The Postal Sector, leading the way in Corporate Social Responsibility
Good practices compilation 2013-2016
Social responsibility is an essential lever for development. It must be combined with the economic performance and strategy of the company in order to ensure the sustainable growth of postal operators and society as a whole.

Jean-Paul FORCEVILLE
Chairman of PostEurop

Historically, the postal sector has embodied social responsibility through its role of social cohesion and its territorial presence. Thanks to the implementation of concrete actions, the sector is a real step ahead and is positioning itself as a leading sector for corporate social responsibility.

Botond SZEBENY
Secretary General of PostEurop
Use Corporate Social Responsible as a lever of performance and innovation

The postal sector represents more than 2 million employees serving 800 million customers in Europe and 135 billion items distributed each year, including 70 billion letters and 4 billion parcels. It is the first proximity network through Europe.

The PostEurop CSR circle has as its main objective the dissemination and sharing of best practices within the postal sector. But the aim is also to anticipate future challenges and opportunities to facilitate innovation making CSR a real lever of performance.

Through nearly 200 practices, this compilation allows to share initiatives, but also much more. These actions are concrete and measurable and demonstrate on each page the dynamism of the postal sector.

If you want to know more about setting up health promotion programs, supporting employees’ mobility, creating eco-driving training, developing a new proximity service, integrating young talents or setting up a sustainable mobility policy, you will find all the information in this publication.

Among the objectives of sustainable development set by the United Nations, the sector wants to be a major player and has since a long time contributed to the realization of a number of them. Decent work and economic growth, reduction of inequalities, innovation, gender equity, combating climate change or responsible consumption and production are all shared objectives.

Through all these works and innovations, the sector is mobilized and committed to accompany social, societal and environmental changes and proposes to exchange its experiences and expertise. We are happy to share them with you.

The entire PostEurop CSR team would also like to thank the postal operators who contributed to this publication, which we hope will participate in building an environment for the sustainable development of the postal sector.

Nathalie GANZEL
Chairwoman of the CSR Circle

Kalina TOTEVA
Vice-Chairwoman of the CSR Circle
### OCCUPATIONAL HEALTH & SAFETY

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### Energy Transition

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### Environmental Awareness

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GERMANY

E-learning tool ‘Leadership and Mental Health’
by Deutsche Post DHL Group

In 2013 Deutsche Post DHL Group in collaboration with Aachen University of Technology and the Federal Ministry of Labour and Social Affairs, developed an e-learning tool for managers on ‘Leadership and Mental Health’. It provides information on causes of stress, stress management and the correlation between leadership and health as well as effective solutions for problematic situations.

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FRANCE

Reduction of work-related road accidents at Le Groupe La Poste

Le Groupe La Poste developed a range of measures to reduce work-related road accidents among its employees. An analysis of the most frequent accident causes has led to the creation of targeted communication and training tools. Safer transport mode replaced a part of the two wheel motor vehicles.

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SPAIN

Correos commits to reduce occupational accidents

Since 2012 Correos is trying to reach the objective of zero accident rates. The main actions thus consist in periodic identification and risk assessment, training, prevention and health monitoring plan. It is also supported by the inclusion of the zero accident rate target for middle managers. In 2013 was launched the campaign ‘Prevention together!’ during which employees received more than 550,000 brochures in their monthly pay slip, and 24,500 informative posters were put up in work centers. At the same time, the training model has been enhanced through a new prevention plan including falls and injuries, road safety, musculoskeletal disorders and proceedings against animal attacks.

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AUSTRIA
Focus on good working posture at Österreichische Post
In 2012, Österreichische Post provided special information about working postures to avoid dangerous movements with specific brochures and posters presenting typical workday exercises. Special events dedicated to health promotion were also organized. These prevention information focusing on managers are an essential part of executive functions.
✉ ursula.bachmair@post.at

BULGARIA
Improving work conditions at Bulgarian Posts offices
In 2015, Bulgarian Posts started a new project to improve the work conditions at key post offices in four big cities and one regional sorting centre. As a result, the work environment improved in terms of temperature, noise, lighting, electrical and fire safety facilities. It also enhanced the energy efficiency of buildings.
✉ k.toteva@bgpost.bg

BULGARIA
Increasing occupational health and safety at Bulgarian Posts
In 2014, Bulgarian Posts launched a project co-funded by the European Social Fund to increase the efficiency of human resources by improving occupational health and safety conditions. In practice, it consisted of an organisational analysis and compliance with certification for standard occupational health and safety. Besides, a specific training was carried out for employees on the application of the new standard.
✉ k.toteva@bgpost.bg

ESTONIA
Omniva says ‘No to the muscle strain!’
One of the most common injuries in the office or production flow is the muscle strain, caused by the forced position or repetitive movements. To prevent muscle strain, Omniva installed in 2015, Swedish ladders in post offices and production buildings. Next to ladders, posters were displayed inform about the most common sources of muscle strain and exercise instructions on how to handle them.
✉ kaja.sepp@omniva.ee

ESTONIA
Omniva sports club
Omniva sports club aims at encouraging employees to move and live in a healthy way, while spending more time together. It offers collective group trainings and a partial compensation of sports costs. Friendly sports meetings with other companies and a company-wide health week are also organised. The number of sick leaves has decreased by 13%.
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OCCUPATIONAL HEALTH & SAFETY
ICELAND
Iceland Post health and safety week
Customers of Iceland Post played a crucial role in a special project initiated to raise awareness and encourage them to think better of the accessibility to their homes. To make conditions safer for postmen and drivers and avoid accident the campaign promoted shoveling snow, putting sand or salt on slippery surfaces, keeping the outdoor light on. A postcard was distributed with the message: ‘Are you done shoveling?’ The campaign probably contributed to the decrease of the accident rate from 5.8% to 3.9%.

LITHUANIA
Public health programme ‘Lithuania Post – is you’ by Lietuvos paštas
In 2015, the company initiated the ‘Lithuania Post – Is You’ programme for its personnel with cooperation of the Public Health Service. The first step was to assess employee’s health with a medical examination, evaluating their physical condition. Lectures were also organised about healthy eating, active lifestyle and exercise at the workplace and 500 women were examined for breast cancer.

IRELAND
Address Stress Booklet by An Post
An Post’s stress awareness campaign began in 2013, marking by the World Mental Health Day (10 October), with the mailing of Address Stress to every staff member at their home. It was followed up by a poster campaign and health information booklets aimed at promoting employees’ health and wellness. They contain information on stress causes, how to recognize the stress symptoms and provides self-help ‘Stress Coping Exercises’.

HUNGARY
Comprehensive health screening programme at Magyar Posta
Magyar Posta joined the Comprehensive Health Tests Programme supported by the EU and the Hungarian government in 2013. It offers employees a health screening package which consists of 34 examinations. All tests results and their evaluation are recorded in a Health Log handed over to the participants. Given the number of applications, around 3,677 since 2014, the project has thus been extended to 2020.

Magyar Posta

gyongyi.albu@posta.hu
GREECE
Hellenic Post S.A. - ELTA raises awareness on occupational health and safety issues
Since 2013, ELTA tracks every occupational accident and analyses the reasons and conditions for each accident that took place. On this basis, an annual analysis and a report are shared, and proposals to prevent similar cases are submitted. Regular visits of occupational doctors and safety engineers are set up, while a communication campaign on topics like musculoskeletal disorders, noise at work, proper posture, as well as specific trainings have been put in place.
E.Chatzistergou@elta-net.gr

GREECE
Nutritional assessment for Hellenic Post S.A. - ELTA personnel
As nutrition, diet and physical activity play a major role in employees’ health and well-being, ELTA cooperated with three national universities to implement a pilot programme. The objectives were to record, assess and improve the employee’s nutritional habits in relation to the Mediterranean diet model. Based on an individual assessment, each employee received his/her nutritional profile with guidelines on what can be improved.
E.Chatzistergou@elta-net.gr

GREECE
Identifying and dealing with conflicts and burnout at Hellenic Post S.A. - ELTA
Managers need to identify conflicts and burnout situations, predict and handle their impact on the employees. Since 2014 Hellenic Post S.A. has been implementing a relevant three-day pilot programme for its middle-line managers with both theory & workshop through self-exposing procedures and role playing. Each day is dedicated to a different thematic: stress and traumatic experiences, burnout syndrome and conflicts. The scope of the programme is to raise awareness in detecting, recognizing and dealing with work-related stress factors.
E.Chatzistergou@elta-net.gr

NORWAY
Posten Norge’s health awareness programme
Since 2012, lifestyle planning is offered to employees within the framework of the health awareness programme in order to give them the knowledge and motivation to take responsibility for their own health. Until now over 4,000 workers have participated in the programme. The programme also involved 150 trained health motivators.
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PORTUGAL
Supplementary health and social service for CTT Portugal Post employees

IOS is a welfare programme for CTT Portugal Post’s employees, serving or retired, and their families, counting currently more than 43,000 beneficiaries. It includes both medical care and social support service, the latter mainly oriented to those living in more fragile conditions – elderly, children with disabilities and/or chronic diseases.

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SWISS POST

SWITZERLAND
Swiss Post’s prevention campaign in favour of mental health

In 2012 the campaign ‘I feel good’ was implemented using various communication strategies to sensitise employees on the topic of mental health. The aim is to increase knowledge and skills in dealing with resources, risks and early identification of stress and to develop a support network for employees and managers. For senior managers, a web-based training course was also developed.

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CZECH REPUBLIC
Czech Post helps reduce the risk of breast cancer

In 2013 Czech Post joined a worldwide breast cancer campaign by creating its preventive programme ‘Join us, it is easy’, which targeted all 25,000 women employees. The goal was to provide them with information about breast cancer prevention and convince them to go through mammography screening. As a result, 200 employees underwent their first screening and two early-stage tumors were detected.

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CZECH REPUBLIC
‘Czech Post connects’ for prevention against melanoma

In 2015 Czech Post launched a preventive programme against melanoma. During an international conference gathering 25 dermatologists from 16 countries, free dermatological tests were offered to employees and their families. The disease was detected in eight people who immediately started treatment. As the programme goes on, 61 melanoma cases were identified that year with the help of Czech Post.

horakova.marta@post.cz
LUXEMBOURG
Psychosocial assistance at POST Luxembourg
POST Luxembourg offers its staff an Employee Assistance Programme providing free psychological and social support when they experience major problems in personal and professional situations. This confidential intervention unit is made up of two social workers and a psychologist. It is located outside the workplace in order to guarantee anonymity to its clients.

pascale.loewen@post.lu

LUXEMBOURG
Health Check-up for 50+ by POST Luxembourg
Health Check-up for 50+ is a free health screening programme which offers all employees aged 50 or over the opportunity to have a one-off complete health check-up. POST Luxembourg cooperated with a health promotion institute to define the relevant health examinations. Since its launch in 2010 approximately 25% of employees aged 50 or over have participated in the programme.

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LUXEMBOURG
POST Luxembourg’s conference series Healthy@POST
Annual conferences aim to raise awareness of top, middle and lower management on prevention of workplace health challenges and promotion of wellbeing at work. They are organised by the in-house Employee Assistance Programme supported by external expert trainers and provide participants with tools to recognise warning signs at an early stage. In 2014 and 2015 the topics treated were ‘Alcohol in the workplace’ and ‘Preventing job burnout’.

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CYPRUS
Cyprus Post learns new working methods from postal cooperation
In 2012 40 Cyprus Post employees participated in a Leonardo Da Vinci funded programme held in ELTA’s educational centre in Athens. It included ten days of theoretical and on-the-job training on innovative working methods and technologies provided by ELTA for the purpose of improving the quality of Cyprus Post services. Participants received formal accreditations, enabling them to disseminate the training results to the rest of the organisation.

KYRIAKA TAZI POMEIA CYPRUS POST

BELGIUM
First experience diploma for bpost employees
In January 2012 bpost launched an initiative for its employees willing to get their diploma of higher secondary education. At the end of a 2-to-3-year training programme provided by the Centers for Social Promotion and Adult Education, mainly through e-learning and individual follow-up, they may receive undergraduate or professional diplomas. Since its launch more than 600 employees have participated in the programme and 231 have graduated.

BULGARIA
Bulgarian Posts’ Metamorphosis Project
In 2012, the company elaborated a project to improve the quality of service within post offices following feedback received through mystery customer surveys, call centers, Facebook, etc. The objective was to introduce a customer-oriented approach through a new training system, the implementation of standards and an improved internal communication process.

BULGARIA
Social innovations project by Bulgarian Posts
The Social Innovations Project, which was implemented with the help of EU financing, aimed at creating an innovative environment and sustainable training system relying on experienced colleagues. It targeted employees, who are over 55 years old, to be trained to become trainers. Eighty employees were trained in pedagogical skills in order to transfer their knowledge and skills to younger colleagues.
**SPAIN**

Correos’ training programme on corporate volunteering

Correos has set up a training programme on corporate volunteering which provides employees with the required qualification about welcoming new staff. It consists in a ten-hour online training about the vision, missions and values of Correos Solidarity Programme. An extra 8-hour classroom training is provided to future project facilitators on team coordination, positive leadership and project-spreading procedures.

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**FRANCE**

Le Groupe La Poste supports change with qualifying training paths

Le Groupe La Poste has committed to provide 50,000 employees with certified training between 2015 and 2020. This training consists of different teaching methods from traditional training led by an expert to an immersion training course or e-learning. It is proposed by the manager and requires a minimum of 70 hours with a financial bonus granted to successful employees.

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PORTUGAL
‘Creating future, always’ with CTT Portugal Post

The main objective of the Training in Management Programme is to contribute to the strengthening of leaderships. It is structured around three lines of action: first, the university postgraduate training for upper managers, then specific CTT Portugal Post postgraduate courses for middle managers and finally, in-company management courses for a selected number of operational managers.

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PORTUGAL
My talent everyday more present’ at CTT Portugal Post

The idea was to call a group of new managers and professionals to take a journey on talent to discover ways to broaden their knowledge, insights and skills and thus develop people’s capacities and the company’s human capital and performance. The six-month-progamme includes self-knowledge, individual feedback, a Personal Development Plan (PDP) and a business case project elaboration.

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LITHUANIA
Lithuania Post’s training systems

In 2011 Lithuania Post (Lietuvos pastas) began organising trainings for its employees. Within two years, around 5,311 employees participated in around 500 training sessions on sales and customer service standard, carried out by internal trainers. In 2013 the group created the Electronic Training and Testing System to provide employees with online learning on customer service standard and procedures on granting consumer credits. The system enabled, via tests, to identify gaps in their knowledge that could hinder proper fulfillment of daily operations. In 2014 it launched a similar online training system focusing on customer care standard, financial services available at post offices, quality indicators of post services, changes in universal postal services, prevention of money laundering and terrorism financing. All employees were also invited to attend e-training on the process of Euro introduction into Lithuania.

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ROMANIA
Training on computer skills for Poșta Română employees
In view of enhancing the professional training and staff development, Poșta Română proposed, in 2014, a course on computer skills, provided during the working time. At the end of the programme, which combined 180 hours of theory with 540 hours of practice, participants received a grant between €56 and 225 (250 and 1,000 LEI) and a certificate from the national authorities. The result consisted of a computer working knowledge that contributes substantially to growth and increased productivity.

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ROMANIA
Training grants for Poșta Română women employees
Poșta Română is committed to support women willing to improve their skills in project management. It thus offered an interactive course with presentations, debates, group discussions, case studies and exercises. This specific working methodology develops effective skills in planning, implementing and monitoring a project. At the end of the training course, the graduates received a grant of €34 (150 LEI) and acquired the ability to successfully steer a project from the planning stages to conclusion.

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BELGIUM
bpost proactively accompanies employees through reorganisation

In March 2014 bpost formalised its commitment to support employees with proactive career counselling. It consists of a two-day workshop on impact of change, CV advising and selection process, an analysis of personal potential and 13.5 hours of individual career coaching. A coach provides employees with support to apply for a function inside or outside the reorganised department, or even outside bpost.

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FINLAND
New Path programme by Posti

Since 2014 the New Path programme provides employees with counselling according to their career plans. It proposes guidance and coaching for those willing to find a job outside the company, training possibilities for those who want to change professions and those with entrepreneurship plans. The process involves a review of their skills and an analysis of the regional labour market to consider the available alternatives.

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FRANCE
Le Groupe La Poste’s mobility spaces

Since June 2015 Le Groupe La Poste has deployed twelve spaces in the main French towns to foster internal mobility, whether functional, geographical, between its branches or with its subsidiaries. These spaces offer information on mobility facilities, preparation for job interviews, and individualised accompaniments or collective workshops. During the experimentation phase, more than 260 employees benefited from these activities.

✉ charles.mourot@laposte.fr
MONACO
Social Management at La Poste Monaco
The Business Solutions Department of La Poste Monaco aims at creating employment and taking advantage of existing skills inside the company. It enables Monegasque companies to receive services from La Poste Monaco’s employees for long-term missions using their specific competences. These services include processing and securing addressed parcels, in-coming and out-going mail process for banks, or archiving documents.

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NETHERLANDS
PostNL Mobility: successful redeployment for mailmen
PostNL organised its own redeployment unit PostNL Mobility to guide employees from their existing job to a new job on a voluntary basis. It takes the form of consultations, workshops, coaching and achieving qualifications. It also includes ‘Job seeks Worker’ projects in which managers can network with companies that have multiple vacancies, such as transport and logistics, public transport and security ones.

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CZECH REPUBLIC
Czech Post support programme of outplacement for employees
While franchising 80% of its post offices, Czech Post implemented a programme to support its employees’ mobility within or outside the company. It includes mobility facilities, support on the change of position and the employment relation, and an individual assistance, through a 24/7 help-line and an outplacement guide. It also provides financial compensation to mitigate the social impact of redundancy.

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DENMARK & SWEDEN
Increasing diversity through PostNord new recruitment approach
When recruiting new staff, PostNord intends to reach out to candidates who might not have been considered qualified in a traditional recruitment process. In 2013 it thus set up, together with the Public Employment Service and the Language and Future Adults Education Programme, a new training and recruitment programme, which focuses on people having difficulty in entering the labour market, in particular young people and newly arrived immigrants.

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ESTONIA
Omniva creates employment opportunities for disabled people
Omniva hires a significant number of employees with different degrees of disabilities, supports them within the company and ensures an equal recruitment process. It also strives to change public attitudes towards disability. Thanks to its commitment, Omniva was awarded the label ‘Let’s work together’, which is a symbol of tolerance, care and support to disabled by recruiting, maintaining and developing their quality of life.

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GERMANY
Deutsche Post DHL Group Generations Pact
In 2011 Deutsche Post AG and the trade unions agreed on a model for age based working solutions: the so-called Generations Pact. Through a combination of working-time accounts, partial retirement and a demographic fund, it enables older employees to remain active until statutory retirement age without significant reductions in pay and pensions, while the company benefits from their knowledge and experience to be transferred to younger employees.

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LUXEMBOURG
POST Luxembourg’s training sessions on diversity management
Since 2015 POST Luxembourg has been organising diversity training sessions for team leaders in order to actively prevent psychosocial risks and discriminations. Participants learn how to encourage and manage diversity within their teams. This initiative also contributes to raising awareness on equal treatment and on the importance of diversity, thus improving the way teams are managed and function.
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NORWAY
Ambitious ethnic diversity goals at Posten Norge
To increase diversity, Posten Norge has set a goal of having 9% of employees in corporate staff units and management having an immigrant background by the year 2020. To reach that goal, the internal development programme ‘You make a difference’ has been established. The selected employees with minority backgrounds become trainees in corporate staff units and management for a year.
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POLAND
Poczta Polska S.A. commits for the disabled
In 2016 the company has been awarded ‘Leader of accessibility for the Disabled’ in the category of ‘branch network’ and cooperates with many associations. Thus the ‘Integration Foundation’ provides Poczta Polska with recommendations on building and revitalisation of post offices. The post also offers apprenticeships for the disabled in post offices with the ‘Association Disabled for the Environment’. It has also launched a helpline for deaf people and facilities the submission of applications for the disabled by the postmen.
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SWITZERLAND
MOSAICO network for diversity within Swiss Post
MOSAICO is an internal network which promotes linguistic and cultural diversity. It aims at reinforcing cooperation between staff, with customers and partners, and tapping into the potential for joint entrepreneurship. The network focuses on arranging table talks in foreign languages, setting up language tandems and organising events, in order to better operate professionally and draw up recommendations.
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SWITZERLAND
RAINBOW network for tolerance and acceptance at Swiss Post
RAINBOW was launched in February 2015 and aims to further develop an internal culture of understanding and integrating towards lesbian, gay, bisexual and transgender employees. The network offers regional events, participation in gay pride events in Zurich or in French speaking Switzerland as well as joint events with other internal networks. Its principal sponsor is the CEO of Swiss Post.
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GREECE
Excellence Awards for ELTA employees’ children
The idea is to reward the excellence of ELTA employees’ children for their dedication to their secondary and academic studies. Depending on their results to final and university entrance exams, they receive financial prizes during a special award ceremony. A scholarship is also granted to those who came first in university entrance exams and to valedictorians. A thousand students benefit from this action each year.

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CZECH REPUBLIC
Czech Post supports parenting
In 2013 Czech Post built a support programme, co-funded by the EU, for employees during their parenting. Via a website, e-learning courses and workshops, parents can share experiences and get legal advice on their benefits. Besides a gender audit has been implemented to evaluate current conditions and identify the drawbacks in the field of equal opportunities and work-life balance.

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ITALY
Poste Italiane supports maternity with Maam U programme
Poste Italiane launched Maam U programme to make maternity leave a moment of significant personal growth and an experience to share. Pregnant women can access a programme of contents, managed by an external provider, helping them becoming more aware of the role of mother and stronger as woman and working person. A personal web page and a diary are provided to get information on the project and share ideas.

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ITALY
Poste Italiane summer camps for employees’ disabled children
Since 2012 Poste Italiane offers summer holidays with fully accessible tourist facilities to the employees’ disabled children. In addition to the children full cost of stay, Poste Italiane also cares about the welfare of their families who can take advantage of vacation packages at special conditions.

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LITHUANIA
Lithuania Post Loyalty Day
Since 2013, on the occasion of the Loyalty Day, Lietuvos paštas managerial staffs (CEO, directors, heads of departments, project managers) are offered to spend one day working at the operational level as postmen, couriers, sorting staff, customer service specialists at the postal counter, etc. It represents an opportunity to strengthen their team and find drawbacks in working conditions.
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LITHUANIA
‘Where does my mum or dad work?’ day at Lithuania Post
Celebrating the International Day for Protection of Children on 1 June, Lithuania Post employees’ children were invited to visit their parents’ workplace. It aimed at strengthening relations with the employees. In 2014, almost 400 children in Lithuania took part in the tours. Similarly, at Father’s Day a photo competition was organised to invite children to send photos of them with their dads.
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MALTA
MaltaPost’s award ceremony for excellence in CSR
MaltaPost rewards its employees for their excellent work in the company including the best CSR initiative. Among the 11 prizes rewarding operational, sales and administration best practices, a best Corporate Social Responsibility award was given for the contribution towards Istrina, an event in favour of the Malta Community Chest Fund.
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SWITZERLAND
The leisure activities offer ‘Post Activity’ by Swiss Post
Since 2012 the PostActivity team helps employees organise events such as tennis tournaments, games nights, choirs or flamenco courses. It also organises its own events where employees can meet and share experiences outside of working hours. For instance, the Swiss Post summer and winter sports days, which take place on alternate years, offer them the opportunity to enjoy over 25 different activities.
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BULGARIA
On the way to work with Bulgarian Posts
Bulgarian Posts provides its 186 employees working at the Exchange and Sorting Center with free transportation in accordance with their working day and night shifts. Three company’s buses transport them to the center located outside of Sofia and not easily accessible. This 15-month project was co-funded through the national programme ‘Human Resources Development’ and the European Social Fund and covered the company’s costs for providing this transportation service.
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DENMARK & SWEDEN
Two-hour dialogue inspires faith in the future of PostNord

After the merger of Post Danmark A/S and Posten AB, the new group PostNord designed a tool for managers called the ‘Employee Dialogue’ to discuss the future of the Group. The communication of its new roadmap was based on three objectives: inform, involve and engage. The discussion material was divided into two one-hour sessions and structured around questions on the employees’ everyday life to be answered individually and as a group.

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FINLAND
Posti day

Within the framework of its ‘2020 Vision’ programme, Posti put in place the Posti Day to initiate cultural change and raise employees’ commitment. The day consists in a workshop around customer relations and a board game on strategy topics. It involves employees from all organisational levels to increase their understanding of other employees’ role as well as to boost internal cooperation.

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GERMANY
Deutsche Post DHL Forum: Driving dialogue in Europe

The Deutsche Post DHL Forum is a joint body of Deutsche Post DHL Group employees’ and management representatives from 30 European countries. It was set up by agreement to engage in open dialogue and early information and consultation for matters pertaining to the Group as a whole, or those impacting at least two businesses in different EU member states. The Deutsche Post DHL Forum and its committees met a total of 35 times in 2016. The global union federations UNI and the European Transport Workers’ Federation are each entitled to send a representative to participate in the two Deutsche Post DHL Forum plenary sessions.

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GERMANY
Measuring Corporate Citizenship activities with Deutsche Post DHL

In 2014 Deutsche Post DHL Group began assessing its corporate citizenship activities with the help of the internationally recognized LBG measurement model framework and provides reporting - both internally and externally - on the latest developments in this area. A dedicated team has defined KPIs and targets for the main corporate citizenship focus areas. In order to be measured by the LBG model, the activity must benefit a non-commercial partner.

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FRANCE
HR liaison officers at Le Groupe La Poste

The HR liaison officer supports both managers and employees to facilitate dialogue at local level regarding administrative management, but also professional development and well-being at work. The officers offer personalised advice to employees and managers, and create a close link between postal workers and occupational health experts.

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ITALY
Poste Italiane encourages telework

Telework has been introduced in 2009 via the ‘Social Inclusion’ project to offer renewed work conditions to Poste Italiane employees and improve the quality of service. Particular attention was given to situations of hardship or employee’s personal and family needs. A monitoring is carried out, at the beginning and after six months, to measure the benefits. Since 2012 it includes workers in video-coding and postal services.

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POLAND
International study visits for Poczta Polska employees

In 2015, the company’s employees and trade union representatives participated in study visits to CTT Portugal Post and Poste Italiane’s facilities. The three-day stays consisted of visits to post offices, logistics centers and technological campuses. Moreover, there were also seminars organised for participants in postal headquarters to share experiences and good practices on common postal topics. Finally, the follow-up specially designed online communication platform facilitated further collaboration among postal operators.

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SWITZERLAND
Swiss Post employees ‘Work Smart’

Recognising the need for mobile forms of working, Swiss Post is committed to create the necessary framework to guarantee a healthy work-life balance for employees. State-of-the-art technologies facilitate team collaboration, whether in comfortable meeting areas, during a train transit or at a traditional desk. To further promote this new model, Swiss Post has co-founded the ‘Work Smart’ initiative with other Swiss companies.

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GREECE
‘Listen to new ELTA era - Step to new artists’
During a few months between 2015 and 2016, Hellenic Post S.A. – ELTA has opened the Athens central post offices to musicians providing them a step to present their work. Their performances were promoted through ELTA’s corporate website and social networks. The participation of a children’s group using the M.E.L.O.S. method, which allows people with mental or intellectual disabilities to play an instrument, was particularly welcomed by the public.

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LATVIA
Latvija Pasts’ postcard sending campaign for Mother’s Day
Since 2011 Latvijas Pasts offers each year all Twitter and Facebook account holders to send greeting cards to their mothers, grandmothers, wives or girlfriends at the occasion of Mother’s Day. This initiative aims at promoting the use of traditional postal services among the audience who use mainly the virtual environment as well as increasing the number of Latvijas Pasts followers in social networks.

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MALTA
MaltaPost supports European school exchanges
In 2013 MaltaPost teamed up with Maltese Europe Direct office to support the European Christmas Tree Decoration Exchange Project. This simple initiative of sharing Christmas decorations from all over the European Union, aims to educate children in primary schools about other European cultures and traditions in a fun way. MaltaPost sponsored the delivery of parcels from Maltese schools to partner European countries.
LITHUANIA

‘Draw the Post of the Future’ with Lithuania Post

Celebrating the World Post Day, Lithuania Post (Lietuvos paštas) launched in 2011 a drawing contest for the children called ‘Draw the Post of the Future’. The young authors of the best works received awards from Lithuania Post and their drawings were used to illustrate a special Lithuania Post’s calendar. Part of the money resulting from the sales of this calendar went to the Children’s Disease Clinic.

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LITHUANIA

Lithuania Post campaign ‘With Lithuania!’

In 2015 Lithuania Post (Lietuvos paštas) organised various campaigns to promote citizenship, among which free excursions to places of historical importance for children, philatelic exhibitions and other punctual events within its post offices. On Lithuania’s Independence Day, free ethnic themed postcards were offered to the customers in all major post offices and around 10,000 citizens participated in the postcard sending campaign.

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LITHUANIA

Lithuania Post’s architectural contest ‘The Post [Otherwise]’

In 2014 Lithuania Post (Lietuvos paštas) signed cooperation agreements with two universities for a joint architectural ideological contest ‘The Post [Otherwise]’ which aims to revive the historical Kaunas post office. Students were invited to submit proposals to turn the post office building into a centre for cultural, educational and other activities attractive both to residents and city guests.

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BOSNIA-HERZEGOVINA

Bosnian round of the UPU letter-writing competition with Croatian Post Mostar

Since 2005 Croatian Post Mostar (Hrvatska pošta Mostar) organises each year the national round of the UPU International Letter-Writing Competition for Young People together with Serbian Post and BH Post. This competition aims at promoting letters and encouraging young people to develop their letter writing skills.

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BULGARIA

Bulgarian Posts initiative ‘The most beautiful letter to Santa’

Bulgarian Posts started ‘The most beautiful letter to Santa’ initiative more than 15 years ago to encourage the development of children letter-writing skills and creativity. The authors of the most attractive letters receive gifts, provided by the Bulgarian post, which are given by Santa Claus in person during a special event.

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BULGARIA

Bulgarian round of the UPU letter-writing competition with Bulgarian Posts

Each year Bulgarian Posts organises the national round of the UPU International Letter-Writing Competition for Young People which aims at encouraging young people to develop their writing abilities and imagination. In 2015 the competition’s theme was ‘Write a letter to your 45-year-old self’. The country’s best letter was sent to participate in the international round of the UPU competition.

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CYPRUS

Cypriot round of the UPU letter-writing competition with Cyprus Post

In 2015 Cyprus Post organised the national round of the UPU International Letter-Writing Competition for Young People whose topic was ‘Write a letter to your 45-year-old self’. The best letter participated to the final international round while traditionally Cyprus Post also awards the ten best letters during the UPU day event. In 2015 this event was attended by high level representatives from UPU and PostEurop.

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FRANCE
Educational take-off with ‘L’Envol’ with La Banque Postale
La Banque Postale launched in 2012 a mentoring programme to support 60 young talents from modest backgrounds every year in their studies through the virtual campus ‘L’Envol’. The 14 to 23 year-old participants are assigned a volunteer referent from Le Groupe La Poste who provides continuous coaching. In addition to school support, they can participate in cultural trips to French towns or abroad.
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MALTA
MaltaPost’s educational course on postal logistics
MaltaPost offers an educational course on postal logistics in partnership with a technical college to prepare students to a postal career. Those following this one-year training programme are given the opportunity to acquaint themselves with all the aspects of services provided by MaltaPost, through both ‘on-the-job’ and academic training. The programme also contributes to improving the company’s reputation as a first choice employer.
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SLOVAKIA
‘Child’s act of the year’ with Slovenská pošta
Since 2014 Slovenská pošta supports the ‘Child’s act of the year’ project, through a contractual partnership, which aims at motivating children to act well. This initiative helps them develop strong values and understand, via real stories, what is good and what is bad. Slovenská pošta offers free of charge distribution of thousands items to elementary schools twice a year.
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PORTUGAL
CTT Portugal Post prepares youngsters for life
In 2014 CTT Portugal Post started partnering with the association Entrepreneurs for Social Inclusion to mentor high school students, aged 13 to 18 years old, with problematic school and social backgrounds. Ten CTT Portugal Post volunteers were selected to provide continuous mentoring, on a one-to-one basis, for a three years period. Each mentor may use up to 150 hours of his/her working time, per year. CTT Portugal Post manages the whole process and allocates 13,000 euros per year to the project. Success rates at school reached 100%.
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JERSEY
Jersey Post revives stamp collecting amongst schoolchildren
In 2015, Jersey Post launched ‘The Collectables’, a children’s stamp album and activity book designed to introduce stamp collecting to a younger audience. The free album was distributed to children aged 8-9 around the island with packets of mixed stamps, encouraging children to swap and share with each other. Following its success, a second album was launched in 2016 and Jersey Post is planning a third album for 2017.
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SWITZERLAND
Swiss Post commits to education with PostDoc
PostDoc school service offers teachers from kindergartens through to secondary level 2 age-appropriate teaching materials on a variety of postal topics, such as public service, universal postal service, money and debt, career choice, communication and logistics. The materials are professionally compiled, free of charge, and have been developed in line with the latest didactic knowledge.
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**PROXIMITY SERVICES**

**ARMENIA**

*’ShopInAmerica’ with HayPost*

The digital platform ‘ShopInAmerica’ created by HayPost in 2015 enables all Armenian people to overcome the obstacles of international shopping. It provides customers with a free US address for their online purchases which go through a dedicated office in California to be then shipped to the final customer in Armenia. HayPost also invested in the renovation of 250 of its post offices and installed 2,900 computers in 700 of them.

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**FINLAND**

*Home care support services for municipalities by Posti*

Posti already works for approximately 80 municipalities to fulfil various meal delivery needs: home cooked meals to senior customers, meals from municipal distribution kitchens to hospitals, schools and day-care centres, etc. This partnership has enabled municipalities to realise cost-savings while Posti is achieving more deliveries, thus ensuring sustainable activities for its drivers.

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**FRANCE**

*Developing Social and Solidarity Economy with Le Groupe La Poste*

Since 2014 Le Groupe La Poste and the Social and Solidarity Economy actors are joining their competences within the ‘Dynamic Alliance’. The cooperation charter consists in concrete actions, such as sharing unused premises and facilitating new projects through La Banque Postale. It also includes a support to socially responsible purchasing, energy transition and digital development especially for charities in need of data digitalisation.

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**FINLAND**

*Posti brings cultural experiences at home for the disabled*

Posti provides logistics to ensure the service offered by the Helsinki city library to customers who cannot visit it due to health problems or other reasons. The service is subscribed by the library and is free of charge for the end customer who orders the books through phone, e-mail or electronic booking system. The library packs the books in a red bag which is picked up and delivered by a Posti driver.

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JERSEY
Jersey Post scheme ‘Call & Check’
In November 2013, Jersey Post launched a pilot programme where a member of the postal services team provides a free daily check on the elderly and vulnerable in the local community. This service forms part of the normal delivery round and offers specific checks at each visit. As the postal worker calls every day, they are able to quickly pick up on any changes in someone’s mental or physical health, which can be lifesaving in some cases.

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SLOVENIA
Pošta Slovenije and FLAPAX, the European smart community accelerator
Pošta Slovenije, together with Slovenian companies, local communities, researchers, and public representatives has launched FLAPAX, the European Smart Community Accelerator. It is the first digital platform in this part of Europe, using digitalisation to enhance smart cooperation between communities. It aims at developing innovative digital solutions by guaranteeing financial support and the regional IT-infrastructure development.

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UNITED KINGDOM
Royal Mail supports communities with the charity Missing People
Since November 2014 Royal Mail has entered into a strategic partnership with the charity Missing People and the National Crime Agency to help in the search for missing people. Thanks to its wide network of postmen and women, missing people alerts are transmitted across the UK within an hour. Royal Mail also funded the Child Rescue Alerts which communicate alerts about children who are believed to be in imminent danger.

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BULGARIA
Bulgarian Posts supports local communities in distress
In June 2014, following the floods which affected certain areas of Bulgaria, Bulgarian Posts undertook various actions to support these communities in collaboration with the State. It offered the Bulgarian Red Cross free of charge delivery of aid consignments to the affected areas and provided beds of its seaside recreation facilities. It also paid out pensions earlier.

CYPRUS
Cyprus Post humanitarian collection for the refugee children in Greece
In 2015 Cyprus Post conducted an intensive fundraising campaign in partnership with Hope Cyprus to cover the needs of refugee children in Greece. In every post office, it made available ‘love boxes’ dedicated to the collection of humanitarian aid items. It also took over the shipment of boxes to Greece together with a Cypriot boat company. A Cyprus Post delegation travelled to the refugee camp to contribute to the distribution.

DEUTSCHE POST DHL GROUP PROVIDES EXPERTISE TO MANAGE DISASTERS
As strategic partner to the United Nations, Deutsche Post DHL Group freely provides two types of critical support to regions affected by natural disasters. DHL aviation experts prepare airports to avoid bottlenecks while servicing the relief effort. The 400 volunteers of the DHL Disaster Response Teams (DRTs) stand by to manage efficiently the arriving relief supplies. The regional DRT is on the ground within 72 hours. Following the devastating earthquake in Ecuador in April 2016 it provided logistics support at the International Airport in Manta as well as in Porto Viejo, and worked together with the UN Office to coordinate humanitarian relief efforts. The members of the DRT team came from different Group divisions and several countries, including Ecuador, Chile, El Salvador, Argentina and the US.

GERMANY
Deutsche Post DHL Group supports refugees integration
In 2015 Deutsche Post DHL Group started its refugee aid project, focusing on introducing refugees to the work environment and fostering language acquisition. 100 dedicated coordinators in its branch offices were engaged to supervise local projects and form a network with aid organizations. 13,500 employees have already volunteered in more than 750 dedicated projects and up to 1,000 internships were offered. Also, the Group provides up to 1 million Euros funding for local projects of its employees. A partnership with public representatives was set-up to make Group property available for refugees’ housing as well as to deploy employees to support with administrative tasks.

GERMANY
Deutsche Post DHL Group provides expertise to manage disasters

KYPRIA KA TAHYPOMEI CYPRUS POST

COUP DE COEUR 2014

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SPAIN
Correos’ partnership with Clowns without Borders
Since 1999 Correos sponsors the NGO Clowns without Borders which operates to improve the quality of life of children in hospitals, specialised schools, and immigration and penitentiary centres. It offers workshops on ludic-education activities to the staff of the visited centres, so they can perform humour and magic shows. Correos also provides free distribution of letters exchanged between hospitalised children and students from the local schools.

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SPAIN
Correos donates computer equipment
In 2013 Correos launched a programme to donate obsolete computers to NGOs, associations and schools in Spain and in the third world. This initiative also reduces consumption and waste generation. It consists in selecting the computers in good conditions, erasing contents, cleaning and verifying their functioning. Then units to be donated are stored, packed and delivered to the selected organisations.

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SPAIN
Correos’ food collection to FESBAL
Since 2013 Correos collaborates with the Spanish federation of food banks. It shares the volunteering campaigns launched by the food banks, provides vehicles and warehouses at peak times and organises food collection campaigns in its 2,400 offices. In addition to office workers involved in the collection, 55 teams of ‘Correos Solidarity’ sort and count the food collected to be distributed to the most deprived.

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SPAIN
Correos’ campaign against gender violence
In 2014 Correos has joined the ‘Company network for a society free of gender violence’ and deployed several communication tools to make people aware of the fight against gender violence. Among them it has produced 45 million stamps, 700,000 magnets, 78,000 pins, 45,000 franked postcards and 11,500 delivery trolleys with the free-toll number ‘016’ and key messages such as ‘Don’t permit it, call 016’.

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**FRANCE**

Le Groupe La Poste offers summer day trips to deprived children

Since 2010 Le Groupe La Poste contributes to the Secours Populaire initiative ‘A Day of Summer Vacations for the Forgotten’ which offers disadvantaged children the possibility to enjoy one day of holiday during summer. Employees have the opportunity to volunteer without having to take a day off. In 2015 (precise the number) mail carriers accompanied children for a day trip in Normandy.

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**ITALY**

Poste Italiane redistributes its corporate canteen unsold food

Since 2012, Poste Italiane has been part of a food programme which aimed at collecting unsold food in corporate, hospital and school canteens and donating it to people in need. Thanks to its wide network of equipped trucks and volunteers, the group collects and delivers within a few hours the food surplus to charities, where it is then distributed to needy people.

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**GREECE**

Hellenic Post S.A. - ELTA’s actions for the support of refugees in Greece

In 2015 ELTA undertook specific actions for supporting the refugees. It produced and distributed information brochures to refugees containing the necessary information on medical assistance and hospitality centres, as well as the transport modes to the borders, for the purpose of accompanying them during their stay and to their final destination. ELTA also launched the initiative ‘Solidarity Postmen-Courier’ enabling donors to send free of charge basic necessity goods to refugees’ accommodation points.

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**GREECE**

‘Post a candy to a person in need’ with Hellenic Post S.A. - ELTA

In 2015 Hellenic Post set up a special post office at the Chocolate Factory theme park encouraging visitors, especially children, to offer a chocolate to a person in need. They could choose to send it to a refugee child, a child of the Organisation ‘The Smile of the Child’ or an elderly person. ELTA undertook the free distribution of candies.

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Jersey Post’s ‘Charity of the Year’ initiative
Each year, Jersey Post employees vote for a local charity to support through fundraising and awareness activities that are planned and run by staff. In 2015, the company’s chosen charity was the Macmillan Cancer Support Jersey and in 2016, employees chose to partner with Jersey Alzheimer’s Association. Since the initiative was first introduced in 2013, Jersey Post has succeeded in achieving an annual fundraising target of £20,000 for each of its chosen charities.

Lithuania
‘Small Means Big’ at Lithuania Post
Since 2014 Lithuania Post (Lietuvos paštas) cooperates with the NGO Save the Children - Lithuania who advocate for child’s rights and proper implementation of the United Nations Convention on the Rights of the Child. It thus organised a large collection campaign within its post offices and network of PayPost outlets. Communication consisted in posters made from children drawings.

Malta
MaltaPost fundraising initiatives for people with severe diseases
MaltaPost regularly helps the Malta Community Chest Fund which organises fundraising events for philanthropic associations. At the occasion of the L-Istrina event, a national televised fundraising event for people suffering from severe illnesses like cancer, MaltaPost contributed to collect around €4 million euros. In the last 4 years it also provided free delivery of over 3,000 recipe books to households nationwide for the benefit of the cause.

Malta
MaltaPost partners with Dr Klown to help hospitalised children
By Christmas 2013 MaltaPost collaborated with the organisation Dr Klown which provides children suffering severe diseases with fun activities during their hospitalisation. It distributed postcards to its employees so that they encourage their children to send a message or a drawing to the hospitalised children. Employees also donated numerous toys that were placed in pediatric outpatients playing rooms at Mater Dei hospital.

Malta
MaltaPost supports people with disabilities
MaltaPost organised the ‘Letter from Santa’ initiative in cooperation with the charity Inspire. During the Christmas holidays, it offered a special letters service: children could send a letter to Santa Claus and received in return a personalised letter, provided by MaltaPost for a minimum charge. All proceeds were donated to the ‘Inspire’ foundation which provides disabled people with educational, therapeutic and leisure services.

Portugal
CTT Portugal Post initiative ‘Add to divide’
The initiative ‘Add to divide’ was initiated in 2007 from the willingness of CTT Portugal Post employees to donate clothes, books, toys and hygiene products to people in need. Every year from September to December, 12,000 employees mobilise themselves to identify, sort, label and forward thousands of donations to hub points over the country. Since it began, 70 tons of donations were forwarded to disadvantaged people.

Romania
Poşta Română’s campaign ‘People moving waters: United with our fellow men’
In September 2013 Poşta Română launched a fundraising campaign ‘People moving waters: United with our fellow men’, to support affected communities in regions affected by flooding. It took over the distribution of a dedicated envelope with pre-printed stamp containing a social message of unity. People were able to make donations via post offices and a bank account set up by the post. By this humanitarian appel, Poşta Română had an important social role to play, being actively involved in the effort of helping victims.
GREECE
Hellenic Post S.A. – ELTA’s apprenticeship programmes
ELTA has set up an apprenticeship programme to support the National Action Plan for employment. During this two-year programme, apprentices are remunerated and receive on-the-job training enabling them to implement theory, handle relatively practical issues under the guidance of a supervisor. It also contributes to develop the company’s managers mentoring and coaching skills while reinforcing the solidarity between generations.
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PORTUGAL
CTT Portugal Post’s trainee programme ‘Set up your mind to something bigger’
CTT Portugal Post’s programme targets young graduates who are selected through five elimination phases considering CTT Portugal Post’s core values: client, enthusiasm, trust, excellence and innovation. It is organised around three pillars: training, rotation amongst three areas and challenges to perform in-daily activities. Trainees must devote half a day per month to CTT Portugal Post’s projects on sustainability or social solidarity.
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DEUTSCHE POST DHL GROUP
Deutsche Post DHL Group’s partnership with SOS Children’s Villages
Deutsche Post DHL Group’s global collaboration with SOS Children’s Villages dates back to 2010 and today includes active partnerships in 26 countries. The main focus of the Group’s involvement is to provide support to young people between the ages of 15 and 25 as they make the transition from school to working life. Along with financial support for educational programs and youth facilities, the Group focusses its activities on career guidance, teaching basic professional skills and providing young people with first exposure to the work environment.
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ESTONIA
Omniva alleviates youngsters and unemployment
Since 2014 Omniva commits to support young people integration by recruiting those affected by scarce work experience or inadequate education, or who can only work part time. It offers them positions from mail carrier to data specialist which allows organising necessary training insights. It also grants scholarships to talented students in the framework of the Omniva’s Bachelor’s, Master’s and Doctoral Thesis competition.
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**SWITZERLAND**

**Apprentice-run post offices at Swiss Post**

Young people are doing retail trade apprenticeships at post offices and becoming experts in sales. Some of the apprentices run a post office themselves in the second or third year of their apprenticeship, where they are responsible for the overall daily business, i.e. working at the counter, advising SME customers, balancing the cash register, etc. Team members from the final year of training take over responsibility for managing a post office on a rota system and run the post office.

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**CZECH REPUBLIC**

**Czech Post’s recruitment policies for the youth**

Czech Post cooperates with high schools and universities to train students as future postal experts. It provides activities like practical training in postal branches, competitions on postal topics and meetings, and participation in job fairs to present its career opportunities. This cooperation enables Czech Post to establish contacts with talented students to be recruited after graduation while building up its employer brand.

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**UNITED KINGDOM**

**Royal Mail gives graduates and apprentices opportunities**

In 2013 Royal Mail ran three apprenticeship programmes for vehicle technicians, operational managers and engineers in order to attract and develop young talents. It also created a national graduate scheme on commercial and logistics functions which involves both on-the-job placements and training, and lasts from 18 months to 3 years. Thanks to these programmes, retention has reached 84.4% compared to an industry average of 59.8%.

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**SWITZERLAND**

"Jump-in" week - an introduction to Swiss Post

The 750 or so young people who start their apprenticeships at Swiss Post at the beginning of August every year spend their first working week taking part in a ‘Jump-in’ week at external training centers. During this orientation week, they find out valuable information about Swiss Post through work, sports and games, get to know each other, and receive a specific introduction to the apprenticeship and work at the company – all before they have even started their first day of work.

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ENVIROMENT
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 m² 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 electromobiles 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 CO₂ 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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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 CO₂ 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 break, and no smell of fumes for the driver.
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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
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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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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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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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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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 Zalvaris. 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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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 16,000 trees in 2014.

postnord
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 CO₂ emissions for the previous year. Approximately eighty environmental projects were financed within this period.

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.

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 CO₂ 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.
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 reforesting 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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AUSTRIA
CO₂ 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.

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.

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 CO2 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 reforesting projects, which allowed the re plantation 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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ESPANA
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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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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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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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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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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AUSTRIA
Solar energy in the service of Österreichische Post
Between 2013 and 2014, Österreichische Post equipped the rooftops of its site of Inzersdorf, in the suburbs of Vienna, and its logistic centre of Allhaiming 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’.

Post

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%.

bpost

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.

postnl

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 CO₂ emissions by tenfold and provide its entire housing stock and vehicles fleet with ‘green electricity’.

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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 CO₂ 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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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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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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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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Many thanks to: Margaux Meidinger, Marjolaine Pécheux, Cynthia Wee, Olga Zhitnikova, Fleur-Anne Thibault, to the team members of the Internal Communication National Agency of Le Groupe La Poste and all members who have contributed to this compilation.

Photocredits: Ceska Post, Correos, CTT Portugal Post, Deutsche Post DHL, Fotolia, Jersey Post, La Poste Monaco, Le Groupe La Poste, Lietuvos Pastas, Lithuania Post, MaltaPost, Omniva, Österreichische Post, Posti, Poste Italiane, PostNL, PostNord, Royal Mail, Swiss PostAG, Fotolia.

Association of European Public Postal Operators AISBL

PostEurop is the trade association that has been representing European public postal operators since 1993. Its 52 members in 49 countries and territories collectively operate 175,000 retail counters, employ 2.1 million people and link 800 million people daily.
PostEurop unites its members and promotes greater cooperation, sustainable growth and continuous innovation.