

PostEurop[•]

2023 BROCHURE OF CSR
GOOD PRACTICES

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





PostEurop[•]





ELENA FERNÁNDEZ-RODRÍGUEZ

Chairwoman of PostEurop

Sustainability has been at the core of postal operator's actions for a long time now and is highly embedded in their missions. Sustainable transition is a very important part of PostEurop members' corporate strategies, in line also with their purpose to serve society. For that reason, postal operators are integrating sustainability in their business models and value chain from a holistic perspective and are committed to meet Environmental, Social and Economic challenges, as highlighted in our PostEurop's Sustainability vision.

BOTOND SZE BENY

Secretary General of PostEurop

For this 11th edition of the CSR Brochure of Good Practices, 53 inspiring initiatives have been collected from 20 different postal operators all around Europe. These figures illustrate the key aspect of CSR in the postal sector and the leading role of posts in making society greener and more inclusive. The initiatives spread in three main categories, Employees, Economy and Environment, underline the wide range of actions conducted by postal operators. Celebrating in 2023 its 30th Anniversary, PostEurop is confident that the implication of its members in CSR will continue in the years to come.



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Editorial

In 2023 again, many exciting Sustainability initiatives implemented by PostEurop members are presented in the CSR Brochure. Overall, the variety of these initiatives illustrates the key role of postal operators in the economic and social life of European countries. Posts are transforming towards a new greener and closer way of providing essential services, which generates positive impacts and ease the life of citizens. From improving the energy performance of their buildings to enhancing gender equality while ensuring better access for citizens to digital services, postal companies prove that they are fully in line with the European Union priorities towards a resilient twin green and digital transition.

The **Employees category** highlights that postal employees are the main asset of postal companies. As a result, a variety of initiatives fosters postal employees' well-being at work as well as the creation of a safe and sustainable working environment. Empowering employees, notably women, is a major focus to ensure equal opportunities and the development of the full potential of all postal workers. Several initiatives shared also aim to reinforce employee's engagement and attract new talents. At time of accelerated labour market evolutions, postal companies show their willingness to remain attractive employers offering quality employment in line with the priorities set in the European Pillar of Social Rights.

The **Economy category** puts forward new services provided by postal operators, which are directly linked with surrounding communities and local territories. The development of these services is highly connected with proximity issues, as posts is a key vector for social inclusion. Many projects enable a better access for all customers to a broader range of services, by using new digital tools combined with the post's large physical presence all over the territory. This category also shows the diversification of postal operators into new multi-channel activities relying on their assets of proximity and customers' trust. This highlights the posts' willingness to contribute to a fair and inclusive economic transformation at the European level.

The postal sector also takes its environmental responsibility very seriously, as illustrated by the **Environment category**. The initiatives shared this year cover a wide range of actions, from the decarbonisation of fleets and procurement of electric vehicles to the building efficiency and the production of green energy thanks to the installation of solar panels. Energy saving has also been a major

issue for posts, thus highlighting the close links between economic and ecological benefits. Greening postal activities is at the heart of many of the shared initiatives in the three categories, which illustrates the alignment of postal operators with the European Green Deal. The postal sector is thus establishing itself as a main actor of the green transition. Some initiatives are specifically part of the drive to reduce packaging waste, in the framework of the European Action Plan towards circular economy. Many postal operators foster recyclability in their operations and activities and several initiatives emerge this year again to incentivise customers to use circular packaging.

CSR is also being more and more looked at European level through the new directive on Corporate Sustainability Reporting (CSRD) which will require more detailed reporting of ESG data. These new ambitious standards, with serious measures related to ecological, social and societal performance, put additional pressure on companies, while encouraging postal operators to pursue their efforts to meet their CSR objectives.



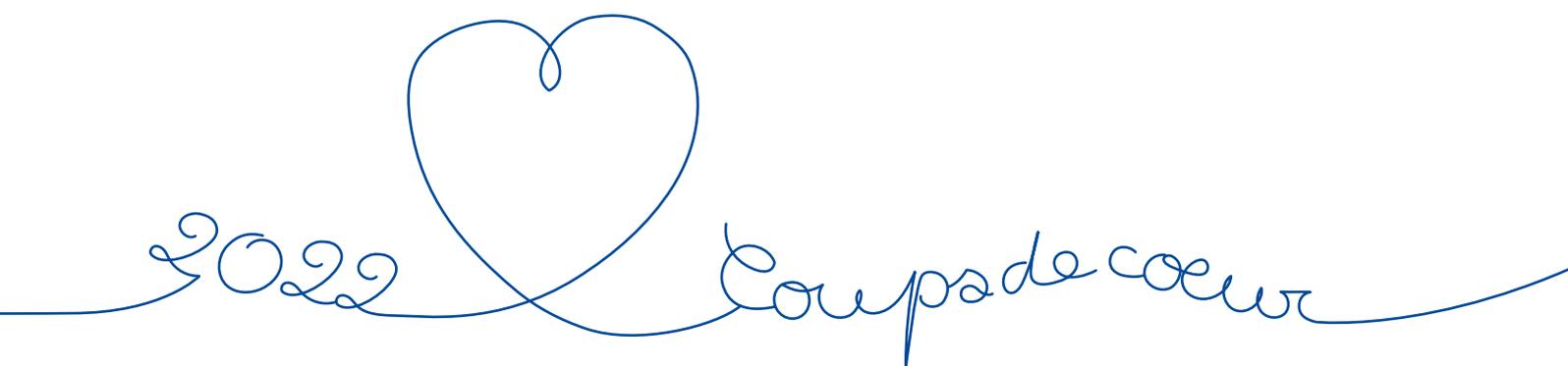
MARGAUX MEIDINGER,
Chair of the CSR Circle

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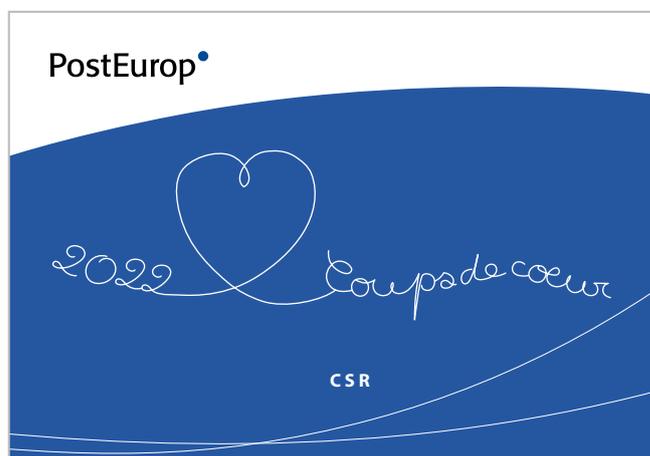
KALINA TOTEVA,
Vice-Chair of the CSR Circle

A handwritten signature in black ink, appearing to be 'K Toteva'.



2022 “CSR Coups de Cœur”

Since 2014, PostEurop CSR “Coups de Cœur” 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” in the **EMPLOYEES** category of 2022 was awarded to **PostNL** for its project “Recognition for Promoting Inclusive Employability”, which helps vulnerable people to find a sustainable job. The company started a pilot project for employees doing mail delivery, whereby a modified electric cargo bike is attached to a wheelchair via a tailor-made adapter. There is potential for approximately 20 to 30 workplaces for wheelchair-dependent candidates in the coming years, in every city where mail is delivered by an electric cargo bike.



Correos received the “Coup de Cœur” in the **ECONOMY** category for its programme “Supporting Rural Development”, which focuses on diversification of the services provided at post offices and at home. It includes the introduction of two services that address financial exclusion. Correos Cash gives customers the opportunity to deposit or withdraw cash at any Correos rural point or post office. In addition, the company has deployed an ATM network in towns with less than 3,000 inhabitants. This runs in parallel with a technological service platform for citizens, connected to administration and utility companies, and a project on card payment via postmen/ women’s PDAs.



In the **ENVIRONMENT** category, the “Coup de Cœur” went to **CTT Portugal**, and its circular economy initiative, called “ToBeGreen”. The project involves the recycling of face masks used against COVID-19 for the production of new products, including shipping packaging. In 2021, tens of thousands of masks used by the company’s employees were recycled and turned into Christmas tree decorations. Then, they were sold at CTT stores and online, and part of the revenue was donated to a charitable initiative.

Employees

Work-Life Balance

Well-being At Work

Diversity And Inclusion

Solidarity

Employee Empowerment

Gender Equality

Change Management

Vocational Training

Prevention





Employees



AUSTRIA
ÖSTERREICHISCHE POST AG

New Corporate Culture at Austrian Post

Austrian Post presented in 2022 a new vision for its corporate culture. The values of joy, purpose and performance guide how we work together.

ACTIONS

The corporate culture plays an important role at Austrian Post as the company's employees are its most valuable asset.

After making a start in 2021, the company rounded out its vision for new corporate culture in 2022. It has set up culture talks – a live online

format in which different cultural topics are discussed with managers and representatives. It also established a cultural community of around 80 members from all over Austria and every division in the company to remain in constant contact with its employees. It is addressing the issue of corporate culture within its leadership development programme.

Workshops provide an opportunity for employees to reflect on the impact of the new culture in their working environment and to play an active role in shaping it. The post fosters a culture of open dialogue with its employees, based on respect, appreciation, honesty, and trust. Austrian Post keeps its staff up to date with all of the key developments and changes within the company.



RESULTS AND IMPACT

Austrian Post is an attractive place to work because of the wide range of development opportunities available to its employees and its ability to provide secure jobs in challenging times like a pandemic. Living out, enhancing and communicating these values is part of the new corporate culture.

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Employees

The safety Games

bpost implemented several successful health and safety initiatives for its employees!

ACTIONS

In 2020 (development in 2019), bpost started training its employees “through gamification”: an application on postal workers’ mobile devices that sends 2 health and safety questions a day for a month. This is to playfully remind them of instructions, good practices and tips & tricks around working safely.

There is a total of fifty questions per challenge (3 challenges per year), which vary depending on the season or safety-focus at the moment. For each correct answer, the player can collect stamps to compete for a prize, but most importantly fame and glory in its mail centre. bpost is also adding a competition element on a higher level: at the end of the challenge, the mail centre with the most stamps (taking

into account the ratio of potential players) will be put in the spotlight in his region.

The next challenge is scheduled for June 2023!

RESULTS AND IMPACT

The safety Games were launched in every mail centre with a potential of 15,000 postal workers. Participation is on a voluntary basis, ± 2,000 employees participate in each challenge. Safety becomes a topic of discussion along with the sharing of good practices and ideas for continuous improvement.

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Employees



Women at sorting - 100% respect

The sorting centre of Brussels has set up the 'Woman@sorting' discussion group to better understand and improve the experience of women on the site.

ACTIONS

8 women from the sorting centre were randomly picked and asked to participate in 5 workshops. During these workshops, they identified their difficulties in the sorting centre and formulated action points for the management. The actions, focussing on sexism, awareness and training, were transformed into a phased action plan that started in May 2022 and is still ongoing.

The national bpost campaign 100% diversity, focussed on being an inclusive employer, was used as corporate umbrella to launch more specific actions towards sexism and inappropriate behaviour in the sorting centre.

- Different target groups got customised trainings during their working hours.
- The concept of buddies was

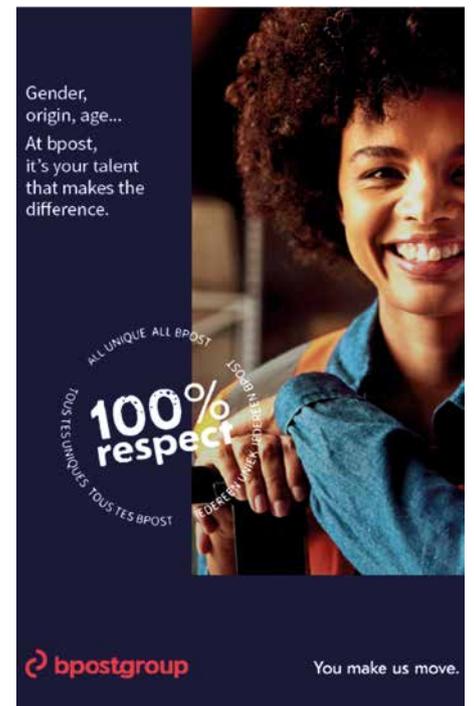
introduced: colleagues that are the first-line help when there is a victim or witness of inappropriate behaviour.

- A focus was done for the most vulnerable group, the interim workers & students.
- A campaign was launched to create more awareness through posters & flyers.

RESULTS AND IMPACT

Employee satisfaction on diversity has improved over the past few years. Different channels have been set up to listen, manage and improve diversity within the site and have been widely promoted among the employees. Sorters now know how to react in case of inappropriate behaviour.

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Employees

CZECH REPUBLIC
ČESKÁ POŠTA



Ombudsman for employees

Czech Post established in 2016 the function of the Ombudsman for employees to enhance the satisfaction of its employees.

ACTIONS

For the past seven years, the Czech Post's ombudsman for employees has been working with those who seek justice in matters that they have dealt with unsuccessfully with their superiors. The number of cases gradually increased with the awareness of this position. In recent years, around 160-180 cases have been solved annually.

There are primarily on labour law and finance, complaints also include relational problems at workplaces, like bullying. More and more frequently, it is consulting in labour law, when employees want to verify the information provided by their superiors and find out their options in

a given situation. Submissions of an employment nature are most often recorded as informative. Traditional complaints focus more on the financial sphere, e.g. denying the requested amount of compensation for the damage caused. About one-third of the complaints are justified. In such a case, the employer is advised to reconsider the whole matter, e.g. pay the employee's claims.

RESULTS AND IMPACT

Hundreds of cases handled by the ombudsman for employees show that this function is meaningful and helps employees. The satisfaction of more than 25,000 Czech Post employees is very important to the company which sees it as one of its priorities.

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Employees



FRANCE
LA POSTE GROUPE

La Poste's School of Data and AI

La Poste has launched in 2023 its School of Data and AI to speed up the recruitment of skills and boost its digital transition.

ACTIONS

The School of Data and AI trains experts in four key jobs: data product owner, data analyst, data engineer and data scientist. It grows digital skills to optimise La Poste's operational efficiency, improve customer satisfaction and develop innovative solutions. This School is founded on two core values: ethics and inclusion.

Facing the increasing scarcity of trained candidates in data professions, the School of Data and AI addresses the challenges of La Poste's digital transformation by offering a training lasting from 3 to 12 months. The School is open to both postal employees and external candidates, mainly students with a first post-baccalaureate experience or candidates in retraining.

The training programme relies on the internal expertise of La Poste's subsidiaries specialised in data and AI as well as on external partnerships. The School promotes the acquisition of operational skills in a professional



setting, by integrating missions within the company.

RESULTS AND IMPACT

51 candidates have joined the School for its first year. With 55% of women, it reaches its parity target. The goal is to train up to 250 candidates each year

during the next three years to enable La Poste to remain one of the leading companies in trusted digital services.

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Employees

GREECE
HELLENIC POST S.A. - ELTA



Awareness for Women health and Team Bonding

Hellenic Post participated with a group of volunteer employees in the Symbolic Road Race and Walk "GreeceRacefortheCure".

ACTIONS

The "GreeceRacefortheCure" race is organised and implemented every year by the Panhellenic Association of Women with Breast Cancer "Alma Zois", in co-organisation with the Culture, Sports and Youth Organisation (OPANDA) and with the approval of the American Susan G. Komen organisation.

"GreeceRacefortheCure" includes a 5,000 metre race and a 2,000 metre walk. The main purpose is to inform every woman in Greece about breast cancer by demystifying it, defeating fear and prejudice as well as highlighting the significant importance of early diagnosis for saving lives and improving the quality of life of women with breast cancer. It also aims to support women with breast cancer and their families as well as to honour the women who are no longer close to us.

ELTA invited all employees to participate in this event and undertook to cover the costs of participation.

It created a team with employees to connect and participate for a cause.

RESULTS AND IMPACT

Over 230 employees of ELTA took part in the race, forming one of the ten largest groups of the event. The participation of the post's employees

and their family members created a human chain and strengthened relationships. It enhanced the team spirit among colleagues, highlighting their solidarity.

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Employees

Posteitaliane

ITALY

POSTE ITALIANE S.P.A.

Eco-routine

To achieve carbon neutrality by 2030, Poste Italiane needs the support of all its employees who are called to adopt a new Eco-routine.



ACTIONS

Poste Italiane has disseminated a new Eco-routine on the company intranet and social media channels: a path in 10 steps, corresponding to as many virtuous behaviors to be adopted in daily life, so as to become a routine in all respects.

These are measures within the reach of all employees, simple to adopt and which require very little effort, but which can help to achieve great results. An ad hoc communication campaign was therefore created which accompanied the idea and involved the employees with ten outings in six months. Each of them contains a small/large gesture to modify the daily routine and make it ecologically sustainable, through a change of mentality and a new awareness of gestures: thermostat temperature,

suitable clothing, printer, electronic signature, turning lights on and off, heating management, mobility efficiency, etc. Each employee, in the workplace, at home and on the go, can do his/her part by following small precautions for increasingly conscious energy consumption.

RESULTS AND IMPACT

Poste Italiane is active in many projects related to energy saving, from the installation of photovoltaic systems at company headquarters to the ever-increasing use of LED lighting up or the use of "green" transport. A commitment which passes through its people and everyone's responsibility.

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Employees

LITHUANIA
LIETUVOS PAŠTAS



Lithuanian Post @ National Mobility Challenge

Encourage employees understanding of sustainability and healthy living through participation in the National Mobility Challenge.

ACTIONS

Lithuanian Post invited its employees to participate in a two-month long National Mobility Challenge for Organisations. The National Mobility Challenge started in October, before that the colleagues were invited to download a walking app #Walk15 and register to the Lithuanian Post team.

The Challenge encourages competition among different private and public organisations by showing the ranking – the amount of people on the team and the number of steps taken are public. The activity was a success because it did not require any special timing or

preparation and the steps would be counted.

Lithuanian Post contributes to the ideas of sustainability, so it is very nice that many colleagues rely on the ideas of sustainability and choose to travel on foot, at least occasionally exchange cars or other more polluting means of transport for a healthy walk.

RESULTS AND IMPACT

The Lithuanian Post team finished in the 9th position out of 1,120 organisations. 228 Lithuanian Post colleagues joined the challenge. Together they walked 60,699,203 steps and circled the globe

1.2 times. They “planted” 289,044 virtual trees by going through these steps and saved 10,405 kg of CO₂.

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Employees



Fast Track – Leadership Programme

Define and implement a leadership programme to increase engagement and sense of belonging from top to operational roles.

ACTIONS

The Portuguese Post has carried out top-down workshops with 1,300 leaders to define the CTT leadership model. The Leadership framework has been designed with six core CTT leader skills that the company wants its managers and directors to have:

- Lead by example
- Communicate and collaborate
- Focus on customer
- Innovate and be flexible
- Delegate
- Motivate and develop

This internal reflection has led to the creation of a specific training programme and the launch of an app to have a pocket coach. The leadership

programme is based on best practices collected throughout the process and five values: commitment, trust, customer focus, sustainability and proximity. The new training course will contribute to shape the leadership of tomorrow as a reference for the future.

To spread the message, 85 ambassadors across the organisation are being trained.

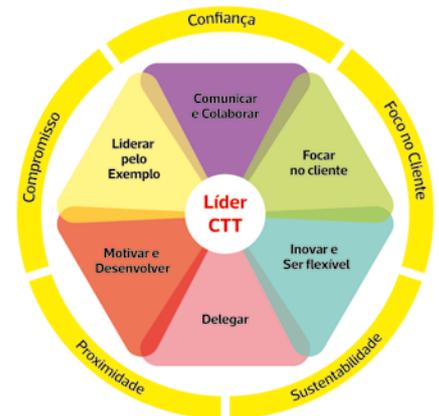
RESULTS AND IMPACT

This initiative has several benefits: better communication, increased productivity, better work-life balance and high level of commitment of the leadership team to keep everyone engaged.

The result CTT wants to achieve by the end of 2024: “The best place to work”.

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Employees

ROMANIA
C.N. POSTA ROMANA S.A. 

Couriers of culture - read and pass!

Encouraging reading among the clients of the Romanian Post Office but also raising awareness of its importance in the Romanian society.

ACTIONS

The Romanian Post, in partnership with the Romanian Post Foundation and the Litera Publishing House, is celebrating the National Reading Day in 2023 for the second consecutive year. The courier agents became, for one day, the "couriers of culture" and brought, along with the parcel, a gift book from the "Book for all" collection of the Litera Publishing portfolio.

Launched in 2022, in partnership with Litera Publishing House, the campaign "Couriers of culture - read and pass on!" was successful among Romanian Post clients, who were delighted to receive surprise volumes directly at their door.

Therefore, the campaign "Couriers of culture - read and pass!" continued in 2023:

On 15 February 2023, the Romanian Post clients received a parcel. The Romanian Post courier agents who delivered the parcels in Bucharest and Ilfov County also arrived with a gift from Litera Publishing: a book for the first 500 clients!



RESULTS AND IMPACT

The campaign aims to encourage reading among Romanians and Romanian Post employees, regardless of age, and urges that the volumes, once read, be passed on, so that they reach as many readers as possible.

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Employees



SPAIN
CORREOS Y TELÉGRAFOS S.A

Bet on Women

Recent actions Correos has taken to boost women's visibility and female talent, in and out the company.

ACTIONS

Correos is fully engaged in promoting inclusive gender equality. It was the first Spanish State-owned company to hire female staff. Today, Correos designs and implements initiatives to address gender challenges.

- "Correos en Femenino": a programme on women's talent visibility with:
 - Sessions for employees on leadership, gender, new masculinities, co-responsibility;
 - Mentoring of 28 female post offices and centres managers;
 - "STEM Talks", where female experts in science and IT deliver conferences at universities/schools encouraging women to go for STEM careers.
- Leadership School: training over 1,500 female managers on skills for people management.
- #8M All the Year: launched on 8 March 2022, this stamp collection is devoted to emblematic Spanish women who fought for gender equality. The stamps are shown in an itinerant exhibition across main post offices in Spain.



- Target Gender Equality: Correos participates in UN Global Compact's accelerator programme for KPIs in female leadership.

RESULTS AND IMPACT

In line with its bet for diversity and gender equality, Correos aims to attract female talent to the logistics industry (highly masculinised). In 2022, 24,798

female employees worked at Correos (53.21% of the total staff), enriching the company with their vision, skills, hard work and dedication.

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Employees

Correos' Delivery Assisted Trolley

An innovative alternative to the traditional on foot delivery whose purpose is to maximise last-mile efficiency.

ACTIONS

Correos is collaborating with two start-ups that participated in Correos' acceleration programme (Lehnica Challenge) to develop and pilot two different models of Delivery Assisted Trolleys which can be used as a traditional delivery trolley and quickly transformed into 100% electric scooters that work as zero emission vehicles.

These Trolleys are being tested in locations with different social-demographic profiles: some with apartment blocks and relatively short distances, others in rural areas with widely scattered bungalows and slopes, and others in pedestrian urban areas with many obstacles due to street furniture.

In all of them, results are very positive: the Delivery Assisted Trolley's versatility allows postmen to circulate both in

pedestrian areas, roads, and slopes, carrying heavier loads over longer distances, in less time and with much less physical effort.

This innovative solution improves delivery agent's efficiency and wellbeing and is environmentally friendly.

RESULTS AND IMPACT

The positive impact of Delivery Assisted Trolleys was evident after the first pilot: a 25% reduction in delivery times was achieved using them. Also, employees are very satisfied, they appreciate their user-friendliness, acknowledge they decrease fatigue and conclude they make delivery much easier.

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Employees



SWITZERLAND
SWISS POST

StayFit

The online platform for Swiss Post's career and social counselling service enabling staff to receive anonymous support free of charge.

ACTIONS

Whether it is war, coronavirus, inflation, stress at work or personal crises, Swiss Post staff can receive support for their concerns and problems easily, quickly and around the clock on the StayFit platform. Staff can discuss their concerns – anonymously if they wish – in a counselling chat with specialists from social or career guidance.

The platform is available to all staff who want to tackle their professional or private problems at an early stage or who are concerned about their health and personal development. The new platform also offers a large number of practical tips on topics such as

work-life balance, stress management, professional development and other issues relating to mental and physical health. Staff have the option of accessing videos, articles and webinars anytime and anywhere, or they can register for exciting live events. In addition, StayFit contributes to prevention and offers fast support in acute crisis situations.

RESULTS AND IMPACT

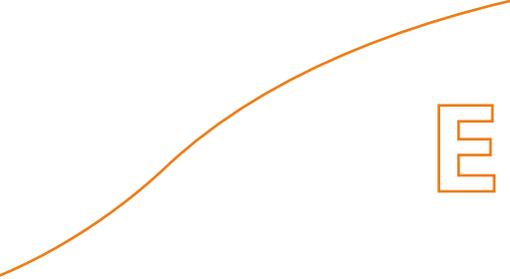
The one-year pilot runs since March 2023. The service is in heavy demand and the feedback is very positive. Six weeks after release, there have been 70,863 visitors, 106,078 page views

and 30 chat requests. Problems are prevented from escalating and access to information and tools is facilitated.

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Employees

Economy

Digital Transformation

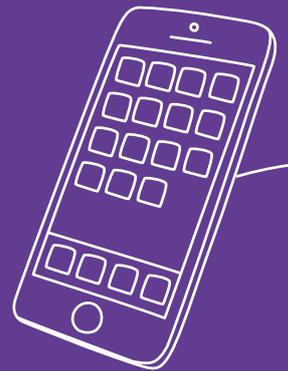
New Services

Partnership with NGOs

Diversity and Inclusion

Awareness Campaign

Solidarity





Economy



AUSTRIA
ÖSTERREICHISCHE POST AG

Sustainability Discount for Info.Post (unaddressed leaflets)

Business clients are rewarded by a more attractive postage if they send sustainable leaflets. Various eco-labels can be submitted as verification.

ACTIONS

Business clients like big supermarket chains that send weekly approximately 3 million leaflets in the advertising sleeve “Das Kuvert” are encouraged to place orders for sustainably produced leaflets at their printing companies.

Since 1 January, Austrian Post offers a discount on sustainable leaflets, which business clients can take advantage of.

For receiving the discount, it is important, that the paper itself and the printing process meet defined sustainability standards. One of the following environmental certificates can be used as verification and needs to

be printed on the leaflet: the Austrian Ecolabel, the EU Ecolabel or the Blue Angel (the German Ecolabel). Any other official certificate that proves a sustainable paper and printing process can be used as well.

Furthermore, the post’s advertising sleeve “Das Kuvert”, where these leaflets are enclosed, is certified with the Austrian Ecolabel as well.

RESULTS AND IMPACT

Three months after the introduction of the Sustainability Discount for unaddressed leaflets,

already 70% of the total volumes that are distributed are sustainably produced leaflets.

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Economy

BOSNIA AND HERZEGOVINA
JP BH POŠTA D.O.O. SARAJEVO



Special Postage Stamp “the Center for Blind and Visually Impaired Children and Youth”

Support to “Center for Blind and Visually Impaired Children and Youth” with a special issue stamp that marked 75 years of their operation.

ACTIONS

BH Post issued and promoted a special issue postage stamp and FDC to support the “Center for Blind and Visually Impaired Children and Youth”. The stamp was designed by Boris Hodak and printed in quantity of 10,000 with a nominal value of BAM 1.50 (0.77 EUR).

The Center for Blind and Visually Impaired Children and Youth, as a public institution for the education of blind and visually impaired students from all over Bosnia and Herzegovina school, began its work in 1947 with its headquarters in Sarajevo. The Center organises and implements pre-school upbringing and education, primary school upbringing and education and education of the blind and partially sighted youth for the acquisition of

titles and professions. The Center also provides retraining, rehabilitation and resocialisation for students who lost their sight during schooling, i.e. persons who lost their sight later in life, in high school.

RESULTS AND IMPACT

As a socially responsible company, BH Post wished to show appreciation and support the “Center for Blind and Visually Impaired Children and Youth” to enable a blind or partially sighted person to live and work independently. These activities have helped to raise awareness of their efforts.

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Economy



BOSNIA AND HERZEGOVINA
JP BH POŠTA D.O.O. SARAJEVO

Special Postage Stamp “Center for Hearing and Speech Rehabilitation Sarajevo”

Support to The “Nemanja Vlatković” Institute for the Rehabilitation of Hearing and Speech of Children and Youth with a special postage stamp.

ACTIONS

BH Post issued and promoted a special issue postage stamp and FDC to support the “Center for Hearing and Speech Rehabilitation Sarajevo”. The stamp was designed by Tamer Lučarević and printed in quantity of 10,000 with a nominal value of BAM 0.90 (0.46 EUR).

The Institute opened its doors in 1946. The humane model of educational and social integration of children with impaired hearing and speech through the placement of children from the interior of Bosnia and Herzegovina in foster families was introduced in 1973. In the war from 1992 to 1995, it was completely devastated, and educational



and therapeutic activities were carried out in extremely difficult conditions. After the war, from 1995 to 1997, all the facilities of the Center were renovated, adapted and all prerequisites were created for the realisation of the entire

process of education and rehabilitation of hearing and speech impaired children.

RESULTS AND IMPACT

As a socially responsible company, BH Post wished to show appreciation and support the Institute in upbringing, education, diagnosis and rehabilitation of hearing and speech impaired children and youth. Hopefully, these activities have helped to raise awareness of their efforts.

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Economy

BULGARIA
BULGARIAN POSTS PLC



A pilot project for provision of administrative services at post offices

The project aims to provide people living in rural areas with access to administrative services, thus promoting social inclusion.

ACTIONS

The pilot for provision of administrative services at post offices was initiated in July 2022, as part of the “Digitalisation of Bulgarian Posts & Provision of Complex Services” project under the National Recovery and Resilience Plan.

The project allows citizens to submit applications for various services of social importance – payment of social benefits, issuance of documents, services for the unemployed, etc. Customers can apply for 39 services provided by the Agency for Social Assistance and the Employment Agency, at 32 post offices. These services are provided free of charge to citizens. The applications are submitted via an e-platform developed by the Ministry for e-Governance, which is a key partner for the implementation of the project. In-house training, including development of training materials, is an essential part of the pilot.

The pilot facilitates the access of citizens to public authorities, and saves time and financial resources to those living in rural areas.

RESULTS AND IMPACT

For the period July 2022 – July 2023, over 1,000 applications were submitted at the designated post offices. If the

pilot proves successful, its scope will be gradually expanded. By 2026, citizens will be able to apply for more than 800 services, including paid ones, at 2,100 post offices.

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Economy



CROATIA
HRVATSKA POŠTA D.D.

Introduction of a new national currency in post offices – the “Euro” Project

Post offices, banks and FINA offices are the only places where citizens can exchange kunas for the new currency.

ACTIONS

The adaptation process and transition to the new currency lasted for a year and a half. Last year, within the “Euro” Project framework, over 500 work and business processes and over 100

internal and external applications have been adapted.

A month before the introduction of the euro, on 1 December 2022, the sale of Croatian euro coin starter packs commenced in all post offices and

they were available for purchase for all natural and legal persons. During the month 370,000 starter packs were sold.

On 1 January 2023, the conversion from kuna to euro commenced in 1,016 post offices in over 800 places across Croatia. The citizens will be able to exchange kuna banknotes for euro banknotes in post offices by the end of 2023.

RESULTS AND IMPACT

In the first quarter of 2023, there have been over 864,000 conversions amounting to 96 million euros. A sum of 723 million kunas was dispatched from post offices.

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Economy

CZECH REPUBLIC
ČESKÁ POŠTA



Free packages to Ukraine

In connection with the war in Ukraine, Czech Post has decided to help local citizens to send packages from the Czech Republic for free.

ACTIONS

From March to July 2022, Czech Post offered to send a standard package to a specific address in Ukraine for free. Anyone who wanted to help a loved one in Ukraine or a specific institution by sending a humanitarian aid package could do so by delivering the package to any Czech Post office.

This action of Czech Post was aimed at support those who wanted to help Ukrainians facing war aggression. Customers were allowed to send up to 5 standard packages to Ukraine (in both economy and priority versions), up to a weight of 30 kg.

RESULTS AND IMPACT

Since the beginning of March 2022, Czech Post clients have sent a total of 50 million CZK worth of items to Ukraine for free. This represents more than 80,000 packages.



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Economy



FRANCE
LA POSTE GROUPE

Support for the citizen's rescue scheme "Le Bon Samaritain"

La Poste has built a partnership with "Le Bon Samaritain" to strengthen its community of citizens who provide assistance to victims of cardiac arrest.

ACTIONS

500,000 people are victims of cardiac arrest each year. Beyond four minutes without assistance, the victim loses 10% chance of survival per minute. To reduce intervention times, the citizens' initiative "Le Bon Samaritain" has created a free mobile application, "Staying Alive", on which every citizen can register to be alerted by the emergency services in case of nearby cardiac arrest. Thanks to geolocation, citizens can help the victim while waiting for the emergency services.

La Poste has signed in 2023 a partnership with "Le Bon Samaritain" to further reduce intervention delays. Therefore, the company has encouraged postal workers to register on the mobile app "Staying Alive" via a dedicated portal. It has also organised awareness-raising workshops lead by the Founder of Le Bon Samaritain, Dr. Paul Dardel. Moreover, defibrillators in postal establishments are now mapped on "Staying Alive". La Poste is also



communicating in 1,600 post offices on the scheme to inform its customers about this citizen initiative.

RESULTS AND IMPACT

A first pilot has been launched in five departments. Nearly 10,000 postal workers, including 300 already trained in first aid by La Poste, will be able to

register on the mobile application to intervene. A gradual extension to other regions is foreseen to reach a national deployment.

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Economy

“Say STOP Childs Abuse” Stamp

Hellenic Post contributes through this edition of stamps to spread the message “Say STOP to child abuse” and draw everyone’s attention.

ACTIONS

Hellenic Post, through the special edition of four self-adhesive stamps entitled “Say STOP to child abuse”, supported the nationwide fundraising and awareness campaign “Keep secret” of “The Smile of the Child”. This specialised organisation implements actions and provides services to children at the level of prevention, intervention and treatment for children who have been victims of violence.

On 19 November 2022 “International Day Against Child Abuse”, Hellenic Post contributed through these special stamps to spread the message and draw everyone’s attention to children with the core message that all children have the right to health, carelessness, and a life free of pain and any form of abuse. It aims to remind everyone of the need to protect children and raise public awareness about any kind of violence against them.

This action was communicated through internal and external network, newsletters to all staff and customers through posters, press release and video.

RESULTS AND IMPACT

ELTA contributes to spread the message to encourage children and adults to speak for any kind of violence against them. The company supports the nationwide campaign “Keep secret” of the specialised organisation “The smile of the Child”.

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Economy



GREECE

HELLENIC POST S.A. - ELTA

Humanitarian aid for children and families in Ukraine

ELTA took over through its network to carry out every kind of humanitarian aid to Ukrainian people.

ACTIONS

Hellenic Post invited employees, customers, and all citizens to send any kind of humanitarian support that was needed, consisting of specific items (food, necessities, tents, sleeping bags, blankets, medicines, and consumables, etc.). ELTA collected parcels through its postal outlets, for free, up to a weight of 20 kg. Thanks to its network, ELTA took over the nationwide collection and delivery of these items in a secure and quick way.

This initiative was conducted in collaboration with the Embassy of Ukraine in Greece as well as the organisation "Smile of the Child", aiming at either the humanitarian material to be forwarded free of charge to Ukraine or to be offered for the support of the Ukrainian refugees in Greece.

RESULTS AND IMPACT

This action enhanced and demonstrated the high level of social solidarity and sensitivity of ELTAs "family" and the people of the local communities.

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Economy

ITALY

POSTE ITALIANE S.P.A.

Posteitaliane

Polis Project

The project aims to promote the country's economic, social and territorial cohesion and to overcome the digital divide in small municipalities.

ACTIONS

The Polis Project provides for two lines of action:

- Structuring a Hub for Public Administration services and access to them from a single point of contact. Many services (judicial certificates, passports, health certificates, registry, cadastral, loss reports), currently usable in different parts of the national territory, will all be available at the post office. Post offices will also renovate their physical infrastructures with new places for communities. Photovoltaic, smart building systems, charging stations, kiosks for self-service operations, lockers and ATMs will be installed and renovated outdoor areas implemented.
- Structuring the largest Italian co-working network, destined for 250 sites, home to abandoned historic buildings of Poste Italiane, of which around 80 medium-small centres under 15,000 inhabitants and 130 large cities or provincial capitals. Access will be



offered at affordable prices for all and spaces will be interconnected.

RESULTS AND IMPACT

The main impact will be in terms of innovation and sustainability. It aims to overcome the digital divide, interconnect and enhance small

centres, with an important reduction in pollution and travel times, confirming at the same time the social and institutional role of Poste Italiane.

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Economy



LITHUANIA
LIETUVOS PAŠTAS

City symbol parcel lockers

Local community engagement initiative through allowing selection of visually appealing solutions for parcel lockers network.

ACTIONS

At the core of the initiative is community engagement by allowing people to pick the symbols that represent their city and have them as a decoration for local parcel lockers. The engagement process contributes to pride in local historical artefacts or peculiarities and becomes part of social dialogue.



The process was set up in several main steps:

- Lithuanian Post pre-chose 10 cities with parcel lockers network.
- Special website facilitated the open call to inhabitants to submit ideas for symbols.
- Public vote was open to everyone on the received suggestions, the main aim was to finalise which of those represents their city and community most accurately.
- Once the public vote ended, the main symbols were announced, symbols designs created, and parcel lockers decorated.

The initiative relied on reaching out to the city communities and stakeholders, communicating through relevant

media or other channels and an open platform for people to engage with the process.

RESULTS AND IMPACT

Communities of 10 cities were involved. More than 500 unique suggestions were received in the open call for symbol ideas. 77,000 votes were cast to select the final 10 symbols. 30 parcel lockers across Lithuania were decorated. The initiative reached 1.1 million users within Lithuania.

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Economy

LITHUANIA
LIETUVOS PAŠTAS



Stamps to support Ukraine

Lithuanian Post launched activities to enable clients to support Ukraine.

ACTIONS

During the year 2022, Lithuanian Post issued two postage stamps to support Ukraine.

One postage stamp called "Hug Ukraine" was dedicated to the defenders of the freedom of Ukraine. To inform the wider public about such a possibility, a supporting action through a hugging campaign was organised near the Ukrainian Embassy.

A second postage stamp "Unite for Bayraktar", immortalising the civic initiative, collected support for the purchase of an unmanned aerial vehicle for Ukraine. Upon appearance of this postage stamp on the market, Lithuanian Post and "Freedom TV" initiated a campaign – they invited to use the postage stamp when

writing letters to country leaders and representatives of international institutions. This was to encourage them to take more initiative in contributing to the aid to Ukraine.

Additionally, Lithuanian Post offered a wide range of goods, such as stickers, Ukrainian flags, scarves, pins and similar, where the profit from the sales was donated for the same causes.

RESULTS AND IMPACT

Lithuanian Post customers while buying both above-mentioned postage stamps, purchasing stickers, Ukrainian flags, scarves and other goods in the range, donated nearly 50,000 EUR in 2022. The donations were transferred to a Public Fund "Blue/Yellow" that consolidated the financial support.



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Economy



LITHUANIA
LIETUVOS PAŠTAS

NGO goods in postal offices

Supporting social entrepreneurship activities of non-governmental organisations through the sale of their goods.

ACTIONS

In 2022, Lithuanian Post launched an open call for non-governmental organisations (NGO) that already produce goods or function with social



entrepreneurship in mind to sell their products at post offices.

After evaluating the proposed products, Lithuanian Post invited 4 non-governmental organisations to cooperate – the Lithuanian National Committee of the United Nations Children’s Fund UNICEF, the Vilnius Archdiocese Caritas Day Centre for Children and Adolescents “The Angel of Hope”, the public institution “Social Innovation Centre” and the community Rotinenai. The range of products chosen for sell includes postcards and handicrafts, hanging toys, braided bracelets, knitted socks and wooden pendants with various symbols.

Along with this activity, the colleagues of the Lithuanian Post Office provided

consultations to the representatives of the organisations, giving additional knowledge about existing requirements at points of sale, packaging and other subtleties.

RESULTS AND IMPACT

The sale of NGO products started in October, they are available in 20 selected post offices and some goods are now being slowly expanded in the wider network. The goods were especially popular over the Christmas period.

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Economy

NETHERLANDS
POSTNL



PostNL Special Moments Fund

The PostNL Special Moments Fund supports initiatives that bridge social differences and foster contacts between people.

ACTIONS

With the PostNL Special Moments Fund, PostNL wants to make an extra contribution to society and increase the involvement of postal workers. The fund offers concrete aid to people who need a helping hand. In this way, it gives people a moment of relief or happiness.

PostNL delivers birthday packages for children who cannot celebrate their birthday with family and friends and helps to identify loneliness by passing on signals from PostNL deliverers to local welfare organisations. The company also makes 100 donations twice a year to associations and foundations where postal workers are active as volunteers. PostNL increases the awareness of community centre rooms with its parcel lockers and gives a small donation per package picked up.

The postal operator partners with civil society organisations that focus on a more connected society and promote equality of opportunity.

The deployment of PostNL's national network is an added value to have a social impact.

RESULTS AND IMPACT

In 2022, 250,000 elderly people received extra attention and warmth in December via a Christmas card and 100,000 children were able to celebrate

their birthday thanks to the delivered birthday packages. There are also 11 municipalities where parcel deliverers can pass on signals of loneliness.

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Economy



PORTUGAL
CTT PORTUGAL POST

Solar Neighbourhoods

CTT Portugal Post, in partnership with EDP, will power solar neighbourhoods across 37 different locations in Portugal.

ACTIONS

Solar generation distributed in small power stations is an essential component in achieving both governmental and CTT's decarbonisation targets. With this project, comprising 12,000 panels, CTT will benefit from the electricity generated by the installations to power some of its facilities and it will also supply clean energy to 8,000 families and small businesses in the vicinities. The combined installed power reaches 6MWp and an area equivalent to eight American football fields.

These parks will provide renewable energy to CTT buildings and, as the majority of the locations have more space available than required for supplying those facilities, energy communities will also be created, allowing families and businesses to also share this renewable energy



and benefit from real savings in their bills. Participation in the Solar Neighbourhoods project is further proof of CTT's enormous capillarity and proximity to the population.

RESULTS AND IMPACT

The members of these solar boroughs will make savings of up to 35% on electricity. CTT will not only power its

buildings with sustainable energy and share it with the population but will also benefit from significant savings and reduce its dependency on the power grid through this partnership.

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Economy

ROMANIA
C.N. POSTA ROMANA S.A. 

POST Pay

Implementation of payment stations “POST Pay” in the Romanian Post offices.

ACTIONS

A pilot project was started in the postal offices of Bucharest with the implementation of 20 payment stations for the collection of invoices. They were located in the postal subunits where there is a high number of payments/ collections.

Making payments through POST Pay relieves postal offices of collecting payments that can be made to the terminal. It also reduces the waiting time of clients, avoiding crowding in post offices.

Several services are provided by POST Pay:

- paying electricity and mobile phone bills
- collection of duties and taxes or fines
- buying tickets at sports betting houses

RESULTS AND IMPACT

The project will be carried out for a period of 6 months and will be extended to the postal subunits, at the national level.

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Economy



ROMANIA
C.N. POSTA ROMANA S.A.

The first post office adapted to blind people

Romanian Post adapts a post office so that visually impaired people can easily move around and access postal services without an attendant.



The Alphabet Scripor Association will also offer several devices for blind people, such as:

- Tactile-visual cards in the Romanian alphabet, the Braille alphabet and the tactile alphabet of colours (Scripor),
- Braille alphabet keyboard kits,
- Kits for making elevators accessible,
- Cecograms (postal items for the blind and admitted free of charge)...

RESULTS AND IMPACT

Romanian Post, through this action, contributes to ease the life of people with visual disabilities and demonstrates its commitment toward social inclusion by removing mobility barriers for vulnerable people. This pilot project will be expanded depending on the interest of customers.

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ACTIONS

The Post Office 39 in Bucharest will be available from April 2023 to the 100,000 visually impaired people living in Romania.

“Framinor” has installed a high-tech system in the post office to ensure that visually impaired people know what services are available, where the counters are located, how to get to

them unaccompanied or how to leave the post office.

The Step-Hear system is a free app which communicates a pre-recorded audio message with all the necessary information for customer accessibility when interfaces with the sensors installed in the post office. This will allow people with visual impairments to manage their own way in post offices.

Economy

SLOVAKIA
SLOVENSKÁ POŠTA, A. S.



New dynamic version of mobile application of Slovenská pošta

Attracting younger and more technically based customers of all social groups, with links to promoting territorial and social cohesion of Slovakia.

ACTIONS

The deployment of a new dynamic version of the mobile app aims to come closer to younger and more technically based customers, by enabling direct contact with their shipments via mobile phones.

The mobile app allows users to track their incoming shipments and perform actions over them for their delivery. The mobile app also allows its users to send shipments via their mobile phone and pay online, thus saving users time spent at postal counters. A new feature of this app, Card payment - ONLINE without the need to print an address label, allows customer who does not have the option to print an address label to send shipment without labels. Such customers shall mark the shipment in the right corner with a "shipment code".

Users can also use the app to search for the nearest post office, find out the number of people in the queue and take a queue ticket before arriving at the postal office, etc.

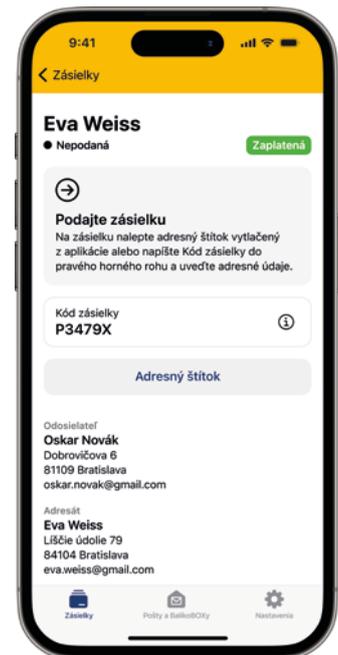
Clients can download the mobile app from iOS and Android app stores.

RESULTS AND IMPACT

The mobile application of Slovenská pošta helps users to save time and money. Its usefulness, simplicity and intuitive operation is gaining more and more fans and potential users. This is evidenced by the year-on-year increase in downloads of the mobile application by up to 70%.

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Environment

Energy Transition

Sustainable Supply Chain

Sustainable Mobility

Circular Economy

Energy Savings

Recycling

Environmental Campaign

Waste Reduction





Environment



AUSTRIA
ÖSTERREICHISCHE POST AG

Trial of electric trucks and battery electric vehicle

Austrian post has trialled new technologies for potential future use cases of electric trucks.



ACTIONS

As part of its partnership with the CNL (Council for Sustainable Logistics),

Austrian Post used an electric truck on a Vienna delivery route that its drivers cover several times a day over the course of a month. The data gathered

during this test will provide valuable insights into potential future use cases for electric trucks.

Furthermore, as part of a national funding project, two BEVs (battery electric vehicles) were tested on a route in April 2023 and submitted. Their own fast charging station was also built at the site.

With these two trucks, the company could save around 111 tons of CO₂ per year.

RESULTS AND IMPACT

Research of future use cases for electric trucks are part of the main goal: 100% electric vehicles for the last mile of delivery in Austria by 2030.

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Environment

100% emission-free deliveries

Fleet transformation in last mile delivery towards 100% emission-free deliveries for all mail and parcel items in Innsbruck and Salzburg.

ACTIONS

E-vehicles are currently used in congested urban areas. Austrian post already provides almost completely noise & carbon emission-free letter deliveries in many state and district capitals, such as Graz where conventional mopeds and vans have been replaced by more than 200 BEVs and charging stations, including the first high-capacity e-parcel transport vehicles.

The provincial capitals Innsbruck and Salzburg are due to switch over to emission-free deliveries in 2023, needing about 200 e-vehicles & charging points. Austrian Post has started the process of guaranteeing emission-free parcel deliveries in Vienna: the first 50 e-parcel transport vehicles were on the road at the end of the year.

The needed charging infrastructure will be installed in parallel of the deployment of an electric fleet,

resulting in further 530 AC and 135 DC charge points. A first innovative charge@home solution will go live in 2023 to support an efficient fleet roll-out and operation along with an increased employee satisfaction.

RESULTS AND IMPACT

Austrian Post will bring further 1,000 e-vans into operation in 2023, ramping

up the share towards 40% emission-free vehicles the end of 2023. The objective is to achieve 100% electric vehicles for the last mile of delivery in Austria by 2030.

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Environment



AUSTRIA
ÖSTERREICHISCHE POST AG

Innovative Filters

Mercedes eSprinter vans with sensors and specialised filters to remove particulate matter from the air during last mile delivery.

ACTIONS

Austrian Post is focused on using new technologies and running pilot projects related to electric vehicles.

Austrian Post's delivery fleet in Graz has been fully electric since October 2021, with more than 200 electric vehicles on the road every day. As part of a pilot project with Mercedes-Benz and filtration experts MANN+HUMMEL, Austrian Post fitted two Mercedes eSprinter vans with sensors and specialised filters in August 2022 to remove particulate matter from the air.

Since then, these vehicles have served as mobile air quality measuring stations. The filtration technology has the potential to improve the sustainability of the logistics sector to a whole new level.

RESULTS AND IMPACT

Austrian Post partnered with Mercedes Benz to fit two electric delivery vehicles with fine dust filters in 2022. In addition to being emission-free, these vehicles also remove particles from the air. The main goal is 100% electric vehicles for

the last mile of delivery in Austria by 2030.

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Environment

PUDO

Convenient and sustainable solutions for all customers.

ACTIONS

Corona caused a boom in e-commerce. This has led to a drastic increase in the number of transport vehicles, not only due to the growing number of parcels, but also because consumers want their parcel delivered at home (81%). bpost set the ambition to make last-mile deliveries 100% emission-free by 2030. One of the initiatives supporting this ambition is to reduce the number of kilometres by consolidating parcels in pick-up points.

bpost invested in more than 3,000 pick-up points, of which 800 locker locations, and by 2030, they will be increased to 4,000 points across Belgium. The PUDO service not only offers convenience but helps to reduce CO₂ emissions by having fewer failed deliveries and by consolidating volumes. On average, a pick-up point

saves 30% of CO₂ emissions compared to a home delivery. To make a further difference, it is therefore important to convince consumers to change their behaviour towards bpost's more sustainable delivery initiatives. A communication campaign was set up to convince consumers.

RESULTS AND IMPACT

After two waves, 78% of customers say they are convinced to use pick-up points to have their parcels delivered and 81% are convinced to change their preferences. At the end of 2022, there has been an increase of 20% in volumes in pick-up points and parcel lockers.

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Récupérez vos colis où et quand ça vous dit.



Attendre ses colis à la maison, c'est fini.

Faites-les livrer dans votre Point d'enlèvement préféré et récupérez-les quand ça vous dit.

Choisissez votre Point d'enlèvement favori sur www.bpost.be/point-enlevement



Environment



Hipli Parcel packaging

bpost received the “Packaging innovation of the year” for the Hipli Parcel packaging which can be reused 100 times.



ACTIONS

In 2022, bpost launched an innovative and sustainable pilot project with Hipli. The French company’s reusable mailing bags were tested in partnership with Torfs, A.S. Adventure and Juttu.

After delivery, the customers popped the empty bags into a bpost red mailbox. bpost then grouped the empty returns and sent them in a bundle to a Belgian sheltered workforce for cleaning and reconditioning. The pilot was successful and has resulted

in the launch in 2023 of a commercial offer for all interested e-shops and other packaging suppliers (e.g. Re-Zip, ...).

It is bpost’s ambition to extend this project and therefore a second pilot will be set up during 2023 to test returns of re-usable packaging via our retail network for larger empty packages and parcel returns. This project received the “Packaging innovation of the year” award at the Parcel and Postal Technology Awards in Frankfurt.

RESULTS AND IMPACT

As this initiative uses the free capacity of bpost’s mail network, there is no additional transport needed. Any packaging that can be returned within the formats of a letter is eligible.

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Environment

CROATIA
HRVATSKA POŠTA D.D.



Large-scale procurement of electric delivery vehicles

The Croatian post has committed to CO₂ reduction by setting measurable goals. To achieve them, the Croatian post is expanding its green vehicle fleet.

ACTIONS

Croatian Post successfully completed the largest procurement of electric vehicles so far. The procurement in 2022 included 157 electric vehicles, including 114 delivery vans and light delivery vehicles. 100 electric mopeds were also added to the green fleet at the end of spring this year. Croatian post's green vehicle fleet now comprises more than 420 electric vehicles, which makes it the largest fleet of electric vehicles in Croatia.

As the green vehicle fleet gradually expands, so is the network of charging stations. More than 60 charging stations have been set up so far, with extra 30 charging station to be set up by the end of this year. Charging stations are being set up in 18 cities, from Osijek to Dubrovnik, creating the conditions for the further expansion of the electric vehicle fleet throughout Croatia.



RESULTS AND IMPACT

By procuring electric vehicles, Croatian post will reduce CO₂ emissions by more than 1,300 tons per year. These savings will bring Croatian post few steps closer to the ambition goal of achieving a carbon neutral fleet by 2040.

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Environment



CYPRUS
CYPRUS POST

Tiganokinisi

An innovative programme to raise awareness on the issue of environmental sustainability and engage employees in activities on environment protection.



ACTIONS

“Tiganokinisi” comes from the word “Tigani”, which is the Greek word for

“frying pan”. It refers to the collection and the recycling of used cooking oil from households and its transformation into “fuel”.

Actions are very simple:

- In a plastic or glass container, the postal employees collect the used oil and left over from frying, or from cooking in the oven, or the oil from salads and from cans.
- Then they take the container with the oil to the post office on the days each post office set for the collection.
- He pours the oil into the barrel that has been specifically installed for this purpose.
- When the barrel is full, the post office recycling team sells it to a specialised company which processes and turns it into “biodiesel”, a fuel more environmentally friendly.

This initiative enables to understand

the importance of taking everyday measures that help reduce one’s carbon footprint on the environment. It illustrates how every individual’s actions can make a difference.

RESULTS AND IMPACT

“Tiganokinisi” generates income for schools: the oil buyer gives money to schools, which develops innovative actions on environment protection.

The project also raises environmental awareness for postal employees and develops conscious choices that are the antithesis of the “throw away” culture.

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Environment

CZECH REPUBLIC
ČESKÁ POŠTA



Czech Post is saving energy

Czech Post reduces the energy consumption of buildings using the EPC method.

ACTIONS

As a sustainable company, Czech Post is very focused on environmental protection, including energy savings. One of the methods used by the company to save energy is EPC projects aimed at reducing the energy consumption of buildings. Its efforts have been awarded as the Best Upcoming EPC Project of 2022 for the design of the in-depth modernisation of collection and transport hub in Prague's Malešice.

Specifically, the parcel and letter sorting facilities are the largest facilities of their kind in the Czech Republic. The investment of nearly 100m CZK in the replacement of lighting, insulation of buildings, temperature regulation according to the time use of individual rooms, air conditioning, and PV plants should bring an annual saving of energy costs of at least 15m CZK, which means that the net return of the project is less than 7 years.



RESULTS AND IMPACT

Czech Post prepared the project with the contribution of the National Development Bank and subsidy from the ELENA program. The use of the EPC method contractually guarantees up to a 30% reduction in electricity

consumption and a 20% reduction in heating costs which will bring significantly lower operating costs.

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Environment



FRANCE
LA POSTE GROUPE

Deployment of cargo bikes

La Poste has bought 600 cargo bikes in 2023 to decarbonise last-mile delivery.



ACTIONS

The French Post has launched a European consultation on the cargo bikes market to reduce its emission of greenhouse gases linked to parcel deliveries. After more than one year and numerous tests on quality criteria, ergonomics and safety of both postal

workers and goods, La Poste chose the French supplier VUF Bikes, which offers a made in France electric motorisation. With a rear box capacity over 1.3m³ and a range of 20 km, postal workers will be able to carry out rounds of 160 parcels in two loops of 80 parcels each.

The deployment of these low-carbon

vehicles confirms the commitment of La Poste towards the ecological transition through innovative solutions. The chosen cargo bikes are easy to drive, ensuring the comfort of postal workers, their health and their security. They are also convenient to avoid traffic and waste of time, thus making city centres more fluid and breathable. This transport mode therefore addresses the growing demand for carbon neutral deliveries.

RESULTS AND IMPACT

Cargo bikes will especially be deployed for last-mile deliveries in dense urban areas. Cities such as Lyon, Nice and La Baule have already introduced them. La Poste aims to operate a fleet of more than 1,000 cargo bikes in the 60 largest cities for parcel delivery from 2025.

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Environment

Commitment to the protection of oceans and rivers

La Poste has taken action with “The SeaCleaners” to protect aquatic ecosystems.

ACTIONS

Every year, 12 million tons of plastic are washed into the ocean, the equivalent of one waste truck every minute. To tackle this problem, La Poste and the association The SeaCleaners have joined forces. They aim to act in favour of preserving aquatic ecosystems and to fight against plastic pollution.

La Poste is therefore encouraging its employees to participate in clean-up operations lead by The SeaCleaners teams on the coastline and near French waterways. The company intend to mobilise its employees to collect as much waste as possible. La Poste will also use the association’s advice to reduce its consumption of plastic in industrial processes, thus making its supply chain more sustainable and lowering its environmental footprint.

RESULTS AND IMPACT

15 massive actions will be lead in all French regions. Postal employees will also be informed of environmental

issues throughout the year thanks to online and paper internal communication as well as dedicated webinars.

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Environment



GREECE

HELLENIC POST S.A. - ELTA

Quick-Wins by Hellenic Post

Green Quick-wins constitute well-defined environmental actions easily implemented to create fast, long-lasting, sustainable effects.

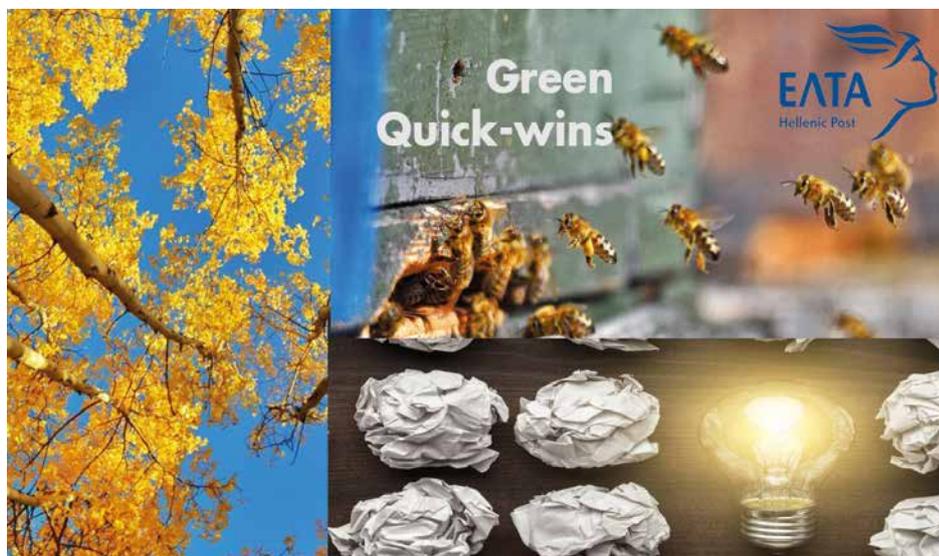
ACTIONS

The Green Quick-Wins are easy to implement environmental actions, which:

- can be implemented within one year
- are not expensive
- have implementation plans and management commitment
- are in the control of the company
- have visible effects.

ELTA has already adopted easily replicated “green” actions (quick-wins) out of the “8 steps for a greener postal sector” methodology from UPU:

- Mitigation (Buildings): The Nafplion post office will be used as a best practice for the energy transition of the network.
- Recycling: Hellenic Post has installed bins for plastic bottles and aluminium containers in HQ buildings and Attica Sorting Centre.
- Blue Marble: Hellenic Post has implemented a fuel additive pilot programme.
- Training – awareness raising: participants in seminars of the EU



project GreenPosts became “green” ambassadors who will encourage their colleagues to take action for the environment. The EU project DigiGreenPost will provide upskilling for employees in green and digital areas.

RESULTS AND IMPACT

New cooling, heating and lighting

systems, achieving a reduction of power consumption by 40+%, replacement of 5,098 light bulbs with 4,616 LED fixtures, annual emission reduction of 438 tons of CO₂, awareness of ELTA employees...

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Environment

ITALY
POSTE ITALIANE S.P.A.

Posteitaliane

Sustainable Mobility - #MyFiabCard

Poste Italiane promotes the use of the bicycle as a mean of transport to reach the workplace to increase its use in urban mobility.

ACTIONS

The goal of the #MyFiabCard initiative is to make employees aware of a rethinking of the range of transport options available. It invites them to adopt solutions that can save time and money in systematic home-work and urban travel and, at the same time, reduce CO₂, by choosing the right way to get around, #MyFiabCard initiative aims at supporting alternatives to the private car and promoting differentiated forms of urban mobility with low or no environmental impact. #MyFiabCard initiative includes the offer of RC bike insurance H24/7 for damage to third parties in Italy and Europe; participation in trips and bike tours; discounts at shops, museums, transport companies and

tour operators; quarterly magazine "BC – Ambiente, Movimento, Cultura" dedicated to the themes of urban cycling and cycle tourism; an e-Book on the topics of active mobility.

RESULTS AND IMPACT

#MyFiabCard initiative aims at reducing polluting emissions as well as strengthening the corporate image and

improving the corporate Sustainability Index. The Sustainable Mobility company activities have saved in 2022 over 11,000 tons of CO₂ with avoided external economic costs over 14.3 million €.

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Environment



Let's save energy, let's be responsible

The Post of Montenegro has reinforced its action plan to reduce its CO₂ emissions to zero by 2030.

ACTIONS

The Post of Montenegro has put in place several complementary actions to reduce its environmental footprint and accelerate the ecological transformation of the postal sector.

It has taken new ecological commitments by signing a memorandum of cooperation with the Eco Fund. The Public Procurement Plan for 2023 contains items for the purchase of electric vehicles to drastically reduce the emission of CO₂ from transport. The 2023 Public Procurement also includes items for the purchase of bins for proper waste disposal. Moreover, the Post Office Eco team has been formed, with employees who will join environmental initiatives and organise their own actions.

The Post of Montenegro will therefore

have appropriate means to ensure the sustainable transformation of its activities.

RESULTS AND IMPACT

To transform the willingness into concrete actions, a pedagogical flyer has been distributed to employees to

raise awareness on energy-efficient behaviours. This flyer contains clear key messages on how to reduce energy consumption in the daily work life

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Da li ste znali da šest običnih sijalica od 25 W daju istu količinu svjetlosti kao jedna sijalica od 100 W? Razlika je u tome što šest sijalica od 25 W troši 50 odsto više električne energije nego jedna sijalica od 100 W!

Ukoliko regulišete termostate na radijatorima na način da smanjite temperaturu samo za jedan stepen umanjćete godišnju potrošnju energije za 6%. Ovo se posebno odnosi na radijatore centralnog grijanja. Slično je i kada je riječ o drugim uređajima za grijanje.

Klima uređaje ne podešavajte na temperaturu ispod 21 stepeni. Da li ste znali da ukoliko klima uređaj podesite na 21 umjesto na 20 stepeni uštedjećete 9 odsto energije na godišnjem nivou!

Neispravne ili loše zatvorene slavine za vodu prouzrokuju gubitak i vode i energije. Popravite slavine, kupujte štedljive tuševe i slavine.

Postavite dobru izolaciju na vratima i prozorima. Na ovaj način značajno redukujete toplotne gubitke.



**ČUVAJMO ENERGIJU,
BUDIMO ODGOVORNI!**



Environment

NETHERLANDS
POSTNL



Econnections, to scale sustainable solutions

Econnections responds to the growing ecological footprint of the ecommerce sector by leveraging an ecosystem of corporate and scale-up partners.

ACTIONS

Econnections is a 5-month programme that brings together corporates, startups, scaleups and knowledge partners to generate sustainable impact. Ikea, Deloitte, bol.com, PostNL, Google Cloud and Mollie joined as partners in the first edition held in 2022. They collaborate and explore sustainable alternatives by launching pilot projects while 7 selected scaleups gain access to industry experts and stress-test their sustainable propositions at scale.

Some concrete examples:
Manyfolds teamed up with IKEA to create custom packaging for fragile shipped products and cut down on breakage and returns. PlasticFri and bol.com collaborated to replace 6,000 existing small-item packages with the scale-up's sustainable and recyclable solution. Chargetrip is partnering with PostNL on electric fleet charging simulations to test how charging insights might improve fleet



management and reduce range anxiety for subcontractors.

RESULTS AND IMPACT

All seven scale-ups have gained useful insights through their journey. "It is unbelievably valuable how tailored the sessions are. There is no other

programme that reaches this level" said Pieter Waller, co-founder of Chargetrip.

Check the after movie: <https://www.youtube.com/watch?v=UOIB2Ezlw8c>

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Environment



NETHERLANDS
POSTNL

Orange pallet boxes: a circular and reusable solution for international transport

PostNL has replaced single use wooden pallets and carton pallet boxes with reusable pallet boxes.

ACTIONS

PostNL is the first organisation to use reusable pallet boxes on this scale with both postal and commercial partners. Cooperation between Benelux, France, Spain, Italy, Germany and the Czech Republic has allowed the introduction of these pallet boxes into European delivery services. With this ambitious initiative, PostNL has paved the way for other logistics services to swap traditional packaging for more sustainable alternatives.

The boxes have a reduced impact on the environment compared to the old situation after only 7 delivery cycles. They can be used for up to 10 years and are 100% recyclable at end of life. The boxes are easily foldable to minimise the space needed while stored.

RFID technology is used to ensure the assets stay in circulation. This secures the reuse of the boxes, minimise loss and maximise impact. To get even more synergy from these pallet boxes, 50 have been lent to PostNL national operations to see if they also offer advantages for domestic flows.

RESULTS AND IMPACT

Thanks to reusable pallet boxes, 60,000 single use carton boxes and wooden pallets per year are avoided. These new boxes also improve load capacity (66 pallet boxes per truck compared to 33 similar size carton or wooden boxes) and lead to fewer trucks on the road.

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Environment

PORTUGAL
CTT PORTUGAL POST



Road to Net Zero 2030

CTT is committed to pursue the objectives of the Faster, Better and Greener transformation programme, including its ESG dimensions, for 2025-2030.

ACTIONS

CTT seeks to integrate sustainability into all areas of the company's business, having set objectives for 2025 and 2030 focused on the well-being of CTT employees, local communities and the protection of the planet, based on good governance practices.

The programme is supported by regular measurement of performance indicators and top management supervision.

The main objective of CTT is to achieve net-zero carbon balance by 2030, encompassing scopes 1, 2, and 3 emissions, with 50% "green" vehicles in the last mile by 2025 and 100% by 2030. The path towards decarbonisation is being made in an accelerated manner, as CTT has more than 650 all-electric vehicles in circulation, the largest fleet in Portugal. CTT reinforced its investment with the aim of doubling the electrification of this segment of its own fleet until the end of 2023.

Additionally, CTT intends to incorporate



recycled and/or reused material in 80% of the mail and E&P offer by 2025 and 100% by 2030.

RESULTS AND IMPACT

Main results include:

- 16% reduction in CO₂ emissions (scopes 1,2,3 SBT) in 2022 (BY 2013)
- 15% of "green" routes in the last mile (foot, bicycle, and EV).

- Acquisition of 100% Green Energy.
- 1 GWh of photovoltaic energy produced for self-consumption.
- 60% incorporation of recycled material in CTT's offer.

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Environment



SLOVENIA

POŠTA SLOVENIJE, D.O.O

Installation of five solar power plants

To become energy self-sufficient with solar power plants and to make a significant contribution to environmental protection by producing clean energy.

ACTIONS

The Strategy for Decarbonisation and Transition to Climate Neutrality envisages the installation of solar power plants on the roofs of two postal logistics centres and three logistics post offices, covering a total surface area of 10,200 m². Solar energy is a sustainable energy source with enormous potential that can be exploited to provide energy self-sufficiency and independence. It supplies cost-effective and environmentally friendly electricity.

The project design documentation has been acquired as part of the European Elena Sustainable Energy – East Slovenia (SE-ES) project. The solar power plants will enable Pošta Slovenije to generate electricity for its own needs, sell electricity on the market at times when they do not need it, and reduce costs in equipped buildings.

Solar power plants have the lowest negative impact on the environment of



any type of electricity-generating plant. They do not produce greenhouse gas emissions and do not pollute water.

RESULTS AND IMPACT

The five solar power plants are together expected to produce 1,580 MWh a year. By having them, Pošta Slovenije will become partly energy self-

sufficient and independent of market fluctuations. Electricity costs will fall by more than 70%.

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Environment

SLOVENIA
POŠTA SLOVENIJE, D.O.O 

First electric delivery vehicle with wireless charging technology in Europe

Pilot implementation of a wireless charging system using a Pošta Slovenije delivery vehicle and the related contactless charging infrastructure.

ACTIONS

As part of the Edison Winci project, Pošta Slovenije has retrofitted one of its delivery vans, a VW Crafter, with wireless charging technology developed by the German company INTIS, while simultaneously developing a charging unit for wireless charging.

Wireless charging technology is one of the key pathways towards a breakthrough for sustainable green mobility. It is based on creating a magnetic field and, consequently, an electric current between transmitting coils on the carriage way or road surface and receiver coils in the vehicle.

The wireless charging system is set up as a pilot at the postal logistics centre in Maribor. The Edison Winci project also involves partners such as Hidria, Abelium, GoOpti - Dynamic Shuttle, Spark, NELA and Sunesis, which will enable the shared use of charging infrastructures and delivery vehicles.

This project was co-financed by the Republic of Slovenia and the European Regional Development Fund.

RESULTS AND IMPACT

The use of wireless charging vehicles reduce negative environmental impacts associated with battery production and

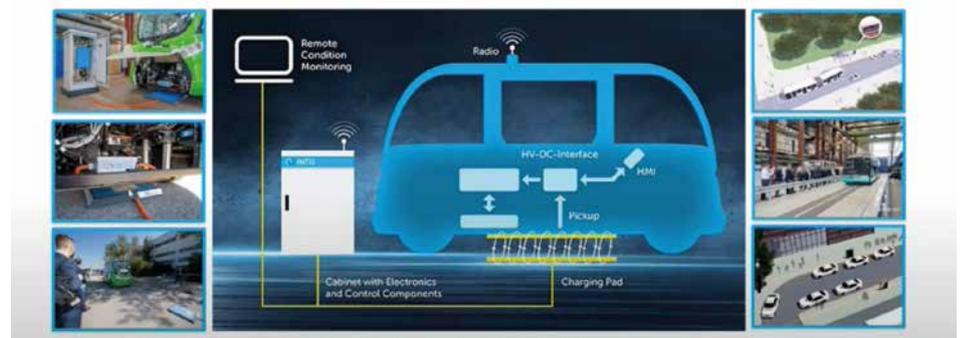
disposal. It also decreases CO₂ footprint through the use of electric delivery vehicles. Easy charging and transparent billing of electricity increase interest among business users.

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Wireless charging driving transition to battery electric mobility



++ automatic ++ invisible ++ reliable ++ scalable ++ efficient ++ competitive ++
++ extending mileage with smaller batteries ++ supporting smart grid implementations



Environment



SPAIN
CORREOS Y TELÉGRAFOS S.A

Installation of solar panels at the Automated Sorting Centre in Madrid

As part of its commitment to green energy, Correos has installed more than 960 photovoltaic panels in its largest automated sorting centre in Madrid.



ACTIONS

The Automated Sorting Centre in Vallecas, Madrid, has become the largest self-consumption photovoltaic plant in our company.

With over 960 high-efficiency photovoltaic panels of 540 Wp (Watt-peak) capacity installed, it now generates enough energy to cover most of the electricity needs of the centre.

Overall, the installed panels provide the facility with a power capacity of 518 kWp (kilowatt-peak), and in 2022, they allowed to produce up to 251.548 MWh (Megawatt hour).

This installation is a milestone in the adoption of green energy self-consumption by Correos. Considering the cost of the energy produced by the photovoltaic panels and the average

cost of energy purchased from the electricity grid, Correos will achieve important cost savings.

This investment is part of Correos' long-term strategy aimed at reducing its carbon footprint and improving energy efficiency. Currently, the company is planning to extend this model progressively to the rest of its centres and buildings in Spain.

RESULTS AND IMPACT

Correos' investment in renewable self-consumption energy has a great positive impact. The photovoltaic installation in Madrid's Centre will prevent the emission to the atmosphere of 367 tons of CO₂ per year and will allow Correos to achieve savings of over 2,200,000€ in energy costs over the next years.

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Environment

SWITZERLAND
SWISS POST



CO₂-free delivery in Zurich and Bern

Swiss Post has set itself the goal to switching to carbon-neutral delivery up to 2030. Zurich and Bern are the first cities with only e-vehicles.

ACTIONS

Swiss Post procured 129 electric four-wheel vehicles for the delivery in the city of Zurich and 65 for the delivery in the city of Bern. These four-wheel vehicles are used for the delivery of parcels and are an addition to the 374 three-wheelers that have already been used for the delivery of letters and smaller parcels in Zurich and Bern. In

these two cities alone, Swiss Post uses its electric vehicles to deliver to nearly 340,000 households. It operates the e-vehicles exclusively with naturemade star™ - certified eco-electricity from Switzerland.

For electric delivery in cities, the logistics sites had to be upgraded with infrastructure for charging electric vehicles. The conversion of the delivery

locations presented some difficulties. For example, power rails and DC charging stations were hardly available on the market.

By the end of 2024, Swiss Post will have equipped around 50 additional sites with e-vehicles and e-charging stations. The remaining delivery sites will follow by 2030.

RESULTS AND IMPACT

An electric four-wheeler saves six tonnes of CO₂ annually compared to a fossil-fuel vehicle. By making carbon-neutral deliveries in Zurich and Bern, Swiss Post is saving 1,436 tonnes of CO₂ a year. This equates to one person making 718 return flights between Zurich and New York.

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Environment



SWITZERLAND
SWISS POST

Swiss Post collection solutions

Swiss Post wants to be a role model and pioneer in sustainability by supporting its customers closely with circular solutions.

ACTIONS

In conjunction with its customers and partners, Swiss Post develops logistics services that favour the circular economy (www.post.ch/circular-economy). One example of this is the collection solution for partner companies, "Recycling at Home".

The service is very simple: members of the public place their used aluminium coffee capsules in a recycling bag. When the bag is full, they put it in their mailbox. The mail carrier collects it and takes it away. Swiss Post Logistics then takes the collected bags to the Groupe Barec recycling centre in Moudon, where the coffee grounds are removed from the aluminium. The metal is melted down and processed into new products. The coffee grounds are mixed with other organic material and fermented into biogas to generate electricity and heat. The fermentation residue can be used as natural fertiliser.

The collection solution is now available for various products, including PET



bottles, routers and even carbon dioxide cylinders.

RESULTS AND IMPACT

The collection solutions offer private customers the highest level of convenience. Customers do not have to take the used goods to a recycling

container, but can have them collected instead. This leads to an increase in the return of goods that can be recycled or made functional again

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Environment

UNITED KINGDOM
ROYAL MAIL



Midlands Super hub

Royal Mail Group has launched its new Super Hub in 2023 which has been designed to support the business' decarbonisation strategy.

ACTIONS

Opened in June 2023 the Super Hub can process up to 90,000 parcels an hour! It is Royal Mail's largest site, big enough to park 14 jumbo jets inside.

It has been built with sustainability in mind and includes:

- Solar panels on the roof and along a wall of the building, which can generate 900Mwh of electricity. Enough to run the site in daylight hours under standard conditions;
- Its own dedicated rail terminal to make use of low emissions transport methods and to move mail from air

to rail and road to reduce carbon emissions;

- Energy efficient heating, venting and LED motion sensor lighting;
- Roof design maximises the amount of natural light entering the building;
- Rainwater harvesting used to flush internal toilets – 15,000 litres per day with underground tanks on site to accommodate 10.5 million litres, that's 4 Olympic swimming pools;
- The site has electric car charging points for those driving to site;
- Dedicated waste segregation areas to improve recycling.

RESULTS AND IMPACT

The building has achieved BREAM "Excellent" status and an EPC rating of A. This is credit to the sustainability of its design and sets an example of how mail processing centres can be sustainable.

During its life the building will help Royal Mail to reach Net Zero by 2040.

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PostEurop[•]

Association of European Public Postal Operators AISBL

PostEurop is the trade association that has been representing European public postal operators since 1993.

Its 55 members in 53 countries and territories collectively operate 175,000 retail counters,
employ 2 million people and link 800 million people daily.

PostEurop unites its members and promotes greater cooperation, sustainable growth and continuous innovation.

