

PostEurop[•]



2026
COLLECTION OF
GOOD CSR INITIATIVES



FOREWORD

“ The continuous level of commitment shown by PostEurop members to sustainability is truly remarkable. Their dedication goes far beyond words, translating into concrete actions and meaningful progress across all areas of sustainability.

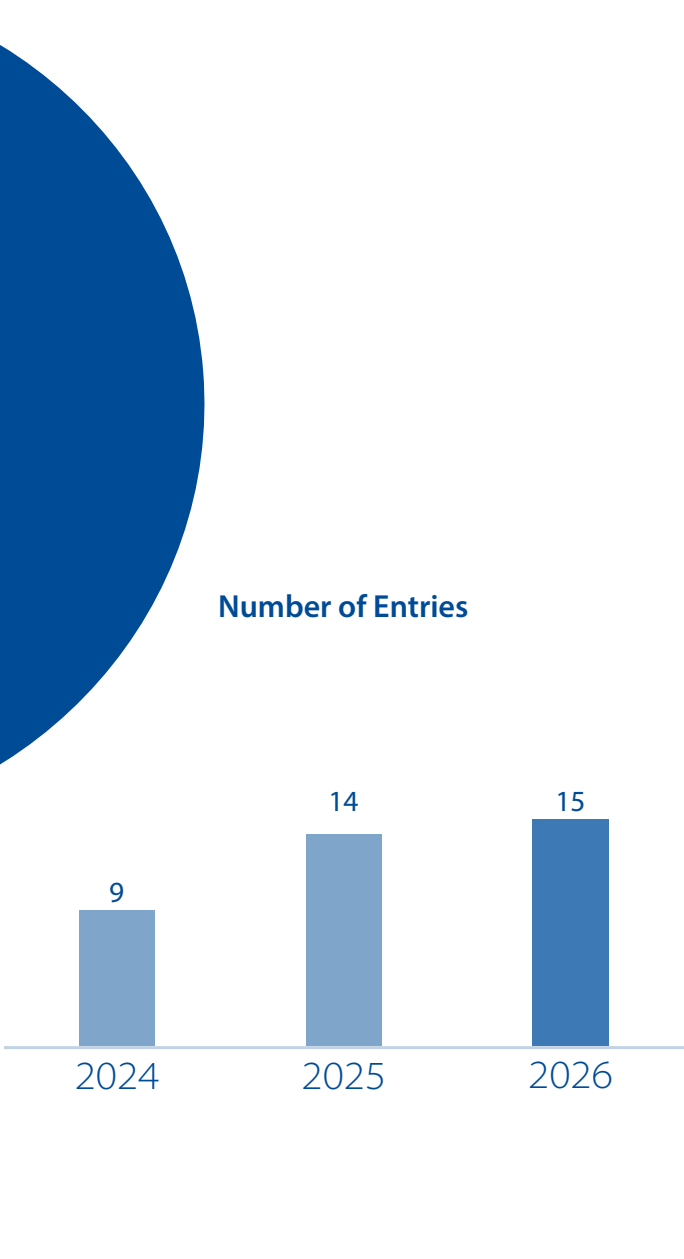
Through their initiatives, they demonstrate how impactful change can be driven by motivated and forward-looking organizations. Their efforts not only set valuable benchmarks, but also inspire others to follow and raise the bar even higher.

It is both impressive and encouraging to see such strong leadership and enthusiasm shaping a more sustainable future across the postal sector.



OLIVER KALISKI
Chair of the Environment, Social and
Governance Transversal
PostEurop

EMPLOYEES



Belgium

Star4u: bPost’s employee-driven programme supports charity organisations

Bosnia & Herzegovina

Hrvatska pošta Mostar’s employees participated in the MOSS.GO Sports Games

France

La Poste’s first collective agreement dedicated to senior employees

Hungary

Educational postal picnics – Family Days at Magyar Posta

Hungary

Excellence in sign - A mini sign language dictionary at Magyar Posta

Hungary

Orienting new employees – Welcome Day at Magyar Posta

Hungary

Magyar Posta’s Postal Inclusion programme supports people with disabilities entering the labour market

Italy

“INSIEME”: Poste Italiane’s internal entrepreneurship programme

Jersey

Jersey Post creates career pathways for Jersey’s next generation

Lithuania

The “Postal Bees” of Lietuvos paštas

Lithuania

Walking Together: Lietuvos paštas’ WALK15 challenge

Portugal

Road safety at CTT

Slovenia

Pošta Slovenije builds a culture of health

Spain

Correos marks “8M” special days on women’s health and well-being

United Kingdom

Royal Mail apprenticeships

Practices aimed at PostEurop members’ personnel, such as the development of skills, health and well-being at work, workplace ergonomics, promotion of diversity and non-discrimination.

COUP DE COEUR 2026 'EMPLOYEES' CATEGORY WINNER

Italy - Poste Italiane

'INSIEME': Poste Italiane's internal entrepreneurship programme



RUNNERS-UP

France - La Poste Groupe
La Poste Groupe's first collective agreement dedicated to senior employees

Hungary - Magyar Posta
Magyar Posta's Postal Inclusion programme supports people with disabilities entering the labour market

Slovenia - Pošta Slovenije
Pošta Slovenije builds a culture of health

United Kingdom - Royal Mail
Royal Mail apprenticeships

Belgium

Star4u: bpost's employee-driven programme supports charity organisations



Our employee-driven programme supports non-profit organisations where bpost employees actively volunteer and contribute to local communities.



Activities:

Star4U provides financial support to non-profit organisations in which bpost employees are actively involved as volunteers, board members or contributors.

Each year, employees are invited to submit applications on behalf of their organisations. Eligible projects are assessed by a jury based on predefined criteria linked to community impact and alignment with bpost's societal engagement priorities.

In addition to standard grants supporting projects or operating costs, the jury selects a number of "Jury Favourites" receiving additional funding.

The programme is implemented through an annual call for applications, a selection process involving employee representatives and external experts, and a communication campaign aimed at raising awareness of employee community engagement and amplifying the impact of supported organisations.

Result & Impact:

Star4U strengthens employee engagement by recognising and supporting employees' voluntary commitment to society. In 2026, 71 organisations received funding, with €82,475 awarded to initiatives promoting inclusion, well-being, education and environmental sustainability.



Contact Person:

Gaëlle Bomans
ESG Manager - Social sustainability
gaelle.bomans@bpost.be

Bosnia and Herzegovina

Hrvatska pošta Mostar's employees participated in the MOSS.GO Sports Games



As a form of teambuilding while raising funds and promoting our company, Hrvatska pošta Mostar's employees took part in MOSS.GO Business Sports Games.



Activities:

MOSS.GO Business Sports Games is a traditional gathering well known for its excellent atmosphere and the opportunity to socialize through sport, and our team once again demonstrated unity, dedication, and a strong competitive spirit.

This is not just a sports competition – MOSS.GO is a platform for networking, team building, and promoting companies that want to be part of Mostar's positive story.

Representatives of Hrvatska pošta Mostar competed in volleyball, futsal, darts, running, chess, and tug of war.

We would particularly like to highlight the outstanding achievement of our colleagues, who won 2nd place in the tug-of-war competition, a great testament to teamwork and sportsmanship.

Through competitiveness, effort and enthusiasm, Hrvatska pošta Mostar's employees showed great skills and endurance and represented their company in the best possible way.

Result & Impact:

Through its participation in this sporting event, Croatian Post Mostar sought to promote a message of unity, teamwork, and strong connections among colleagues, while also fostering valuable networking opportunities with representatives of other companies.



Contact Person:

Eugenija Grubeša
Senior Marketing Specialist
eugenija.grubesa@post.ba

France

La Poste Groupe's first collective agreement dedicated to senior employees



In January 2026 La Poste Groupe signed the first agreement to promote employment and improve working conditions for senior employees.

Activities:

Each employee has different needs and ambitions depending on their professional and personal situation, health or age. That is why the agreement outlines 3 main options with related support measures.

- For employees who wish to continue upskilling and lifelong learning, an access to a broad and continuously enriched training program that allows them to update their skills at any age.
- For employees who wish to continue enhance their career path, access to mobility and career advancement, facilitated by annual career development interviews, and the opportunity to work with a Career and Professional Development Advisor to achieve their career goals.
- For employees who wish to reduce their working hours and pass on their skills, a recognition of the role of experienced employees in sharing their knowledge (mentoring, supporting new hires...) and the option to move to a 50% part-time scheme and benefit from a phased retirement with financial support starting at 59 years old.

Result & Impact:

By promoting the continued employment of older employees, La Poste Groupe contributes to the country's economic and social vitality. A recent study shows that these policies regarding senior employment represent €1.5 billion in avoided costs for society.



Contact Person:

Laurence Hulin
Diversity and Inclusion Director
l.hulin@laposte.fr

Hungary

Educational postal picnics – Family Days at Magyar Posta



Family days fostering a sense of community can also educate participants on topics that are vital from both an employer’s and a societal perspective.

Activities:

In 2025, we organised Family Days for all employees of Magyar Posta and their immediate family members at three locations.

Due to geographical dispersion and the diversity of jobs, community building is also important for the company, offering informal community programmes that include activities tailored to the needs of family members of all ages, which – besides expressing appreciation – aim to enhance the employee experience, foster a sense of belonging to the company, and increase loyalty.

As our organisation operates nationwide, our employees are in close contact with the public, thus, among the free events available at the Postal Picnics, social responsibility plays a prominent role alongside entertainment and cultural activities for different age groups.

Educational activities on lifesaving, crime prevention, employment for people with disabilities, and victim support are special features on Family Days.

Result & Impact:

Besides creating a good atmosphere, consciously addressing socially important, sensitive topics at corporate Family Days has a major impact on employees’ lives. Educating 8,000 people (including family members) who live and work across the country is a significant and noteworthy step.



Contact Person:

Zsolt Salamon
Human Resources Director
Titkarsag@posta.hu

Hungary

Excellence in sign - A mini sign language dictionary at Magyar Posta



As the number of hard of hearing employees is growing, HR is committed to preventing their isolation from or a language barrier with hearing staff.



Activities:

At the National Logistics Centre, the number of hearing-impaired employees has increased in the forklift-free zone which was established as a basic requirement for accident-free work. This staff increase raised certain issues among the workforce, and, to address these, the help of a civil society partner was sought.

In collaboration with the National Association of the Deaf and Hard of Hearing, and with our hearing-impaired colleagues spearheading the initiative, an illustrated mini sign language dictionary was compiled and published.

The dictionary covers 3 topics: general, everyday phrases related to social interaction, work-related expressions to ensure smooth employment, and organisation-specific concepts to ensure accuracy in performing tasks.

Knowing the basics of sign language helps the hard of hearing, their immediate co-workers, and managers in their daily interactions. Naturally, the ties between them are not solely due to the dictionary, but it certainly paved the way for the first steps.

Result & Impact:

The use of the illustrated mini dictionary has brought about dialogue among colleagues who used to have difficulties communicating. Based on the positive reception of the dictionary, we have begun developing dialogue situations.



Contact Person:

Zsolt Salamon
Human Resources Director
Titkarsag@posta.hu

Hungary

Orienting new employees – Welcome Day at Magyar Posta



Magyar Posta’s onboarding programme offers a variety of opportunities to help new employees settle in. Here, we highlight the most popular features.

What are the 3 phrases from today’s Welcome Day that you will take away with you?



What are the 3 phrases from today that you will take away with you?



Activities:

At our company, organised, conscious on-boarding is part of our employer brand that reinforces our inclusive corporate culture.

Over 4,000 new employees with electronic postal access have participated in our corporate onboarding programme (Welcome Time). Its most popular element is the monthly orientation day (Welcome Day) for new entrants in Magyar Posta’s routing divisions. Its goal is for new employees to receive useful info and practical tips directly from departmental representatives to help them settle in.

The overall aim is for them to get to know one of Hungary’s largest firms, become familiar with its jargon, understand how it operates, and recognise their place and role within it.

Key topics: history, services, basic concepts, strategic directions, HR information, corporate communications, training, professional development. Welcome Day is popular; departments compete for speaking slots and new employees show active interest. Senior executives also often attend the programme.

Result & Impact:

Experience-based onboarding is today an organisational need. Welcome Day, launched in July 2022, has now been held 46 times, involving over 800 people. New entrants highly value the care they receive and say that they have never experienced such a supportive programme even among market players.



Contact Person:

Zsolt Salamon
Human Resources Director
Titkarsag@posta.hu

Hungary

Magyar Posta's Postal Inclusion programme supports people with disabilities entering the labour market



Entering the labour market poses countless challenges for people with disabilities, and Magyar Posta seeks to help them face these successfully.



Activities:

The Inclusion Programme is a “job trial” scheme for young first-time job seekers with disabilities, giving them the chance to get a taste of the working world, to test their abilities in the open labour market, to identify their strengths and areas for improvement, and to gain experience over the course of a week in a supported environment, guided by a mentor, performing tasks suited to their previously identified skills. In addition to aiding individuals, the programme helps bolster an inclusive approach within our corporate culture.

For our employees, getting to know young people with disabilities and gaining personal experiences has clearly reduced fears and prejudices. Based on these experiences, we have created special positions that benefit both the participants and the company.

The programme offers additional benefits to the young people involved, aiding their independence, boosting their self-esteem, and helping them feel like useful members of society, which they clearly are.

Result & Impact:

A total of 36 people participated in the Inclusion Programme in 10 groups at 7 locations. Of these, 12 were later employed in special positions. In addition to creating a sense of security, another major achievement of the programme was that new employees joined our company.



Contact Person:

Zsolt Salamon
Human Resources Director
Titkarsag@posta.hu

Italy

“INSIEME”: Poste Italiane’s internal entrepreneurship programme



Bottom-up innovation programme connecting people’s ideas and skills to spread purpose and generate entrepreneurship and shared value.



Activities:

INSIEME is Poste Italiane’s internal entrepreneurship programme, launched in 2021 to engage employees in creating shared value for stakeholders.

Through a dedicated platform, anyone can propose innovative and sustainable ideas and collaborate by contributing their skills within self-organized teams.

So far, the program has generated over 3,200 ideas. The selection for the 4th edition will take place in July 2026, and the most promising proposals will advance to a Bootcamp in October.

During this phase, teams, supported by mentors, will further develop their projects and present them to a jury. Selected projects will then enter an incubation phase (approximately four months) to refine concepts and develop potential prototypes.

The journey will conclude with a final event in March 2027, after which the best ideas will be implemented to generate tangible sustainability impacts.

Result & Impact:

3,200 ideas, 90% engagement, and 10+ projects implemented with environmental and social impact. Examples: Green Fuel (€2.9M reduction by 2030) and Scarpa Vecchia (shoe recycling initiative, –60 tonnes CO2). The program won 3 corporate awards for Best Company Program in People Engagement.

 Find out more about this initiative on their website.

Posteitaliane

Contact Person:

Luca Lanetta
Head of Development, Change Management
and Digital HR
luca.lanetta@posteitaliane.it

Jersey

Jersey Post creates career pathways for Jersey's next generation



Supporting young islanders through work experience, employment and training, helping them build skills, confidence and sustainable careers.



Activities:

Jersey Post is committed to creating opportunities for young people and developing the next generation of employees.

Through a partnership with Prosper, a local recruitment agency, we provide employment opportunities for individuals who may choose not to pursue further education, face financial barriers, or wish to enter the workforce directly.

The initiative provides meaningful entry routes into employment, supported by training, mentoring and clear career progression opportunities. Young recruits gain practical workplace skills, industry knowledge and experience within a respected local employer.

We also provide work experience for students aged 14-18. Placements of up to two weeks allow students to experience different business functions, helping them explore career options and build workplace confidence. By investing in local talent, Jersey Post helps young people build successful futures while strengthening the sustainability of its future workforce.

Result & Impact:

In 2025, Jersey Post employed six young people directly from school, providing training and clear career pathways. We also hosted 13 work experience students aged 14-18, receiving special recognition for supporting work experience locally.



Contact Person:

Aimie Tonsberg
Human Resources Director
aimie.tonsberg@jerseypost.com

Lithuania

The “Postal Bees” of Lietuvos paštas



Postal Bees recognize employees embodying company values via peer nominations, voting, and rewards: honor, title, and bonus.



Activities:

The project launched after a company’s strategy refresh, when a values ambassador team sought ways to engage Lietuvos paštas’ 2,600+ geo-graphically dispersed employees in varied roles.

Initially only managers could nominate; this was soon opened to all employees. Year one ran monthly, selecting 9 “Postal Bees” per month, with strongest uptake among regional/oper-ations staff — administration took longer to embrace public recognition but now contributes over half of nominations. Later the format was simplified to 3 cycles/year (one per value).

From 2024 Q2, nomination criteria moved from demonstrating all three values at once to recognizing one specific value in a defined period, encouraging recognition of concrete behaviour.

Selection combines a committee vote with a company-wide employee vote, now weighted equally. Over the years, 150+ employees have been awarded, with almost no repeat winners. Currently: 3 annual cycles, 5 Post Bees per cycle (one from administration, one from operations, three from the Network division).

Result & Impact:

We have on average 20 nominations/cycle and ~18% employee voter turnout over 3 years. Engagement scores rose notably, especially in the network division. The “Post Bee” title is now a formal criterion in the collective agreement for restructuring decisions. Most winners remain employed at the company.



Contact Person:

Eglė Liagaitė
L&D Project Manager
E.Liagaite@post.lt

Lithuania

Walking Together: Lietuvos paštas' WALK15 challenge



A company-wide initiative inspiring employees to improve well-being, strengthen teamwork and build healthier everyday habits through walking.



Activities:

Between 11 May and 10 June 2026, Lietuvos paštas brought together nearly 500 employees in a month-long WALK15 challenge designed to improve well-being, strengthen teamwork and encourage healthier everyday habits.

Participants joined six teams representing different regions and units, creating friendly competition across the organization.

Using the WALK15 app, employees tracked their daily steps, motivated one another and turned everyday movement into a shared organizational goal. The original target of 30 million steps was exceeded before the halfway point of the challenge, leading to an even more ambitious goal. By the end of the initiative, employees had collectively completed more than 100 million steps.

To extend the experience more than 80 Lietuvos paštas employees took part in a Walking Challenge during the Vilnius Pink Soup Festival, making Lietuvos paštas the largest participating company and earning the organization the award for the largest participating team.

Result & Impact:

At Lietuvos paštas, well-being is an investment. The challenge helped colleagues build healthy habits and connected staff across regions and functions. Combining digital engagement with a public walk, it reinforced the commitment to an active, inclusive, and connected workplace.



Contact Person:

Renata Jonaitienė
Marketing Group Manager
R.Jonaitiene@post.lt

Portugal

Road safety at CTT



Enhance road safety by reducing accidents and promoting safe driving behaviours through innovative driver training using simulation technology at CTT.



Activities:

CTT implemented a comprehensive Road Safety and Prevention Plan focused on reducing operational risk and promoting safe driving behaviours.

A key component was the deployment of advanced driving simulators to deliver immersive, scenario-based training to fleet drivers.

The simulators replicate real-life conditions such as adverse weather, urban constraints and unexpected hazards, allowing drivers to safely practice risk avoidance and decision-making skills. Training sessions were conducted across multiple operational units, targeting high-exposure drivers and progressively expanding coverage.

This initiative was supported by continuous monitoring of driving performance and alignment with internal safety policies.

The programme has been developed and implemented between 2023 and 2025, with ongoing reinforcement and scaling across the organisation.

Result & Impact:

The initiative contributed to a reduction in accident rates, improved driver awareness and safer behaviours, reinforcing CTT's safety culture. YoY figures 24/2m5 showed a 20% accident reduction, as a result of an action plan structured into different initiatives, including training through simulator.



Contact Person:

Nuno Galao
Road safety manager at CTT
nuno.n.galao@ctt.pt

Slovenia

Pošta Slovenije builds a culture of health



Embedding Workplace Health Promotion into leadership, everyday work and employee engagement to create a sustainable culture of health.



Activities:

Workplace Health Promotion has long been central to Pošta Slovenije’s commitment to employee wellbeing. Since 2024, these initiatives have been integrated into a structured company-wide approach with stronger leadership engagement, clear governance and continuous evaluation. The programme supports around 5,500 employees across post offices, logistics centres and regional business units nationwide, ensuring equal access regardless of role or location.

A 24-member Health Team drives on-going development, while 280 managers act as Health Ambassadors, promoting healthy behaviours through leadership and everyday support.

The programme combines prevention, mental wellbeing, ergonomics and healthy lifestyles through education, webinars, workplace adaptations, vaccinations, sports events, FIT Weekends, confidential psychological support, health coaching and burnout support. It represents a long-term investment in people, organisational resilience and sustainable business performance.

Result & Impact:

More than 30% of employees participated in at least one health promotion activity during the past year. FIT Weekend participation doubled between 2024 and 2025, while 99% of participants would recommend the programme. Employee feedback demonstrates strong awareness and engagement.



Contact Person:

Matjaž Vekjet
Senior Workplace Health Promotion Specialist
matjaz.vekjet@posta.si

Spain

Correos marks “8M” special days on women’s health and well-being



On International Women’s Day, the company promoted several special days focused on the care, prevention and promotion of women’s health stood out.



Activities:

Within the “8M” framework of International Women’s Day, and given that 54% of the work-force are women (a total of 24,779), Correos promoted various initiatives aligned with its commitment to promoting health and well-being.

From a comprehensive perspective, complementary activities were developed, in different formats, aimed at informing, raising awareness and promoting healthy habits in the workforce, contributing to improving their quality of life.

Among the actions carried out are a conference on menopause, given by an expert midwife, focused on care and its impact on health; a round table on well-being in women, which promoted the exchange of experiences and reflections; and the development of a visual guide with practical recommendations on nutrition, rest, exercise and women’s health.

Result & Impact:

These initiatives improved awareness of women’s health and promoted healthy habits through active participation. Specially, the menopause talk generated great interest. This initiative has been highly significant, given that 54% of Correos employees are women, representing a total of 24,779.



Contact Person:

Herminia Ferreira Fernandes
Head of the Occupational Health and Safety
Deputy Directorate
herminia.ferreira@correos.com

United Kingdom

Royal Mail apprenticeships



Creating lifelong learning opportunities that help colleagues gain skills, qualifications and rewarding careers.



Activities:

Apprenticeships are a key part of our commitment to lifelong learning, creating opportunities for colleagues to gain new skills, progress and fulfil their potential.

Through programmes spanning engineering, fleet, driving, logistics, operations, project management, business and degree-level study, colleagues earn while they learn, gaining practical experience alongside recognised qualifications.

Our apprenticeships offer supports both new and existing colleagues. Early careers programmes provide accessible routes into rewarding careers, while our Scholar programme enables colleagues to deepen expertise, retrain in new disciplines and prepare for future career moves. We also use higher and degree apprenticeships to open up learning opportunities that may otherwise be out of reach, helping colleagues achieve qualifications they never thought possible.

Every apprentice benefits from tailored development, mentorship and peer support while building the skills needed to thrive.

Result & Impact:

In 2025-26, 311 colleagues joined an early careers apprenticeship (+39% YOY) and 207 colleagues completed a Scholar apprenticeship. 82% of colleagues on degree-level manager apprenticeships had not previously studied at degree level, therefore opening access to higher education for them.

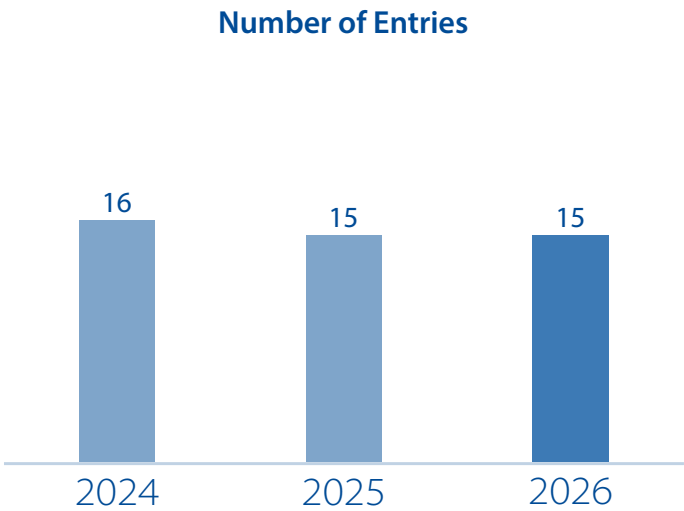
 [Find out more about this initiative on their website.](#)



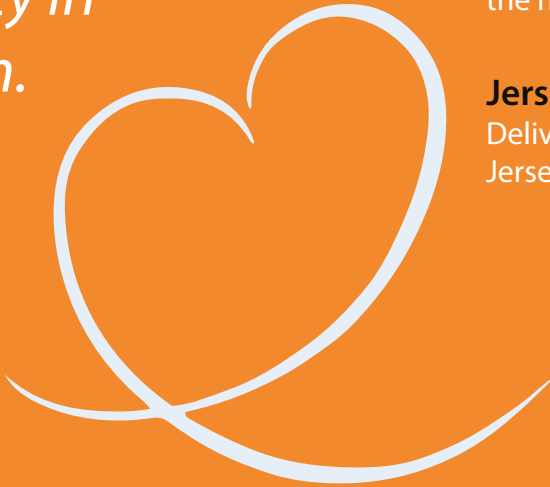
Contact Person:

James Crichton
Head of Talent Management
james.c.crichton@royalmail.com

ECONOMY



Practices having an impact on the local economy, communities and society at large, such as fundraising and awareness-raising campaigns, support for vulnerable social groups, sustainability of essential services, proximity services, promotion of ethical standards and sustainability in supply chain.



Bosnia & Herzegovina

BH Pošta supports “Life with Down syndrome” association

Bosnia & Herzegovina

Children learn about the postal service from an early age through BH Pošta

Bosnia & Herzegovina

Hrvatska pošta Mostar raises awareness through the stamp issue “World Autism Awareness Day”

Bulgaria

Bulgarian Posts facilitate exchange of levs into euros for free at post offices

Croatia

Hrvatska pošta connects education with logistics industry: learning through experience

Germany

Postal services for everyone - the new inclusive DHL Poststation

Jersey

Delivering more than mail: Jersey Post supports local charities

Lithuania

“No one left behind”: Lietuvos pastas helps seniors with digital postal services

Netherlands

PostNL delivers birthday happiness together with Stichting Jarige Job

Netherlands

PostNL enables millions to independently access digital services

Portugal

When a call becomes care: CTT and SOUMA for inclusion

Romania

“Breaking the Silence on School Violence” Pošta Română Takes a Stand Against Bullying and Harassment

Spain

Correos partners with AXA to offer insurance brokerage at post offices

Spain

Mass immigration regularization processed through Correos post offices in Spain

United Kingdom

Royal Mail partners with the British Heart Foundation

De favoriete bezorger voor iedereen



COUP DE COEUR 2026 'ECONOMY' CATEGORY WINNER

Netherlands - PostNL

PostNL enables millions to independently access digital services



RUNNERS-UP

Bulgaria - Bulgarian Posts
Bulgarian Posts facilitate exchange of leva into euros for free at post offices

Germany - Deutsche Post DHL
Postal services for everyone - the new inclusive DHL Poststation

Portugal - CTT Portugal Post
When a call becomes care: CTT and SOUMA for inclusion

Romania - Poșta Română
"Breaking the Silence on School Violence" - Poșta Română Takes a Stand Against Bullying and Harassment

Bosnia and Herzegovina

BH Pošta supports “Life with Down syndrome” association



BH Pošta supported “Life with down syndrome” association with a special postage stamp and FDC.



Activities:

BH Pošta supported Life with Down Syndrome Association of the Federation of Bosnia and Herzegovina with a special postage stamp and FDC.

Since 2006, World Down Syndrome Day has been observed annually on March 21 to raise awareness about this genetic condition and the challenges faced by people with Down syndrome. Down syndrome is caused by the presence of an extra chromosome on the 21st chromosome pair, meaning that individuals have 47 chromosomes instead of the usual 46. The cause of the condition was discovered in 1959 by the French geneticist Jérôme Lejeune. The Life with Down Syndrome Association of the Federation of Bosnia and Herzegovina provides support to children and young people with Down syndrome and their families. It cooperates with national and international organizations and institutions. Through education, public advocacy, and the promotion of human rights, the Association works to reduce prejudice and improve the quality of life of people with Down syndrome. It also advocates for better education, vocational training, and employment opportunities in the open labour market.

Result & Impact:

As a socially responsible company, BH Pošta wished to show appreciation and support the Life with Down Syndrome Association of the Federation of Bosnia and Herzegovina in upbringing, education and rehabilitation of children/persons with Down syndrome. Hopefully, our activities have helped to raise awareness of their efforts.



Contact Person:

Branka Sumenić-Bajić
Head of BH Stamp and Graphic Design Unit
brankab@posta.ba

Bosnia and Herzegovina

Children learn about the postal service from an early age through BH Pošta



Introduce children to the workings
of postal operations.



Activities:

There are places in every city that children usually see only from the outside. Then, one day, they step inside, and everything suddenly becomes new and fascinating. This is what the encounter between children, young people, and BH Pošta looks like.

Throughout the year, our post offices across Bosnia and Herzegovina open their doors to kindergartens, primary schools, and secondary schools.

These visits are far from a traditional classroom experience. Learning takes place through observation, questions, and smiles. Children watch postal operations at the counters, listen to the stories of postal employees, and discover that behind every small parcel lies an entire world of people, processes, and movement. For some, it is the first time they have seen how a message can “travel” without being displayed on a screen.

Result & Impact:

What they take home is not only new knowledge, but also an appreciation that behind every service are dedicated people working quietly, yet connecting countless lives everyday.



Contact Person:

Branka Sumenić-Bajić
Head of BH Stamp and Graphic Design Unit
brankab@posta.ba

Bosnia and Herzegovina

Hrvatska pošta Mostar raises awareness through the stamp issue “World Autism Awareness Day”



The idea of Hrvatska pošta Mostar’s stamp issue “World Autism Awareness Day” was to raise awareness about autism as a lifelong congenital condition.



Activities:

This stamp was issued on 2 April 2025, World Autism Awareness Day, to draw attention to the growing problem of this complex disorder.

The colors represent the diversity and complex state of this condition. Autism is a lifelong congenital condition. It can range from very severe to mild, where children are able to attend regular schools with the help of assistants and can achieve a high degree of independence in their lives.

This stamp issue was also presented at the 10th Balkan International Autism Conference. The stamp was presented by Željka Šaravanja, Head of the Philately Department, who on this occasion presented a gift — a complete set of the commemorative stamp issue — to Igor Antunović, President of the Association for Supporting Children with Developmental Difficulties from the Autism Spectrum, “Blue Ribbon” Mostar (Bosnia and Herzegovina).

Result & Impact:

Autism awareness was achieved through the promotion of this stamp in the media, social platforms and the 10th Balkan International Autism Conference. The message was early diagnosis and properly targeted support are necessary for fulfilling life for autistic people.



Contact Person:

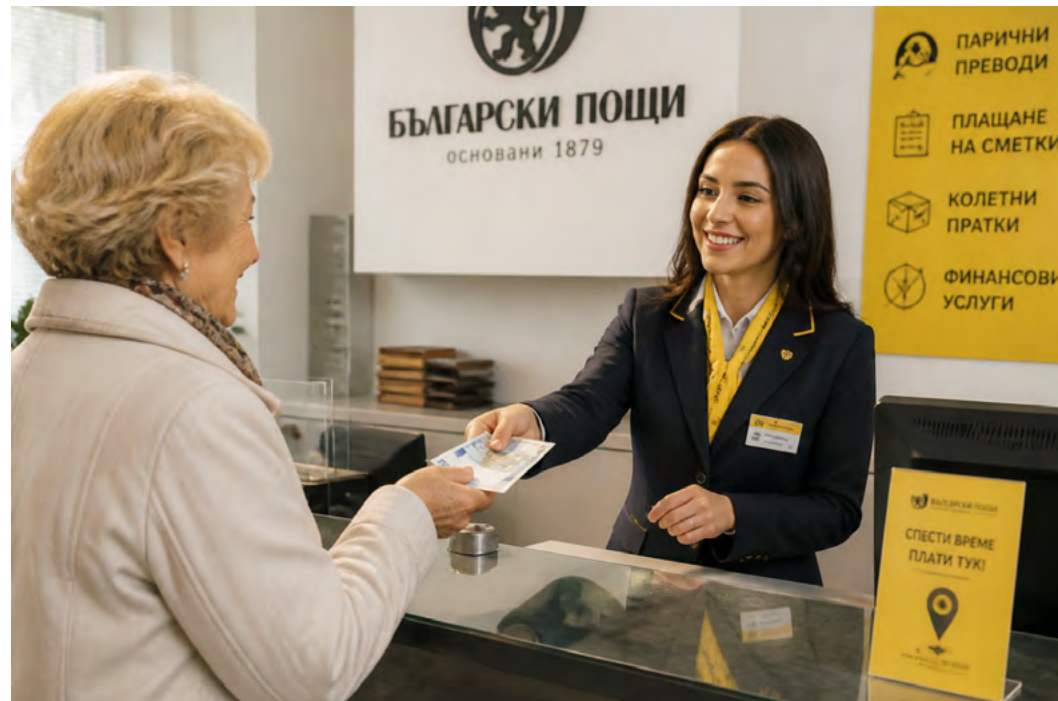
Željka Šaravanja
Head of Philately Department
zeljka.saravanja@post.ba

Bulgaria

Bulgarian Posts facilitate exchange of levs into euros for free at post offices



The service aims to provide Bulgarian citizens with the opportunity to exchange their lev holdings without any fees or additional financial burden.



Activities:

In view of Bulgaria's entry into the Eurozone on 1 January 2026, during the first six months of 2026, Bulgarian Posts played a key role in the process of exchanging Bulgarian levs for euros.

In 2,230 post offices located in settlements without banking institutions, citizens were able to exchange their levs for euros free of charge. The service ensured access to financial services for people living in villages and smaller communities.

This initiative was further supported by an information campaign launched by Bulgarian Posts in August 2025 in cooperation with local authorities. Through meetings with citizens and informational events, the procedures and conditions for currency exchange were explained to the public.

A total of 311 events were held by the end of 2025. The service was entrusted to the company as an SGEI by means of a Decision of the Council of Ministers of the Republic of Bulgaria.

Result & Impact:

During the period from 5 January to 31 May 2026, a total of 218,333 currency exchange transactions converting Bulgarian levs into euros were carried out at post offices offering the free exchange service, with a total exchanged amount of over 283 million leva.



Contact Person:

Kalina Toteva
Head of International Affairs Department
k.toteva@bgpost.bg

Croatia

Hrvatska pošta connects education with logistics industry: learning through experience



Providing elementary and high school, and students with insight into modern logistics and postal operations through visits and learning experiences.



Activities:

Hrvatska pošta has developed a unique programme that opens its National Sorting Centre to pupils and students of various educational profiles.

The initiative provides first-hand insight into one of Croatia's largest logistics systems and helps participants connect theoretical knowledge with business processes.

The programme includes guided tours of the national sorting centre and high-bay warehouse, expert-led presentations, live demonstrations of automation and logistics technologies, postcard-writing workshops, and insights into postal operations.

Participants also have the opportunity to engage in discussions about career paths in logistics and postal services. Over the past year, Hrvatska pošta has welcomed numerous groups from schools, vocational institutions and universities from Croatia and abroad. By opening its facilities, Hrvatska pošta promotes logistics professions, strengthens cooperation between education and industry, and supports the development of future professionals.

Result & Impact:

The programme provided hundreds of young people with valuable hands-on experience in logistics and postal operations. It strengthened cooperation between education and industry, supported career orientation and helped develop future professionals for the logistics sector.



Contact Person:

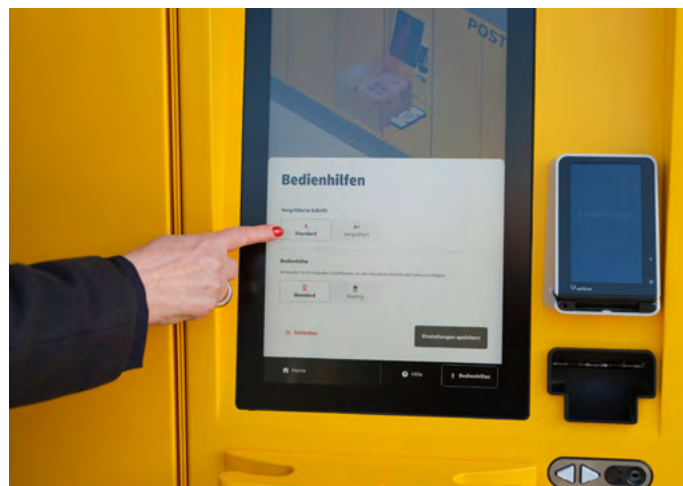
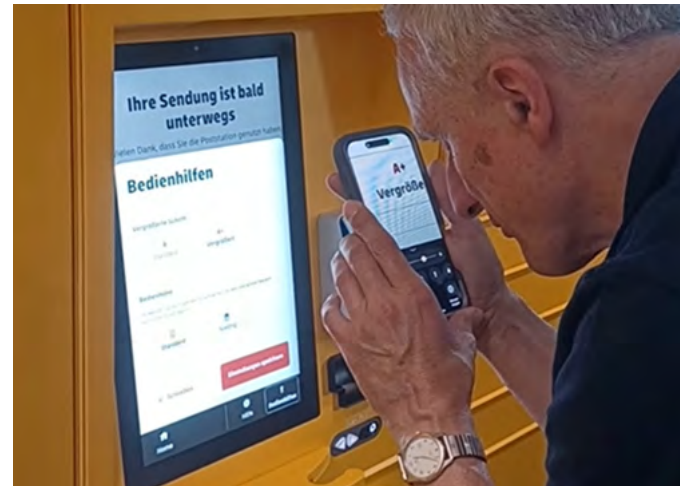
Jelena Pavičić
Corporate communications expert
jelena.pavicic@posta.hr

Germany

Postal services for everyone - the new inclusive DHL Poststation



Accessibility is essential. Inclusive Poststation enable independent access to essential postal services for everyone, regardless of ability or age.



Activities:

DHL took the opportunity of developing next-generation self-service infrastructure to place inclusion and independent access at the center of the initiative.

Inclusive Poststation were developed to reduce barriers in self-service postal operations and support equal access to essential services.

As automation and self-service expand, many people still face exclusion due to disabilities, age-related limitations or low digital confidence. People with disabilities, older customers, major German disability associations and DHL employees with disabilities were actively involved in UX interviews, usability tests and feedback sessions, directly shaping the design of the new Poststation.

The initiative is considered exemplary by disability associations. The Poststation combine physical and digital accessibility measures to support independent use. More than 300 inclusive Poststation have already been installed across Germany.

Result & Impact:

The inclusive Poststation reduce barriers and enable more independent access to postal services. The initiative strengthens equal participation in everyday life and shows how automated public services can remain inclusive and people-centred.



Find out more about this initiative on their website.



Contact Person:

Karin Pientka
Project Manager
karin.pientka@dhl.com

Jersey

Delivering more than mail: Jersey Post supports local charities



By using our network, fleet and people, Jersey Post provides charities with unique opportunities to raise awareness, funds and support.



Activities:

As a postal operator, we can support local charities in ways that few other organisations can. With our Direct2Homeservice, we deliver charity brochures at a discounted rate, enabling organisations to raise awareness, promote campaigns and generate donations.

With access to 44,257 households across the island, the service provides charities with a powerful communication channel that would otherwise be costly to access.

We also use our fleet to increase charity visibility. Each year, a selected charity receives a fully wrapped Jersey Post vehicle, turning a delivery van into a moving advertisement seen across the island every day.

In addition, our employee-led Charity Committee organises fundraising activities throughout the year, including community events, challenges and workplace initiatives. Beyond financial support, employees contribute their professional skills and expertise to assist charities wherever possible, creating lasting value for community organisations.

Result & Impact:

In 2025, Jersey Post delivered 132,771 charity brochures through its Direct2Home service, helping charities raise awareness and funds. Employee fundraising activities generated £17,000 for Jersey Hospice, while charity vehicle branding increased visibility and community engagement across the island.

 [Find out more about this initiative on their website.](#)



Contact Person:

Amy Pearce
Head of Marketing
Amy.Pearce@JerseyPost.com

Lithuania

“No one left behind”: Lietuvos pastas helps seniors with digital postal services



The project reduces the digital divide by training seniors and vulnerable groups to safely use e-services, Internet, and communication tools.



Activities:

During 2025, a total of 12 training sessions were delivered on how to use Lietuvos paštas’ LP EXPRESS self-service platform and how to request the services of a mobile postman.

The sessions focused on improving participants’ digital skills and confidence in accessing essential postal services independently.

Building on this success, 12 additional sessions are ongoing in 2026 to continue expanding the project’s reach.

Result & Impact:

The initiative is an important part of our social responsibility commitment. By helping seniors develop the confidence to use digital postal services and request assistance when needed, we ensure that this important audience is not left behind in the ongoing digital transformation.

 Find out more about this initiative on their website.



Contact Person:

Toma Barančiukė
Marketing Project Manager
T.Baranciuke@post.lt

Netherlands

PostNL delivers birthday happiness together with Stichting Jarige Job



PostNL helps children from low-income families celebrate their birthday through a long-term partnership with Stichting Jarige Job.



Activities:

For more than ten years, PostNL and the PostNL Foundation (PostNL Bijzondere Momenten Fonds) have partnered with Stichting Jarige Job to help children who cannot celebrate their birthday because of financial hardship at home.

Jarige Job provides birthday boxes filled with decorations, treats and gifts, enabling children to celebrate both at home and at school.

PostNL supports the initiative by delivering a large share of these birthday boxes free of charge to families across the Netherlands.

In addition, PostNL mobilizes colleagues, customers and partners through nationwide campaigns. Employees volunteer at packing events, while customers can contribute by donating gifts or participating in dedicated fundraising campaigns.

PostNL also uses its logistics network and communication channels to increase awareness and support for the initiative, helping more children experience a memorable birthday.

Result & Impact:

Through its long-term partnership with Stichting Jarige Job since 2016, PostNL helps children from low-income families celebrate their birthday. In 2025, 59,000 gifts were collected, over 1 million parcel locker deliveries generated donations, and hundreds of colleagues volunteered. Together, this contribution helped enable Stichting Jarige Job to support more than 150,000 children in 2025.

 [Find out more about this initiative on their website.](#)



Contact Person:

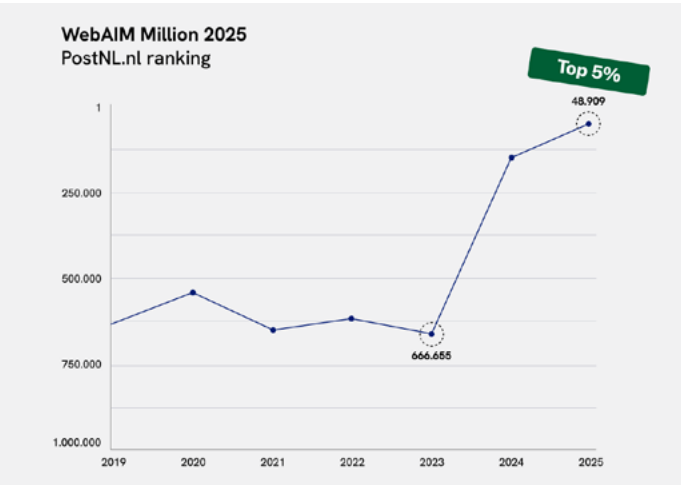
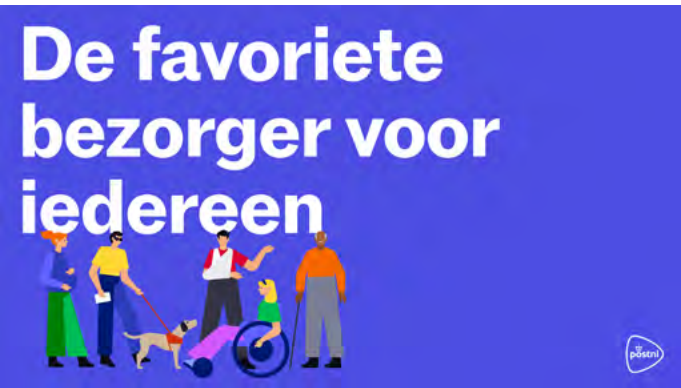
Sigrid Fortgens
Directeur PostNL Bijzondere Momenten Fonds
sigrid.fortgens@postnl.nl

Netherlands

PostNL enables millions to
independently access digital services



Making PostNL’s digital services accessible for people with disabilities, ensuring equal access for all customers.



Activities:

PostNL launched a company-wide initiative to improve the accessibility of its digital channels, including its website and mobile application.

The programme was developed together with people with visual, physical and cognitive impairments, as well as people with low literacy levels and acquired brain injuries.

Their experiences helped identify barriers that prevented customers from independently using PostNL services. The initiative combined user research, accessibility audits, employee awareness activities and accessibility training. Multi-disciplinary teams of designers, developers, content specialists and product owners worked together to improve accessibility across customer journeys. More than 250 digital barriers were identified and removed.

Improvements included support for screen readers, keyboard navigation, adjustable text sizes, improved colour contrast, clearer error messages and other enhancements that make digital services easier to use for everyone.

Result & Impact:

Over 250 digital barriers were removed, enabling people with disabilities to independently access PostNL’s services. Benefiting around 20% of Dutch citizens, the initiative supports EAA compliance and placed PostNL’s website among the world’s most accessible, ranking top 5% of the WebAIM Million.

Find out more about this initiative on their website.



Contact Person:

Peter van Grieken-Frijns
Digital Accessibility Lead
peter.van.grieken@postnl.nl

Portugal

When a call becomes care:
CTT and SOUMA for inclusion



Turning CTT’s call center expertise into a lifeline for vulnerable people, connecting support, dignity and proximity.



Activities:

With SOUMA, CTT leverages one of its core strengths — large-scale human contact — as a driver for social support.

Backed by management, the partnership assists vulnerable families in the Lisbon area through an integrated model that combines the distribution of food baskets with communication and volunteering. Its most distinctive component is a social call center, developed in collaboration with NewSpring, where trained volunteers regularly contact SOUMA beneficiaries to listen, identify emerging needs, and ensure tailored follow-up.

A simple phone call thus becomes a meaningful bridge to combat isolation and social exclusion, reinforcing CTT’s trusted proximity. In parallel, CTT promotes volunteering initiatives, amplifies SOUMA’s work through its corporate communication channels, and supports circular practices.

Structured as a 12-month partnership with automatic renewable, the initiative establishes a continuous, scalable, and replicable model of proximity-based community support.

Result & Impact:

The initiative supports around 580 vulnerable people, turning regular calls into care, trust and early support. It reduces isolation, promotes dignity and strengthens a community model that can be scaled and replicated.

 Find out more about this initiative on their website.



Contact Person:

Miguel Menezes Coelho
Sustainability & Social Impact Specialist
miguel.m.coelho@ctt.pt

Romania

“Breaking the Silence on School Violence” - Poșta Română Takes a Stand Against Bullying and Harassment



Helping children speak without fear about the phenomenon of bullying in schools by giving them direct access to institutional support.



Activities:

In partnership with the Ministry of Internal Affairs and other institutions, Poșta Română launched a campaign to encourage the reporting of violence in schools.

A social awareness video detailing the campaign’s message was for 6 months on all national TV channels. Outdoor advertising was also displayed in schools, on public transport and on urban digital billboards. We provided students in schools across the country, post-age-paid envelopes, that had the police address already printed on them.

These allowed the students to send anonymous reports about situations of aggression in school. Partners from the Ministry of Internal Affairs hosted open informational sessions about the campaign in schools across the country. We essentially built a joint team of parents, teachers, police officers, the students themselves, and postal workers.

Everyone stood united on this issue, working together to protect the mental and emotional health of the children.

Result & Impact:

Informally, we already know that a significant number of reports concerning school aggression have been sent from across the country using the pre-addressed envelopes provided by Poșta Română. We are working to officially compile the total number of reports as soon as possible.



Contact Person:

Sabina Abdula
CSR Representative
sabina.abdula@ro.post

Spain

Correos partners with AXA to offer insurance brokerage at post offices



Insurance mediation is in addition to the essential services offered by Correos to society, thus diversifying the company's income.



Activities:

On 17 December 2024, the partnership agreement with AXA for the distribution of insurance through Correos was signed. The products to be marketed were agreed upon (car, health, home, life, motorbike insurances). Staff were selected and trained, and the necessary technological developments were carried out to create DICO, the mediation platform.

In 2025, more than 300,000 hours of training were delivered on the different products and processes, and a virtual classroom was created to make all this information available to mediators. Various spaces were also adapted to give visibility for customers, raising awareness that this service could be contracted at post offices. On May 15, 2025, the first insurance policy was mediated in a Correos office.

To drive the business, joint work was carried out with AXA to develop campaigns and promotions, as well as to create communication and engagement channels. In 2026, the number of mediating offices increased from 800 to 1,075.

Result & Impact:

In addition to creating a new revenue stream, this initiative has driven a cultural shift across the office network by introducing a new task to the benefit of citizens. Thanks to Correos' extensive reach, any citizen can now access insurance coverage.



Contact Person:

Miguel Menéndez Busto
Head of Insurance Area
miguel.menendez@correos.com

Spain

Mass immigration regularisation processed through Correos post offices in Spain



Correos' post office network serves as an administrative channel assisting vulnerable migrants with regularisation applications and file corrections.



Activities:

Correos supported the 2026 mass immigration regularisation process launched by the Spanish government (Royal Decree 316/2026), by turning its post office network into accessible points for submitting applications for migrants in irregular status or seeking international protection.

Between 14 and 19 April, the operational and IT structure was deployed (digital identity certificates, permissions) and employees were trained for the new task.

From 20 April to 30 June, applicants could submit their immigration forms in 383 post offices, all open in morning hours, some also in afternoons. Prior appointments were required.

From the end of May, the service was strengthened with 48 additional staff, 18 offices for applications' correction and two new offices for applications. From 1 July to 30 September, the second phase will allow applicants to correct files and provide additional documents without an appointment. The project team carried out daily monitoring and territorial coordination.

Result & Impact:

By 16 June, 383 offices had submitted 132,147 applications, with an average service time of 27 minutes. The network offers nearly 9,500 daily appointments and capacity for 715,380 file corrections, bringing an essential public service closer to vulnerable migrants while reducing nationwide barriers.



Contact Person:

Carlos Ares Pazos
Head of SIEG Office Coordination
carlos.ares@correos.com

United Kingdom

Royal Mail partners with the British Heart Foundation



In partnership with British Heart Foundation, Royal Mail are working to protect heart health and save lives in communities across the UK.



Activities:

The British Heart Foundation (BHF) has been Royal Mail's charity partner for over three years. Together, colleagues have raised more than £1.5million, helping to fund lifesaving support for people affected by heart and circulatory disease.

In 2025, fundraising activities ranged from raffles and cold-water challenges to endurance events and mountain climbs. Highlights included Mail Centre teams travelling 2,600 miles through non-motorised activity and raised £40,000, with two colleagues completing five marathons in five days.

Beyond fundraising, colleagues donated 3,293 items of pre-loved clothing and homeware to BHF, generating more than £45,000 and diverting 21.86 tonnes of waste from landfill.

Royal Mail supports BHF's ambition to create a nation of lifesavers, giving colleagues access to the RevivR CPR training tool, with more than 15,000 trained in CPR to date. Further support includes installing defibrillators on parcel lockers and promoting CPR awareness through a postmark on stamped mail.

Result & Impact:

The partnership has funded 405 community defibrillators, helped 312,000 people access heart health information and enabled 211,000 adults and young people to learn CPR. Blood pressure checks reached 91 Royal Mail sites, with colleague engagement and pride increasing.

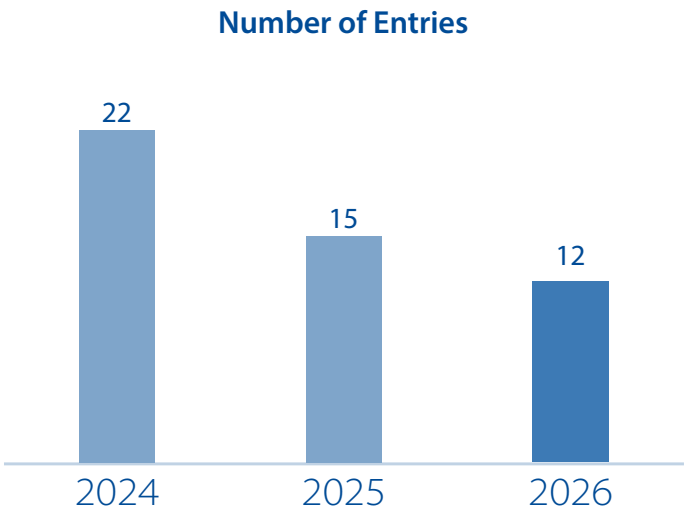
 Find out more about this initiative on their website.



Contact Person:

Jenni Hammond
Senior ESG Manager
jenni.hammond@royalmail.com

ENVIRONMENT



Practices aimed at tackling climate change and protecting the environment, such as smart mobility, green delivery, circular economy, sustainable products and services.

Bosnia & Herzegovina

BH Pošta's solar-powered parcel lockers: a step towards digital postal services

France

La Poste Groupe's "Immersion Climat 2035": How to anticipate and adapt to the climate change of 2035?

France

The "Score écologique" by La Poste Groupe

Greece

Hellenic Post ELTA's 250 electric scooters mark a new era of e-mobility

Italy

Poste Italiane launches internal digital marketplace "Postalo"

Jersey

Jersey Post builds a greener postal network

Lithuania

Lietuvos paštas electrifies urban logistics and parcel locker operations

Netherlands

PostNL: right-sized packaging for smarter and more sustainable fulfilment

Netherlands

PostNL launches solar-powered parcel lockers for a more accessible out-of-home network

Portugal

"One Tree for the Forest": CTT helps restore biodiversity

Spain

Correos Recharge

Switzerland

"2nd Life" workwear for more than 3000 Swiss Post's PostalNetwork employees



RUNNERS-UP

France - La Poste Groupe

La Poste Groupe's "Immersion Climat 2035":
How to anticipate and adapt to the
climate change of 2035?

Italy - Poste Italiane

Poste Italiane launches
internal digital marketplace "Postalo"

Jersey - Jersey Post

Jersey Post builds a greener postal network

Lithuania - Lietuvos paštas

Lietuvos paštas electrifies urban logistics
and parcel locker operations

Netherlands - PostNL

PostNL: right-sized packaging
for smarter and more sustainable fulfilment



COUP DE COEUR 2026 'ENVIRONMENT' CATEGORY WINNER

France - La Poste Groupe

The 'Score écologique' by La Poste Groupe

Bosnia and Herzegovina

BH Pošta's solar-powered parcel lockers: a step towards digital postal services



Some changes in a city do not happen suddenly; they arrive quietly, like a new habit gradually becoming part of everyday life.



Activities:

The solar-powered parcel lockers of BH Pošta are exactly such a step forward.

We have begun installing parcel lockers at locations that are easily accessible to citizens. They offer a new way to send and collect parcels — without rushing, waiting, or adjusting to fixed schedules. Instead, the service adapts to the customer's needs and lifestyle.

Their uniqueness lies not only in their functionality, but also in the way they operate — using solar energy as a reminder that technology can be both simple and environmentally responsible.

Result & Impact:

This project is transforming not only the way postal services are delivered, but also the way we think about the future of the postal sector — making it more accessible, flexible, and aligned with the demands of a rapidly evolving world.



Contact Person:

Branka Sumenić-Bajić
Head of BH Stamp and Graphic Design Unit
brankab@posta.ba

France

La Poste Groupe’s “Immersion Climat 2035”: How to anticipate and adapt to the climate change of 2035?



La Poste Groupe created a virtual reality experience showing how flooding, storms and heatwaves affect working conditions, sites and continuity of activity.



The VR experience: a tool for raising awareness at La Poste Group

La Poste's goal is to **raise awareness** and **help everyone develop a sense of responsibility** regarding the effects of **climate change** through an immersive, multisensory experience.

Address primarily to postal workers and the Group's stakeholders (partners, customers, directors, task force)

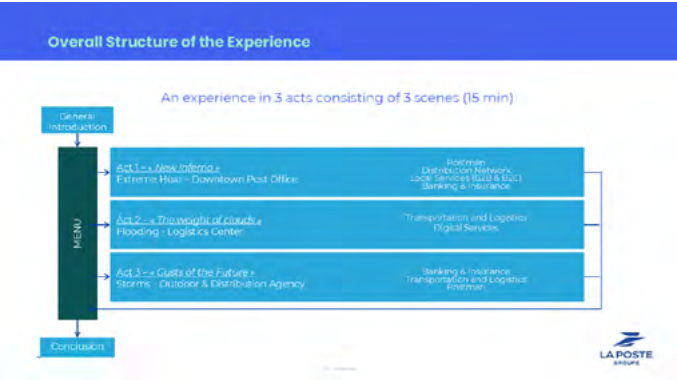
Highlight the challenges facing La Poste's traditional business lines and its strategic activities for the future

Highlight the actions taken by La Poste to build its climate resilience

Use VR features to evoke emotions and inspire people to take action

The purpose of this pilot program is to:

- Enhance the awareness framework to stimulate engagement and innovation through an artificial "out-of-the-office" environment.
- Preview the experience at VivaTech 2026 and make it a key element of our strategic communications



A realistic experience thanks to cutting-edge technologies

Testimonials from postal workers who have experienced the effects of climate change were incorporated into the experiment to make it more realistic:

- A mail carrier who witnessed storms that prevented her from completing her route
- An HR who witnessed a flood in PEC
- A bank teller at a post office during a heat wave

The conclusion drawn by the CEO Marie-Ange Debon

Marie-Ange Debon
Chairwoman and Chief Executive Officer of La Poste Group

Office 2035 (La Poste Group) has been actively committed to combating climate change, adapting to its risks, saving everyone, protecting everyone. Together, we can build climate resilience. Let's move it up in your new "Goodbye".

The user must press a virtual button to end the experience.

Activities:

La Poste Groupe launched an innovative awareness initiative to strengthen understanding of climate change and encourage action.

The project is a short immersive virtual reality (VR) experience designed to go further in raising awareness and encouraging action, both intellectually and emotionally, while supporting the Group's adaptation plan. It was co-designed over nine months by a crossfunctional steering committee and a specialist VR agency, with 50 internal beta-testers and critical reviews at each stage to ensure a realistic, relevant and high-impact result.

It was first launched at VivaTech on 14 June 2026, presented again at the VivaTech exhibition from 17 to 20 June 2026, then scheduled for a first deployment phase in September 2026 at Le Spot in Paris, a showcase venue accessible to both the general public and employees, before a wider rollout in regional flagship office sites.

Result & Impact:

At VivaTech, 477 people experienced the initiative, providing early feedback. It shows that the experience raises awareness, helps participants better understand climate change impacts, makes adaptation solutions more tangible and strengthens their willingness to adapt.

Find out more about this initiative on their website.



Contact Person:

Claire Baritaud
Director, Policies, Expertise and Innovation Unit
claire.baritaud@laposte.fr

France

The “Score écologique” by La Poste Groupe



The “Score écologique” is an innovative tool designed by La Poste Groupe to measure and reduce the environmental impact of sending parcels and letters.



Score écologique



Activities:

La Poste Groupe is the first delivery operator in France to introduce a “Score écologique”, driving more responsible consumption choices.

Initiated in 2020 and launched in 2022 on laposte.fr, this digital tool is designed to be user-friendly, engaging, and educational. Its modeling was developed with the support of recognized environmental experts (consulting firms, government agencies for the ecological transition, WWF, etc.).

The score evaluates four key impact areas : climate change, air quality, packaging circularity, and non-renewable energy consumption. It reflects the overall environmental impact across the customer journey, from packaging to delivery, including both La Poste Groupe’s operations and customer choices.

To calculate your score, simply complete a short questionnaire and receive a rating from A (lowest impact) to E (highest impact). The “Score écologique” is now La Poste Groupe’s flagship environmental label for consumers and is displayed across our entire packaging range.

Result & Impact:

The “Score écologique” has been successful among our customers, with over 900,000 users and an average rating of 4.4 out of 5. It has particularly appealed to a younger and female audience (60% are under 49 and 52% are women). 26% achieved an A rating, 63% a B, 6% a C, 3% a D, and 2% an E.



Find out more about this initiative on their website.



Contact Person:

Judith Dessay
Project Manager
judith.dessay@laposte.fr

Greece

Hellenic Post ELTA's 250 electric scooters mark a new era of e-mobility



Embracing green transportation through an investment that places sustainability and support for Greek entrepreneurship at its core.

Activities:

The addition of 250 state-of-the-art electric scooters to ELTA's fleet underscores the company's commitment to substantially reducing its environmental footprint.

These new vehicles, which produce zero emissions, are highly energy-efficient and operate almost silently, contribute to improving the quality of life in local communities. At the same time, electrification significantly reduces energy consumption and operating costs, enhancing the sustainability and efficiency of postal services. Moreover, this investment carries a 100% Greek identity, as this vehicle is the first Greek electric scooter, designed entirely by Greek engineers and manufactured in Greece.

Through this initiative, ELTA actively supports Greek manufacturing, strengthens domestic expertise, and contributes to the development of the green mobility ecosystem. This choice marks a new era for Hellenic Post, reaffirming its commitment to continuous progress with respect for people, the environment, and Greek society.

Result & Impact:

ELTA actively supports Greek manufacturing, strengthens domestic expertise, and contributes to the development of the green mobility ecosystem.

 Find out more about this initiative on their website.



Contact Person:

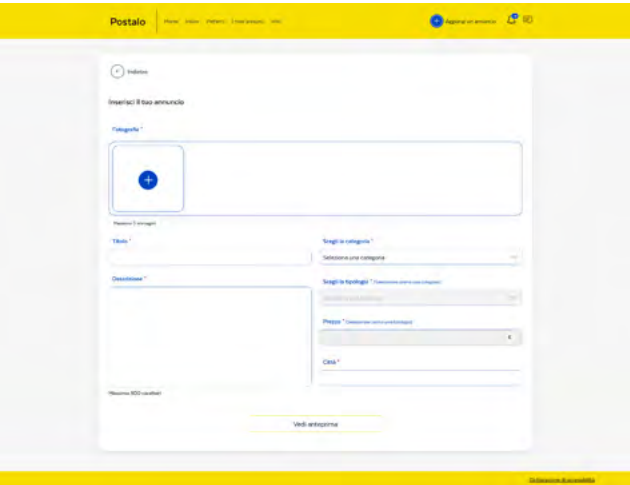
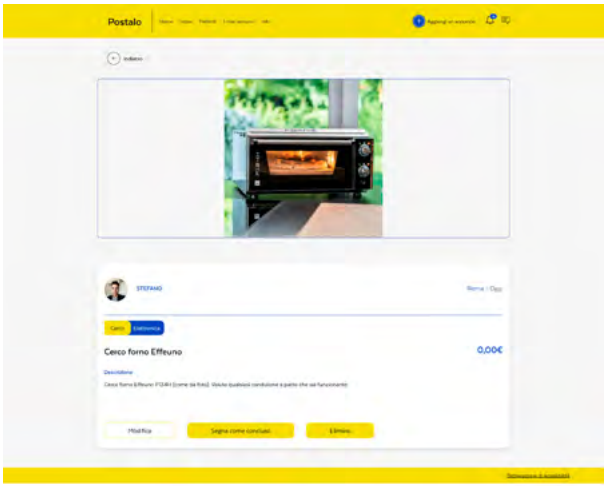
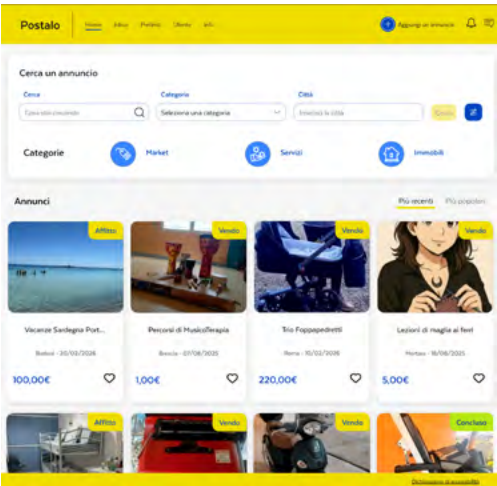
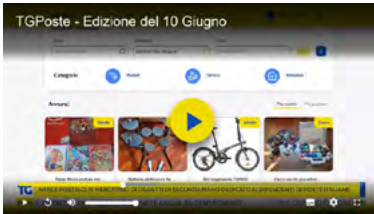
Vicky Mantziari
Head of Public Relations Division
V.Matziari@elta-net.gr

Italy

Poste Italiane launches internal digital marketplace “Postalo”



Postalo is Poste Italiane’s internal marketplace promoting reuse, waste prevention and the circular economy.



Activities:

“Postalo” is Poste Italiane’s digital marketplace, available through the NoiDiPoste app and web portal, where employees can buy, sell, exchange and donate goods and services.

Designed to be intuitive and fully accessible, the platform allows users to create listings with photos and descriptions, search by category, location and price, save favourite items, communicate through integrated messaging and receive personalised notifications. A dedicated back office supports content management, while discounted shipping options facilitate exchanges across the country.

By extending the lifespan of products and encouraging reuse instead of disposal, Postalo helps prevent waste, promotes the efficient use of resources and supports circular economy practices within the company.

Following a pilot phase and initial content seeding, the platform was officially launched company-wide in June 2025.

Result & Impact:

More than 22,000 employees have accessed the platform, around 3,000 listings have been published and over 1,000 items have been reused through sales, exchanges or donations. By extending product lifecycles and preventing waste, Postalo promotes circular economy practices within Poste Italiane.

 Find out more about this initiative on their website.



Contact Person:

Carlo Cortesi
Head of Community Management
and Editorial Team in Internal Communications
Carlo.Cortesi@posteitaliane.it

Jersey

Jersey Post builds a greener postal network



Reducing emissions through fleet electrification and carbon reduction initiatives to help create a more sustainable future for Jersey.



Activities:

As a postal operator, transportation and building operations are significant sources of emissions.

Jersey Post has committed to reducing its environmental impact through a long-term programme of fleet electrification and operational carbon reduction initiatives.

We have invested in electric vehicles over the last 10 years and implemented measures to reduce consumption across our operations which has significantly reduced our emissions.

Fleet electrification has been a key focus, this transition has substantially reduced fuel consumption and associated emissions, while providing a clear pathway towards our targets of operating a fully electric fleet and Net-Zero for Scope 1 and 2 by 2030.

For residual emissions, Jersey Post supports a local carbon balancing programme. Through this, 615 trees have been planted in the endangered Atlantic Forest of Brazil, of which only 6% remain.

Result & Impact:

Since 2021, Jersey Post has reduced Scope 1 and 2 emissions by 80%, including a 97% reduction in Scope 1 emissions. Our fleet is 70% electric, putting us on track for a fully electric fleet by 2030. Through our carbon balancing programme, we have been able to sequester 118.4 tonnes of carbon.

 [Find out more about this initiative on their website.](#)



Contact Person:

Mark Siviter
Chief Executive Officer
Mark.Siviter@JerseyPost.com

Lithuania

Lietuvos paštas electrifies urban logistics and parcel locker operations



Transforming the postal fleet through large-scale electrification to combine operational efficiency, climate resilience and sustainable logistics.



Activities:

Since September 2025, Lietuvos paštas has deployed 202 electric vehicles and 45 hybrids across its postal and logistics network, while implementing a dedicated strategy to electrify urban logistics and parcel locker operations.

The initiative has strengthened operational resilience. During the winter of 2025–2026, diesel vehicles experienced freezing and starting issues, while electric vehicles maintained uninterrupted service continuity.

Looking ahead, Lietuvos paštas is developing an innovative energy accounting model that will allow its electric fleet to generate additional financial returns from electricity consumption, creating a new value stream from fleet electrification.

Result & Impact:

The initiative cut energy costs by 61% per km, while also reducing maintenance requirements, vehicle downtime and road tax costs. The programme avoids 123.9 tons of CO2 emissions per quarter and contributes to a 6% reduction in emissions per parcel. Drivers highlight lower noise and vibration levels.



Contact Person:

Miglė Dromantė
Head of the Transport Group
M.Dromante@post.lt

Netherlands

PostNL: right-sized packaging for smarter and more sustainable fulfilment



Automate right-sized packaging to reduce waste, optimize transport efficiency and help e-commerce businesses prepare for future packaging regulations.

Activities:

PostNL introduced an automated packaging line at its fulfilment centre in Houten that creates a custom-sized box for every order.

By matching the packaging to the exact dimensions of each shipment, the solution eliminates unnecessary empty space, reduces material use and improves vehicle loading efficiency.

The boxes are made from fully recyclable FSC-certified cardboard and require neither tape nor shipping labels, as all shipping information, branding, campaign messages and QR codes are printed directly onto the packaging.

The initiative supports e-commerce customers in making their fulfilment operations more efficient while improving the customer experience.

It also prepares businesses for the upcoming European Packaging and Packaging Waste Regulation (PPWR) by reducing packaging waste and unnecessary transport volume.

Result & Impact:

After processing one million parcels, the solution reduced packaging volume by 13% on average. This saves space equal to around 60 truck trailers or 600 delivery vans, reducing material use, transport emissions and logistics costs.

 [Find out more about this initiative on their website.](#)



Contact Person:

Jan de Vlieger
Senior Process Designer, Fulfilment
suzanne.debrichy@postnl.nl

Netherlands

PostNL launches solar-powered parcel lockers for a more accessible out-of-home network



Deploy fully solar-powered parcel lockers to expand out-of-home delivery without relying on the electricity grid.



Activities:

PostNL introduced the first fully solar-powered parcel lockers in the Netherlands, enabling deployment at locations without a grid connection or where grid congestion delays expansion.

The lockers generate their own renewable energy through solar panels and store it in integrated batteries, ensuring reliable operation day and night and throughout the year.

By eliminating the need for electricity connections, cable installation and related permitting processes, deployment becomes faster, more flexible and less disruptive.

The initiative opens new opportunities to extend the out-of-home network in urban, rural and island communities, improving accessibility for customers while supporting sustainable last-mile delivery.

Following successful pilots, the first lockers were installed in Friesland, with further rollout planned across the country.

Result & Impact:

The initiative removes a key barrier to expanding parcel locker networks by eliminating the need for a grid connection. Solar-powered lockers enable faster deployment, improve accessibility and support more sustainable, future-proof last-mile delivery.



[Find out more about this initiative on their website.](#)



Contact Person:

Jean-Luc Otten
Business Development Manager
suzanne.debrichy@postnl.nl

Portugal

“One Tree for the Forest”: CTT helps restore biodiversity



CTT’s project supports reforestation by planting native species and engaging communities in climate action.



Activities:

“One Tree for the Forest” is a long-term initiative of CTT with NGO Quercus to support the restoration of Portugal’s native forests.

The project focuses on planting indigenous trees and shrubs in protected areas and regions affected by wildfires, contributing to ecosystem recovery and biodiversity conservation.

The initiative combines environmental action with public engagement. Each kit sold in CTT stores or online is converted into the planting of a native tree, linking individual participation to measurable environmental impact.

Planting actions take place annually in mainland Portugal, Madeira and the Azores, typically between late autumn and early spring. These actions involve employees, customers, schools, and local communities, promoting environmental awareness and active citizenship. In parallel, each year is highlighted a native species, raising awareness of their ecological and cultural value and reinforcing the importance of forest preservation and climate change mitigation.

Result & Impact:

The initiative has planted over 150,000 native trees with the support of more than 1,000 volunteers, restoring ecosystems and capturing CO2. It has raised awareness of over 10 native species, such as cherry, olive and carob, engaging employees and communities in environmental responsibility.

 Find out more about this initiative on their website.



Contact Person:

Adriana Costa
Sustainability Specialist
adriana.t.costa@ctt.pt

Spain

Correos Recharge



The project supports Correos’ fleet electrification by deploying our own electric chargers in facilities and tracking their energy use.



Activities:

Correos has more than 4,000 owned vehicles based on alternative technologies, and its goal is to achieve a 50% of sustainable fleet (electric - EV, hybrid, and compressed natural gas vehicles) by 2028, as outlined in its 2024–2028 Strategic Plan.

Within this decarbonisation plan, Correos Recharge initiative supports fleet electrification. Correos has deployed 696 own electric charging points for four-wheeled EVs and 2,562 for two-wheeled EVs. The charging stations have been installed across more than 500 Correos buildings and facilities and allow to monitor the kWh of electricity consumed.

Regarding vehicle specifications, the motorcycles have a range of 150 km in ECO mode, with a battery capacity of 4.8 kWh and a recharge time of 4.5h. The vans have a range of 281 km in ECO mode, a battery capacity of 45kWh and a recharge time of 19.5h (the time for both recharge is for the 100% of its capacity).

Result & Impact:

In 2025, total energy recharged by these owned charging points reached 1,639,587 kWh (equivalent to the annual consumption of 470 households in Spain, on average) with more than 187,900 charging sessions carried out across over 500 facilities, thereby promoting cleaner and more efficient mobility.

 Find out more about this initiative on their website.



Contact Person:

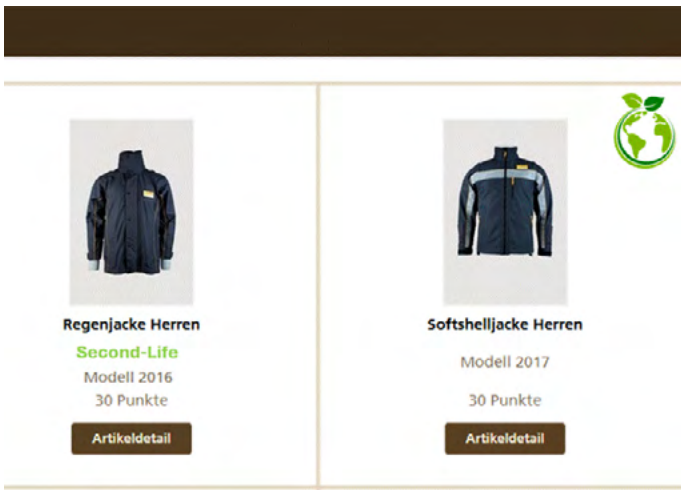
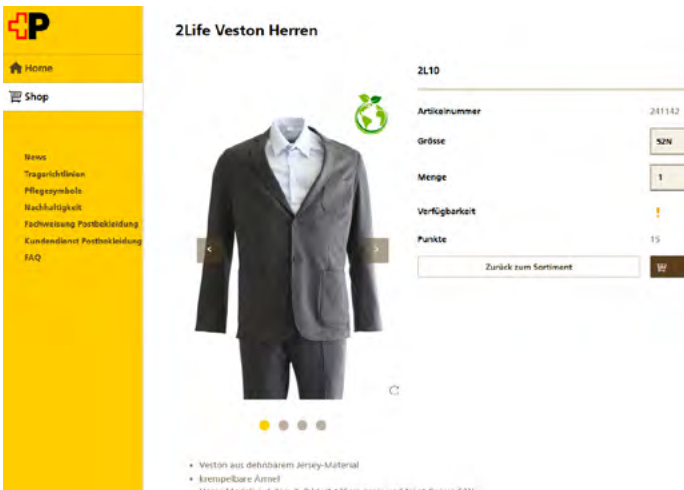
Miguel Ángel Sánchez Hidalgo
Head of Operational Services Area
miguel.sanchez.hidalgo@correos.com

Switzerland

“2nd Life” workwear for more than 3,000 Swiss Post’s PostalNetwork employees



The project extends workwear lifecycles by providing refurbished garments to employees at lower price, reducing waste and conserving resources.



Activities:

PostalNetwork (a business unit of Swiss Post) currently collects workwear that is no longer needed and started 2025 a pilot project to promote circular use.

Items in good condition are professionally refurbished and offered in the existing webshop as “2nd Life” clothing, extending their lifespan. Remaining items are handed over to a partner.

The offer is limited to the business unit PostalNetwork with over 3,000 employees (total employees Swiss Post: around 46,000). The approach was developed by experts within Swiss Post, as well as external partners. The process was tested over six months in 2025, while the ordering process in the webshop was adjusted and “2nd Life” items were marked with a pictogram. In the webshop, employees order workwear using points (a “currency” for workwear); 2nd Life items require fewer points than new items.

Since launch, the offer has been well received by employees and creates both economic and environmental value.

Result & Impact:

The initiative extends workwear lifecycles, cuts waste and new purchases, and promotes circular thinking. Analyses from April to June 2026 show, that the initiative also exceeds environmental and economic targets, saving about €10,000 in procurement costs and around 4 tonnes of CO₂ emissions.



Contact Person:

Vanessa Costa Garcia
Infrastructure Manager
vanessa.costagarcia@post.ch

PostEurop is the trade association that has been representing European universal postal service providers (USPs) since 1993.

Its 53 members in 51 countries and territories collectively operate in over 185,000 postal points and 27,000 parcel lockers, employ 1.6 million people and deliver billions of items a year.

PostEurop promotes greater cooperation, sustainable growth and continuous innovation for the postal industry in Europe and beyond.

Association of European Postal Operators AISBL
Boulevard Brand Whitlock 114
1200 Brussels, Belgium

posteurop.org
+32 2 761 9650
info@posteurop.org

Designed by Hyperion Tree Digital BV
© All Rights Reserved, PostEurop, 2026

Photo credits:
Front cover: Posti (Finland, Sweden, Baltics)
Foreword: CTT Portugal Post
Back cover: Georgian Post

