

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





**Environment issue – the major challenge in the global agenda and for the postal sector**

Environment is a major challenge for the postal sector. In this framework, the Agreement of Paris is the first universal climate agreement. It followed the Paris Climate Conference (COP21) of the United Nations Framework Convention on Climate Change. The 12<sup>th</sup> of December 2015, 195 national delegations recognized the agreement entering into force the 4<sup>th</sup> of November 2016.

The Heads of State and Governments met at the UN General Assembly in September 2015 adopted a set of 17 achievable Sustainable Development Goals aiming at eradicating poverty, protect the planet and guarantee prosperity for all, through a new sustainable development agenda.

The postal sector activities relies on the daily traffic of hundreds of thousands of vehicles, a significant infrastructure and heavy-use of paper. Due to the nature of these activities, the postal sector assesses its relevant responsibility in the reduction of its environmental impact. This sector provides daily support to protect the environment with active ecological initiatives.

This global environmental framework led to develop the Environment Working Group members' road map. Creation and coordination of a network of experts, sharing of good practices and promotion of environmental new initiatives within PostEurop members and the relevant external stakeholders are the key priorities.

The main objective of this publication is to illustrate and share environmental innovation within the postal sector, with the intention to continually improve the exchange of experiences.

Have a good reading,

If you want to share a related initiative, please do not hesitate to contact us:

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*ECO-DESIGN*



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Luxembourg	Fostering smart mobility among POST Luxembourg employees	60	pascale.loewen@post.lu
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E N V I R O N M E N T

# ALTERNATIVE VEHICLES



## FRANCE

### Using electric vehicles with Le Groupe La Poste

Le Groupe La Poste shows its commitment to environment throughout the expansion of its electric vehicles fleet (almost 29,000 vehicles acquired since 2012), the development of eco-driving training, 87,900 employees trained since 2007 and the optimisation of its logistics circuits for its entire mail, parcels and express activities.

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## FRANCE

### Le Groupe La Poste develops combined transport

Le Groupe La Poste has adopted a strategy for its mail and small parcels activities, which combines transport modes (railway, road, waterway and aviation). The group established a 21,000 m<sup>2</sup> multimodal platform in Bonneuil-sur-Marne that centralises items coming from the North of France and dispatches them through railway to logistic centres across the country.

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## AUSTRIA

### Österreichische Post enlarges its e-vehicle fleet

Österreichische Post has constantly redoubled its efforts to lower its ecological footprint by using electric vehicles with improved performance. In the framework of its pilot programme 'E-Mobility Post', it has enlarged its fleet by 265 electric vehicles since the beginning of 2013, including 247 two-wheel vehicles and 18 cars. In 2015, the company owned 862 e-vehicles delivering mail to private customers. A part of the parcels deliveries can also be carried out in an environmentally friendly way thanks to 59 Nissan e-NV 200 and 20 Mercedes Benz E-Vitos, offering bigger capacities.

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## CZECH REPUBLIC

### Vehicles powered by compressed natural gas at Czech Post

Since 2011, Czech Post has been renewing its vehicle fleet to favour more environmentally friendly ones. As of September 2016, the company has got 1,027 vehicles powered by compressed natural gas, which totals to 20% of its fleet. (The increase since 2013 has been 545 vehicles). This allowed to reduce operational costs by 40%. The company intends to pursue its investments as the network of service stations for the distribution of natural gas will be growing. At the moment, the Czech Post has been testing electromobility for operational use.

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## GERMANY

### Alternative and electric vehicles at Deutsche Post DHL Group

Twice as much load capacity, a new battery for increased range to a maximum of 100 kilometers and all sorts of variations for use in other areas - those are the most important features of the new StreetScooter Work L, used by Deutsche Post for combined delivery and parcel shipments. It has eight cubic meters of loading space, which will be enough for up to 150 parcels. The company aims to have more than 170 StreetScooter Work Ls on the roads by end 2016 for combined delivery - joint delivery of letters and parcels - as well as parcel shipments alone.

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## MALTA

### MaltaPost's new fleet of Euro V vehicles

In order to enhance the reliability and eco-friendliness of its postal services, MaltaPost acquired vehicles matching the Euro V standard requirements between 2013 and 2016. Thus, nine Fiat Dublo, eight Ford Transit Connect, Peugeot Berlingo, three lifts, a Norsio electric three wheeler, and two mobile post offices were added to its total equipment. The company wishes to pursue its acquisitions towards hybrid vehicles.

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## MONACO

### La Poste Monaco, a pioneer engagement in sustainable mobility

La Poste Monaco has always been very active in sustainable mobility and green logistics. Half of its fleet is made up of electric and hybrid vehicles with operating life from 80 to 130 km and supplied by a network of 400 charging stations. It also participates in awareness-raising actions, such as the eco-rally of the Automobile Club of Monaco and the introduction day to electric vehicles for students.

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## PORTUGAL

### Electric bikes to improve CTT Portugal Post services efficiency

CTT Portugal Post has launched in 2010 a design project to elaborate its own model of electric bike. Jointly developed with the Portuguese manufacturer Órbita, the e-bike offers a 20-kilometer operating range and was specially optimised for mail delivery. 183 bikes were introduced, which cover 1,400 km per day, thus resulting in a reduction of CO<sub>2</sub> emissions by approximately 50 tons a year. CTT Portugal Post now has the largest EV fleet in Portugal, with 300 vehicles.

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## LATVIA

### 200 new bikes for Latvijas Pasts postmen and women

Latvijas Pasts acquired 200 new bikes, which were specially designed to carry out mail and press deliveries in both urban and rural areas, whatever the weather may be. This new model was selected based on specific criteria, including comfort, security and practicality, in accordance with Latvijas Pasts deliverers' needs.

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## ALTERNATIVE VEHICLES



## SWITZERLAND

### Swiss Post switches to electric scooters

Swiss Post replaced all its 6,300 gasoline scooters with electric scooters and tricycles for delivery activities. Scooters are supplied with electricity from renewable energy sources under the eco-label 'naturemade star'. The reduction of CO<sub>2</sub> emissions resulting from this operation is about 4,600 tons a year. Further benefits are higher loading capacity on the tricycles, noise reduction, an automatic parking brake, and no smell of fumes for the driver.

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# CIRCULAR ECONOMY



Hrvatska pošta Mostar

## BOSNIA-HERZEGOVINA

### Hrvatska pošta Mostar project of waste paper recycling

In April 2013 Hrvatska pošta Mostar signed an agreement with a certified paper recycling company, dealing with the collection and treatment of its waste paper. Thus, containers were put at the customers' disposal in every post office.

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**posti**

## FINLAND

### Posti's new recycling model for work clothing

Posti has adopted a recycling model for its specific work clothing. The re-usable work clothing is sent to the supplier's warehouse, where it is washed, repaired and marked for recycling with a bundle label. Recycled work clothes are delivered first for any new order for Posti employees. Otherwise, Posti sends the unusable ones for disposal.

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LE GROUPE LA POSTE

## FRANCE

### Recy'go, the office paper recycling service by Le Groupe La Poste

In 2012, Le Groupe La Poste launched 'Recy'go', a service for collection and recycling of office paper. In practice, customers receive containers, called the 'Eco'belles', which are picked up by postmen and women during their delivery rounds. The group guarantees the confidentiality of documents, their traceability to recycling centres and the carbon-neutrality of the activity.

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## LITHUANIA

### Collection of used batteries at Lietuvos paštas

In 2012, Lietuvos paštas disposed boxes dedicated to the collection of used batteries in its post offices, to be recycled by the company Žalvaris. The initiative aimed at raising awareness about recycling among citizens. Indeed, batteries contain hazardous materials which are likely to contaminate the soil, groundwater and river water, and affect public health.

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## SWITZERLAND

### A second lease for Swiss Post postal clothes

Swiss Post is proposing since 2015 a sustainable solution for its end-of-life postal clothing. Used clothes are collected and donated to the Swiss Red Cross that sells them in its second-hand stores at a very affordable price. The remaining ones are distributed to first-aid mountain rescuers or turned into insulation materials.

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# CLIMATE CHANGE MITIGATION



## BELGIUM

### bpost plants a forest

bpost entered into a partnership with Natuurpunt, which is an NGO working in environmental protection, in order to contribute to preserve the local flora. Thus, the postal operator has sponsored the plantation of 10,000 trees in 2014.

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## DENMARK & SWEDEN

### PostNord Climate Fund

Since the creation of its Climate Fund in 2009, PostNord allocates a yearly sum to projects, in particular those in favour of energy transition and green logistics. In 2013, the funds amounted to 11.5 million euros, corresponding to the compensation cost of its remaining CO<sub>2</sub> emissions for the previous year. Approximately eighty environmental projects were financed within this period.

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## FRANCE

### Le Groupe La Poste programme 'CLIMATE+ Territories'

Since the autumn of 2015, Le Groupe La Poste is providing a financial support to forest owners willing to switch to a more sustainable management model, so they can experiment various methods of carbon sequestration, forestry, preservation of biodiversity, etc. The project aims at building a national toolkit to replicate these practices. Five projects have already been started thanks to La Poste's funding.

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## FRANCE

### Le Groupe La Poste's climate change solidarity projects

In 2012, Le Groupe La Poste has adopted a voluntary approach to offset its remaining CO<sub>2</sub> emissions, coming from its mail, parcels and express activities, by funding social and environmental solidarity initiatives. Several projects have been financed, including one in favour of biodiversity preservation and another to improve access to drinking water in Kenya.

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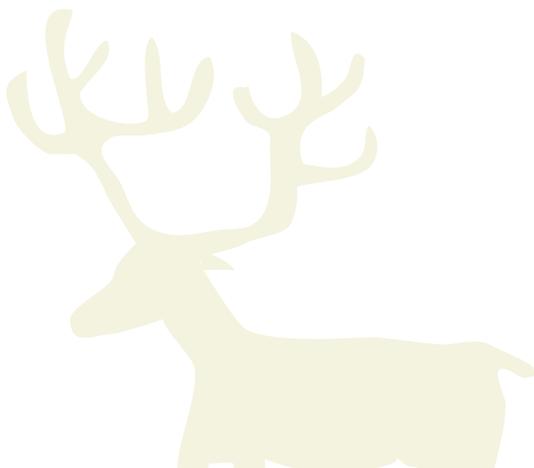


**PORTUGAL**

**CTT Portugal Post initiative  
'A tree for the forest'**

During the summer of 2015, CTT Portugal Post launched a pioneer climate change mitigation initiative, aiming at mobilising the Portuguese public for the reforestation of areas affected by fires. Clients could sponsor a tree by buying a specially designed cardboard tree. Each one bears a QR code that enables its owner to monitor its 'adopted' tree. 6,214 trees were replanted thanks to the initiative.

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# ECO-DESIGN



## AUSTRIA

### CO<sub>2</sub> neutral delivery with Österreichische Post

Since 2013 all national mail and parcels delivery activities provided by Österreichische Post are carbon-neutral. To make this possible, the group has relied on the acquisition of alternative vehicles, transition to renewable energies and optimisation of its logistic circuits and buildings' power consumption. It offsets the remaining emissions by funding environmental projects. Further to this success, Österreichische Post decided to launch its programme 'Green Vienna' to make its entire mail delivery activities carbon-neutral in this area. By the end of 2016 the entire delivery of letters and direct mail items to private customers in the city's 23 districts will be converted to electric-powered vehicles or carried out on foot.

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## BELGIUM

### bpost sustainable supply chain

bpost has redesigned its purchasing policy in order to ensure the sustainability of its supply chain. Its new policy is taking due account of the social and environmental performances of its suppliers, whose offers and internal policies must meet sustainability criteria. To evaluate their compliance with these criteria, bpost created the platform Ecovadis based on the ISO 26000 standard.

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Deutsche Post DHL Group

## GERMANY

### Deutsche Post DHL, as an official partner of Formula E

Based on its wide-ranging competence in motorised sports and green logistics, Deutsche Post DHL Group has become the official logistics partner of Formula E in September 2013. The electric racing championship benefits from DHL's global network, allowing it to ship cars and the teams' equipment (approximately 450 tons per event) to any track in the world.

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**SPAIN**

**Correos 2011-2012 environmental action plan**

In 2011, Correos implemented an environmental action plan, considering three main aspects: building a CO<sub>2</sub> emissions' map using IPC measurement system, improving energy efficiency of its housing stock, and enhancing its resource management, through waste management measures, optimising its employees' mobility and reducing the energy consumption of its buildings and vehicle fleet.

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**SPAIN**

**Correos environmentally friendly product range Línea Verde**

Correos launched in July 2000 a new range of eco-designed products, marketed under the brand name Línea Verde. The proposed envelopes and parcels' packages are made from ecological materials and produced through environmentally friendly processes. A part of their selling prices is reverted to reforestation projects, which allowed the replantation of 67,400 trees over 13 forests.

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**PORTUGAL**

**CTT Portugal Post eco-designed services**

CTT Portugal Post has launched in 2010 an integrated eco-portfolio for individuals and companies. Its brand Correio Verde proposes pre-paid envelopes made from ecological materials and transported by carbon-neutral modes. DM Eco, for big mailers, is based on an environmental footprint evaluation of the mailings. Depending on their rating, clients may get the eco-stamp, at discounted rates. Cumulated sales since launching are in a range of 57 billion euros.

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# ECO-DRIVING



## BELGIUM

### Eco-driving challenge for bpost employees

bpost organised a challenge to encourage its employees to adopt a more environmentally friendly driving style in a fun and accessible way. The last step of the eco-driving challenge took place on April 2014 at the Zolder racetrack. To win, participants had to achieve an entire delivery round under high security measures and fuel consumption restrictions.

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## SPAIN

### Eco-driving online course for Correos employees

In order to reduce the environmental footprint of its delivery activities, Correos decided to train its employees to adopt a more environmentally friendly style of driving. To do so, it has elaborated internal online courses, thus drawing on the dissemination of good practices within its personnel. It has resulted in an average reduction of fuel consumption by 1.2l/100km.

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## ESTONIA

### Traceability system SeeMe for Omniva's vehicles

Since 2013, Omniva is using the traceability system SeeMe, designed by Ecofleet, to manage its fleet of vehicles and ensure its efficiency in an economic and effective way. This system enables the collection of data on the location of vehicles, their fuel consumption, total mileage and average speed. The aim is to adjust the employees' driving style through targeted training.

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## posti

### FINLAND

#### Installation of the IoT technology in Posti's vehicles

In 2014, Posti equipped its entire fleet of vehicles with the Internet of Things (IoT) technology in order to analyse its employees' driving style and set up regional improvement goals. The collected data has enabled the company to provide its employees with targeted training, delivered by certified instructors.

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### FRANCE

#### Le Groupe La Poste eco-driving training offer Mobigreen

Le Groupe La Poste created its subsidiary Mobigreen in 2007 to provide companies with consulting and training services on eco-driving and road risk prevention. In March 2015 the group eventually launched Mobiperf, a 24-month training programme. This offer includes eco-driving training, monthly progress reporting and fuel consumption follow-up by means of a connected module.

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### Posteitaliane

### ITALY

#### Eco-driving course for Poste Italiane employees

In the framework of its strategic and mobility management goals, Poste Italiane set up a specific training on eco-driving skills in 2014. By the end of 2015, 3,000 employees were trained to adopt a more environmentally friendly driving style. This initiative resulted in a reduction of fuel consumption by 10 to 20%.

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### PORTUGAL

#### CTT Portugal Post eco-driving competition

CTT Portugal Post launched in 2014 an internal competition to reward its most environmentally friendly driver, of a population of more than 4,500 employees. The performance assessment was based on three criteria: eco-efficiency (gap between effective and baseline fuel consumptions), accident rate and quality of service. On average, the effective consumption of assessed drivers was 16% below the baseline consumption.

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### NORWAY

#### Environmental online course for Posten Norge employees

Posten Norge has developed an online learning module which provides its employees with complete training on environmental matters. This course highlights the group activities having the biggest environmental impact, especially mail and parcels delivery activities.

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# ENERGY TRANSITION



## AUSTRIA

### Solar energy in the service of Österreichische Post

Between 2013 and 2014, Österreichische Post equipped the rooftops of its site of Inzerdsdorf, in the suburbs of Vienna, and its logistic centre of Allhaming with solar panels. Both solar installations, with outputs of 882 kWh and 496 kWh respectively, enable the group to provide its 1,300 electric vehicles with its own 'green electricity'.

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## NETHERLANDS

### Solar panels for PostNL parcel sorting centers

When developing new parcel sorting and delivery centers, PostNL has decided to invest in state-of-the-art energy efficient sorting machines, established warehouses designed to make optimum use of daylight, and installed solar panels on the roofs. 19 centers have already been equipped with 20,000 solar panels, which generate approximately 40% of their electricity use. The yearly proceeds are over 560,000 euros resulting in a pay-back time of ten years.

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## FRANCE

### Reducing buildings' power consumption at Le Groupe La Poste

Since 2012, Le Groupe La Poste has implemented a wide programme of renovation of its post offices to optimise their energy efficiency. It particularly focused on modernising the vent, lighting and insulation systems. For instance, the installation of balanced ventilation with heat recovery enabled to save up to 20% electricity, and the renovation of the whole lighting system from 50 to 70%.

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## FRANCE

### Le Groupe La Poste switches to 100% renewable electricity supply

Groupe La Poste makes a step further to reduce its carbon footprint. Indeed, since May 2016, the whole housing stock managed by its real estate subsidiary Poste Immo is supplied with electricity from 100% renewable energy sources. Through this initiative, Le Groupe La Poste will reduce its CO<sub>2</sub> emissions by tenfold and provide its entire housing stock and vehicles fleet with 'green electricity'.

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## BELGIUM

### bpost energy management system

bpost set up a new energy management system in 2012 in order to cut its energy costs while reducing its global ecological footprint. The system allows the measuring, monitoring and optimising of the energy consumption of its fifty main sorting centres, thus resulting in a reduction of gas consumption by 40% and electricity by 25%.

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## Posteitaliane

### ITALY

#### Managing power consumption at Poste Italiane

Since 2011 Poste Italiane has conducted several initiatives to optimise the power consumption of its buildings. It has designed an automated system to manage lighting, air-conditioning and electric equipment via its burglar alarm facilities. The system, tested in 9,000 post offices on a pilot basis in 2011, enabled to reduce its energy consumption by 17 GWh the first year. In 2013 the group invested in more than 8,000 devices to collect real-time information on the power use of its housing stock as part of its Building Electricity Management System. It has also set a control room to monitor the electrical installations of its buildings in Sicily. It detects the maintenance needs from 70 sites and analyses them to elaborate solutions to reduce power consumption, as well as CO<sub>2</sub> emissions.

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### MALTA

#### Sun protection films at MaltaPost headquarters

MaltaPost equipped the windows of its headquarters with sun protection films in 2014. These films have been installed to significantly reduce direct sun exposure over the summer months and protect employees against hazardous UV-radiation, while lowering air-conditioning related power consumption.

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### MALTA

#### Installation of photovoltaic panels at MaltaPost

MaltaPost invested in the installation of 216 photovoltaic panels in 2012 to supply its buildings and vehicle fleet with its own 'green electricity'. These facilities have generated around 284,529 Kw between May 2013 and July 2016.

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### KAZAKHSTAN

#### Kazpost programme for climate preservation and energy efficiency

In 2015, Kazpost has implemented several measures to reduce its pollutant emissions and energy consumption. Its vehicle fleet was converted into gas equipment, totalling 320 converted units. Its buildings have also been progressively modernised, insulated and equipped with LED lighting and heating control systems. This resulted in a reduction of pollutant emissions by 9.5% and power consumption by 140 MW.

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# ENVIRONMENTAL AWARENESS



## SPAIN

### Correos specific course on energy savings

In the framework of its 2011-2012 environmental action plan, Correos has developed an online course, in partnership with the Energy Savings and Diversification Institute, to raise awareness about energy savings among its employees. Internal instructors were responsible for encouraging and reporting the employees' involvement.

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## LITHUANIA

### Lietuvos paštas clean-up campaign 'Let's do it'

In 2013, approximately 1,200 Lietuvos paštas employees participated in the campaign 'Let's do it' and contributed to cleaning urban parks, towns and forests across the country. This campaign was created and implemented by DAROM, a voluntary-work based organisation which promotes an environmentally friendly state of mind and civic behaviours.

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## LUXEMBOURG

### Fostering smart mobility among POST Luxembourg employees

POST Luxembourg has been sponsoring since 2015 a substantial part of the cost of the annual public transport pass 'mPass' with the objective of optimising the way its employees commute and travel in their everyday life. The pass, which grants access to the entire national transport network, is offered to POST Luxembourg employees at a 70% discount.

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## SWITZERLAND

### Swiss Post services PubliBike and PubliRide for collective mobility

Swiss Post has designed two services to incentivise the use of collective transport modes among its employees. PubliBike is a bike sharing service, available 24/7 for all employees. The PubliRide is an online platform which combines courtesy vehicle and car-pooling services in real time. Each time an employee makes a vehicle reservation, the car ride is automatically proposed on the car-pooling platform.

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## Posteitaliane

### ITALY

#### Poste Italiane promotes sustainable transport modes

In the framework of its 2014 mobility plan, Poste Italiane established a facility called 'Piano Spostamenti Casa-Lavoro' to encourage its employees to favour sustainable transport modes while commuting. The group relied on the development of a corporate community via a dedicated Intranet, the subsidisation of public transport and awareness-raising actions. In 2015 Poste Italiane also launched the car sharing campaign #iovadoincarsharing to promote the use of new forms of collective urban mobility with low environmental impact across its employees. The group offered to grant a one-hour free voucher for car-sharing to the first 2,800 employees joining the initiative.

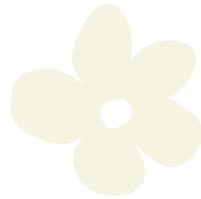
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### ITALY

#### Energy savings, responsible values and actions at Poste Italiane

An extended training programme was implemented in April 2013 for the benefit of more than 100,000 Poste Italiane employees. It aimed at raising awareness among its employees about behaviours that generate energy waste and promoting simple gestures which reduce energy consumption at work as at home.

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### POLAND

#### Environmental training for Poczta Polska employees

Poczta Polska implemented several initiatives to stimulate responsible behaviours within the company. It organised communications campaigns on the eco-friendly everyday gestures, internal events and challenges, such as eco-picnics and the lights-off event 'Earth Hour', and the appointment of 'Environment Defenders' among its employees. Poczta Polska is also supporting pro-environmental actions aiming at company paper recycling, collection and recycling of plastic bottle caps and collection of all waste batteries.

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### ROMANIA

#### Poșta Română awareness-raising campaign 'Bike2Work'

Poșta Română has participated in an awareness-raising campaign called 'Bike2Work', in collaboration with the organisation GreenRevolution, to encourage the use of bicycle as favourite transport mode for employees' commuting. They could enrol and monitor their activities through a mobile phone application. Prizes were awarded to the most committed ones. Keeping on the move has benefits both for employers and employees: healthier and more productive staff.

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