actions.

ACTIONS

La Poste Groupe is showing its solidarity with the Ukrainian population through several initiatives:

- The digital branch relayed calls for donations (Red Cross, Secours Populaire, Unicef) to its employees and customers to encourage charitable donations.
- La Poste Mobile decided to offer to its 2 million customers during the whole month of March 2022, free calls and SMS from France to Ukraine. It also offers 1st month for free and all calls to Ukraine charged at real cost price until 31 December 2022
- Through its subsidiary Colissimo, the company provides free delivery of parcels and transport of essential goods and hygiene. By the end of April, 15 truckloads had already been delivered to Ukraine's neighbouring countries hosting refugees.
- La Banque Postale also offered free financial transfers to Ukraine.
- Finally, the Philatelic Branch issues on 23 June 2022 a specific stamp in partnership with the French Red Cross that will be sold in all post offices.

RESULTS AND IMPACT

Through these supporting actions, La Poste is reaffirming its solidarity with Ukrposhta and the Ukrainian population through its different activities. These operations also show the commitment and values of all La Poste's employees.

MOVIVOLT

La Poste Groupe has launched its new subsidiary "MOVIVOLT" which aims to accelerate the deployment of electric vehicles for professional fleets.

ACTIONS

This service answers a double challenge. It aims to provide operational support to companies and local authorities in adapting to Low Emission Zones, which are areas in city centres where the circulation of the most polluting vehicles is or will be progressively limited.

It supports the accelerated deployment of alternative mobility throughout the country.

MOVIVOLT benefits from the know-how of La Poste which has 15 years of expertise in electric mobility and owns the first fleet of company electric vehicles, and of the Banque des Territoires, a pioneer in financing of Sustainable Mobility. It enables La Poste to develop a new service supporting sustainability while offering new revenues.

MOVIVOLT wants to propose an alternative at a reasonable cost, supporting and amplifying the positive impact on the environment. It's a complete offer based on three pillars: an end-to-end support, a wide choice of vehicles adapted to financial or distance needs and a digital application. Besides the vehicles themselves, MOVIVOLT therefore also offers to its clients advisory support and know-how on the use of electric vehicles.

RESULTS AND IMPACT

Movivolt offers all customers a simple and efficient customer service with a single contact for all vehicle-related services. It offers a large selection of multi-brand cars and vans to meet all needs.



FRANCE

LA POSTE GROUPE

AUDREY MEHATS

Transversal Programs and Risk Management
at MOVIVOLT

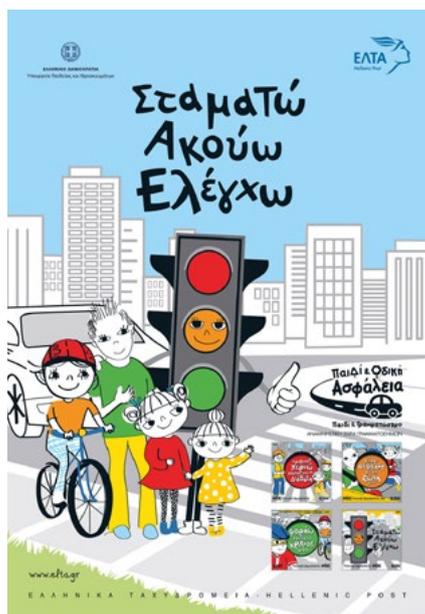
+33 (0)6 81 52 53 19

audrey.mehats@vehiposte.fr





GREECE
HELLENIC POST S.A. - ELTA
VICKY MATZIARI
Public Relations
0030 2103353160
V.Matziari@elta-net.gr



Social actions for children through postal stamps

Circulating stamps for road safety and the "SPEAK NOW" campaign (milatora.gr) to combat school bullying.

ACTIONS

Hellenic Post has dedicated its annual "Children & Stamps" set to road safety and traffic education for children. In addition to the issuance of these special stamps, ELTA has designed and produced free of charge, posters on road safety which were then sent to schools throughout Greece. The action was supported by the Ministry of Education & Religious Affairs.

Furthermore, Hellenic Post has confirmed its support to the Organisation "The Smile of the Child" which protects children in need, featuring the campaign "SPEAK NOW" (milatora.gr) organised by the Organisation against school bullying. On top of that, 20% of the revenues from the sales of these stamps have been earmarked for the actions of "The Smile of the Child".

Through the stamps and posters for road safety, Hellenic Post aims at contributing to the cultivation of a proper traffic perception and at introducing to children the rules of road behaviour.

More information (video in Greek) at: https://www.youtube.com/watch?v=ZK_KjJYn_U4

RESULTS AND IMPACT

The stamps and the grant of revenues to the Organisation "The Smile of the Child" helps Hellenic Post to further spread and maximise the campaign message which encourages children to speak about bullying as well as financially support the Organisation's significant work to the benefit of children in need.

More information (video in Greek) at: <https://www.youtube.com/watch?v=Vrbbwev9kmw>

Digital Education project

Free contents for citizens, customers and employees delivered through live webinars and online multimedia products.

ACTIONS

Poste Italiane has developed the Digital Education project to enhance digital skills of customers and employees.

The webinars' content is wide: from an overview of possibilities offered from digital technologies, to tools useful to become a digital citizen and interact with PA, to awareness in using of social media, in sharing data and in cybersecurity. They are customised from level basic to advanced and professional.

The basic level is even available with Italian sign language (LIS) and subtitles.

Some topics:

- Advanced level: fintech, public digital identity (SPID), fake news, open banking, PSD2, IOT, AI, digital loans
- Business programme: digital payments, cybersecurity, advertising and social media. The aim is to offer tools to digitalise and growth business of small companies and self-employed workers.
- Website (podcast, video, infographic, game): password, search engine, hacker, digital signature, phishing, ethical behaviour, reputation, ecommerce, GDPR, copyright, malvertising.

The project started in 2020 and developed online multimedia in 2021 with new topics monthly.

RESULTS AND IMPACT

The 129 webinars have brought in over 60,000 subscribers with recurring followers. The website gets over 12,000 clicks per month. In terms of communication, there have been over 93 social media posts, over 300 press releases and articles, and over 13,000 responses to surveys.

Posteitaliane

ITALY

POSTE ITALIANE S.P.A.

LUCA CERISOLA

Project Digital Education

+393771603770

luca.cerisola@posteitaliane.it

 **Pillole di
EDUCAZIONE
DIGITALE**

Posteitaliane

Posteitaliane

ITALY
 POSTE ITALIANE S.P.A
MASSIMILIANO MONNANNI
 CSR
 +393771096957
 massimiliano.monnnani@posteitaliane.it



Housing autonomy for women victim of violence

Provision of support against gender-based violence by focusing on housing autonomy.

ACTIONS

Poste Italiane has identified 10 accommodations throughout the country, preferring large provincial capitals, belonging to the real estate assets to reserve for the housing autonomy of women victims of violence, their daughters and minor children, who are in conditions of particular economic hardship.

The experimental project, in partnership with the realities of the Third Sector and Local Authorities, is entirely financed by Poste Italiane. Especially for the full availability of the furnished apartments.

The start-up phase of the project saw the inauguration of the housing and the subsequent start of the leases with the signing of free loans for use.

A Memorandum of Understanding signed between Poste Italiane and the Ministry for Equal Opportunities and Family, created an institutional framework for the entire project.

At present, the project will have a five-year duration of 3 years plus 2, starting from the start date of the lease contracts.

RESULTS AND IMPACT

Assuming a capacity of 3/4 beds per property, depending on the presence or not of small children, potential paths may involve a maximum of 40 women per year. For 5 years, the number would amount to 200 total courses. About 10 courses per year may be destined, if necessary, to employees of Poste Italiane who are victims of violence.

Responses from Santa Claus

Response to mails sent by children to Santa Claus if the mail was not paid for or Santa Claus's address is not correct.

ACTIONS

Being socially responsible, Lithuania Post aims to contribute to various meaningful initiatives that would bring joy to others, especially during the winter holidays. It is very popular among children in Lithuania to send mail to Santa Claus before Christmas. Depending on the address written on the envelope, letters can be sent to Santa Claus in Canada, Lithuania or Finland.

Unfortunately, some children write incorrect address of the Santa Claus or do not pay for the international postage. In such cases, if the sender's address is written on the envelope, colleagues from the Communications department write a response to cheer up the sender.

RESULTS AND IMPACT

Around 500 replies are being sent every year.



LITHUANIA
LIETUVOS PAŠTAS
INDRĖ KULIKAUSKAITĖ
Sustainability
+37069318643
i.kulikauskaite@post.lt





LITHUANIA
LIETUVOS PASTAS
INDRĖ KULIKAUSKAITĖ
Sustainability
+37069318643
i.kulikauskaite@post.lt



Services for special needs

A commitment to improve services for customers with special needs.

ACTIONS

At the beginning of June, the CEO of Lithuanian Post together with the Ministry of Transport and Communications, its subsidiaries and organisations uniting people with special needs signed a memorandum committing to ensure that services provided by Lithuania Post are available to people with special needs.

As the next step, the company approved new procedure that aims to improve service delivery: customers with disabilities are now served without waiting in a queue, they are provided with a free parcel packaging service while if necessary assistance can be provided to meet other individual service needs. Additionally, employees working in post offices received special training on how best to serve customers that have special needs.

RESULTS AND IMPACT

Lithuanian post signed this memorandum signed and then got the new service procedure approved. In order to implement it, trainings were provided to employees.

Employees organise major fundraiser for Ukraine

How one truck-driver and her colleague moved the organisation to send 16 trucks with much needed aid to Ukraine.

ACTIONS

A PostNL trucker with family in Poland wanted to organise a small-scale fundraiser for much-needed goods to aid refugees from Ukraine. Meanwhile, another colleague asked if PostNL could help with transportation for a charity organisation where he volunteers. Within 24 hours, colleagues from various PostNL departments and locations set to work.

The Red Cross of Poland and Ukraine were contacted to coordinate which goods were needed and where they should go. This led to a major fund raising campaign for relief supplies and a solidarity among PostNL staff. Colleagues signed up en masse to deliver goods, help with organisation, communication and collection. 27 sorting centers were set up as collection points so that the whole country had a place nearby to deliver goods. It resulted in a large number of sponsors and suppliers willing to contribute.

The success of the collection within the Parcels & Logistics Business Unit led to two more collections and convoys in which Spring, CBS and Mail contributed.

RESULTS AND IMPACT

Three convoys of a total of 16 tractors/trailers full of relief supplies reached Ukraine. 429 pallets of relief supplies were collected by 75 colleagues and transported by 38 volunteer truck drivers. This could not have been done without help and donations from sponsors and suppliers (Nestle, Crisp, Picnic, Wurth, Albert Heijn, Cool Blue, Body and Fit, Alphabet) and Sponsors (Shell, Wex, Euromaster, Alphabet, DAF, vd Valk Zaltbommel, Recruitment agency's Worktrans and Start People, Haje Restaurant).



NETHERLANDS
POSTNL
TITIA SIEKMANS
 Operational; manager Transport
 titia.siekman@postnl.nl





PORTUGAL
CTT PORTUGAL POST
MARIA REBELO
Sustainability
+351911462636
maria.j.rebelo@ctt.pt



Help the People of Ukraine

The "Help the People of Ukraine" campaign was set up to get humanitarian help distributed to the Ukrainians.

ACTIONS

Soon after the war in Ukraine started, CTT took stock of the willingness by the Portuguese people to send aid to the ailing country. Two Ukrainian employees of CTT were the spearheads of a campaign that was almost immediately put together.

This campaign took place between March 2 till 8 in every post office in the country. CTT unique network was able to gather 40 tons worth of goods.

These goods were then triaged and packed by a tireless team of 44 internal volunteers that prepared 254 pallets, which filled 8 trucks (some goods went via air) and sent to bordering Poland, where a partnership with the Ukrainian embassy had been set up.

Apart from this partnership, CTT also linked up with Galp, the Portuguese energy company, which provided the fuel for the trucks, TAP for the air freight, and Transportes Bernardo Marques, Transportes Pascoal and Transportes Figueiredo e Figueiredo which provided the transport.

RESULTS AND IMPACT

44 employees participated in the logistics behind sending 8 trucks, carrying 40 tons of goods, mainly foodstuffs, but also clothes, items for children, hygiene and first aid kits.

Supporting rural development

Development of several services for citizens in rural areas to support them and alleviate the demographic challenge in the "emptied Spain".

ACTIONS

Correos contributes to the Spanish 2030 Agenda by offering postal and citizen-orientated services to rural inhabitants through the diversification of rural services, offered both in post offices and by the postmen at home: cash deposit and withdrawal, send and receive parcels, pay taxes, buy packaging, envelopes or stamps, contract and manage electricity, gas, phone, assurance services, among others.

Among these services, two are specially contributing to fighting financial exclusion in rural areas: Correos Cash offers the possibility for customers from those bank companies with an agreement with Correos to deposit or withdraw cash at any Correos rural point or post office.

Besides, Correos has deployed a rural automatic Teller Machine (ATM) Network in towns with less of 3,000 inhabitants.

In parallel, a technological service platform for citizens has been developed. It is connected to those administrations and utility companies participating and a project on card payment via postmen's PDA.

RESULTS AND IMPACT

This project has allowed the financial inclusion of thousands of people living in towns where banks are not present, as well as close approach of citizens with the administration.

It also enabled bringing services from utility companies closer to customers and revitalising rural villages and small towns.



SPAIN
CORREOS Y TELÉGRAFOS S.A
ELENA FERNÁNDEZ-RODRÍGUEZ
International Affairs & SDG
+34 915963034
elena.fernandez@correos.com





SPAIN
CORREOS Y TELÉGRAFOS S.A
ELENA FERNÁNDEZ-RODRÍGUEZ
International Affairs & SDG
+34 91 596 3034
elena.fernandez@correos.com



The Camino with Correos (Live the Road to Santiago with Correos)

Pilgrims who travel the Road ("Camino") to Compostela are offered logistic support.

ACTIONS

The Road is a route for pilgrims to Compostela with a socioeconomic impact.

Correos offers pilgrims walking the Road logistic support, including services such as:

- PAQ Mochila: rucksack transport from one pilgrimage stage to another.
- PAQ Bicicleta: sending bikes from the beginning of the route to the end.
- PAQ Peregrino: sending pilgrim's luggage or items to any of Correos post-offices along the Road.

The key is the specific and flexible delivery on demand of the items, fully adapted to the daily routine of the hikers, the track & trace service and the cancellation option. According to the season, collection and delivery are also provided in the weekend.

At Correos Main Post-Office in Santiago, there is also a left-luggage service to facilitate deliveries of PAQ Mochila luggage at its final delivery or to guard backpacks, suitcases and bikes.

www.elcaminoconcorreos.com/en

RESULTS AND IMPACT

30,000 people were served in 2021, thanks to dedicated customer care service, IT tools, luggage identification tools as well as letter carriers' blogs with tips. The initiative which contributed to promoting the activity of SMEs and to fighting against depopulation has been awarded by the association "Friends of the Road".

Accessible PttAVM

The E-commerce platform PttAVM extends its access to include individuals with disabilities by creating ePttAVM.

ACTIONS

People with disabilities have difficulty in accessing shopping centres. Therefore, Turkish Post-PTT put <https://engelsiz.pttavm.com/> into action. This platform includes product descriptions, analysis in Turkish Sign Language for hearing impaired individuals.

Accessible PttAVM is a platform which describes products under 20 different categories in Turkish Sign Language and provides secure shopping and payment services.

Moreover, one of the most outstanding features of ePttAVM is customer service in sign language.

You may visit the website: <https://engelsiz.pttavm.com/>

RESULTS AND IMPACT

The website was first created as a blog. Hearing-impaired individuals first search for the products are on the blog and then are directed to PttAVM.com when they decide to buy. User traffic and reports show that the website is user-friendly and makes the life of hearing-impaired people easier.



TURKEY
TURKISH PTT
ZAFER AVINDIK
Digital Marketing
+90 553 908 88 02
zafer.avindik@pttem.com





TURKEY
TURKISH PTT
AYSUN TAY
International relations
+90312 509 5275
aysun.tay@ptt.gov.tr

Disaster Awareness

Collaboration with Disaster and Emergency Management Presidency (AFAD) to raise awareness of natural disasters.

ACTIONS

Turkey is a seismically active area, and it has passed through several devastating earthquakes, floods, wild fires throughout the history, especially within the last two years. As a postal operator, which aims to raise awareness of natural disasters, it has collaborated with AFAD to:

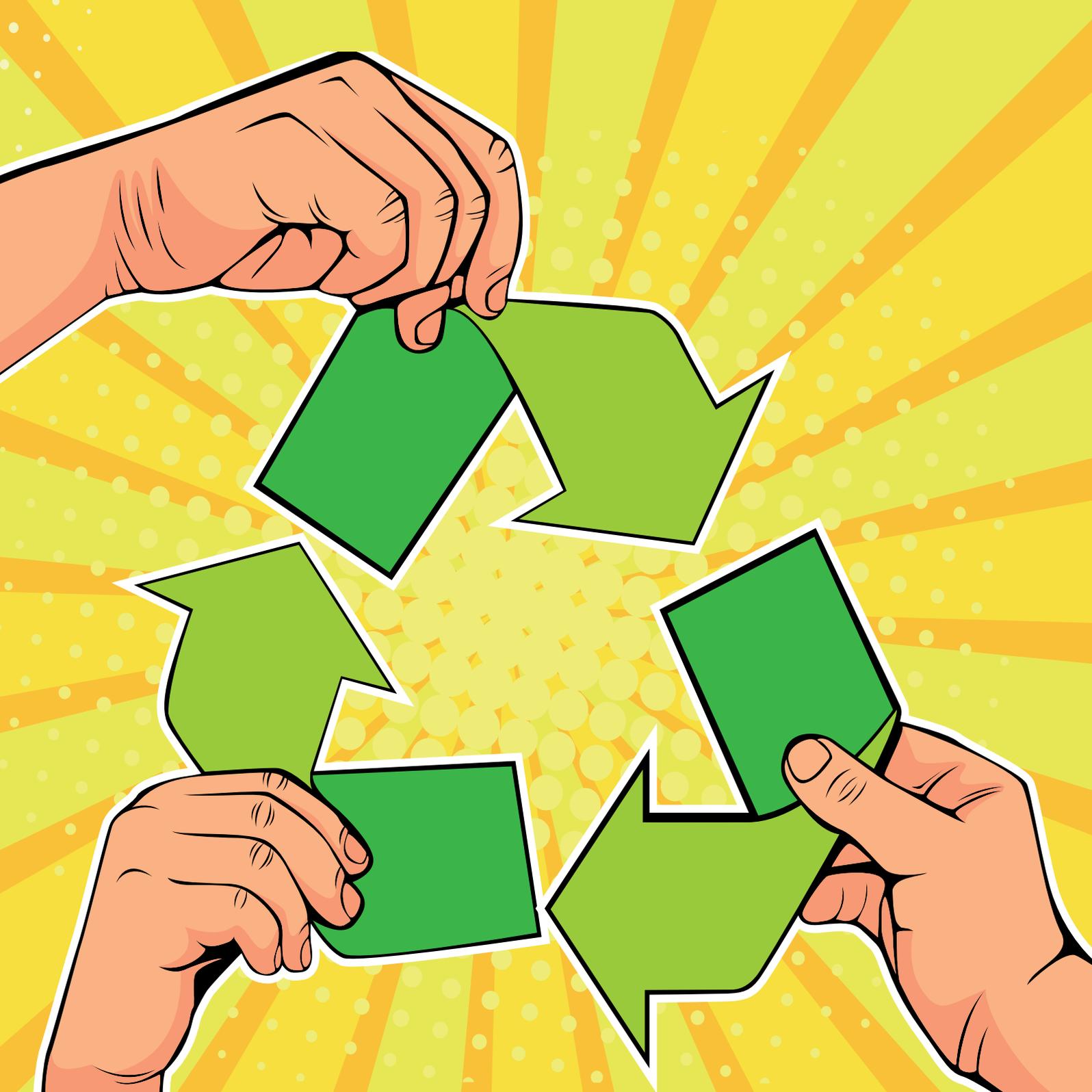
- Take over logistics of aids in times of natural disasters;
- Provide postal employees with CBRNE (chemical, biological, radiological, nuclear or explosive), and disaster awareness training;
- Encourage postal employees to become volunteers registering at AFAD volunteering system;
- Print awareness-raising visuals on postal packages.

Moreover, Turkish Post-PTT created designated teams in case of fire and other natural disasters and provided these teams with fire and rescue training. It also takes part in logistics of international humanitarian aid.

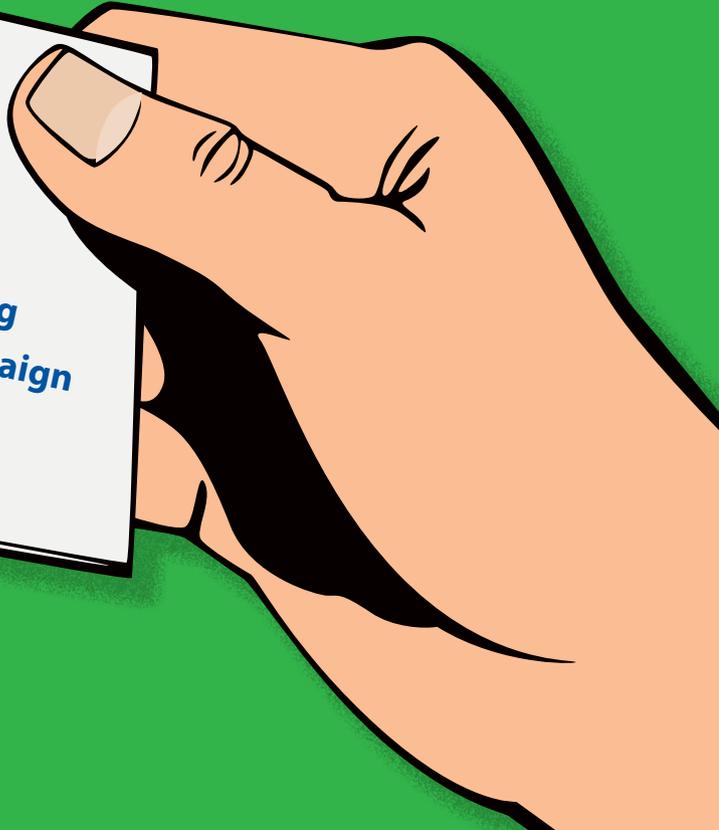
RESULTS AND IMPACT

Turkish Post- PTT manages AFAD main logistic warehouses in 27 different provinces and small container depots in 53 provinces of Türkiye. 13,173 personnel participated in disaster awareness training. 1,841 Turkish Post-PTT personnel voluntarily took part in AFAD trainings.





ENVIRONMENT

- 
- Energy Transition
 - Sustainable Supply Chain
 - Sustainable Mobility • Circular Economy • Environmental Training
 - Recycling • Environmental Campaign
 - Sustainable Growth Plan



ALBANIA
 POSTA SHQIPTARE SH.A.
ZARINA SADIKU
 CSR
 +355694318383
 zarina.sadiku@postashqiptare.al



Go Green: modernised and ecological fleet

"Go Green" an initiative towards the environmental protection and delivery standards improvement of postal items.

ACTIONS

In the framework of the strategy for the protection of the global environment introduced at the 21st Congress of UPU, Albanian Post designed and applied the project 'Go Green with a modernised and ecological fleet" at 4 of its branches.

After the implementation, the transport fleet for the delivery of postal items was equipped with sustainable and ecological vehicles. 20% of the depreciated vehicles of the existing fleet were also replaced with 100 ecological electric vehicles, which immediately reduced carbon dioxide emissions together with fuel consumption and vehicle maintenance costs. The strengthening of the transport fleet for postal deliveries was performed with twelve 100% electric cargo vans, respectively in the branch of Tirana, Durrës, Vlora and in the Office of Exchange (Transit Centre).

RESULTS AND IMPACT

After this process implementation, the postal delivery service standard has improved, which helps reduce the negative impact of CO₂ in the atmosphere and the protection of environment as well as increase the performance of the postal service to customers.

Reusable Packaging

Sustainable packaging solutions for e-commerce, which are made from renewable materials/recycled PET and can be reused 10-100 times.

ACTIONS

The ongoing boom in e-commerce is increasing the amount of disposable packaging. A preliminary study of 40 sustainable packaging solutions showed that the most effective way to reduce emissions is to establish a circular economy. In partnership with the Upper Austrian University of Applied Sciences and five retailers, Austrian Post is currently testing four different sustainable packaging solutions for e-commerce.

These products are made from renewable materials or recycled PET and can be reused between 10 and 100 times. In 2022, a study will be conducted on the suitability of these packages for shipping and the extent to which the solutions are accepted by customers. The company wants to determine if the cycles that have been envisaged are actually feasible in real life.

Austrian Post also wants to contribute to the circular economy in regard to the packaging issue, by taking appropriate measures to minimise waste.

RESULTS AND IMPACT

A project was initiated to examine wishes and uses of businesses and consumers in terms of reusable and sustainable packaging solutions. It resulted in February 2022 in the launch of a pilot test, in partnership with 5 renowned Austrian retail companies to determine the feasibility of the project.



AUSTRIA
ÖSTERREICHISCHE POST AG
MARC SARMIENTO
 Research & Innovation
 marc.sarmiento@post.at





BELGIUM

BPOST

CHRIS VANSNICK

Sustainability

+32 492 74 64 44

chris.vansnick@bpost.be



Double-deck trailers

Reduction of truck journeys by 30% with double-deck trailers.

ACTIONS

Parcel volumes are increasing every year, demanding a well-considered general strategy to control the impact of these activities on the environment and on transport infrastructure.

Double-deck trailers are one of bpost group's tangible responses, part of a suite of sustainable solutions to support its constant growth. Standing four metres high, these double-deck trailers have two 1.8 m decks across a standard length of 13.60 m. Every of them can accommodate 70 wheeled containers, compared with the 44 the current large trailers can convey. That is a 60% hike in capacity.

bpost group plans to purchase more than 320 double-deck trailers by 2030 and up to 550 more in the following 20 years, a first in the parcels sector in Belgium. This will enable bpost to reduce its truck fleet, helping relieve congestion on Belgium's roads.

RESULTS AND IMPACT

This reduces the number of trucks on roads and highways. Thus, there are 30% less journeys and kilometres travelled with double-deck trailers.

CULT – Collaborative Urban Logistics & Transport in Antwerp

Seven large companies decided to combine their deliveries of orders to retail outlets and individuals in the city of Antwerp.

ACTIONS

With the idea of reducing the kilometrage and emissions of urban deliveries in the city of Antwerp, 7 companies launched the "CULT" partnership. bpost was selected to smart bundle their parcels and pallets and then deliver them completely emission-free to retail outlets and individuals in the city.

The positive impact on mobility and the environment will increase as more companies join CULT for their goods' flows. Companies - even competing players - can cooperate transparently and fully in line with existing regulations and the structure is easily transferable to other cities.

This project is fully in line with the "Ecozone" philosophy of sustainable, innovative urban distribution whereby bpost combines emission-free delivery in several Belgian cities, with an extensive network of collection points and lockers.

RESULTS AND IMPACT

This resulted in a 25% reduction in kilometres driven and a 90% reduction in emissions through combined deliveries in the city of Antwerp.



BELGIUM
BPOST
CHRIS VANSNICK
Sustainability
+32 492 74 64 44
chris.vansnick@bpost.be





BOSNIA AND HERZEGOVINA
HRVATSKA POŠTA MOSTAR

IGOR ZADRO

Transportation

+ 387 36 446 429

igor.zadro@post.ba



Electrical postal fleet

Acquisition of electric vehicles, in order to comply with the latest ecological standards.

ACTIONS

Croatian Post Mostar's postal vehicle fleet has been expanded with ten new electric mopeds helping postal employees to deliver mail in seven cities across Bosnia and Herzegovina.

The electric mopeds, which have an embedded lithium-ion battery, represent an initial part of the green fleet that the operator is currently building. In the future, this fleet will be enriched with new electric vehicles.

The fact that the mopeds are produced locally in Bosnia and Herzegovina is important because it not only meets the current needs, but also demonstrates a significant potential for future growth of the electric fleet. It is also hoped that, in later acquisitions, local moped producers will provide more advanced models.

The strategy also contributes to the creation of green zones in cities. The next step is to work on the infrastructure needed to charge these electric vehicles. This contributes to the reduction of harmful emissions and the preservation of our planet.

RESULTS AND IMPACT

The positive ecological impact of using electric vehicles is significant. The focus is on modernising the vehicle fleet, according to realistic needs and technological capabilities, while paying special attention to the leading industry eco-standards.

Vehicle fleet Modernisation

The modernisation of the vehicle fleet of the operator.

ACTIONS

Last year, one of the most important projects was completed, the modernisation of the fleet of BH Post. Vehicles in line with European and global trends were purchased, with a long-term goal of protecting the environment. BH Post is among the first companies in the country to intensively introduce hybrid and electric vehicles in the technological and delivery process.

Based on the competition announced by the FBiH Environmental Protection Fund this year, BH Pošta again received funds for the best and environmentally friendly vehicle fleet. In addition, there is an ongoing allocation of funds for the purchase of hybrid vehicles, bicycles and electric motorcycles.

RESULTS AND IMPACT

The recognition from the FBiH highlights the commitment to the societal mission of environmental protection through the purchase of recognised hybrid delivery vehicles.



BOSNIA AND HERZEGOVINA

JP BH POŠTA

KATARINA KAMOČAJI

Public Relations

+38733252658

katarina.kamocaji@posta.ba





CROATIA
 HRVATSKA POŠTA D.D
IVANA FILIPOVIĆ
 EU project management
 ivana.filipovic@posta.hr



Green Skills & Practices for Posts to implement the EU Green Deal - GreenPosts

Educating employees in order to successfully implement requirements from the European Green Plan and climate change mitigation measures.

ACTIONS

The project will improve basic skills and competencies regarding green and social impact, and it will have provable benefit for the environment and local communities. It aims to involve 100 smaller post offices which are aware of various environmental problems related to the noise or air pollution, waste disposal, education and professional development as well as consumer protections. The specific objective is to train postal employees in order to be capable of being engaged in the changing process, develop green skills and promote leadership skills, creativity, socio-educational and professional development through their activities.

Its specific objectives are to contribute these target groups to be up to date with green politics at the EU level, as well as to improve their competences in various sectors which are very significant for sustainable development. That will be achieved by expanding the lifelong learning process which will offer high-quality adult learning opportunities.

RESULTS AND IMPACT

The project will develop a "GreenPosts assessment tool" to improve the role of local post office employees in climate change. Employees will get guidelines, exercises and case studies to develop skills and knowledge to help minimise the carbon footprint of postal services.

100% electrification of deliveries on Island of Bornholm

16 electrical vehicles have replaced previous diesel cars.

ACTIONS

Between the 1 and 14 November 2021, 16 electrical vehicles were deployed on the island of Bornholm for distribution of parcels and letters, replacing the previous 16 diesel vehicles. The new vehicles, mostly Mercedes-Benz eVito and eSprinter, run on certified green electricity and emit less CO₂. The cars are supplemented by two existing cycle routes in Rønne.

It is exciting for the operator to be using the new electric cars - both because they are better to drive in, but also because of the pride in contributing to the green transition.

In January 2022, software solution MONTA was installed to further improve efficiency in charging practices. The platform allows to customise the EV charge points to the EV's charging needs.

The Bornholm project allowed to gain some best practices regarding intelligent charging and charging infrastructure. The knowledge gained is currently being used in PostNord's EV testing projects running in Hillerød, Odense and Sønderborg.

RESULTS AND IMPACT

From a wheel-to-wheel (WtW) perspective which focuses on the energy production, the results indicate that the 16 EV cars will allow a 56% reduction of CO₂ compared to a one-year scenario using 16 Diesel cars. From a tank-to-wheel (TtW) perspective, the emissions are 0gr CO₂, as PostNord buys only certified green electricity.

postnord

DENMARK

POST DENMARK A/S

CHRISTIAN NORDLING

Health, Safety, Security, Environment

+45 23220508

christian.nordling@postnord.com



postnord

DENMARK

POST DENMARK A/S

CHRISTIAN NORDLING

Health, Safety, Security and Environment

+45 23220508

christian.nordling@postnord.com



CTS heating

Implementation of CTS in all PostNord terminals for heating control and energy savings.

ACTIONS

With more than 200,000 m² of surface, heating is one of the biggest sources of energy use. PostNord had already initiated a 2 million DKK project to implement online CTS (Heat Trace Electronic Thermostat) across its terminals. The CTS is based on use of AI for intelligent heating of larger facilities. Benefits include energy savings and better indoor climate management.

This year, an additional 2 million DKK will be invested to implement CTS on the last 2 terminals out of 11, namely Terminal Taulov and Sønderborg distribution hub. The latest CTS developments will allow for forecasts in the near future and therefore to adjust heating according to requirements.

PostNord's commercial partner CLAVERION has been involved in detecting any mistakes and ensure an optimal deployment of the solution.

RESULTS AND IMPACT

The most recently installed CTS devices have shown a 20% reduction (March 2021-March 2022) in electricity use in the buildings. However, several factors can impact the solution's performance, such as the weather and the package volumes. Forecasts for Terminal Taulov indicate a 50% reduction in energy consumption.

LED lighting

LED lighting installed in all terminals to improve business and environmental performance.

ACTIONS

Electricity constitutes the second-highest source of CO₂ due to the amount needed to power all production equipment. In previous years some work has been done to implement LED in all of the bigger 8 terminals and almost all the hubs. The next two hubs (Thisted and Bornholm) will be ready by summer 2022. For the remaining smaller buildings, the switch to LED is done only when traditional light bulbs break. When this happens, the whole building then switches to LED. This ensures a continuous good business case and low environmental impact associated to the installation.

PostNord buys only certified green energy, but the implementation of LED lighting allows to save approximately 96,000 kWh every year. The combination of CTS and LED allows the company to have an overview of its electricity consumption and ensure highly efficient energy management, making it a forerunner in Denmark.

RESULTS AND IMPACT

The efficiency varies according to each terminal. For the parcel terminal in Stokagervej, a reduction of 16% has been observed between Q1 2021 and Q1 2022. In Nordigesvej where there is no production and less lighting is needed, there has been a reduction of 41% of overall electricity use during the same period.

postnord

DENMARK

POST DENMARK A/S

CHRISTIAN NORDLING

Health, Safety, Security and Environment

+45 23220508

christian.nordling@postnord.com




FINLAND

POSTI GROUP OYJ

TIMO NURMI

Communications

+358 50 3493597

timo.nurmi@posti.com



100% electric parcel home delivery in Helsinki

Implementation of a commitment to reduce emissions to zero and reach fossil-free transport by 2030.

ACTIONS

In October 2021, Posti started a new operating model in home deliveries, where the recipient of a parcel receives a narrower, +/-30 minutes, delivery window and real-time map tracking for their delivery. Parcels are also delivered to homes a day faster than previously.

In the capital of Finland, Helsinki, having population of 630,000, a separate delivery network of 18 fully electric vans has been created. Therefore, all home deliveries in Helsinki using narrower delivery windows and map tracking are 100% electric. All electricity used by Posti is renewable, so parcel home deliveries in Helsinki are completely CO₂-free. That saves 44,500 litres of diesel annually and equals approximately to the avoidance of 100 tons of CO₂ emissions.

The objective is to make all home deliveries completely CO₂-free in the future. Electric delivery in Helsinki is one step toward this goal. In the near future, new regions where fully electric deliveries will be implemented are to be announced.

RESULTS AND IMPACT

Both goals were achieved: home deliveries in Helsinki take place emission-free and the customer satisfaction is an incredible 4.8 out of 5. The model is scalable and will be used next in other big cities in Finland. In total, a 10% reduction of emissions has been achieved compared to last year.

The biodiversity strategy

La Poste Groupe is among the first posts to implement a biodiversity action plan and included it as the third axis of its environmental policy.

ACTIONS

Three axes compose this strategy:

- **Axis 1:** Establish a group governance of biodiversity and integrate this governance in the overall CSR governance
- **Axis 2:** Reduce the pressures on biodiversity caused by the Group's activities in France and abroad.
- **Axis 3:** Contribute to the mobilisation of citizens in favour of biodiversity, particularly in France and its overseas territories.

La Poste has identified three points of "pressure" on biodiversity in relation to its activities and therefore three areas of action: real estate, finance and transport.

In order to intensify its actions, the operator joined two initiatives in 2022: "Companies engaged for nature" led by the French office of biodiversity and "Logistics and transport to combat the illegal trade of wild species" led by WWF France. This commitment to biodiversity also resulted in two main partnerships:

- The French League for the Protection of Birds which aims to improve the way biodiversity is taken into account in company policy and in field practices.
- The signature of 16 "Low Carbon Label" projects to enable the limitation of the consumption of natural spaces by buildings and the waterproofing related to their footprint.

RESULTS AND IMPACT

La Poste Groupe further awareness on the impact of its activity on the living beings and ensure that its practices are exemplary. It has set measurable objectives by establishing an indicator to evaluate the Group's biodiversity footprint (Global Biodiversity Score).



FRANCE
 LA POSTE GROUPE
ANTOINE DOUSSAINT
 CSR - Climate and Biodiversity
 +33 (0)6 08 63 19 66
 antoine.doussaint@laposte.fr



Posteitaliane

ITALY

POSTE ITALIANE S.P.A.

SERENA AVETA

Corporate Affairs

+39 0659584456

TA_MobilityManagerOffice@posteitaliane.it



E-Book: "Why moving in a sustainable way? The challenge of the future car: naturally electric!"

The e-book illustrates how our style of mobility brings both economic and social benefits to individuals and environment.

ACTIONS

The purpose of the 5th edition e-Book 2021 - "*Why moving in a sustainable way?*", *the challenge of the future car: "naturally electric!"* aims to illustrate how new automotive technologies and business models are converging to trigger a transformative revolution on the streets of our cities and the compelling reason to support the spread of electric cars.

In addition to the reduction of direct pollution (environmental and acoustic), the electric car constitutes - in fact - an effective and immediate solution to combat climate change at the local level and can represent one of the key tools for achieving the ecological objectives set for 2050.

The awareness-raising activity on the issue of sustainable mobility proposed by the e-Book contributes to understanding the importance of the effects of one's carbon footprint on the environment. It explains how conscious choices contribute to the reduction of polluting emissions, deepening the theme of the electric car, now at the centre of the public debate.

RESULTS AND IMPACT

In 2021, the results obtained from the sustainable mobility company activities have allowed an estimated saving of over 16,000 tons of CO₂ with an estimate of the monetary value of external economic costs avoided over 15,7 million/€.

Lithuanian Post chooses green solutions

Use of green energy and launch of other environmentally friendly initiatives.

ACTIONS

Since summer 2021, Lithuania Post has used energy produced from renewable sources in its premises – these account for around 70% of all premises used by the company. Lithuania Post switched to green energy to reduce its environmental impact and GHG emissions.

Moreover, the operator is planning to install solar panels on the rooftop of its distribution centre in 2022-2023. In 2021, the company also calculated its emissions for the first time and set a goal to reduce them by 25% until 2025 (2020 being the baseline year).

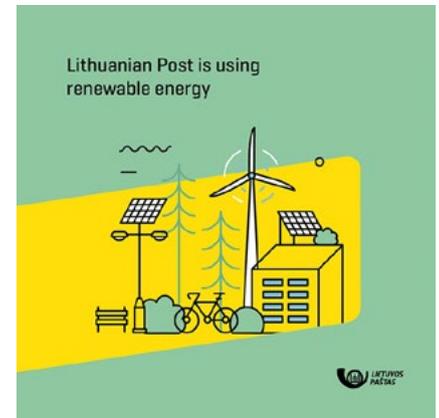
To further reduce its impact on the environment, Lithuania post stopped using balloons for decorating new postal offices and switched to reusable bunting banners. It also promoted responsible printing to save paper, increased the range of sustainable packaging available in postal offices and implemented other smaller scale initiatives.

RESULTS AND IMPACT

The switch to renewable energy will reduce GHG emissions into the atmosphere by approximately 1,368 tons of CO₂ equivalent.



LITHUANIA
LIETUVOS PAŠTAS
INDRĖ KULIKAUSKAITĖ
 Sustainability
 +37069318643
 i.kulikauskaite@post.lt





NETHERLANDS
 POSTNL
BLIDE DUK
 Sustainability CBS
 +31610944257
 blide.duk@postnl.com



Redesign of receptacle bags

A receptacle bag suitable for small packages to avoid the single use of 7 km of plastic foil a day during international transport.

ACTIONS

PostNL is continuously looking closely to opportunities to make operations more sustainable. At its international sorting centre in the Netherlands (HUB IMEC), wrapping foil is used to secure goods in a container which added up to 7 km a day if the new VAT regulations are followed.

PostNL implemented a quick – and sustainable – solution to eliminate this extensive foil use. With the concept of circularity guidelines, the suitable solutions in operations that could be quickly copied and implemented are first considered. For a different type of container, receptacle bags are already used. This product was reused and altered to fit this specific use.

A local supplier redesigned the bag for the new size container and the design was sent to the company's supplier in China to produce and to eliminate any unnecessary use of material in this new bag.

Maximum reuse of products and minimal use of materials is part of the PostNL circularity guidelines that are being drawn up to be implemented before the end of the year.

RESULTS AND IMPACT

Using the 1 500 new IMEC receptacle bags eliminated the use of 7 km of plastic a day but also makes the work of securing small packages in containers way easier. In addition, the cost of the 1 500 bags is equal to about 1,250 km of plastic, therefore this circular bag is cost-efficient within 6 months.

Paperless

Information about the location of the package will only be shared via email or the app, which saves 70,000 kilos of paper per year.

ACTIONS

For about 9% of the parcels to be delivered, the recipient is not at home at the time of delivery. The package is then usually delivered to the neighbours or to a PostNL point in the area. When this is the case, recipients will receive information on the location of the package via a note on the mat, email or in the PostNL app.

With 6,9 million users of the app, recipients appreciate that the most up-to-date information about their package is available anywhere, anytime in the app and via email. It saves the parcel deliverer time as he/she does not have to manually write the address of the delivered package on the note and return to the initial address after delivering the package to the neighbours. Equally as important, it saves 70,000 kilos of paper per year. From 1 July 2022, PostNL will inform everyone who has something delivered at home by email or via the app. A campaign will be launched in the coming months to make recipients aware of this.

RESULTS AND IMPACT

Digital information about the status of the delivery is convenient for the recipient, saves time for the deliverer and 70,000 kilos of paper per year. It fits in with PostNL's digitisation strategy enabling ever higher efficiency and quality of services.



NETHERLANDS
POSTNL
JAIMY LOUWAARS

Product Owner
+31623893805
jaimy.louwaars@postnl.nl





PORTUGAL
CTT PORTUGAL POST
MARIA REBELO
 Sustainability
 +35191142636
 maria.j.rebelo@ctt.pt



ToBeGreen Mask Recycling Project

Reducing the environmental impact associated with the use of face masks, through the creation of new products.

ACTIONS

The pilot project was launched in July 2021 in partnership with a University of Minho spinoff, ToBeGreen.

Based on the concept of circular economy, its aim is to reduce the environmental impact associated with the use of masks against COVID-19, through the processing and creation of new products. After a chemical process, the masks - used and deposited in their own containers - are transformed into a resistant polypropylene polymer reusable for various purposes, such as shipping packaging and product design, all of this under strict safety conditions.

The pilot begun in the CTT operations centres of Cabo Ruivo (Lisbon), Maia (near Porto) and Taveiro (near Coimbra) and was very well received by CTT employees. Consequently, the collection of masks is being extended to the headquarters' building, in Lisbon, and to two express and logistics centres.

RESULTS AND IMPACT

In 2021, 16,116 masks (48.4 kg) were sent for recycling, and the first Christmas tree decorations were produced and sold in CTT stores and online. Part of the revenue was donated to a Solidarity Institution that participated in the packaging process (handmade with recycled materials).

First ecoZone in Slovenia - Maribor city centre

Carbon-neutral postal delivery and promotion of clean, sustainable and energy-efficient mobility in urban areas.

ACTIONS

Maribor, Slovenia's second-largest city, is the first to pass city council decrees severely restricting the entry of petrol-driven vehicles into pedestrian areas. In downtown, Pošta Slovenije's operations are 100% carbon-neutral, which means that post is delivered by foot, bicycle and electric vehicle. In the city centre, electrical delivery vehicles travel 50,900 km a year.

In collaboration with Maribor city council and the University of Maribor, Pošta Slovenije has started and provided financial support to a bike rental scheme, known as MBajk which provides residents and visitors with the chance to get where they need to be using public bikes. Bike rental schemes have become a popular alternative for everyday travel in urban areas. Bicycles have long been a feature of the postal profession and are an important part of many Pošta Slovenije staff lives, who use them to get to work in Maribor every day.

RESULTS AND IMPACT

The operator electric vehicles demonstrate a CO₂ emissions reduction by almost 13.5 tonnes annually.

The MBajk scheme will improve ecological efficiency over short distances. It will reduce noise and greenhouse gas emissions in the city having a positive effect on the quality of life of residents.

 Pošta Slovenije

SLOVENIA
 POŠTA SLOVENIJE, D.O.O
ANITA ŽIBRAT
 Strategy
 + 386 2 449 2321
 anita.zibrat@posta.si



SLOVENIA
 POŠTA SLOVENIJE, D.O.O
ANITA ŽIBRAT
 Strategy
 +386 2 449 2321
 anita.zibrat@posta.si



The operator becomes a partner of the bee forage planting scheme

Participation in a scheme to plant two million honey trees in Slovenia by 2030.

ACTIONS

The Pošta Slovenije Group (PS Group) has committed to carrying out activities to raise awareness and publicise calls to maintain a clean and healthy environment for bees and other pollinators. With this scheme, the PS Group is building on activities to tackle climate change which are carried out in tandem with efforts in the areas of sustainable business and sustainable development.

One of the Group's activities in support of the 'Bee Forage Planting Day' project involves encouraging its own staff as well as the general public to adopt a responsible attitude towards the environment. Slovenian Bee Forage Planting Day is among the first concrete projects in the EU to make a start on achieving the EU target of three billion trees planted by 2030.

It also makes a strong contribution to plans for greenhouse gas emission sinks in the EU and efforts to make Europe 'climate neutral'. Another of the scheme's aims is to increase Slovenia's future nectar yield, as climate change has put the survival of pollinators increasingly at risk.

RESULTS AND IMPACT

In October 2021, members of the PS Group's Working Group for Energy Efficiency organised the planting of linden trees next to the mail sorting and logistics centres and postal units. The linden is considered to be a sacred tree in Slovenia.

Responsible Deliveries (Envíos Responsables)

The "Responsible Delivery" product is a non-urgent option allowing to optimise delivery routes and reduce parcels' GHG emissions.

ACTIONS

Under the motto "Not everything is urgent, but taking care of the planet is" Correos launched its *Responsible Deliveries* product, a non-urgent tracked parcel up to 30 kg which aims at fostering an environmentally conscious parcel choice.

With *Responsible Deliveries* product, Correos minimises the environmental impact of parcels by using algorithms for delivery route planning and optimisation. Waiting for vehicles to be fully loaded before delivering brings time and cost savings, it reduces kilometres travelled and GHG emissions and improves efficiency and air quality. Besides, Correos' ecological delivery fleet (over 1,900 electric vehicles) and more than 11,000 employees delivering on foot contribute to greening the company's deliveries.

Available for shipments throughout Spain, Andorra and Portugal (peninsular), delivered within 48-72 hours, at several delivery locations (home, Correos offices or Citypaq lockers), *Responsible Deliveries* are a convenient sustainable alternative for customers.

RESULTS AND IMPACT

Correos invites customers to reflect on their consumption environmental impact: while urgent shipments come at a higher environmental cost, *Responsible Deliveries* allow a CO₂ emissions reduction of up to 40% compared with urgent same-day deliveries, and cost as much as a standard domestic parcel.



SPAIN
CORREOS Y TELÉGRAFOS S.A:
ELENA FERNÁNDEZ-RODRÍGUEZ
International Affairs & SDG
+34 91 5963034
elena.fernandez@correos.com

Ayúdanos a cuidar el medio ambiente.

Elige la opción de envío no urgente para las compras que no sean urgentes.

NO TODO ES URGENTE.





SWITZERLAND
 SWISS POST
MORITZ WÄLDE
 rout:E initiative
 +41 76 473 71 54
 moritz.waelde@post.ch



Rout:E - Group electromobility initiative

Conversion of Rout:E all vehicles to fossil-free drive systems, and use of rout:E, an initiative to coordinate work between Group unit.

ACTIONS

The conversion of vehicles to fossil-free drive systems (especially electric vehicles) is a complex undertaking that affects many different units at Swiss Post. The current competencies and structures related to combustion engine vehicles can only be partially used for this purpose. The initiative supports the transition with the following activities:

- A closer cooperation between Swiss Post's different organisational units in themed working groups, independent of the existing line organisations,
- Bundling and expanding existing know-how;
- Direct involvement of top management to ensure a high level of commitment and short decision-making paths;
- The development of cross-divisional concepts, strategies and processes.

RESULTS AND IMPACT

The first result was the definition of a concrete implementation strategy for the vehicles in delivery and at PostBus, with a binding roadmap until 2030. Structural obstacles and gaps in responsibilities were identified and resolved, greatly increasing the speed of fleet electrification implementation.

CityHubs with fully electric vehicles

Consignments are delivered from a CityHub exclusively by e-vehicles with combined transport taking place outside rush hour.

ACTIONS

Thanks to the CityHub, parcel rounds do not start from the large base on the outskirts of the city, but directly from an inner-city hub. The parcel carriers no longer all drive into the city separately at 8 a.m. Instead, combined truck transport brings the parcels into the city centre before rush hour. E-vehicles are then exclusively used from the CityHub to deliver parcels to the immediate vicinity. Three CityHubs have been put into operation in Zurich. The three hubs have a total of 83 e-vehicles, 11 of which are e-vans.

RESULTS AND IMPACT

Rush hour traffic will be reduced by 1,100 trips per year. Noise, fine particles and CO₂ pollution will be lower by cutting 8,800 km of driving per year. This commitment entails costs for Swiss Post, with more expensive parcel delivery due to extra handling and the expensive space in the city.

SWISS POST 

SWITZERLAND
SWISS POST
DARIO KÜNG
E-mobility and CityLogistics
+41 78 920 89 02
dario.kueng@post.ch



Many thanks to: Elliot De Lievre, Exaucée Mamona, the communication department of La Poste Groupe and all the members of PostEurop who kindly contributed to the brochure.

Crédits photos : BH Pošta, bpost, Bulgarian Posts plc, Česká pošta, Correos y Telégrafos S.A, CTT Portugal Post, Hellenic Post S.A. – ELTA, Hrvatska pošta d.d, La Poste Group, Lietuvos paštas, Österreichische Post AG, Post Danmark A/S, Post Mostar, Posta Shqiptare sh.a, Pošta Slovenije, d.o.o, Poste Italiane S.p.A, Posti Group Corporation, PostNL, Swiss Post, Turkish PTT. Adobestock.com (Irina_levitskaya, Alexandr Sidorov, Studiostoks, Brazhyk, WinWin, Tartila, Veronikart, Scharfsinn86), La Poste (Christian ROY-LM Influence/HAVAS).



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Association of European Public Postal Operators AISBL

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Its 55 members in 53 countries and territories collectively operate 175,000 retail counters,
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PostEurop unites its members and promotes greater cooperation, sustainable growth and continuous innovation.