

**Publisher and
information office**
SwissPost
Communication
Ronny Kaufmann
Viktoriastrasse 21
3030 Berne

Phone +41 (0)58 338 77 21
Fax +41 (0)58 667 31 73
infoplattform@post.ch



Swiss Post lives up to its social responsibility

For a sustainable future

The environment and sustainability are becoming ever more important issues at Swiss Post and other companies, and are being integrated into a long-term corporate strategy. As an innovative company, Swiss Post sees an ecologically and socially responsible approach as an opportunity to cater to changed customer requirements with new products and services, while contributing to the long-term success of the Group.

Swiss Post has sustainability firmly entrenched in its Group strategy and strives to achieve the right balance between environmentally responsible action, social responsibility and economic success. Owing to the increasingly dynamic market environment, Swiss Post relies on honing its efficiency to keep pace with the market.

Environmental strategy



As Switzerland's largest logistics company, Swiss Post operates an energy-intensive business. When it comes to transporting goods and passengers, in particular, it is still heavily dependent on fossil fuels. Swiss Post is therefore pursuing a systematic climate protection strategy, with the Group reducing its energy consumption as far as possible (by increasing energy efficiency), replacing energy from non-renewable sources with renewable energies and offsetting the remaining CO₂ emissions by purchasing high-quality emission reduction certificates.

Swiss Post already has a unique transport mix with a high proportion of rail transport. All letter centres and individual logistics centres are served by rail connections. By optimizing routes and operating transport vehicles at maximum capacity, the Group is improving its energy efficiency further.

Swiss Post's achievements

Since 2008, Swiss Post has obtained 100% of its electricity requirements from renewable sources – chiefly hydroelectric power. With environmentally friendly products such as the Eco PostPac and carbon-neutral shipping with «pro clima», Swiss Post offers its customers the chance to help protect the environment. An environmental monitoring system based on international standards documents Swiss Post's efforts in the field of sustainability, while a verifiable energy and CO₂ balance sheet creates a foundation for focused action and the reliable pricing of our carbon-neutral offering on the market.

By using electric scooters for deliveries and constructing new buildings in line with the Minergie standard, Swiss Post is also making an active contribution to climate protection.

Thanks to these measures, Swiss Post has already succeeded in cutting CO₂ emissions by some 15% since 2000.

Lower energy consumption in future

Swiss Post also aims to continue reducing its greenhouse gas emissions in future. Based on a demanding package of measures laid down by Executive Management, the Group plans to reduce its annual CO₂ emissions by 15,000 tons by the end of 2013. This corresponds to the annual greenhouse gas emissions of a Swiss municipality with 2,500 inhabitants.

Electric scooters and hybrid buses

With around 1,400 electric scooters and 550 electric three-wheel scooters, Swiss Post already has the largest fleet of electric scooters in Europe and is steadily expanding it. By the end of 2012, 4,000 additional



4,000 additional electric scooters will soon be in use at Swiss Post

Plan of action

In order to reduce its annual CO₂ emissions by 15,000 tonnes by the end of 2013, Swiss Post is planning the following:

- Offer all drivers systematic training in eco-driving techniques
- Replace a further 3,000 petrol scooters used for deliveries with electric vehicles
- Promote efficient building service systems and new builds in line with the Minergie standard
- Promote innovative drive technologies such as hybrid engines
- Implement optimization programmes to utilize the maximum capacity of transport vehicles

electric two- and three-wheel scooters will be commissioned. This accounts for over half of the entire scooter fleet. By 2016, the entire Swiss Post scooter fleet will run on electric power, thus operating in an environmentally friendly manner.

PostBus is commissioning a further ten hybrid buses in 2011. Tests conducted by PostBus showed that the combined use of a diesel and electric engine in overland transport can cut diesel consumption by up to 30%.

Wherever technically feasible, Swiss Post buildings will be fitted with photovoltaic systems. Plans for such a system at the Zurich-Mülligen letter centre are at an advanced stage. More than 20 locations are being reviewed.

Climate protection with «pro clima»

Swiss Post customers can offset the CO₂ emissions caused by sending mail by paying a modest «pro clima» surcharge (e.g. CHF 0.05 per domestic letter at post office counters). Over 170 million items have already been transported carbon-neutrally. Swiss Post invests these «pro clima» surcharges in selected climate protection projects such as waste disposal gas power plant in Turkey and a wind power project in New Caledonia. These projects would not have been possible without the additional funding from Swiss Post.

Social responsibility

Swiss Post pursues a progressive HR policy, relies on open communication with its social partners and enables its employees to achieve a work/life balance. In its retirement policy, Swiss Post's pension fund caters to the effects of an ageing society by providing maximum flexibility in the choice of retirement age. Employees can choose to retire anywhere between the ages of 58 and 67. A foreseeable wave of retirements can thus be spread over a number of years and their impact cushioned. Gradual semi-retirement models are also possible.

For many years, Swiss Post has attached great importance to employing disabled staff. Swiss Post currently employs around 650 people with disabilities in Switzerland.

Swiss Post also strives to strengthen its performance and boost innovativeness. This is why it sets such great store by vocational training, professional development and fostering young talent. In this way, it ensures that its employees constantly extend their knowledge and skills.

Through its wide range of apprenticeships, Swiss Post enabled around 750 young people to enter the world of work in 2011. It employed a total of over 2,000 trainees across twelve different basic courses in the fields of logistics, sales and communication, IT and maintenance in 2011.

Across Switzerland

Swiss Post meets its basic service mandate for postal services and payment transactions throughout Switzerland with prices that are irrespective of distance. The rates for conveying letters and parcels are inexpensive when compared to those in the rest of Europe, in spite of their high quality. Swiss Post offers its customers an efficient and dense network with 3,609 access points (2,286 post offices and agencies, 1,220 home delivery services, 99 PickPost collection points run by partner firms and four internal mail solutions). At over 350 PickPost points, customers can collect parcels and registered letters, sometimes well after post office opening hours. Aside from conventional post offices, collection points may also include train stations, newsstands and filling stations. Customers are also offered over 15,000 postboxes and 861 Postomats across the whole of Switzerland.

Covering 11,007 kilometres, the Postbus network is highly dense and serves even remote hamlets with its 14,124 bus stops. Swiss Post offers over 20,600 jobs in mountainous regions and other rural areas. From a purely economic point of view, it would make sense for around one fifth of these jobs to be concentrated more centrally. Nevertheless, recent years have seen the creation of new service and processing centres in outlying areas and, with them, the decentralization of many jobs and the creation of several thousand new jobs outside the major conurbations of the Central Plateau. Swiss Post thus employs almost as many people in mountainous and other rural districts as in the conurbations, thereby living up to its regional-political responsibility.

Code of conduct for suppliers

By signing a Code of Ethics and Social Responsibility, which was initiated in 2006, suppliers guarantee to respect human rights, to avoid discrimination and child labour, to adhere to minimum salaries and working hours in line with national standards and to live up to their responsibility towards the environment.

Multifaceted commitments

Swiss Post's social commitments include sponsorship of sports (running and ice hockey) and culture (films and classical music). In addition, Swiss Post supports charitable initiatives by Pro Juventute and Pro Patria, the «2x Christmas» campaign and fundraising campaigns by Swiss Solidarity.

Swiss Post's position

Sustainability is a core value of Swiss Post, which is firmly entrenched in our corporate vision. Our owner expects the strategic objectives to include a «sustainable corporate strategy based on ethical principles».

Swiss Post ensures the sustainable development of the Group by achieving the right balance between environmentally responsible action, social responsibility and economic success.

Swiss Post strives to be a leading company in terms of social responsibility.

Additional links

www.swisspost.ch/politics
www.swisspost.ch/sustainability