

# Environmental management

## Swiss Post's environmental management system

In 1996, Swiss Post introduced an environmental management system (EMS). The EMS forms part of the company's management system and ensures that consideration is given to environmental aspects. The EMS governs the organizational structure, responsibilities, conduct, procedure, processes and resources for implementing the environmental policy. It enables the company to record the effects of its activities on the environment, identify any potential for optimization and act on its findings.

Swiss Post's environmental management system is tailored to the company's requirements and essentially complies with international standard ISO 14001.

Swiss Post's units may choose whether they wish to become ISO 14001 certified. Parts of the PostLogistics Business Unit are ISO 14001 certified, while other units such as Post Offices & Sales and PostMail integrate environmental aspects into their management process by means of the European Foundation of Quality Management (EFQM) model.

The following are important elements of Swiss Post's environmental management system:

- management's commitment to constantly improving Swiss Post's environmental performance;
- identifying the main environmental impacts;
- undertaking to comply systematically with environmental standards;
- setting environmental targets and putting in place programmes;

- putting in place a structure/system and defining the means required to achieve the environmental targets set;
- carrying out regular environmental audits to assess the effect of the EMS;
- publishing information on the environmental performance achieved.

The main element of environmental management at Swiss Post involves capturing and evaluating key environmental data. This enables Swiss Post to identify opportunities, ecological footprints, weaknesses and potential for optimization and to track its performance relative to the targets set. In calculating the data, Swiss Post uses methods recommended by the Swiss Federal Office for the Environment. Swiss Post's products and services are captured and evaluated throughout their life cycle by means of life cycle assessments. This method takes account of every phase of the lifecycle of a process or product, from the extraction of raw materials to use and ultimately disposal. Base data (inventories) from internationally recognized environmental inventories such as Ecoinvent (Version 1.2) and the Infrac transport inventories have been used for the calculations. In some cases, the databases have been extended or adapted to suit Swiss Post's situation.

The life cycle assessment covers all of Swiss Post's operating activities, including passenger transport (PostBus service), goods transport (letters and parcels), operating energy (electricity and heat), consumables (paper, water, waste) and employee transportation (journey to work). Both an impact analysis and an

analysis using two different methods (environmental impact points (EIP) and Eco Indicator 99 HA) have been used for the assessment. As the results of the different methods are comparable, any information communicated regarding environmental performance in the impact analysis is restricted to the results in accordance with the EIP method. Environmental targets

are set and the focus of environmental initiatives determined on the basis of the results of these environmental analyses. The life cycle assessments also provide the basis for decisions on the drafting and implementation of environmental measures.

**Publisher and information point**

Swiss Post  
Real Estate  
Viktoriastrasse 72  
Postfach  
3030 Berne

Andreas Furler  
Environment Coordinator

Telephone +41 31-338 72 08  
E-mail [andreas.furler@post.ch](mailto:andreas.furler@post.ch)  
Website [www.post.ch](http://www.post.ch)