

The Postal Sector, leading the way in Corporate Social Responsibility

2021 Edition - CSR Brochure of good practices



corporate
social
responsibility

inclusion

new
services

training
health

solidarity

recycling

energy
transition

diversity

Many thanks to: Elliot De Lievre, Marion Souberbielle, the communications team of Le Groupe La Poste and all PostEurop members who kindly contributed to this brochure.

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Jean-Paul Forceville
Chairman of PostEurop

This year, and as for many years already, the postal sector has demonstrated its involvement in societal, social and environmental issues with the implementation of responsible, ambitious and inspiring practices. As a pioneer in CSR, the postal sector has to keep up its efforts engaged since a long time and continue to innovate in order to answer to the enhanced requirements from the consumers, public institutions, regulators, investors as well as the society as a whole.



Botond Szebeny
Secretary General of PostEurop

Once again this year, the CSR Brochure has enabled to collect 68 practices, the highest number which has been reached for 2 years in a row, confirming that the postal industry is fully aware of sustainability challenges and ready to take up action. Sustainability is today a core element of the strategy of most European postal companies underlining the need to find the right balance between economic and environmental sustainability in order to ensure their long-term growth.

contents

employees



society



Forewords from Jean-Paul Forceville and Botond Szebeny		3	
Editorial		6	
2020 "CSR Coups de Coeur"		7	
BELGIUM	BPOST	Thank You Day 26 June 2020 & Digital4Youth	10
BOSNIA AND HERZEGOVINA	CROATIAN POST MOSTAR	Mammographic screening for employees	11
BULGARIA	BULGARIAN POSTS PLC	E-learning Platform	12
CROATIA	HRVATSKA POŠTA D.O.O.	Assistance for Employees affected by Earthquakes	13
CZECH REPUBLIC	ČESKÁ POŠTA	From an external worker to an internal worker	14
FRANCE	LE GROUPE LA POSTE	AI Objective	15
GERMANY	DEUTSCHE POST DHL GROUP	Psychological corona hotline for employees	16
IRELAND	AN POST	BIG STEP Challenge	17
ITALY	POSTE ITALIANE S.P.A.	Poste Italiane Medical Centre	18
LITHUANIA	AB LIETUVOS PAŠTAS	"Boost your knowledge" day	19
LITHUANIA	AB LIETUVOS PAŠTAS	Parcels of Goodness	20
LITHUANIA	AB LIETUVOS PAŠTAS	Postal Bees	21
POLAND	POCZTA POLSKA	Aid Fund	22
POLAND	POCZTA POLSKA	Webinar - "Taming Stress"	23
PORTUGAL	CTT - CORREIOS DE PORTUGAL, S.A	Be CTT (Ser CTT)	24
PORTUGAL	CTT - CORREIOS DE PORTUGAL, S.A	Health Programme	25
RUSSIA	JOINT-STOCK COMPANY RUSSIAN POST	COVID-19 vaccination in the office	26
SWITZERLAND	SWISS POST	Improvements with Kaizen	27
ÅLAND	ÅLAND POST	Åland Post became the local vaccination site.	30
BELGIUM	BPOST	bpost boost!	31
BOSNIA AND HERZEGOVINA	CROATIAN POST MOSTAR	Contactless delivery for retirement payments	32
BOSNIA AND HERZEGOVINA	"JP BH POŠTA" D.O.O. SARAJEVO	Special Postage Stamp: "Duga" Parentless Children Center	33
BOSNIA AND HERZEGOVINA	"JP BH POŠTA" D.O.O. SARAJEVO	Special Postage Stamp: COVID-19 Pandemic	34
BOSNIA AND HERZEGOVINA	POSTE SRPSKE	Sports during COVID-19	35
BOSNIA AND HERZEGOVINA	POSTE SRPSKE	Voluntary blood donation on World Post Day	36
BOSNIA AND HERZEGOVINA	POSTE SRPSKE	World dance challenge	37
CROATIA	HRVATSKA POŠTA D.O.O.	Connecting Small Businesses with Customers	38
CZECH REPUBLIC	ČESKÁ POŠTA	Face masks for free	39
FINLAND	POSTI	Improving well-being with mobile and 24/7 access	40
FRANCE	LE GROUPE LA POSTE	Ardoiz	41
GEORGIA	GEORGIAN POST	Corporate Social Responsibility in Time of Pandemic	42
GREECE	HELLENIC POST -ELTA S.A.	"Stop Bullying"	43

society



environment



GREECE	HELLENIC POST -ELTA S.A.	Supports to resident of Karditsa hit by the destructive floods	44
IRELAND	AN POST	Community Focus	45
IRELAND	AN POST	Send Love	46
ITALY	POSTE ITALIANE S.P.A.	Widespread editorial staff	47
LITHUANIA	AB LIETUVOS PAŠTAS	#independent	48
LITHUANIA	AB LIETUVOS PAŠTAS	Partnership with RED NOSES Clown doctors	49
LUXEMBOURG	POST LUXEMBOURG	Fairtrade-certified workwear	50
MALTA	MALTAPOST P.L.C	Fight against COVID-19	51
MALTA	MALTAPOST P.L.C	Heart2heart campaign	52
MALTA	MALTAPOST P.L.C	Special edition of Christmas Cards for Charity	53
NETHERLANDS	POSTNL	Diversity Index PostNL	54
POLAND	POCZTA POLSKA	Supporting AMP Football National Team	55
PORTUGAL	CTT - CORREIOS DE PORTUGAL, S.A	I help those who help (Eu ajudo quem ajuda)	56
SPAIN	CORREOS	Impact Rounding up	57
TURKEY	TURKISH PTT	E-Government Password Delivery At Home	58
AUSTRIA	ÖSTERREICHISCHE POST AG	Sustainable urban logistics for emission-free deliveries	62
BELGIUM	BPOST	EcoZone	63
BOSNIA AND HERZEGOVINA	CROATIAN POST MOSTAR	Stamp issue "World Wetlands Day - Livanjsko field"	64
CROATIA	HRVATSKA POŠTA D.O.O.	Reducing Greenhouse Gas Emissions by Improving Energy Efficiency	65
CZECH REPUBLIC	ČESKÁ POŠTA	The end of paper meal vouchers	66
FINLAND	POSTI	Tori Parcel	67
FRANCE	LE GROUPE LA POSTE	GEPY (Yvelines Postal Electrical Management)	68
FRANCE	LE GROUPE LA POSTE	NGV station in Chelles	69
GERMANY	DEUTSCHE POST DHL GROUP	DPDHL Sustainability Roadmap: aroadmapd	70
ITALY	POSTE ITALIANE S.P.A.	MyVirtualDrive 3D Application	71
ITALY	POSTE ITALIANE S.P.A.	PostePedala	72
ITALY	POSTE ITALIANE S.P.A.	Smart Building	73
NETHERLANDS	POSTNL	CO ₂ reduction in Planning & Control Cycle	74
NETHERLANDS	POSTNL	HVO100, a renewable diesel	75
NETHERLANDS	POSTNL	Impact Measurement & Valuation for City Logistics	76
PORTUGAL	CTT - CORREIOS DE PORTUGAL, S.A	"Green Delivery CTT" - Last Mile ECO Solution	77
RUSSIA	JOINT-STOCK COMPANY RUSSIAN POST	Electronic registered mail	78
SLOVENIA	POSTA SLOVENIJE, D.O.O.	First electric delivery van and first solar power plant	79
SWITZERLAND	SWISS POST	Clean Days at Logistics Services	80
SWITZERLAND	SWISS POST	"Pro clima" shipment: Carbon emissions fully offset	81
SWITZERLAND	SWISS POST	"Take me back"	82

editorial

2021 is yet another peculiar year, with an ongoing health and economic crisis that has provoked profound changes for the postal sector worldwide with repercussions to be felt in the years to come. In this context and with the aim of ensuring a sustainable, inclusive and fair recovery, the European Commission has launched an unprecedented Recovery Plan, a real investment for the future to support all the actors that will contribute to the revival of the European and global economy.

As a major player in an indispensable and responsible transition, PostEurop and its members reaffirm their social and environmental role so as to best accompany the new consumption models. Therefore, it is even more important today to better communicate on the achievements of European postal operators in terms of social, societal, environmental and economic sustainability. With 68 practices shared by 27 PostEurop members, the CSR brochure once again attests to the commitment of postal companies to these issues.

These uncertain times have reminded us of the importance of health and safety issues. Postal operators, concerned about the well-being of their employees and of society as a whole, have supported the proper implementation of vaccination campaigns. In order to contribute more broadly to the well-being of local communities, mental health has also been placed at the center of postal operators' attention. In these difficult times, it has also been essential to promote the link between people: whether through practices aimed at Employees or the Company, postal operators have continued to bring people together, create links and help those in need through events adapted to health regulations.

On the environmental side, the Green Deal for Europe sets the framework for the European environmental strate-

gy and defines ambitious objectives to which the postal industry must respond, while at the same time supporting the strong growth of e-commerce, reinforced by the health crisis. In view of offering responsible solutions to accompany the development of this mode of consumption, which is set to grow in the future, many practices demonstrate the exemplary work of postal sector players to reduce the environmental impact of last mile delivery. This is notably materialized by the deployment of electric fleets and the introduction of alternative fuels that allow for increasingly sustainable mobility in line with the EU's objectives of achieving carbon neutrality by 2050. The practices presented also show the sector's growing interest in packaging and waste management issues.



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Kalina Toteva,
Vice-Présidente
du Cercle RSE



“CSR Coups de Coeur” 2020

In 2020, a Coup de Coeur prize was awarded in each CSR category: “Employees”, “Society” and “Environment”. As we know last year was notably marked by the COVID-19 global pandemic. For that reason, a fourth category related to the role of postal operators to support the society in facing that crisis was added to the Brochure and a related Coup de Coeur price was also awarded.



In the **Employees** category, Poste Italiane received the “Coup de Coeur” award for its “Labour inclusion of women victims of violence” programme which contributes to the creation of professionalising career paths aimed at the job placing of women leaving anti-violence centres. By engaging in this fight, Poste Italiane had companies from its supply chain to offer three-month fixed-term employment positions to those women.



Le Groupe La Poste received the “Coup de Coeur” for **Society** in recognition of its programme “Guaranteeing Digital Access for All” which aims to reduce the digital gap in the society through several concrete measures. By focusing on the 13 million of French citizens left out of the digital world, the project helps diagnose citizens with low digital competency and offers them individualised support to acquire the necessary digital skills. La Poste has a goal to digitally empower one million French people and 5 million people around the world by 2025.



The “Coup de Coeur” for **Environment** was awarded to **Czech Post** for its initiative “Help2”, a nationwide collection of unused mobile phones at post offices as a contribution to the International Environment Day. They collected 4,462 mobile phones which correspond to a total of 7,076 CO₂ equivalents not released into the atmosphere and 133,413 litres of drinking water saved. For each mobile phone collected, the Czech Post’s non-profit partner Remobil donated CZK 10 to support home care agencies through the Czech Post Foundation.



Correos “Helping in any way we can” campaign won an award in the **COVID-19** category. This category was exceptionally added in 2020 to recognize the effort made by postal companies to provide solutions with positive local social impact, help vulnerable people and relieve their urgent needs during the pandemics. During the crisis, Correos has made its logistics and human network available to support health workers and at-risk-persons by delivering 900,000 kg of food to food banks and associations. In total 200,000 people benefited from this support.

employees

Work/life balance • Youth inclusion

Diversity and inclusion • Solidarity

Employee communication • Gender equality

Change management • Vocational training • Prevention





health

balance

solidarity

training

prevention

well-being

Thank You Day 26 June 2020 & Digital4Youth

The louder the applause, the more money was gathered for Digital4Youth, which closes the gap for children without access to a computer/internet.

ACTIONS

Whether bpost was sorting, distributing, transporting, serving customers at the post offices, or giving support in the back offices, everyone worked very hard & contributed to help bpost's customers and the society to stay connected during the lockdown. For all employees who, during the COVID-19 crisis, played an important societal role, a nationwide "Thank You Day" was organized within all the bpost locations to give each other a huge applause. The decibels gathered during this round of applause were converted into a donation to Digital4Youth, an organisation which refurbishes laptops and donates them to students without proper access to a computer, so they can follow their classes during the lockdown and maintain contact with their friends. The applause moment was accompanied with local initiatives and filmed. The little videos were shared on a wall of fame.

RESULTS AND IMPACT

Over 100 self-made videos of the applause moments were collected, €25.000 gathered and 250 laptops were refurbished for the youth. The cheque was given during a visit, accompanied by one representative of each operational function & official language (distribution, sorting, transport and post office).



BELGIUM
bpost

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Mammographic screening for employees

To increase awareness on breast cancer to the female population, Croatian Post Mostar organised mammographic screening for female volunteer employees of the company.

ACTION

Breast cancer is considered the leading cause of mortality from malignant diseases in the female population worldwide. This is why Croatian Post Mostar, as a socially responsible employer, initiated activities to promote the need for regular controls in order to prevent the disease, or to diagnose it early. Detection of breast cancer in the early stages of the disease creates the possibility for effective treatment and timely application of therapy can save many lives and significantly improve the quality of life for women. Therefore, mammographic screening was organised for 150 female employees of the company.

RÉSULTATS ET IMPACT

Mammographic screening for female employees of the company was a very well-accepted initiative. As a result of these examinations, two colleagues were diagnosed early with the disease. Luckily, the treatment was successful. So, Croatian Post Mostar is pleased to have contributed to diagnose the disease on time..



E-learning Platform

Bulgarian Posts Plc has put in place an e-learning platform to facilitate access to training for all employees and improve their competences.

ACTIONS

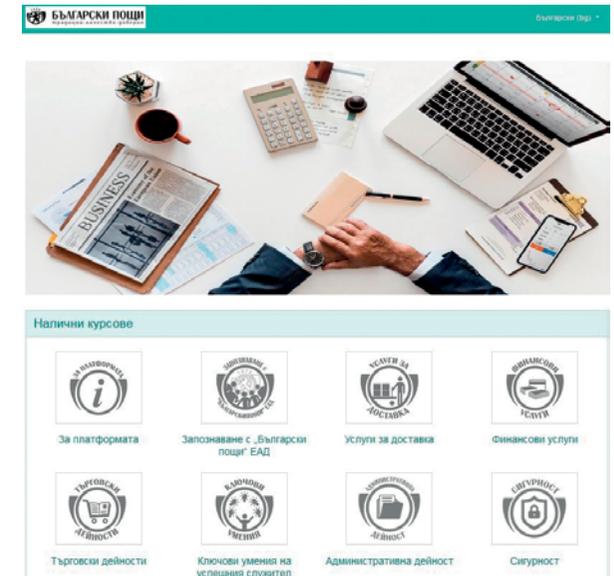
In view of Bulgarian Posts' strategic priorities, the evolving market requirements and the need to constantly enhance employees' skills and knowledge, the company initiated an internally funded project to expand its training activities by adding a digital channel. The COVID-19 pandemic, leading to restrictions on classroom training, accelerated the project's implementation.

Thus, in June 2020, a Moodle-based e-learning platform was launched. The main target is post office employees that provide the company's services to customers and administrative personnel has also been involved in certain courses. The training courses' portfolio covers topics such as communication skills, selling techniques, dealing with difficult clients, provision of specific services, working with software applications and the company's documentation system, security issues, etc. Each course ends with a test.

A team of Bulgarian Posts' employees from different functional areas develops the training materials.

RESULTS AND IMPACT

So far, 15 training courses have been developed. In April 2021, the number of platform users' was 3 160 out of a total of 9 345 Bulgarian Posts' employees. In detail, 260 post office managers, 2 260 front office employees and 640 administrative employees have participated in at least one training course.



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Assistance for Employees affected by Earthquakes

Providing aid and psychological support to Croatian Post's employees after the 2020 earthquakes that hit Croatia.

ACTIONS

Croatian Post has provided material support and other assistance to employees living and working in Sisak-Moslavina County, City of Zagreb, Zagreb County and Karlovac County, to help with the earthquake relief. Employees were given 5 days of paid leave and provided financial assistance from the solidarity fund. Human Resources contacted every employee by phone as soon as possible to check whether they and their families were safe and what damage and losses they sustained. Later, a team of psychologists from the Human Resource Management Department went on site to provide direct support. They maintained direct contact with employees and, via internal publications, provided information about the usual emotional, cognitive and physical responses to traumatic events, such

as earthquakes, and tips for coping with stress. Employees who expressed the need for further psychological support were provided individual or group counselling by external specialists.

RESULTS AND IMPACT

Under difficult circumstances, Croatian Post provided a wide range of psychological and other supports helping employees cope with the consequences of earthquakes and return to normal life as soon as possible. They commended the employer's efforts stressing the importance of a humane approach.



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From an external worker to an internal worker

Employment of convicts, prisoners and people with a criminal record at the Czech Post.

ACTIONS

The project has been running since 2017. Czech Post employs convicts at post offices and provides work to prisoners in prisons, increases the qualifications of convicts through training at post offices and also employs convicts after the end of their sentence. Czech Post has built the project based on a long-term cooperation with the prison service of the Czech Republic and gives a selected group of convicts the opportunity to acquire work habits while serving their sentences. Another advantage for working convicts is that, thanks to the remuneration they receive for their work, they can pay their debts and obligations (to state, alimony, etc.) while in prison. Convicts can also increase their qualifications at the post office through training and re-training. For those who want to work at the post office even after serving their sentence, Czech Post offers the possibility of individual assistance in applying for a job in their place of residence.

RESULTS AND IMPACT

Czech Post currently cooperates with six prisons throughout the Czech Republic and employ a total of 45 convicts directly in prisons and at post offices. The project will be further expanded. Annually, Czech Post is approached with about 50 requests for employment of people after serving a sentence.



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AI Objective

In partnership with the Institut Montaigne, La Poste offers postal workers an e-learning course on AI accessible to all French people.

ACTIONS

The Institut Montaigne is a French think tank. With its partner companies, it aims to train about 1% of the French population. La Poste has joined this initiative because of the growing impact of these technologies on the Group's professions and the need for postal workers to understand the challenges and opportunities for their company and their activities. The training programme lasts 4 hours. The goals are to understand the impact of AI on daily life and develop a critical mind, to discover the stakes and risks related to AI and have good reading keys, to know methodologies and tools specific to AI projects, to understand how AI contributes to the digital world and how it is used in companies and, finally, to know how to integrate AI in future projects or activities. The training concludes with an evaluation leading to a certification of skills validation.

RESULTS AND IMPACT

Le Groupe La Poste intends to train 25,000 people in the next 2 years, 4,500 people have been trained for now. By 2025, 100% of postal workers will have received digital training via this e-learning module. More specifically, 5,000 people at La Poste will become data experts.



Psychological corona hotline for employees

Offering a psychological hotline to support employees who feel extremely stressed during the COVID-19 pandemic.

ACTIONS

The COVID-19 pandemic is an extraordinary psychological burden for employees due to the increased safety requirements, the usual working environment is changing, childcare and school at home becomes an extreme challenge, in addition there are often family conflicts and above all personal fears and worries.

For this reason, DPDHL has set up a phone and e-mail hotline (as a complementary offer in the Mental Health Programme) with psychologically experienced company doctors, where employees can talk confidentially and anonymously about their worries and problems 5 days a week. If desired, the company doctors can also arrange for further practical or psychological support. Of course, this hotline is subject to medical confidentiality.

The hotline was widely advertised with short articles on the intranet, in the employee application and in the employee magazines. In addition, flyers were distributed at the operating sites. Posters with tear-off phone numbers have proven to be very successful.

RESULTS AND IMPACT

A positive feedback was received "A very important offer, thank you very much for making this possible" Talks last on average 1 hour and the main topics were: 23% psychological overload, 13% depressive mood; 12% conflict situations; 8% anxiety, panic. 17% of the cases were recommended to specialists.



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BIG STEP Challenge

The aim was to provide an optional physical wellness activity for all employees to complete and to foster a sense of community in COVID-19 times by working towards a joint goal.

ACTIONS

On April 12 the An Post Big Step Challenge launched inviting employees to virtually walk 40,075 km (50 million steps) as a group around the world over a three week period.

This is how it worked: run through the staff application, participants were invited to walk/run and log their daily/weekly steps. An Post created a tile on the homepage of the application to make it easy for participants to enter their details and steps.

To introduce a fun and competitive element, employees could participate as an individual or as part of a team (max 6 people) and trophies were awarded for the most steps taken by each.

Every day, the internal Communications team tracked its collective progress, transferred the steps taken into kilometres and let staff know where was everyone on the global map. The team posted regular updates to encourage everyone to keep going.

Participants were also invited to post photos (selfies or scenic beauty spots) from their walks on a gallery page and spot prizes and charity donations were awarded along the way.

RESULTS AND IMPACT

Three weeks on, the An Post team reached its target and walked 51 858 820 steps (41,486 km).

The reaction from those who participated was terrific with many staff letting us know that the challenge gave them the incentive to get up and out, with some looking for details of our next challenge.



**an
post**

For your world

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Poste Italiane Medical Centre

“Poste Centro Medico” is the point of excellence dedicated to the prevention, care and well-being of all employees and their families.

ACTIONS

In the “Poste Centro Medico” you find the best specialists of the most important national health structures as well as advantageous rates thanks to the integrated Corporate Health Plan. Located in the HQ in Rome, it offers specialist medical services for all colleagues and their families coming from all over Italy.

In order to communicate news and benefits, a multimedia campaign was launched and a letter signed by the Co-General Manager was provided on the Intranet and on the internal newspaper Postenews. Five photographic subjects presenting the specialists at work were the concept of the campaign with the claim “A center of excellence to take care of us”. Intranet news, articles and advertising pages on the Postenews newspaper, interviews with the doctors by the newscast TG Poste were circulated. A video showing the 11 clinics was also made for the

screens placed at the Centre. Booking a specialist visit or an instrumental/diagnostic examination is simple thanks to the specific “Poste Centro Medico portal”, accessible from the Intranet or from the “NoidiPoste Mobile Application”. It is also possible to request access by vehicle to the internal car park for non-self-sufficient people.

RESULTS AND IMPACT

To facilitate the dissemination of news and online reservations, constant monitoring and monthly reports are drawn up by taking into account average daily users, contacts, page views, quantitative and qualitative analysis of the comments of the “Noidi-Poste online community”.



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“Boost your knowledge” day

Monthly events aimed at increasing employee engagement and giving them an opportunity to share their hobbies or other interests with everyone.

ACTIONS

“Boost your knowledge” is a series of 1,5-hour events during which colleagues share topics relevant to them with other Lietuvos paštas employees. Speakers are free to choose the topics they want to cover. The aim of this event is to increase employee engagement, provide employees with interesting new information and encourage them to try new activities or change something in their daily life. Moreover, “Boost your knowledge” events reflect the values of the Lietuvos paštas - cooperation, responsibility, and change. The event takes place once a month and everyone is invited to present.

At first, events took place in the headquarters of Lietuvos paštas. However, due to the COVID-19 pandemic it was moved online which turned out to be more convenient. Now all employees working at different locations can participate – present or watch the event.

RESULTS AND IMPACT

Events take place once per month and there were 11 events organised so far. Some of the most popular events covered such topics as “Office Yoga Break”, sustainability, travelling tips and tricks, increasing productivity, etc.



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Parcels of Goodness

The idea behind Parcels of Goodness was to fulfil the Christmas dreams of the children of employees whose families are struggling financially.

ACTIONS

Lietuvos paštas is one of the biggest employers in Lithuania who employs people all over the country. Even though the company increases employee salaries every year, some of them are still struggling financially for reasons such as being a single parent or having the necessity to support other family members, illness in the family, etc. These employees cannot afford to buy the presents their children have dreamed of for Christmas. To support their colleagues and make their children happier, the initiative "Parcels of Goodness" was organised. A dedicated team of employees made a list of 50 Christmas dreams. The list was distributed in the company and other employees were invited to buy presents individually or in groups. Confidentiality of employees receiving the present was ensured.

RESULTS AND IMPACT

The initiative was very successful, all presents were bought within one day and delivered to children right before Christmas. 50 employees' children received Christmas presents that they have been dreaming about.



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Postal Bees

Lietuvos Paštas organises the election of the employees who showcase their values the most - Postal Bees!

ACTIONS

Each month, the heads of departments, groups, divisions or regions are invited to nominate several employees who not only demonstrate excellent personal results, contribute to the goals set for their teams, but also follow the company's values in their daily activities.

The Bees of the Month are responsibly evaluated and elected by a commission consisting of representatives of various departments. Each month, Lietuvos Paštas selects those who collaborate, take responsibility, and change, thus creating and strengthening a culture in the organisation that is good for everyone to work in.

RESULTS AND IMPACT

This initiative started in January of 2021. Each month, 7-9 people are awarded. In total 27 employees were awarded by the end of March of 2021.



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Aid Fund

Through the corporate Foundation – Pocztowy Dar, help was given to people experiencing a severe reaction to the COVID-19 disease.

ACTIONS

The funds have been allocated to co-financing of drugs, tests, medical visits, rehabilitation, medical procedures, operations, rehabilitation and medical equipment for those in need, those who recover from COVID-19 but are weakened or suffer from significant damage to the lungs or other organs.

The fund was established thanks to the contributions from the Poczta Polska Group companies (Bank Pocztowy, Pocztowe Towarzystwo Ubezpieczeń Wzajemnych, Pocztowe Towarzystwo Ubezpieczeń na Życie, Poczta Polska Usługi Cyfrowe, Pocztylion - Arka PTE, POSTDATA, Poczтовая Agencja Usług Finansowych and Centrum Rozliczania Ubezpieczeń).

Importantly, the help from the Aid Fund was extended to the families of the sick and the deceased employees of Poczta Polska Group.

RESULTS AND IMPACT

This project has definitely helped the COVID-affected employees and their families to fight with #COVID19.

It also showed that employees can count on the support of the employer in difficult moments.



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Webinar - "Taming Stress"

Online work and enforced isolation result in disturbing mental condition and numerous depressions. So the webinar "Taming Stress" was developed.

ACTIONS

The participants of the open, free webinar for employees of Poczta Polska (including management staff). The lecturers of the two-part meeting were trainers from the Poczta Polska Training Centre.

Training entitled "Taming Stress" was one of the 12 available webinar titles provided by the Training Centre of Poczta Polska. In the period between October and March 2021 was conducted 13 times, which constitutes 18% of all organised meetings. On average, about 17 people participated in one class. Such a small group size made it possible to conduct the classes in a more effective way, giving the opportunity to establish direct contact with participants by taking part in exercises and exchanging experiences via the chat.

The topic discussed was not only very popular, but was also assessed very well by the participants in terms of using the acquired knowledge in practice.

RESULTS AND IMPACT

"How do you evaluate the possibility of applying the acquired knowledge in everyday work?" was rated 4.8/5, as the trainer's ability to communicate knowledge in a clear and accessible way and the care for an atmosphere conducive to learning. In this case one of the meetings was rated 5/5.



Be CTT (Ser CTT)

"Be CTT" is an onboarding process to strengthen employees experience, to boost commitment and pride of being CTT for newcomers, new roles, and leaders.

ACTIONS

CTT uses welcome emails, best practices for managers, online/ in presence session.

CTT has a Digital Manual with specific and curation contents. It answers to common questions from new employees:

- Where am I? Postal sector, CTT strategy, business units, mission, vision, values, people, quality, environment, safety, information security policies, workplace ethics code and report.
- Where do I belong? B2C, B2B, operations presented according to the newcomer's destination (to corporate departments it is a manager's task).
- What must I know? Workplace, organigram, company and employee duties & rights, time attendance, performance appraisal, GDPR, information security best practices.
- How can I be safe? Occupational medicine, health, safety, and environment, COVID 19's prevention.
- Do I have benefits? Meals plan/ card, healthcare plan, partnerships, discounts.

- How to improve my skills? Hands on, self-development platform.

- Can I ask for help? Employee hotline.

New employee's first-year journey is also designed.

RESULTS AND IMPACT

In the first quarter of 2021, 124 employees were involved (54 admitted to Post offices and 47 to operations). It also applied to 13 temporary workers.

Overall feedback is highly positive from both employees and managers.

The manual has been continuously updated.

CTT expects a higher impact regarding holiday replacements.



ctt

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Health Programme

New workers' health approach to ensure prevention, screening and implementation of an effective strategy.

ACTIONS

This approach reduced physical restrictions through a detail medical evaluation and rehabilitation plan for workers. CTT implemented individual physical rehabilitation plans for workers and support the process, promoted physiotherapy in ours 3 Medical Centres located on the operational centres. Implement an effective workers' health screening and a proactive and efficient management of the CTT Medical Centres. CTT remote and face-to-face Medical advice to workers, a worker's follow-up by social service, vaccines prescription and monthly campaigns to increase workers' literacy in health prevention and promotion through internal communication, intranet and webinars.

RESULTS AND IMPACT

This lead to more awareness on preventive health-care among workers, and the increase of well-being and health of workers within the organisation. It reduced absenteeism, prevented labour accidents, occupational diseases and workers' restrictions and increased productivity and engagement.




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Month	Subject
JAN	Mental health
FEV	Allergies
MAR	Sleep and apnoea
ABR	Obesity and Sedentary Lifestyle
MAI	Hypertension
JUN	Smoking
JUL	Cancer
AGO	Cancer
SET	Seasonal flu
OUT	Cholesterol
NOV	Diabetes
DEZ	Nutrition

COVID-19 vaccination in the office

Russian Post has organised possibility of vaccination with Sputnik V for its employees.

ACTIONS

By April 2021, Russian Post employees in 8 cities and nearby regions were able to receive their vaccination at the office. Vaccination was available for all employees, regardless of their position, age or risk group. Volunteers only needed to make an appointment by email. Before the vaccination, the Department of Internal Communications prepared and sent out a message to all employees, which contained the most frequently asked questions about the vaccine and the answers to them.

Before vaccination, a doctor examined each employee to make sure that there were no health contraindications. In some cities, it was also possible to take an antibody test.

The Sputnik V requires two shots. For everyone who received the first dose of the vaccine, a date was set for a second injection. The second stage of vaccination was also carried out in the offices.

RESULTS AND IMPACT

During the first stage, more than 600 employees of Russian Post were vaccinated in the office. There are plans to expand the list of cities where the possibility of vaccination in the office is available.



ПОЧТА РОССИИ

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Improvements with Kaizen

Kaizen enables employees to make an active contribution to improvements. 5,000 employees at Logistics Services will now be trained.

ACTIONS

Kaizen is a method for improving operational processes and an important factor in powering optimisation at Swiss Post. Over 7,000 employees have been trained, and around 5,000 ideas are gathered every year.

The success story continues with the merger of PostMail and PostLogistics to form Logistics Services. Since 1.1.2021, knowledge development and transfer to the Kaizen philosophy has been driven forward within the new unit, to ensure an identical level of knowledge and implementation.

RESULTS AND IMPACT

The effects can be seen in the wide range of methods used to improve postal procedures and the resulting process improvements.

In addition to Logistics Services, PostBus – which numbers 4,000 employees – is also starting to introduce the Kaizen philosophy.



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society

Promotion campaign • New services
Public assistance • Diversity and inclusion
Prevention campaign • Solidarity





inclusion

new

services

diversity

public

assistance

solidarity

Åland Post became the local vaccination site

The local hospital needed a functional space where the residents of Åland Islands could easily receive their COVID-19 vaccinations.

ACTIONS

Åland Post was a perfect match for a vaccination site due to its central location and practical facilities. Particularly beneficial was the fact that Åland Post is a logistics centre with controlled environments for temperature-sensitive goods. During both transport and storage, the vaccine is stored at strictly controlled temperatures until it is ready for use.

Since May 2021, Åland Post's main entrance, reception area and adjacent facilities are used for the public vaccinations in Åland Islands. At the main entrance, volunteers from the local Red Cross greet all visitors. A short walk down a corridor takes them to the mass vaccination site. After a short wait, they receive their vaccine shots and are shown to a waiting area for a 15-minute observation period, after which they can leave.

The vaccination site is open daily including weekends and will stay open until October.

RESULTS AND IMPACT

During the times of the COVID-19 pandemic, everyone must come together. In a small community, such as the Åland Islands, collaborations are crucial for maintaining the residents' well-being.

This is a collaboration that impacts the entire society and gives everyone hope for a normal life again.



ÅLAND-POST

ÅLAND
ÅLAND POST

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bpost boost!

Creating jobs for vulnerable people at risk within bpost organisation, or people already in unemployment through up- or reskilling programmes.

ACTIONS

By addressing these skill gaps, bpost boost creates a triple win. First for the current and future co-workers who can get access to training, support, and jobs to change their future, providing them earning power. Second win is for society. bpost helps combat unemployment, drive inclusion and enhance economic recovery. Third win is for bpost. By developing internal capabilities to up- and reskill individuals at scale, bpost can proactively target its employees that might be displaced due to the changing nature of work and to potentially redeploy them into other roles in high demand. By doing so, bpost can ensure a stable outlook for its staff, while addressing future skills shortages.

An ecosystem with several internal and external stakeholders has been set up. Academic partnerships around mentoring principles toward bpost's target groups have been created. Also, inspiring organisations which specialise in poverty issues and inclusion have been on boarded.

RESULTS AND IMPACT

The programme has grown from small scale pilot intake of approximately 30 trainees early 2020 to cumulative intake of around 250 trainees by February 2021. By the end of 2021, 650 trainees will have started these recruitment programmes.





BELGIUM
bpost

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Contactless delivery for retirement payments

Croatian Post Mostar has developed a contactless delivery method for retirement payments to preserve the health of senior citizens.

ACTIONS

Croatian Post Mostar adjusted its existing models of delivering parcels in which contact between the postman and recipient was necessary - where generally recipients need to sign forms, confirmations, etc. upon delivery.

The contactless method of delivering retirement payments is as follows:

The postman prepares the retirement payment in an unsealed envelope, rings the bell of the household, puts the envelope down at the door front and takes a few steps back to keep a 2-meter distance. The pensioner takes the envelope and checks the payment, then with their own pen signs the check and leaves it in front of the door.

The postman takes the signed pension check concluding the contactless delivery.

RESULTS AND IMPACT

This method of delivery has shown to be very effective and was very well accepted by all pensioners that were going through a very difficult time during this pandemic. This contactless delivery was also offered to banks from where Croatian Post Mostar has received very good feedback.



Special Postage Stamp: "Duga" Orphanage Centre

Support the "Duga" orphanage centre to provide those children an adequate life and highlight the importance of humanitarian efforts.

ACTIONS

BH Post issued and promoted a special postage stamp that presents the logo of the "Duga" Orphanage Centre. The stamp was designed by Branka Sumenić-Bajić and printed in quantity of 10,000 pcs with a nominal value of BAM 0,90 (0,45 EUR).

The "Duga" Orphanage Centre was established in 1999, thanks to a group of enthusiasts from the H.O. Schutzengel Gesucht from Germany. The first orphans were adopted by the Centre on 1st November of 1999 when the "Duga" Centre officially started its humanitarian activities. The main goal of the "Duga" Centre is to provide care for babies and young children up to 6 years of age who were left without parental protection either temporary or permanently, as well as assistance and support for the children's psychophysical development. The capacity of the "Duga" Centre is 24 children divided into three age groups with a maximum of eight children in each group.

RESULTS AND IMPACT

Through the release of a special postage stamp BH Post wished to support the "Duga Centre" which provides adequate life conditions and secured, convenient and healthy environment necessary for normal psychophysical development of the children.



Special Postage Stamp: COVID-19 Pandemic

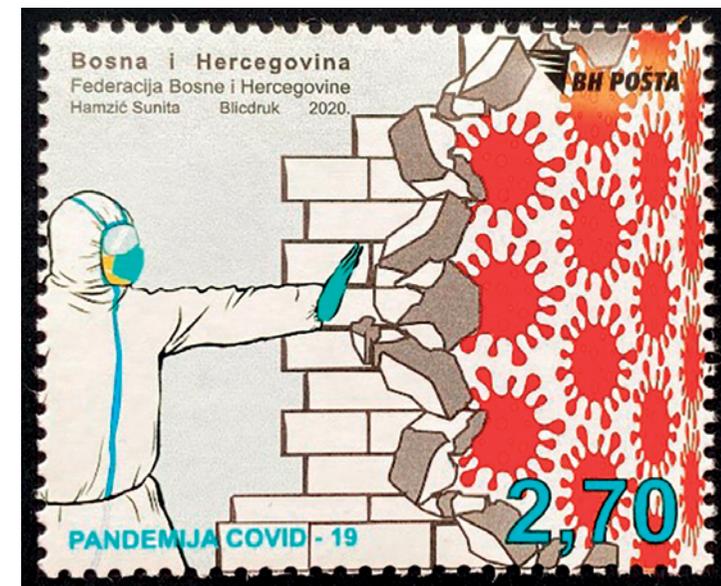
BH Posta supported healthcare professionals who are at the forefront of the fight against the COVID-19 virus with this special issue stamp.

ACTIONS

BH Posta issued and promoted a special issue postage stamp that commemorates the emergence of a new, previously unknown virus, the coronavirus COVID-19. The stamp was designed by Sunita Hamzić and printed in quantity of 10.000 pcs with a nominal value of BAM 2,70 (1,38 EUR). The coronavirus first appeared in China, in the city of Wuhan, from where it began to spread to the rest of the world.

RESULTS AND IMPACT

BH Post Sarajevo wishes to outline the pandemic protection measures to the general public, to support healthcare professionals who are at the forefront of the fight against the COVID-19 virus and also to raise awareness in general population regarding the importance of protection measures.



Sports during COVID-19

Supporting sports during the COVID-19 pandemic

ACTIONS

By issuing a postal stamp "Sport" 21 September 2020, Poste Srpske wanted to highlight the consequences of COVID-19 has had in sports from the aspect of spectators and fans. The stamp was designed by Nebojsa Djumic and 15.000 copies were printed.

The world of sports is currently in great anticipation. Due to the COVID-19 pandemic, many competitions have been postponed or suspended. What was supposed to happen during summer 2020 has been carried over to the year 2021.

Protect yourself and others, but continue to live the sport within the limits of what is allowed - move, run, ride a bike... - and all the games unplayed, the competitions that the competitors were looking forward to, everyone will watch them, hopefully soon, with even more zeal.

RESULTS AND IMPACT

Sports fans have been looking forward to the great 2020, and now they have been waiting for a year. Some competitions have been postponed until further notice, some irrevocably cancelled. The Coronavirus pandemic has crept into every part of the world and blocked us all together.



Voluntary blood donation on World Post Day

Workers of Poste Srpske voluntarily donated blood, marking the World Post Day during Coronavirus pandemic times.

ACTIONS

At a time marked by special measures to protect the health of each individual and care for them, the workers of Poste Srpska decided to mark their affiliation with the Universal Postal Union with a blood donation campaign and thus send a message to all users - together through life.

On World Post Day on 9 October 2020, the Association of Voluntary Blood Donors of Poste Srpske organised a blood donation campaign attended by members of the Management Board of the company, as well as a large number of postal workers from all cities and municipalities of the Republic of Srpska.

In a time the world has never seen, humanity and dedicated work go hand in hand, and Poste Srpska's workers have been witnessing that during all these months affected by the coronavirus.

RESULTS AND IMPACT

In an age of pandemics and fear of the spread of coronavirus, this humane act evokes the respect that all employees deserve by participating in an organised blood donation campaign.



« ПОШТЕ СРПСКЕ

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World dance challenge

Supporting people around the world due to the Coronavirus pandemic.

ACTIONS

In order to break the routine a bit and show a cheerful spirit and optimism, in a situation caused by the coronavirus pandemic and all the measures that arise from it, Posta Srpske decided to collectively join in on the global dance challenge and dance to a light and positive composition of the hit song Jerusalema.

With a challenge that knows no boundaries, #jerusalemadancechallenge has become an accepted way of maintaining optimism and togetherness. Music and dance therapy have managed, as many times before, to unite the world through play and positive energy in a common fight against the coronavirus.

Poste Srpske employees acknowledged and supported the idea, and 40 of them responded and rehearsed the choreography for the dance video of Poste Srpske.

The preparations lasted a month. During this time, participants had several rehearsals. They learned the steps and created a scenario that shows the work process of the Enterprise for Postal Traffic Banja Luka, positive energy and good mood of all colleagues.

RESULTS AND IMPACT

With this video clip dance challenge of Jerusalema - Poste Srpske:

<https://www.youtube.com/watch?v=WW1gKwHAzZ4>
Support was provided in the fight against the coronavirus, to all those who are fighting on the frontlines against the pandemic that has conditioned and limited all segments of social life.



Connecting Small Businesses with Customers

Croatian Post made sure small business owners were able to deliver their products to customers across Croatia at the height of the pandemic crisis.

ACTIONS

In the middle of 2018, Croatian Post's e-commerce Žuti klik added food products from family-run businesses to its offer and was among the first to recognise how small local businesses can be helped to connect with customers. That decision has proved to be crucial during last year's quarantine. When everyone was at home, the Žuti klik platform realised its full potential and responded by supporting the national economy. Small businesses, many of them operating in rural areas, have gained direct access to customers whose interest in buying local products increased significantly during the pandemic. Farm-produced and other local products were delivered using dropshipping, a method where manufactured fulfils the order directly to the consu-

mer. Owing to that model, products like potatoes sourced from Central Croatia were delivered straight from suppliers to customers nationwide, including the islands. The Paket24 express pickup and delivery service was used for making deliveries.

RESULTS AND IMPACT

The number of small manufacturing businesses whose products were included in the Žuti klik offer tripled during the pandemic and continued to grow in 2020, locally grown food products were and still are Žuti klik's best-selling items.



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Face masks for free

Czech Post transported packages containing face masks free of charge, without the need to pay postage.

ACTIONS

The aim of the Face masks for free project was to promote solidarity between people in difficult situations during the pandemic in 2020. From 19 March to 25 May 2020, Czech Post offered free delivery of packages containing face masks in the Czech Republic, as long as the package was transparent and the words "face masks" were written on it. The addressee had to receive the contents of the shipment as a gift, they were not allowed to pay or give anything else to the sender for it. No funds have been allocated for the Face masks for free project. Czech Post used their own postal network and the day-to-day work of their employees. The speed of the idea and its implementation was very important. Czech Post sees the uniqueness of the project mainly in quick and effective help at a time when people desperately needed it. Czech Post is a modern company that can respond quickly to the current crisis situation and use its knowledge, skills and work for the benefit of their fellow citizens.

RESULTS AND IMPACT

People sent more than 220.000 packages with face masks through the Czech Post. From the financial point of view, the value of the assistance within the Face masks for free project was 4.95 million CZK.



Improving well-being with mobile and 24/7 access

Proactive well-being with low-threshold access to occupational healthcare – 24/7 access via a mobile application.

ACTIONS

Posti offers its staff occupational healthcare services and support with a low threshold. Low-threshold access to occupational healthcare has become even more important during the corona pandemic. A number of digital healthcare services were launched to provide support for employees easily and as early as possible. The staff have access to occupational healthcare 24/7 via a mobile application you can install on your mobile phone. Through the application, you can get treatment and meet a doctor, a nurse or an occupational physiotherapist without a booked appointment in cases that do not require physical examination. You can also renew your prescriptions or get discussion

support in minutes and have a chat with a nurse if something worries you mentally. A phone service to occupational healthcare is also open 24/7 every day of the year. The service offers guidance, an assessment of the need for treatment and appointment bookings as necessary.

RESULTS AND IMPACT

Digital tools make occupational healthcare services more accessible. During 2020 and the Coronavirus pandemic, one fifth of all the medical care appointments with a doctor were made through the mobile application. This is the level Posti wants to maintain even after the pandemic.



posti

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Ardoiz

Ardoiz is a tablet designed for seniors to communicate with their family, use the Internet and carry out administrative procedures.

ACTIONS

Older people represent a large part of the French population with 5 million people being over 65. Better integrating them to the digital world has become a national concern, especially with the COVID context. For that purpose, Le Groupe La Poste is selling the tablet Ardoiz specifically designed by and for seniors who are not comfortable with digital technology. The main advantage of Ardoiz is that it is ready to use as several applications targeted for senior customers are preinstalled on the tablet.

The Ardoiz tablet is delivered and installed at home with the support of a postal employee when the health situation allows it. The client also benefits from free telephone assistance. Ardoiz includes simple functions like adjustable font size, voice synthesis and alphabetical keyboard.

In order to reduce the digital divide, La Poste is working with certain municipalities and retirement homes to help them offer activities for seniors to introduce them to this tool and encourage them to learn how to use it.

RESULTS AND IMPACT

Today more than 75.000 tablets have been sold. The users' average age is 74 years old. 84% of them use it regularly, on a daily base or a few times a week, and Ardoiz has a 90% customer satisfaction's rate.



Corporate Social Responsibility in Time of Pandemic

Georgian Post continues to play a key role in the response to COVID-19 and future emergencies, to the benefit of people everywhere across the country.

ACTIONS

Georgian Post extended medical supplies deliveries to support vulnerable citizens isolating at home, people over 70 and people with chronic health conditions. Georgian Post has supported home delivery of blood glucose testers for those under the age of 18 with diabetes, who are more likely to have serious complications from COVID-19.

In addition, Georgian Post has joined the campaign aimed to support the continued online education of children from socially disadvantaged large families living in Tbilisi and in the region by providing computers and free Internet access for 18 months. Georgian Post has supported the project to ensure delivery to the beneficiaries.

To match the increased demand of online shopping, Georgian Post has fully adapted the services on the requirements of e-commerce and launched a brand new product of "Corporate Delivery Service" and "Door-to-Door Delivery" services as well, that in addition will help the businesses in Georgia to be more profitable.

RESULTS AND IMPACT

In the light of worldwide developments caused by the COVID-19 pandemic, Georgian Post, in the shortest timeframe, has adopted the safety measures in accordance with the recommendations of the government and health organisations.



**GEORGIA
GEORGIAN POST**

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“Stop Bullying”

A series of stamps was issued conveying the social message “Stop Bullying”, while placing relevant posters at schools throughout the country.

ACTIONS

As part of its broader contribution to society, Hellenic Post has designed and issued a Commemorative Stamps series entitled “Child and Stamp-Stop Bullying”, dedicated to the plague of bullying. It is a set of stamps that encourages compassion, respect, friendship and fairness among children.

In this respect, ELTA has also designed, produced and sent, free of charge, posters with the message “Stop Bullying” to all schools of the 1st and 2nd grade throughout Greece.

The action was organised and implemented in the framework of ELTA’s corporate social responsibility in cooperation with the Organisation “The Smile of the Child” (an Organisation which undertakes effective and direct actions for preventing and addressing particular phenomena that threaten children), under the auspices of the Ministry of Education and Religious Affairs.

RESULTS AND IMPACT

ELTA raised students’ awareness against isolation, cyberbullying, loneliness, cruelty and marginalisation of the school bullying victims.

In parallel, Hellenic Post allies itself with children spreading the message of reaction: standing up for what is right and defending the most vulnerable ones.



Supports to residents of Karditsa hit by the destructive floods

Hellenic Post dispensed its network to send, free of charge, parcels with essential goods, after the floods in the area of Karditsa.

ACTIONS

After the destructive floods in Karditsa, Hellenic Post was immediately activated and, following a decision of the Company's Management Board, addressed a call to the citizens of the country to actively help those in need. Citizens were encouraged to send their parcels, free of charge, through ELTA's post offices all over Greece to the Social Grocery Store of Karditsa offering essential goods, based on the relevant necessities list published on ELTA's website.

This action took place between 25 September and 15 October 2020.

RESULTS AND IMPACT

Through this action, 17 tons of essential goods were collected and transferred to Karditsa, free of charge, by ELTA throughout Greece.

Hellenic Post acted as a hub liaison which connected citizens who wanted to help with those who were hit by the floods and needed necessities very urgently.



GREECE
HELLENIC POST -
ELTA S.A.

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Community Focus

An Post used its unique position as the Irish postal carrier, deeply embedded in Ireland's communities to support the vulnerable through COVID.

ACTIONS

An Post introduced 'Community Focus', an expanded range of post office and postal delivery supports for customers and communities to help everyone stay connected, particularly for elderly and vulnerable people living alone. The initiative was also designed to assist SME's facing new challenges as the pandemic impacted Irish business severely.

To keep elderly and vulnerable people informed and connected as well as reassuring family members of their well-being, An Post put in place newspaper delivery service, free mail collection service, check-in service, free postage to care homes, send Love and State Benefit collection arrangements.

A range of support services were launched to help Irish businesses that were struggling - a 25% discount on its parcel label product, a €1 million grant for its direct mail services and an e-commerce support hub, with resource links to direct business supports.

RESULTS AND IMPACT

An Post is the highest-rated brand in Ireland for its response to the Nation's needs, and was considered on par with the efforts of healthcare and retail workers. SMEs have received over €22 million in supports through the initiatives.



Send Love

An Post stepped forward as an essential service and brand for the nation, keeping everyone connected with the 'Send Love' campaign.

ACTIONS

An Post introduced a series of initiatives and services to support the nation through COVID. An Post invited everyone to connect through the power of mail by delivering two postage paid postcards to every household in Ireland. An Post initiated a sending moment nationwide inviting young and old to get involved and Send Love to their loved ones.

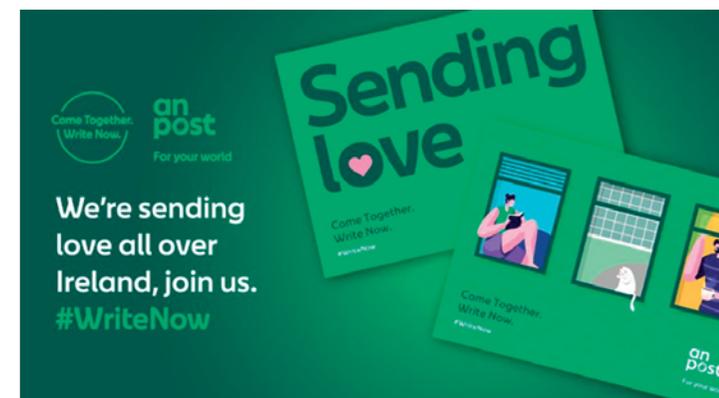
A campaign was pushed to reach all adults through traditional media and using local media to reach the older population.

RESULTS AND IMPACT

The campaign engaged people on an emotional level with thousands of them posting their #WriteNow moments.

76% of consumers felt more favourable towards An Post as a brand.

An Post was company of the year at 'Irish Times' awards for keeping its postal services operating and introducing these supports.



Widespread editorial staff

The network of contents and editors from several regional areas contributing to the constant flow of information for the internal communication channels.

ACTIONS

The widespread editorial staff storytelling is about the Italian territory and its people, local facts, work environment, constant innovation. Therefore, the news available on the Intranet and the “NoidiPoste Mobile Application” belongs to the following categories: Territory, People, Environment and Innovation, Events.

Three sections have been successfully proposed so far: #diariodiffuso, the personal and multimedial story of the life during the first Italian lockdown due to the Covid-19 emergency; #4weeks4inclusion, the report of corporate initiatives on the themes of Diversity and Inclusion; #lapostadiTGPoste, which relaunches the best territorial services of the news-cast TG Poste.

To ensure the proper functioning of the editorial team from all over Italy, an agile collaboration model was set up together with an engagement process and a set of training tools on newsworthiness criteria, professional writing, multimedia production.

RESULTS AND IMPACT

Around 200 news have been published, with an average of over 1.500 views and a total of over 200.000 views. 86% “NoidiPoste online community” appreciates the contents proposed by the editorial staff and it is grateful for the narrative style and the marked sensibility on some themes, the inclusive language as well the constructive journalism approach.



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#independent

Lietuvos Paštas launched a competition for young artists to commemorate the 30th anniversary of the restoration of Lithuania's independence.

ACTIONS

In 2020, Lietuvos Paštas celebrated the 30th anniversary of the country's freedom and initiated a project inviting young Lithuanian artists to create works of art for the whole Lithuania.

The project was called #independent. Young artists who were born in already independent Lithuania were invited to create a drawing reflecting the theme of independence. The 4 best works were used to decorate LP Express terminals. This was the second project of the Lietuvos paštas with Lithuanian artists, whose works decorate LP Express terminals. In total, almost 100 artists submitted their work reflecting the freedom of Lithuania. All of the works were published on the website of Lietuvos paštas and everyone could vote for their favourite one.

RESULTS AND IMPACT

The 4 winning artists were selected by the public vote and 4 independent members of the commission - 3 well-known artists whose works decorated the terminals in 2019 and one representative of Lietuvos Paštas. Winning artists also received a prize.



LITHUANIA
AB LIETUVOS PAŠTAS

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Partnership with RED NOSES Clown doctors

Lietuvos Paštas enabled collection of donations for RED NOSES Clown doctors at its postal offices.

ACTIONS

“RAUDONOS NOSYS Gydytojai Klounai” (RED NOSES Clown doctors) together with Lietuvos paštas adapted to the ever-accelerating digitisation, changed habits of monetary operations among Lithuanians and presented a very simple and safe way to provide support - contactless donation machines. RED NOSES Clown doctors is one of the largest clown doctor groups in the world. It has developed a wide range of specific formats within its programmes for all major beneficiaries: sick children, senior patients, disabled children and rehabilitation patients, as well as people in vulnerable situations. Until a few years ago, one of the ways to collect donations was to place donation boxes. However, most people use bank cards nowadays. In order to adapt to the change, this project was born, providing an opportunity to contribute to the joy of the mission of RED NOSES with a single touch of a contactless payment card.

RESULTS AND IMPACT

Contactless donation machines can be found at service checkouts in 10 Lithuanian post offices in the biggest cities.

The visitor of Lietuvos paštas just needs to touch the contactless payment card to the screen of the device and 1 euro is automatically donated.



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Fairtrade-certified workwear

All POST employees in the postal and telecom sales network have been equipped with Fairtrade-certified workwear.

ACTIONS

From responsible manufacturing...

As part of its commitment to corporate social responsibility, since November 2020, POST Luxembourg has been providing its sales advisors with Fairtrade-certified organic cotton jackets and t-shirts. "We want to ensure our colleagues who wear this uniform every day are as comfortable as possible. Combining and testing these garments before making our final selection also comes under our social responsibility", explains Italo Garofoli, Head of POST Courier's sales network and member of the company's sustainable development committee.

... to reusing uniforms

As well as incorporating more responsible manufacturing criteria, reuse presented a significant challenge in overseeing the life of these items of clothing. Each year, between 700 kg and a tonne of used clothing is collected. Old uniforms that were previously incinerated are now put to new use.

RESULTS AND IMPACT

Following an initial order of 650 items of Fairtrade-certified clothing, POST Luxembourg is continuing this strategy by assessing alternatives for other types of workwear. By reusing these items, no clothing was incinerated in 2020, meaning that more than 1,600 items were redistributed.



LUXEMBOURG
POST LUXEMBOURG

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Fight against COVID-19

During the partial lockdown, MaltaPost remained open for business and postmen and women have persisted in supporting the wider community.

ACTIONS

MaltaPost supported the Government and the National Health Authorities with their incentives to mitigate the advances and implications of the COVID-19 pandemic. In a short period of time, MaltaPost printed and delivered thousands of letters addressed to the most vulnerable in the population to inform them about the measures issued by National Health Authorities. A few months later the company delivered 420,000 registered letters to residents in Malta and Gozo enclosing vouchers launched by the local Government to help boost the Maltese economy.

RESULTS AND IMPACT

These tasks were done efficiently, earning the Company the respect and gratitude of the President of Malta in the process. Addressing the employees and management, the President pointed out that the continuation of service alleviated the feeling of isolation and detachment among people.



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Heart2heart campaign

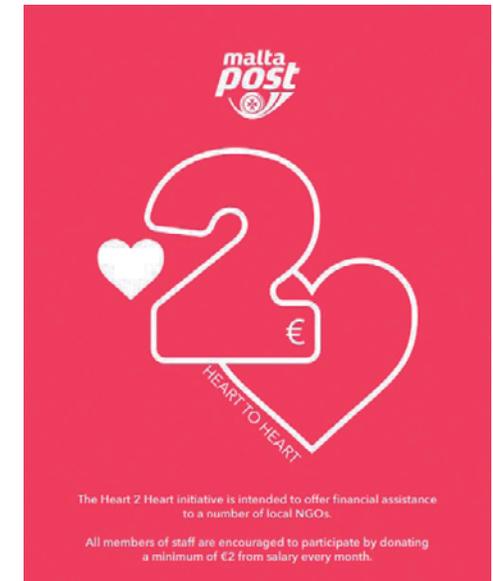
In these difficult times of COVID-19, vulnerable ones suffering from chronic diseases and disabilities are the most impacted by this crisis.

ACTIONS

Various NGOs (Non-Profit Organisations) in Malta who rely entirely on the donations from its benefactors and the public donations have reached out to MaltaPost, asking for financial help to maintain their support to people in need and their families. As a company close to the community, MaltaPost feels duty-bound to lend a helping hand to those in need. In this regard, the Heart2Heart Campaign was launched and aims to raise funds for this worthy cause. This campaign encouraged all employees to participate by donating just €2 each month from their salary in aid of those in need.

RESULTS AND IMPACT

MaltaPost's employees participated to this initiative and this small contribution resulted in generating a generous sum of money. The donation was presented to the vulnerable members of the community.



MALTA
MALTAPOST P.L.C

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Special edition of Christmas Cards for Charity

MaltaPost launched a special edition of Christmas Cards in aid of the Malta Community Chest Fund Foundation for Christmas 2020.

ACTIONS

MaltaPost took this initiative following an appeal for help from the foundation that suffered from a short-fall in donations caused by the COVID-19 pandemic. The company absorbed the cost of printing of cards and envelopes and launched the Christmas cards in the market for the price of €5 per pack. The cards were sold mainly from the Post Office network.

This campaign was hugely supported by MaltaPost's retail network employees who managed to up-sell hundreds of cards at the Post Offices over a short period of time. The cards were also pushed via other channels such as the MCCFF offices and the main Christmas Events in Malta.

Furthermore, MaltaPost staff were given a second pack of cars free of charge for every pack they purchased. The effort from specific employees together with marketing efforts highly contributed to generate a decent donation from the sales of the cards.

RESULTS AND IMPACT

MaltaPost managed to sell hundreds of sets of cards and all the funds collected from this initiative were donated to the Malta Community Chest Fund Foundation.

The donation was presented during the fund-raising programme named L-Istrina, aired on all TV stations in Malta on December 26th of 2020.



Diversity Index PostNL

PostNL is the only company in the Netherlands to have developed a diversity index with remarkable results.

ACTIONS

PostNL has developed a diversity policy in 6 focus areas: gender, multicultural, age, distance to the labour market, LGBTIQ acceptance and diversity in thinking styles.

Targeted policy has been pursued in all these 6 focus areas. However, how do you measure progress? PostNL has developed a unique instrument for this, the diversity index. This index is made up of 3 elements: acceptance, inclusivity and diversity.

The study in 2020 has shown that significant progress has been made at all levels and with this, PostNL can demonstrate that investing in diversity & inclusion works.

A longer-term strategic policy on the basis of concrete data can also be developed and implemented.

RESULTS AND IMPACT

The results show that PostNL's programmes have yielded results, and that they have improved strongly on this important topic.

Overall diversity index increased by 15% points from 64% to 79%. The score is a combination of three aspects: acceptance, inclusion and diversity.



NETHERLANDS
POSTNL

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Supporting AMP Football National Team

Poczta Polska continued cooperation with the Polish national team of amputees.

ACTIONS

Partner support for AMP Football consists, among other things, of broadly informing and encouraging employees and clients of Poczta Polska Group to support physical activity of people with disabilities. The Polish national team, after a wave of international successes (including coming 4th place in the World Championships), has become very popular in Poland. Support for AMP Football is a part of Poczta Polska's CSR strategy.

The partnership is in line with the programme of activation of people with disabilities "Work - Integration" - within its framework, members of the representation support activities carried out inside Poczta Polska, which are addressed to employees and local communities.

RESULTS AND IMPACT

Poczta Polska hired two players of the Polish national team after amputation. Poczta Polska provides real opportunities for players.

Both players and Poczta Polska can achieve their goals through their co-action.



I help those who help (Eu ajudo quem ajuda)

Committed to supporting the frontline workers during the COVID-19, CTT joined the #euajudoquemajuda movement of Cruz Vermelha Portuguesa.

ACTIONS

During the pandemic, CTT's role was even more highlighted during the lockdown. This solidarity campaign "Uma Vida Digna de Postal" wanted to show that the postcards are a very relevant part of the way people communicate. Through CTT personalised postcard products, the Portuguese had sent messages of thanks, recognition, remembrance, or admiration to whoever they wish. More than simple messages, they are memories of unique moments. €0.50 of the value of each postcard reverted entirely to this cause - #euajudoquemajuda - to raise funds for the purchase of personal protective equipment, food, and basic needs. Consumers could select the exclusive images of the Cruz Vermelha Portuguesa

frontline workers or they could upload their own photos/images and made this moment unforgettable. This campaign confirmed CTT's capacity in terms of connecting the physical and the digital, bringing generations closer together.

RESULTS AND IMPACT

CTT thanks all for continuing to physically distance but not to forget the feelings. CTT produced 1513 postcards during the campaign "Digno de Postal". This resulted in a donation of €756.50 to Cruz Vermelha Portuguesa from CTT Portugal Post.



PORTUGAL
CTT - CORREIOS DE
PORTUGAL, S.A

Miguel Salema Garção
Sustainability and Communication

Impact Rounding up

By rounding up their payment when they pay by credit card, customers can participate in projects with a positive social and/or environmental impact.

ACTIONS

Correos launched this initiative in December of 2019 at the COP25 held in Madrid. The initiative started in 9 main post offices and then, in March of 2020, the Impact Rounding up was implemented in all Correos' offices. Correos' customers can offer their donations via pin pad when paying their purchases with card.

A question appears on the screen: Do you want to round-up for charitable purposes? Customers may push "yes" or "no". Indeed, if the customer chooses "yes", he will then be able to download the donation certification via www.correos.worldcoo.com.

This project is made possible thanks to the alliance with the Spanish start-up Worldcoo, which has a platform to let doing microdonations in the transactions (www.correos.worldcoo.com). It works with several NGO's around the world allowing in an easy way to give donations to the companies' customers.

RESULTS AND IMPACT

Correos' customers have contributed to 5 projects through their donations: saving birds in danger, research against COVID-19, reducing the digital breach in rural areas, fighting energy poverty, preservation of the Iberian Lynx. More than €200.000 were raised thanks to more than 900 000 donations.



E-Government Password Delivery At Home

Delivering e-Government passwords to people over the age of 65 who are considered among vulnerable groups during COVID-19 pandemic.

ACTIONS

Turkish Post-PTT has started to deliver e-Government passwords to people over the age of 65 who have not received their e-Government password before. Firstly, a pilot study was conducted to examine feasibility of the new service within a restricted area in Ankara. Following positive result from the feasibility study, new service of delivery of e-Government passwords has been put into action all over the country. People over the age of 65, who are accepted among vulnerable groups during COVID-19 pandemic, could apply for e-Government password via the website. Upon receiving the application through the website, envelopes including passwords are transferred to the responsible Post Office within the district, where the applicant lives,

and Turkish Post- PTT delivers their passwords to their doors. With e-Government password, people can get access to 5.712 services provided by the government (e.g. making doctor appointment, viewing medical reports, applying for government aids, etc.).

RESULTS AND IMPACT

Before this service, all people had to apply to Post Office personally. This new service will facilitate the life of elderly people with easy access to many services provided by the Government from health to social aid.



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environment

Energy transition • Sustainable supply chain
Sustainable mobility • Circular economy
Environmental training • Recycling
Environmental campaign • Sustainable growth plan





training
energy
transition
recycling
mobility
Sustainable

Sustainable urban logistics for emission-free deliveries

By summer of 2021, all mail, direct mail and parcels will be delivered emission-free to private customers in the provincial capital of Styria (Graz).

ACTIONS

By joining the global initiative EV100, Austrian Post has made a commitment to replace its motorised delivery fleet with electric vehicles or alternative drives by 2030. At present, at least 2,047 electric vehicles operate, which makes it the largest e-fleet operator in Austria.

In cooperation with Siegfried Nagl, Mayor of Graz, and with the financial support of the Austrian Government, Austrian Post has focused on the City of Graz as a role model for emission-free city logistics, with other metropolitan areas in planning.

The following steps have been taken: 65 dynamic chargers installed at the logistics centre in Graz and operation of 65 electric vehicles, emission-free delivery of all city mail since September 2020, procurement of electricity from 100% renewable energy, reduction of noise and exhaust emissions.

By summer of 2021, 70 more automobiles with combustion engines will be replaced by electric transportation vehicles to ensure the emission-free delivery of parcels.

RESULTS AND IMPACT

With the completion of the project in summer 2021, the City of Graz will be the first city in Austria to enjoy 100% emission-free delivery of all mail and parcels.

About 300,000 inhabitants will benefit from an overall improved quality of life through the reduction of noise and exhaust emissions.



AUSTRIA
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EcoZone

Create a blueprint for sustainable urban logistics that will provide a path to emission-free last-mile deliveries in Belgian cities by 2030.

ACTIONS

bpost and Mechelen partnered and launched an urban sandbox to test efficient, emission-free last-mile operations, and pilot sustainable new services. A dense network of parcel lockers was added to the existing pick-up and drop-off point. This creates a walkable network, stimulating inhabitants to leave their car aside. To increase circular economy, reusable packages were tested. The entire fleet (65 vehicles) is replaced by EVs and cargo-bike-trailers. A micro hub was added to further consolidate the parcel flows in-and out of the city. And the first tests with a city hub are being set up.

This first Eco Zone represents the first City Blueprint for emission-free delivery in Belgium, and achieved zero-emission delivery in April 2021.

RESULTS AND IMPACT

Compared to the former business as usual, bpost now has 65 EV, 9 e-bike-cargo-trailers, 22 e-bikes, 2 electric parcel vans, 1 light electric vehicle, 49 additional locations with parcel lockers without screen, 97% less CO₂, 77% less air pollution, 164 km / day less driven, 49% noise reduction.




BELGIUM
bpost

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Stamp issue “World Wetlands Day - Livanjsko field”

Croatian Post Mostar celebrated World Wetlands Day with a stamp issue emphasising the importance of preserving wetlands.

ACTIONS

Croatian Post Mostar has issued a commemorative postage stamp that celebrates World Wetlands Day. The stamp motif is the Livanjsko field, which is one of the best-preserved fields in Bosnia and Herzegovina (B&H) and one of the largest in the world. It is a combination of wetlands, important bird habitats, peatland and meadows inhabited by endemic and rare species.

B&H ratified the Ramsar Convention on 24 September 2001, which is one of the most important international agreements on their protection. Currently, B&H has three habitats that have met the criteria: Livanjsko field, Hutovo blato Nature Park and Bardača site.

The World Wetlands Day is celebrated on February 2nd to warn the public of the need to protect and preserve them. Wetlands are the richest ecological systems that make up 6% of the Earth's surface, home to 40% of all plant and animal species.

Croatian Post Mostar has issued a commemorative postage stamp in a sheet of 8 stamps + 1 vignette, a postmark, and a First Day Cover.

RESULTS AND IMPACT

This stamp issue has contributed to raising awareness of wetland preservation and protection and has been a milestone in promoting the beautiful wetlands of Bosnia and Herzegovina.



**BOSNIA AND HERZEGOVINA
CROATIAN POST MOSTAR**

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Reducing Greenhouse Gas Emissions by Improving Energy Efficiency

Croatian Post continues its green transition by deploying electric vehicle charging stations and building energy efficient commercial properties.

ACTIONS

For several years, Croatian Post's implementation of projects to reduce carbon dioxide emissions has been intensive, same as the continued expansion of its green fleet. In order to provide for further expansion of the electric vehicle fleet, EV charging stations have been deployed in Velika Gorica, Osijek and Zadar. The charging stations in Velika Gorica and Osijek deliver up to 50 kW, while the Zadar station has a charging power of up to 22 kW. The EV infrastructure deployment project has been co-funded by the Environmental Protection and Energy Efficiency Fund.

Energy efficiency is applied not only in transportation, a key operations segment, but also in corporate real estate management. One example is an €8

million Bakar-Kukuljanovo facility currently under construction. After completion, it will upgrade the quality of postal services in western Croatia and the building-integrated solar energy system will improve its energy efficiency.

RESULTS AND IMPACT

The strategic deployment of charging stations has improved EV logistics potential. In the long run, Croatian Post's postal workers will be able to charge their private vehicles as well, which will further reduce GHG emissions.



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The end of paper meal vouchers

The aim of the project was to replace paper meal vouchers with an electronic payment card, to save costs and also to protect the environment.

ACTIONS

Czech Post is one of the largest employers in the Czech Republic. More than 28,000 people work here and all of them receive meal vouchers as part of the benefits. The original system was such that the employee received a paper meal voucher of a certain financial value for each day worked. In 2019, Czech Post launched a project to replace paper meal vouchers with electronic ones, and it was completed last year. Just to give an idea, 6.5 million paper meal vouchers circulated at Czech Post every year and they were issued at 4,500 places throughout the country. By completing this project, Czech Post contributed to increasing health protection during the COVID-19 epidemic. No paper meal vouchers, but contactless payments were made, by attaching the eCard to the terminal. It is also interesting that for some employees this was their first experience with an electronic payment card.

RESULTS AND IMPACT

In addition to savings throughout the distribution chain, Czech Post managed to save 10 mature, 120-year-old trees a year by transiting from paper meal vouchers to electronic payment cards.



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Tori Parcel

Boosting circular economy by further easing C2C e-commerce. Making it easier to purchase second-hand goods reduces emissions drastically.

ACTIONS

According to a study, of the lifecycle emissions of a T-shirt, 83% are caused in manufacturing, four percent in the distribution and sales phase, 10% in transport and 3% percent in use. To further facilitate C2C e-commerce, Posti developed an easy one-click-parcel solution "Tori Parcel" together with the largest online C2C second-hand platform Tori, to purchase the delivery of a customer parcel via the Tori website.

According to a survey done in May, 70% of consumers decide case-by-case whether they will purchase a new or second-hand item and almost 80% believe they will do the latter more often in the future.

Frictionless, easy and trustworthy logistics is the key to accelerate the growth of circular economy via C2C commerce and thus to paving the way to more sustainable consumption.

Tori Parcel has helped Tori to achieve double-digit growth figures over the last two years.

RESULTS AND IMPACT

Last year 13,7 million items were announced. Already in 2018 items sold via Tori saved 0,15 million tons of CO₂ and 5 383 tons of plastic.

In April-May, the volume of C2C parcels delivered by Posti rose by nearly 70% year-on-year.



posti

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GEPY (Yvelines Postal Electrical Management)

GEPY is a photovoltaic shade, a roof made of solar panels capable of sheltering and powering Electric Vehicles (EV) and/or the building.

ACTIONS

The GEPY (Gestion Electrique Postale Yvelines) experimentation project consists of testing a metal “shade” on the parking lot of one of La Poste’s mail site, the roof of which is made of photovoltaic panels. This equipment allows two EVs to have shelter and electricity charge at the same time and/or the building according to the time of the day or according to the sunlight. The production depends on the sunshine, when vehicles are on the road and they can't be recharged. Therefore, GEPY is a system capable of storing the day's energy to restore it after the rounds.

The energy storage and management system relies on recycled vehicle batteries and an algorithm that distributes electricity according to availability and need. Thus, when the vehicles are recharged or on tour, the energy supplies the building. On the other hand, when there is insufficient sunlight, the system automatically connects to the ERDF network.

RESULTS AND IMPACT

After more than a year and a half of daily use without any breakdown, La Poste can say that GEPY is a success!

With an average of 60% of self-generated electricity for EV, the reduction of the bill is important.



LE GROUPE LA POSTE 

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LE GROUPE LA POSTE

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NGV station in Chelles

In 2021, the first Natural Gas Vehicle (NGV) refuelling station has been inaugurated on a postal site.

ACTIONS

With a surface area of 1,500 m², the station is equipped with two terminals: one supplies liquefied natural gas (LNG) which is ideal for long distances and the other supplies compressed natural gas (CNG) which is preferred for medium and short trips. This infrastructure is capable of supplying NGV to the greatest number of users. It welcomes all types of vehicles, light and heavy, 24/7, with a payment card provided by a partner energy provider company ENGIE Solutions which helped develop the station.

The new Chelles station is part of a global environmental responsibility initiative led by La Poste Group and its subsidiary Viapost, specialised in transport and logistics, and aims to accelerate the energy transition in the mobility sector. By reducing CO₂ emissions by 20% and fine particles by more than 95% (according to the Euro VI standard) compared to diesel, NGV is a lever of choice to fight against air pollution and global warming.

RESULTS AND IMPACT

This station will enable an annual consumption of 2 000 tons of GNV. In the region of Ile-de-France, 16 La Poste trucks will run on NGV by the end of 2021.

La Poste also plans to install other stations at some key sites with a foreseen network of about 10 NGV stations in France.



LE GROUPE LA POSTE 

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DPDHL Sustainability Roadmap: a roadmap

DPDHL decides on Science-Based Targets and invests EUR 7 bill in climate-neutral logistics until 2030.

ACTIONS

DPDHL is increasing the pace of its planned decarbonisation of the company.

By 2030, DPDHL plans the reduction of greenhouse gas emissions to below 29 million tons from 33 million metric tons in 2020, despite the expected further growth in their global logistics activities. At least 30% of fuel requirements in aviation and line haul are to be covered by sustainable fuels. 60% of global delivery vehicles for the last mile are to be electrically powered up from 18% in 2020, hence more than 80,000 e-vehicles will be on the road. All new buildings being constructed will be climate-neutral.

DPDHL intends to further expand its social contribution to society in the coming years by committing to invest 1% of its net profits annually in its

social impact programmes and initiatives.

By 2022, the achievement of ESG targets will be taken into account by 30% when calculating the remuneration of the Board of Management – a clear signal that the commitment to sustainable business is a top priority at DPDHL.

RESULTS AND IMPACT

“As the world’s largest logistics company, it is our responsibility to lead the way and guide the logistics industry into a sustainable future. We are turning our yellow group into a green company and making an important contribution to our planet and society,” says Frank Appel, CEO.



Deutsche Post 

GERMANY
DEUTSCHE POST DHL GROUP

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MyVirtualDrive 3D Application

MyVirtualDrive 3D Application is a simulated eco-sustainable driving system to experience the direct benefits of ecological, economical and safe driving.

ACTIONS

The goal of MyVirtualDrive project is to promote the Eco-driving techniques, including through real-time simulation. The simulated eco-driving system MyVirtualDrive allows the driver of a vehicle to acquire an ecological, economical and safe driving style and aims to reduce greenhouse gas emissions (CO₂ from 10% and up to 20%) in the atmosphere and as much fuel consumption driving the private vehicle.

In addition, the awareness-raising activity on Eco-Drive issues contributes to the prevention of accidents at work and the risks of road traffic. This is possible by preparing the driver, even in a simulated scenario, to face unexpected traffic and road events, with training aimed at managing critical traffic situations.

Nevertheless, the initiative not only contributes to the strengthening of the corporate image, but also to the improvement of the corporate Sustainability Index, with a view to the vision of becoming a "sustainable company".

RESULTS AND IMPACT

In the year 2020, the results obtained from the complex of sustainable mobility company activities have allowed an estimated saving of over 12,600 tons of CO₂ with an estimate of the monetary value of external economic costs avoided which is over €9.8 million.



PostePedala

Development of a new section “Poste Pedala” on the existing mobility portal PosteMobilityOffice for employees using a bicycle to reach the workplace.

ACTIONS

The purpose of PostePedala project is to incentivise employees to use the bicycle, in order to reduce CO₂ emissions through promoting the creation of a social, gaming and competition virtual place and the creation of a community of bikers competing on the most virtuous way to move across the city, making a concrete contribution to the environment, measurable over time.

An innovative way to encourage good mobility practices, making simple corrective actions to employees' daily travel habits.

PostePedala allows the employees to record the km travelled by bike and enables each of them to view their position in the ranking of “bike-friendly” participants in the initiative, thanks to the competition, the continuous improvement of their performance to climb the ranking.

RESULTS AND IMPACT

In the year 2020, the results obtained from the complex of sustainable mobility company activities have allowed an estimated saving of over 12,600 tons of CO₂ with an estimate of the monetary value of external economic costs avoided which is over €9.8 million.



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Smart Building

Highly innovative Building and Energy Management system applied to 2,000 offices all over Italy.

ACTIONS

Data aggregation and a single supervision system for effective energy management and monitoring is used. Poste Italiane did proofs of concept realisation with different suppliers and partners, established detailed project design and specification for a European tender with three specific building clusters based on building dimensions and complexity, choose suppliers to provide centralised software to collect data, to monitor and manage plants to optimise comfort and reduce energy consumption. A Central software with dashboard design and algorithms was implemented.

Energy reports on consumption, based on clusters, correlated with management actions and building inspections, sensor and gateway installations to collect data and connect plants to the central software were made.

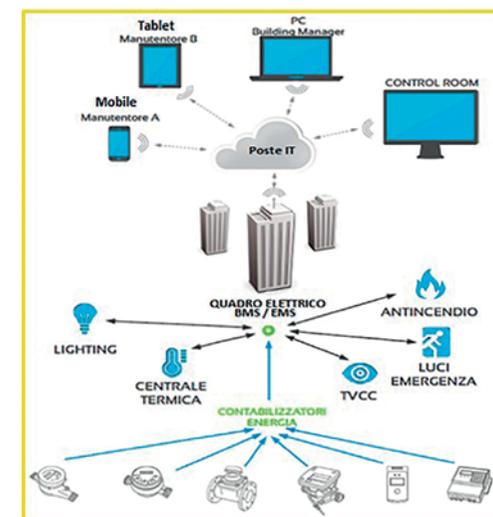
Poste Italiane has a virtual control room to test dashboards and algorithms and to analyse

consumption data. This project is a continuous learning approach to fine-tune the energy management system.

RESULTS AND IMPACT

Poste Italiane expects 7,6 GWh per year of expected energy saving (-15%) and 200 kSmc of expected gas saving (-10%), a CO₂ emission reduction for 392 tons per year.

In the 2022-2024 plans, the extension of this installation is foreseen for another 4 000 buildings (13 500 in total for Poste Italiane). This technology can be applied to postal organisations in all countries, with slight local adaptation to specific climate conditions and physical characteristics of the buildings.



CO₂ Reduction in Planning & Control Cycle

PostNL implemented carbon emissions reporting fully in the planning and control cycle in order to steer effectively on the progress on targets.

ACTIONS

PostNL already had the following in place: long-term target setting, monthly data collection and analysis, quarterly management board reports, formal budget process and annual reporting in the integrated report.

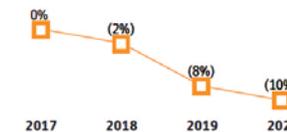
PostNL took a next step by fully aligning the planning and control cycle on environmental reporting to their financial reporting. Therefore, PostNL implemented fictive carbon costs in capex procedures with internal carbon pricing, included environmental incentives in variable compensation of top and other senior management, both on long and short term, integrated environmental indicators in annual strategic plan update process, included environmental indicators in quarterly latest estimate projections, designed and implemented formal controls integrated in the internal control network and created monthly management dashboard to track performance on a monthly basis.

RESULTS AND IMPACT

With the initiative PostNL creates more awareness on environmental issues. It helps to improve the reliability of their data and the predictability of their performance.

PostNL steers more effectively which helps in accelerating their CO₂ efficiency's improvement.

CO₂ efficiency improvement
(scope 1 and 2; base year 2017)



Share of emission-free delivery of mail and parcels in the last-mile



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HVO100, a renewable diesel

Expanding PostNL's use of renewable fuels by implementing 100% Hydrotreated Vegetable Oil.

ACTIONS

In order to achieve their 2030 science-based targets (SBTs) PostNL is focusing on increasing the share of renewable fuels used. PostNL view renewable fuels as transitional. They will remain important in the coming five years, while working towards scaling up the switch to electric or other zero-emission options. These renewable fuels are made from organic material, such as vegetable oil, organic waste and frying oil. In 2020 the testing of a renewable diesel on a part of PostNL's fleet began. Supplier Neste converts the used frying oil from all McDonald's locations in the Netherlands to 100% Hydrotreated Vegetable Oil (HVO100).

As a diesel made from renewable raw materials, HVO100 produces 90% less CO₂ emissions during its life cycle compared to fossil diesel. PostNL was one of the first large companies in the country to run on this fuel and switched to renewables for 8% of their total consumption in 2020. The use of renewable diesels significantly will scale up in the years to come.

RESULTS AND IMPACT

PostNL's inter sorting-centre transport is carried out by large trucks, while for last-mile parcel delivery uses medium-sized delivery vans. At the moment over 300 vans and 100 large trucks are using HVO100 across the country. PostNL is planning to expand the use of HVO100 substantially.



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Impact Measurement & Valuation for City Logistics

PostNL carried out an impact measurement to map the contribution of city hubs. The economic, social and environmental impact was calculated.

ACTIONS

Logistical movements' transformation to and from city centres will help PostNL to deliver emission-free in 25 Dutch city centres by 2025. One of PostNL's ongoing initiatives is developing a business model for consolidation via city hubs. PostNL provides bundled and emission-free deliveries and currently delivers business goods emission-free at six city centres. PostNL's City Logistics initiative makes B2B logistics in the Netherlands more sustainable.

In 2020, an impact measurement to map the contribution of PostNL's city hubs to the sustainable development of city logistics was carried out. The results show that PostNL achieves around a 70% reduction in CO₂ emissions and a more than 90% reduction in fine dust and nitrogen. By pooling trips, the utilisation's rate can be increased by 25%, which

results in another 6% CO₂ reduction. Also there are fewer traffic movements, which reduces congestion and increases safety.

RESULTS AND IMPACT

Consolidation through city hubs brings significant (environmental) advantages. More research is necessary, but the measurement has already given PostNL useful insights and tools to further develop the case for city logistics for customers.



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“Green Delivery CTT” - Last Mile ECO Solution

Cut CO₂ emissions in major urban centres in Portugal while maintaining e-buyers delivery experience and access to value-added services.

ACTIONS

In July 2020, CTT began a pilot in Lisbon with a significant Express Service client where parcels started being delivered by electric vehicles. CTT's electricity comes from 100% renewable sources, thus making this a true carbon-neutral delivery. Furthermore, this project includes the collection of coffee capsules for recycling purposes, taking advantage of the trips made to deliver the parcels. The recycling project is part of the sustainable cycle that has also been implemented with other clients. Throughout the year, CTT has expanded the fleet to 15 units and added clients to the solution.

In April, it was expanded to Porto, second-biggest parcel volume city. CTT expects to have additional regions covered by this solution throughout 2021, with the ultimate goal of being able to offer clients the Green Delivery Solution in Portugal's main cities.

RESULTS AND IMPACT

In 2020 the project allowed for 12 tons of avoided CO₂ emissions. Preliminary data for Q1 2021 shows a strong trend on this front.

CTT anticipates that the medium-term impact, with the addition of more clients and expansion to more cities, could reach about 30% of the total express parcel volume.



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Electronic registered mail

Russian Post provides a service of registered mail in electronic format convenient for customers, but also for environmental protection.

ACTIONS

In Russia, important documents are usually sent by registered mail. Traditionally, a registered letter is a paper letter that an addressee can only receive at a/the post office with his personal signature. This is how fines for violations of the traffic regulations, requests for summons, notices from the tax service, and other official notices for customers are sent out. An alternative to paper letters is the service of electronic registered letters. There is no need to go to a/the post office and it helps to save natural resources. No need to print a letter and put it in an envelope, no transport is required. If a client enabled this service, they receive a registered email in the Russian Post mobile application and in their personal account zakaznoe.pochta.ru. During registration for the service, a client needs to confirm their identity – this is an equivalent to a signature when the letter is received.

RESULTS AND IMPACT

In 2020, Russian Post customers sent 131 million registered items, 78% more than in 2019. According to Russian Post estimates, over the past 3 years, conversion of registered letters to electronic form saved 6 800 trees from being cut down and saved 400 tons of paper, 10.400.000 litres of water, 96.000 litres of fuel and 1.600.000 kWh of electricity.



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First electric delivery van and first solar power plant

The Pošta Slovenije's Group's Energy Efficiency Strategy until 2025 continues to successfully reduce the group's environmental footprint.

ACTIONS

The proportion of e-vehicles increased from 4.9% in 2019 to 7.7% in 2020 (adding 105 new e-vehicles to the existing fleet).

Apart from the new light e-vehicles (ULDV) that increasingly replaced the classic two-wheeled motorcycles, especially for letter deliveries in city centres, the first electric delivery van was introduced.

Compared to 2019, final energy consumption decreased by 4,064,660 kWh (8%) with a reduction of 1,361 m³ (4%) in water consumption and 193 m³ in rainwater consumption.

Green energy from renewable energy sources dominated energy supply at 62% with the first solar power plant installed at the Celje Hub resulting in up to 75% electric energy savings.

The amount of waste turned over to authorised waste management companies was 2 102 tons, of which 74 tons of plastic packaging foil, 294 tons of paper and cardboard packaging, 286 tons of wood pallets.

Additionally, 923 tons of wastepaper were sold on the market.

RESULTS AND IMPACT

It resulted in further electrification of delivery fleet that improved work conditions (decreased sick leave by 3%) and faster deliveries, decreased energy consumption and improved waste management (reduced amount of waste packaging container transports, decreased transport costs).



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Clean Days at Logistics Services

Waste disposal was identified as a pending task during audits. 21 of 30 Logistics locations collected waste at their buildings in 2020.

ACTIONS

Over the year, waste generated by customers, third parties and staff accumulated in the vicinity of the building.

In one concerted effort, staff collected and separated the surrounding waste before disposing of it.

Seven people took part in the cleaning campaign at each location, from managers to apprentices.

Each participating logistics location put together a mobile team. Participants were equipped with gloves, waste bags and high visibility vests. The buildings and the surrounding area were cleaned. The collected waste was spread out and photographed. The campaign was very well received by customers and staff.

Photos of the piles of collected waste helped to make staff aware of the need for proper waste disposal. Customers were also impressed to see teams

of staff looking for waste armed with high-visibility vests, litter pickers and waste bags, making them realise that Swiss Post also carries out non-commercial campaigns.

RESULTS AND IMPACT

The response was overwhelmingly positive. In part, people were astonished by how many cigarette butts, cans, leftovers and parts of packaging and disposable loading fasteners were simply thrown away. Other business units have also scheduled Clean Days for their plan of action.



SWISS POST 

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“Pro clima” shipment: Carbon emissions fully offset

From 1 January 2021, all Swiss Post consignments will be sent with the “pro clima” label, meaning that their carbon emissions have been offset.

ACTIONS

Swiss Post is striving to achieve climate neutrality in delivery by 2030 – such as by using electric vehicles. Until then, the unavoidable carbon emissions that arise when sending items will be offset.

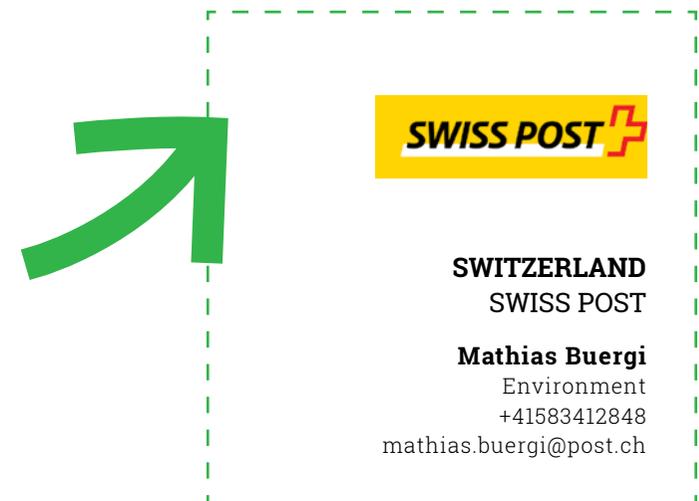
Swiss Post has been offsetting carbon emissions from domestic letter mail since 2012, with promotional mailings added to the programme in 2017. From 1 January 2021, all Swiss Post consignments will be sent with the “pro clima” label, meaning that their carbon emissions have been offset. “All consignments” means everything from letters, parcels and small consignments right through to press products – both in Switzerland and abroad.

The carbon offsetting will be undertaken by supporting climate protection projects of the highest quality (Gold Standard) in Switzerland and abroad. The innovation will not entail any surcharges, and costs for customers and the quality of the climate projects will be maintained at the same level.

RESULTS AND IMPACT

Currently, two projects are being supported by Swiss Post.

1. Modern bio-digesters on Swiss farms turn methane into a clean energy source for eco-electricity and heat.
2. In Cambodia, small household-scale private bio-digesters reduced year-on-year CO₂ emissions by 95,000 tons.



“Take me back”

With their recycling services, Swiss Post and Swisscom are making a valuable contribution to the circular economy.

ACTIONS

“Swisscom Take me back” is offered as a customer solution and includes the option to return old and defective Swisscom devices (e.g. routers, Internet-Boxes, etc.). Customers can simply leave them in the storage compartment of their mailbox with a tab hanging out that is marked for the mail carrier. When mail carriers see the tab, they take the parcel or the loose device with them.

Strictly speaking, however, this is a refurbishing service rather than a recycling service, as it involves overhauling and repairing devices for reuse. Swiss Post passes the returned devices on to a Swisscom partner company, which checks them. If they are in good condition, they are repaired and reused or recycled.

The entire process involves around 500 branches with 15,000 mail and parcel carriers.

RESULTS AND IMPACT

Swiss Post’s mail carriers collect around 2,900 Swisscom telematics devices every month. This was a novel service, a similar concept has now been implemented for another telecom provider. It was publicised in the press by telecom customers and Swiss Post, prompting the other provider to participate.



SWISS POST 

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Association of European Public Postal Operators AISBL

PostEurop is the trade association that has been representing European public postal operators since 1993. Its 53 members in 50 countries and territories collectively operate 175,000 retail counters, employ 2 million people and link 800 million people daily. PostEurop unites its members and promotes greater cooperation, sustainable growth and continuous innovation.