

The Postal Sector, leading the way in Corporate Social Responsibility

Edition 2018 - CSR Brochure of good practices



FOREWORDS



Jean-Paul Forceville
Chairman of PostEurop

*The European Union is currently facing a core political change. CSR has to be taken into account as the subject of new recommendations and regulations. Thus the European Commission has announced the **European Pillar of Social Rights** and presented its **Mobility Package**. Considering the rise of e-commerce, these are key themes for the sector's development, which has put in place numerous actions answering these European requirements.*



Botond Szebeny
Secretary General of PostEurop

*This 6th edition of PostEurop CSR Brochure does confirm PostEurop's sustainable commitment in **social**, **societal** and **environmental** areas. This brochure has been conceived in order to stimulate good practices exchanges and spreading and has become an inspiration source for our members. It implies very concrete realisations. Hence CSR nowadays constitutes a major asset in development and economic performances.*

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Europe at the time of CSR

In times of dynamic sectoral changes, European postal companies put into practice numerous initiatives aiming to accompany their employees throughout evolutions, and to answer **new social, societal and environmental requirements**. Thus postal operators constitute actors of responsible change in an increasingly demanding European setting.

At the end of 2017, the European Commission thereby put in place the **European Pillar of Social Rights** which aims to reinforce its citizens' rights concerning equal opportunities, access to the labour market, fair working conditions and fair social protection. The social initiatives that constitute this brochure are part of these new European axes, through the development

of new working methods, continuous training of employees, creation of a bond between generations at work and the integration of disabled people.

In a societal perspective, the collected practices do represent a development lever for new services based on trust bonds with consumers.

Europe is a driving force in energy transition and in the fight against climate change. Thus the European Commission has recently published the **Mobility Package**. It aims at creating a more sustainable mobility in a structurally unified European territory. This should be done also by improving security for citizens through the establishment of new security norms for vehicles and installations. Environmental

initiatives in the brochure do echo these challenges, through the continuous development of electrical fleets, battery recycling operations, etc.

The growing importance of **reports and extra-financial grading** does confirm the role of CSR as an evaluation criterion for corporate performance in addition to already existing financial indicators. Several operators are already applying this approach and include CSR in their everyday production processes.

Thus you will discover in this Brochure **45 practices coming from 20 countries** that contribute to fulfilling social, societal and environmental missions advocated by the European Union in innovative ways.

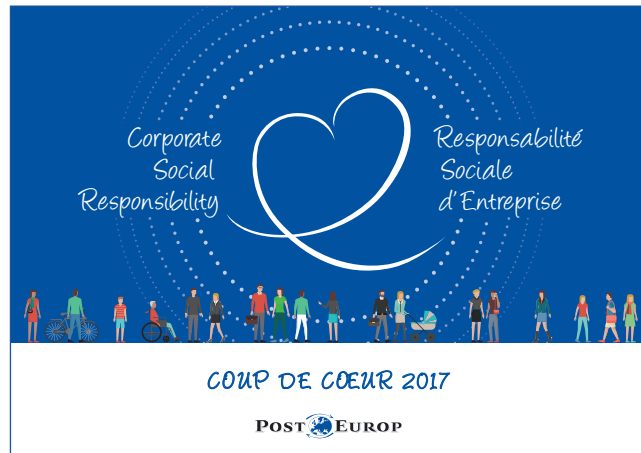


Nathalie Ganzel,
Chairwoman of the CSR Circle



Kalina Toteva,
Vice-chairwoman of the CSR Circle

2017 CSR “Coups de Cœur”



In 2017 three Coups de Cœur have been attributed in the social, societal and environmental categories by a jury of experts. These innovative initiatives illustrate the active role played by European posts within the development of CSR solutions.

Le Groupe La Poste has received the Coup de Cœur in the **Employees category** for its initiative aiming to accompany caregiving postmen and postwomen by assuring them a better work-life balance. Caregiving employees have to support needs of a person close to them. In order to make their everyday life easier, La Poste progressively developed since 2014 a support offer dedicated to them. This ended up in 2017 with the development of an official

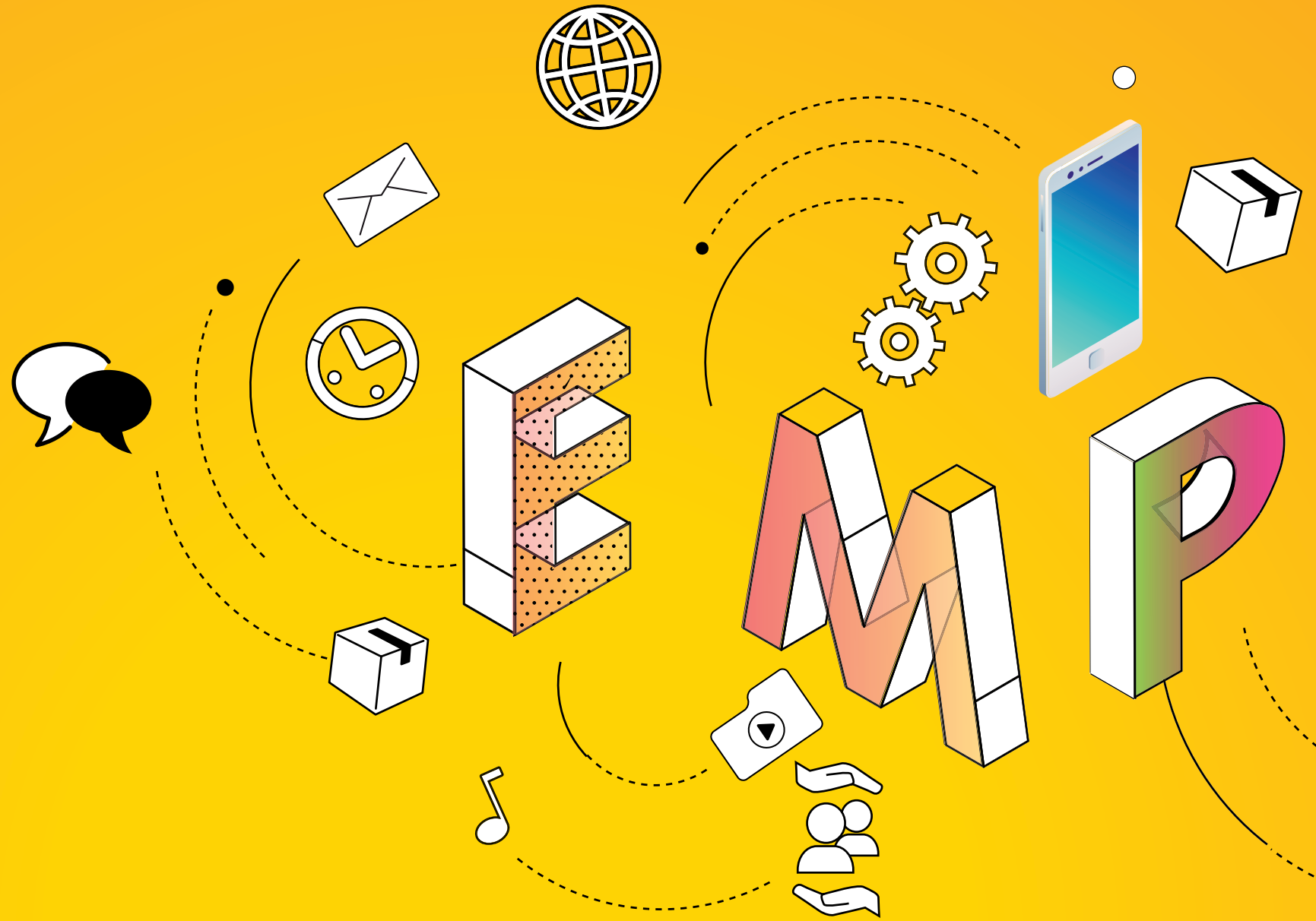
caregiver certificate, giving them an access to *Chèques Emploi Service Universel* (Universal Service Employment Cheques) and to a home help.

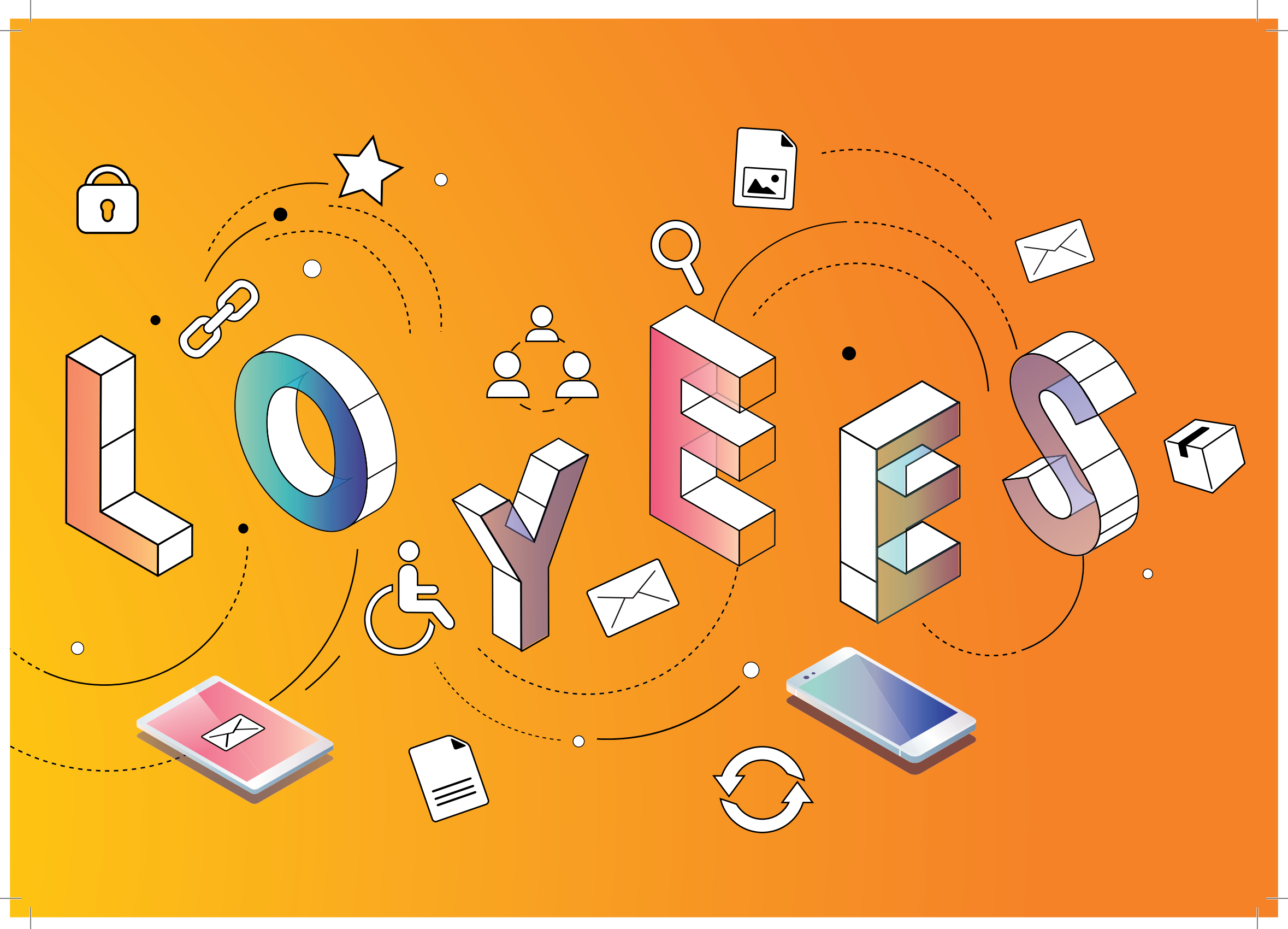
In the **Society category**, the Coup de Cœur laureate was **Posti**, the Finnish postal operator that developed a digital solution in order to ameliorate its citizens' road safety. During their long regular rides, Posti's drivers evaluate frictions on the road's surface thanks to cameras and sensors placed on their vehicles. They also obtain live pieces of information about weather conditions and obstacles that are situated on roads. By combining these results, researchers have been able to ameliorate observations' reliability, and the road traffic's safety and fluidity.

The last awarded initiative in the **Environmental category** has been Beepost, a pilot project aiming at reintroducing bees' colony on the roof of the **Belgian post's** headquarters in Brussels. bpost thus hopes to reinforce the enterprise's environmental role by contributing to the ecological imprint's reduction. More precisely, this project promotes a better use of the building's roof and offers a solution facing the massive bees' mortality. This initiative does offer a concrete realisation of the enterprise's CSR policy based on three axes: “Planet, People and Proximity”.

We wait for you next year to discover the 2018 Coups de Cœur, all the winners are already in this Brochure...







CHANGE MANAGEMENT

Organisation of a start-up meeting

Albanian Post will organise a new start-up meeting operating in the field of e-commerce, innovation and tourism.

ACTION

Albanian Post wants to explore new strategies and ideas, therefore it puts the accent on its long lasting experience, its trained staff, the quality of distribution and services it provides.

This should enable Albanian Post to penetrate a larger market, with the purpose of creating bridges of communication between individuals and businesses, adapting the experience and capacities it manages and bringing new ideas and forms of cooperation.

The start-up meeting operation will therefore create an opportunity for the Albanian Post as well as for the present businesses, since it will establish a stable and fruitful cooperation within a business community.

RESULTS AND IMPACT

This operation aims at increasing the customers for the Albanian Post by putting the accent on the chance it represents for businesses to choose Albanian Post to distribute new services. It will also have positive effects on the transparency policies put in place by the Albanian Post.

The project has received the official confirmation that the British Embassy in Tirana will support the project as partner. Already 50 start-up companies are going to take part in the meeting.



ALBANIA
Posta Shqiptare sh.a



Ervis Maçe
Marketing
☎ +355 696069500
✉ ervis.mance@postashqiptare.al



WORK CULTURE

The new world of work “Post am Rochus”

Austrian Post lays the foundation for a fresh work culture at its new headquarters “Post am Rochus” right in the middle of Vienna.

ACTION

All office floors are conceived as an open-plan working environment. There are flexible working spaces offering various areas for the multifaceted activities. These workspaces are just as multifaceted as the tasks performed by the 1,100 Austrian Post employees at the new corporate headquarters.

These areas offer a suitable working atmosphere to fulfil every need, a balance between concentration and communication. Focus rooms as well as open cubicles enable undisturbed work. The lounges featuring a pleasant atmosphere are designed for people to take breaks or relax in between, inviting people to chat or gather informally.

The open and communicative working environment motivates employees and serves to break down departmental boundaries – both physically and in people’s minds. The additional exchange of views and information helps to enhance productivity, solve problems and increase quality. Consequently, more is achieved together.

RESULTS AND IMPACT

Austrian Post wants the design of “Post am Rochus” to set a milestone in its future-oriented development.

The Austrian Sustainable Building Council has recognised it to be a special business property and awarded a gold certificate. It certifies buildings constructed in an environmentally-compatible and resource-saving manner, and positively impacting their users’ well-beings.



AUSTRIA
Österreichische Post AG



Daniel-Sebastian Mühlbach
CSR & Environmental Management
☎ +43 6646247565
✉ csr@post.at



EMPLOYEES

MULTIGENERATIONAL MANAGEMENT

DUO for a JOB

bpost is engaged in promoting intergenerational coaching by partnering with the organisation DUO for a JOB matching job seekers and mentors.



BELGIUM
bpost



Bernard Vanneste
Human Resources & Organisations
☎ +32 473964467
✉ bernard.vanneste@bpost.be

ACTION

DUO for a JOB is a Belgian organisation that matches young job seekers with an immigrant background with people over 50 years old who have a professional experience in related fields and who can accompany and support them in their job search.

The young person (mentee) and his or her mentor meet for a minimum of two hours a week over a period of minimum six months.

The objective is to offer the participants, both mentors and mentees, an opportunity to experience a unique encounter between cultures and generations.

bpost has partnered with DUO for a JOB to have 26 bpost voluntary mentors trained and operational by the end of 2018. There are currently five operational duos.



DUO FOR A JOB
intergenerational coaching

RESULTS AND IMPACT

This initiative aims at facilitating the future employment of young people without network while recognising the value of bpost elders' experience. It has a strong human impact on the participants, making them feel motivation and recognition.



VOCATIONAL TRAINING

The Croatian Post Academy

The Croatian Post Academy operating since October 2017 aims at developing and improving employees' and managers' skills.

ACTION

Using internal resources, the Croatian Post Academy develops the knowledge of employees and managers regarding all processes performed within the company, as well as their technological and managerial skills.

All participants take part in two modules: Postal Technology and General Managerial Competences.

The Postal Technology module includes the following components: sorting facility, new sorting center, postal regulations, leadership, delivery, network and express – logistics. The general managerial competences module includes: marketing and development, sales, finances, human resources, legal affairs, procurement, security, corporate communications, internal audit, strategy, projects and internal control.

All participants are required to attend 80% of the lectures held under each component and they earn the right to take an exam and receive a certification valid for two years. The first three generations of the Academy gathered approximately 300 participants.



**Akademija
Hrvatske pošte**



CROATIA
Hrvatska Pošta

 **Hrvatska pošta**

Katarina Lemeš
Human Resources Management
☎ +385 98476297
✉ katarina.lemes@posta.hr

RESULTS AND IMPACT

In 2018, 130 managers took part in the training. Croatian Post thus strengthened the basic postal technology and managerial skills of the participants as well as the company-specific knowledge. The training has ensured the development of a better mutual understanding and a more efficient teamwork.



EMPLOYEES

WELL-BEING AT WORK

Rewarding employees for a more secure future

In accordance with its Pošta2022 Development Strategy, Croatian Post decided to reward its employees with a great annual performance evaluation.

ACTION

In order to improve the social security of its employees, Croatian Post decided to reward its employees by arranging for them a savings' account in a voluntary pension fund, having its long-term effects in mind. Employees who join the Pillar III pension insurance savings plan should receive a higher pension in the end.

The deposits made into the fund were determined in accordance with the performance ratings of one calendar year achieved by the employees. They will be made for all employees who were given a performance rating of three, four or five.

Employees who were given a performance rating of three are valuable employees who managed to achieve all the goals set for them, while the employees who were given higher ratings exceeded their expected results. In doing so, Croatian Post wants to motivate such employees to continue their efforts and reinforce their commitment, being an example to other employees.

RESULTS AND IMPACT

This rewarding scheme has been developed in order to motivate employees to create a work environment contributing to the achievement of better results in work tasks, as well as to improve the future social security of the employees.



CROATIA
Hrvatska Pošta



Katarina Lemeš
Human Resources Management
☎ +385 98476297
✉ katarina.lemes@posta.hr



WELL-BEING AT WORK

La Poste offers its employees housing solutions

The different housing solutions offered by La Poste to its employees constitute a core lever of the company's social policy.

ACTION

La Poste has chosen to keep its own Housing Service and signed a fourth unanimous agreement on the social housing policy in 2017.

This service includes, over a three-year period (2017-2019) :

- Helps and solutions in the case of a temporary housing need ;
- Assistance to find a rented accommodation and to obtain an access to social housing ;
- Subsidies and grants to realise works or to access to property.

This housing policy helps making the integration of newcomers within the company easier and enables La Poste to accompany postmen and postwomen through their geographical and residential mobility projects.

RESULTS AND IMPACT

Globally La Poste dedicates more than 42 million euros each year to postmen and postwomen's housing. Since the creation of La Poste housing service in 2006, around 32 000 social housings have been attributed to postmen and postwomen. In 2017, more than 11 000 employees have benefitted from a housing service or solution.



FRANCE
Le Groupe La Poste


LE GROUPE LA POSTE

Susan Vranich
Housing Service
☎ +33 145039373
✉ susan.vranich@laposte.fr



WORK-LIFE BALANCE

The right to disconnect

La Poste has put in place a “right to disconnect”: not to answer to emails or any requests received outside regular business hours for its employees.



FRANCE
Le Groupe La Poste



Laurence Hulin
Diversity and Equal opportunities
☎ +33 155442500
✉ l.hulin@laposte.fr

ACTION

In a time where digital communication has rapidly increased, the right to disconnect aims at ameliorating employees' work-life balance.

Since 2015 La Poste has raised its employees' awareness about the right to disconnect. Postmen and postwomen formally have the right not to answer to any request sent outside regular business hours, and it is asked neither to send emails, SMS nor call co-workers during this fixed period. A sentence reminding employees of this right has been introduced within e-mail signatures: "If you receive this mail outside your regular business hours or during your holidays, you do not have to answer immediately, except in case of exceptional emergency".

In order to go even further a pop-up window has been installed on all employees' computers using Outlook and Lotus. The pop-up differs the sending.

These tools have been accompanied with regular communications and best practices have been spread among employees during the introduction of this new functionality.

RESULTS AND IMPACT

This new initiative aims at enabling employees to better control their work-life balance. The company wants employees as well as managers to be involved in this new way to control working hours, ensuring well-being at work with less stress linked to a missed mail.



HEALTH AND SAFETY AT WORK

Healthy Start for trainees

Deutsche Post DHL Group has developed a science-based health prevention programme for trainees – supporting young talents focusing on a healthy lifestyle.

ACTION

The most threatening and expensive non-communicable diseases are mainly cardiovascular and respiratory, diabetes, cancer as well as mental diseases (because of the high socioeconomic impacts e.g. discussed at the WHO and the UN).

They can be prevented by good nutrition, exercise, less alcohol and no tobacco usage. Deutsche Post DHL Group's "Healthy Start" concept, developed with Deutsche Post DHL Group's health insurance provider and the company's doctors, provides professional support for young colleagues throughout their training. In interactive workshops, trainees develop and explore aspects such as ergonomics at work, balancing movement exercises and sports, nutrition (healthy habits), regeneration, relaxation and self-management.

The basis is always the current situation of the participants, cultural aspects (e.g. Ramadan) and group-specific interests and habits (social media) are also taken into account.

The workshops are moderated by young external facilitators and supported by Deutsche Post DHL Group's company's doctors, who are available to the trainees both during and after the workshop.

RESULTS AND IMPACT

By the end of 2017, 760 Deutsche Post DHL Group trainees had been trained nationwide. Assessed as beneficial by programme participants, "Healthy Start" will be continued for the next training year. Additionally the trainees will also get a very special headache prevention app (part of the eHealth strategy,) because the prescription rate of migraine medication among young adults increased by 58% between 2005 and 2015.



GERMANY
Deutsche Post DHL Group

Deutsche Post DHL Group

Andreas Tautz
Corporate Health Management Germany
☎ +49 22818252600
✉ a.tautz@dpdhl.com

EMPLOYEES

VOCATIONAL TRAINING

Mastering digital and smart technologies

The “Familiarisation with digital and smart technologies” programme addresses employees’ digital illiteracy and raises awareness for safer internet use.



GREECE
Hellenic Post S.A - ELTA



George Papasteriades
Human Resources
☎ +30 2103353172
✉ g.papasteriadis@elta-net.gr

ACTION

In today's digital era, a big amount of internet users lack basic rules of cyber safety. Therefore it has been considered important to develop a strategy for facilitating digital literacy among Hellenic Post staff. The company has designed and implemented a relevant training programme. It aimed at helping employees to acquire basic digital skills and to become familiar with the use of internet and its possible dangers, as well as to provide them with adequate knowledge and tools to protect themselves and their families.

Designed by specialised external experts, the training programme gave participants the opportunity to be informed about:

- The use of internet and smart technologies (use of tablets, smartphones etc., creation of e-mail accounts, search engines, online purchases, transactions with the state etc.),
- Its risks and cyber security (ex. security settings in applications and social media, basic principles of online safety, online kids habits, parental filters, addiction etc.).

RESULTS AND IMPACT

Since November 2017, 630 employees have been trained on a voluntary basis and there is an increasing number of participation requests.

Participants improved their work performance and self-confidence and got informed about protection from internet addiction. Help lines and contacts of organisations were provided, especially to parents, in case of emergency.



MULTIGENERATIONAL MANAGEMENT

Voluntary Teams building about multigenerational issues

Recognising the challenge of managing a diverse workforce, organisations need to undertake the necessary initiatives in order to deal with age diversity.

ACTION

Exploiting its participation in the ERASMUS+ INNOV'AGE project, ELTA further implemented dedicated training actions.

The project's participation includes the creation of employees' voluntary teams for a collection of case studies related to age diversity and the daily cooperation between older and younger employees. 75 volunteers expressed their interest to participate.

Taking into account the importance of this topic, the HR Direction moved a step further and designed a tailor-made training programme in two days with the active involvement and guidance of ELTA's HR Director. The programme included a theoretical part on age management and team building as well as a screening of relevant movies based on the ARTiT methodology promoting critical thinking and creativity of trainees through the attendance of works of art.

These case studies will next be transformed into training scenarios (scripts), which will be filmed by volunteers and the Theatrical Team of ELTA's Cultural Centre.

RESULTS AND IMPACT

Volunteer participation has exceeded expectations and the plan is to extend the training program beyond Athens and Thessaloniki.

The teams' deliberations have proved highly valuable in terms of knowledge and experience sharing, stimulating free and collective learnings and interactions.



GREECE
Hellenic Post S.A - ELTA



George Papasteriades
Human Resources
☎ +30 2103353172
✉ g.papasteriadis@elta-net.gr



EMPLOYEES

DIVERSITY AND INCLUSION

Inclusion of disabled people

MaltaPost ensures that as far as possible, its work processes may be performed also by people who may not enjoy full physical capabilities.

ACTION

MaltaPost has trained and employed people with disabilities to work within its Document Management Centre in Gozo, the sister island of Malta. The Maltese Post has worked closely with Jobs Plus, the leading employment company in Malta, and the Lino Spiteri Foundation, an NGO supporting persons facing long-term unemployment, which facilitated the recruitment and training process.

These employees have been trained to acquire the necessary skills to ensure that high service quality levels of work are maintained. This project has been recognised by the Government of Malta who visited the MaltaPost Document Management Centre in April 2017 and met all employees.

RESULTS AND IMPACT

Together with Jobs Plus, the Lino Spiteri Foundation and a number of dedicated job coaches, MaltaPost has managed to employ and train people with disabilities who now have a stable job and earn a respectable wage.



MALTA
MaltaPost



Mary Grace Farrugia
Group Marketing and Communications
☎ +356 25961710
✉ mfarrugia@maltapost.com



DIVERSITY AND INCLUSION

Integrating disabled people

Poczta Polska has been supporting actions towards disabled people for years, especially to foster their professional integration.

ACTION

Currently, there are 1,271 employees at Polish Post (1.7% of all employees in the company) with a certain degree of disability. Polish Post, participating in the PFRON "Work-Integration" programme aiming to increase the employment of disabled people, will employ 400 of them by the end of 2019.

According to plans, they will find work in various positions, including in post offices and sorting centers. By using the support and experience of entities specialised in employing people with disabilities, the company obtains support in recruitment and preparation for work of disabled people.

These entities also provide assistance for disabled employees in the first period of employment, and support (training and information meetings) for the company's management staff in the field of managing employees with disability.

RESULTS AND IMPACT

The implementation of the project will enable Poczta Polska to be among Polish employers employing the most people with disabilities. So far, 130 disabled candidates have been selected and are being prepared for employment. 16 of them have already started working for the company.



POLAND
Poczta Polska



Krzysztof Werber
Human Resources Division
☎ +48 885870631
✉ krzysztof.werber@poczta-polska.pl

DIVERSITY AND INCLUSION

IPPS - subsidiary employing people with disabilities

IPPS, a subsidiary of Pošta Slovenije, focuses on providing a higher level of inclusion for employees with disabilities in the postal work environment.

ACTION

Pošta Slovenije founded IPPS under the Vocational Rehabilitation and Employment of Disabled Persons Act. Its mission is to manage the inclusion of employees with disabilities in a regular work environment. The second pillar of IPPS mission is the prevention of future disabilities and humanisation of dangerous postal operations.

Every employee with disability can be included in a vocational assessment and consulting service that addresses his or her remaining ability to work. The three-month programme is provided by one of the nationally certified vocational rehabilitation institutions. It includes a status review, medical and disability history, career history, qualifications, job requirement assessment and a workplace adjustment study, on-site observations, workload and environmental requirements, working efficiency capability, workplace satisfaction.

Depending on the study's results, the government may provide additional funding for the inclusive employment of less capable employees.

RESULTS AND IMPACT

IPPS has 470 employees, half of whom have a disability. More than 150 employees have participated to this programme since mid-2015. In a recent satisfaction survey of disabled employees, 62% of them are very satisfied with their job.

The company implements several solutions allowing disabled employees to continue to work.



SLOVENIA
Pošta Slovenije



Ida Cvetko
Human Resources and Legal Affairs
☎ +386 2 449 2521
✉ ida.cvetko@posta.si









SOLIDARITY

Children playing with the Post

The Albanian Post plans to create a postal thematic children playground at the entrance of its transit center.

ACTION

The Albanian Post wants to transform the working environment for its employees and the city's inhabitants by changing an entrance in a poor situation with rubbish lying on the ground into a nice space, welcoming children, families and more generally employees and inhabitants.

This initiative aims at increasing the positive impact the company and its postal offices can have on communities. This is considered as a mission fulfilling the social responsibility of the postal business. The Albanian Post has received the support of the Municipality of Tirana, which is engaged to cover 50% of the construction cost of the children playground.

RESULTS AND IMPACT

This action is to transform the business environment of the Albanian Post's employees, encouraging them to feel committed to an engaged enterprise and making them feel well at work.

This initiative should help the Albanian Post to increase its customers' visits by bringing people together through entertainment facilities near the transit center.



ALBANIA
Posta Shqiptare sh.a.



Ervis Mançe
Marketing
☎ +355 696069500
✉ ervis.mance@postashqiptare.al



SUSTAINABLE GROWTH

Sustainability loan

bpost has signed a Sustainability loan with a decreasing interest rate when its internal sustainability initiatives and governance maturity increase.



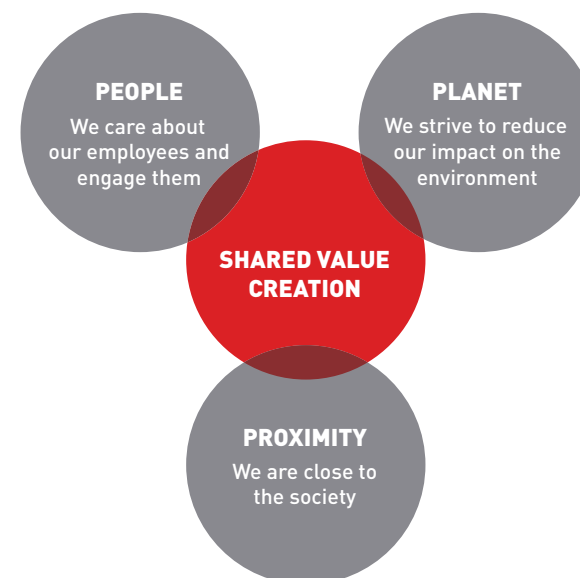
ACTION

In October 2017, bpost entered into an innovative 300 million euros revolving credit facility agreement. An independent organisation determines the sustainability score that has an impact on the loan's interest rate: the more sustainable initiatives bpost takes, the better its interest rate will be. This situation pushes the Belgian post to go even further every day in its sustainable engagements.

Therefore the CSR agenda is more embedded in bpost's processes. The company's ambition is to make corporate processes and culture sustainable in order to achieve its mission statement of "sustainable growth".

RESULTS AND IMPACT

bpost wants its customers to know that their letters, parcels and logistics are processed in a responsible way. This objective relies on a CSR strategy based on three pillars: "People, Planet and Proximity" – closely linked to the United Nations Sustainable Development Goals.



BELGIUM
bpost



Thibault d'URSEL
Corporate Social Responsibility
☎ +32 473302808
✉ Thibault.d'ursel@bpost.be

SOLIDARITY

A special stamp against cancer

BH Post supports the works of the Parental House “A heart for children affected by cancer” where children affected by cancer reside.

ACTION

On the occasion of the “World Post Day”, BH Post promoted the special postage stamp Parental House - “The Heart for Children Affected by Cancer in the Federation of Bosnia and Herzegovina”. It is a special postage stamp made by children who have been staying in the Parental House in Sarajevo. Children worked on images and BH Post has allowed their works to be found on postage stamps and First Day Cover envelopes.

The final printed stamp in circulation has been designed by the young girl staying at the parental house: Veronika Šumić. It has been printed with an amount of 10,000 copies and its nominal value is 0,90 Convertible Mark. On this occasion the author of the stamp was awarded with its first copy, and other occasional gifts.

RESULTS AND IMPACT

The issue of the postage stamp the Parenting House - “Heart for Children Affected by Cancer” was to support the efforts of the Parents' Association to persist providing the children with home and surroundings that will help treat the illness and make the treatment easier to bear.



BOSNIA AND HERZEGOVINA
BH Post



Branka Sumenić-Bajić
Stamp and Philately, Marketing
☎ +387 33252708
✉ brankab@posta.ba



SOLIDARITY

Prevention campaign against labour exploitation

This initiative aims to inform Bulgarians looking for job opportunities abroad about the risks of becoming victims of human trafficking.

ACTION

Bulgarian Posts Plc has been an official partner to this campaign for three consecutive years, and will take part in it again in 2018. The initiative is conducted by Animus Association Foundation under the "Bulgarian - Swiss Joint Efforts for Providing Immediate and Unconditional Protection of Trafficked Persons and Preventing Trafficking Human Beings" project, financed by the Swiss-Bulgarian Cooperation Programme.

This campaign informed Bulgarians who wished to work abroad about the risks of being victims of labour exploitation. For instance, they were taught how to recognise deceiving job offers.

The role of Bulgarian Posts in the initiative has been to disseminate information materials at post offices. More specifically, during the 2017 campaign posters were placed in more than 900 offices in the period from 23 August to 23 October. The company has benefitted from broad media coverage, print and Internet advertising, including on social media.

RESULTS AND IMPACT

The campaign has contributed to promote Bulgarian Posts' image as a socially responsible company and has stressed out the capacity of the postal network to reach out to people. It has been measured that the 2017 campaign managed to attract the attention of 50% of post office visitors.



BULGARIA
Bulgarian Posts Plc



Kalina Toteva
International Affairs
☎ +359 29493260
✉ k.toteva@bgpost.bg



YOUTH INCLUSION

Internships for university students

This initiative fosters the link between academia and businesses and supports students in gaining practical experience in view of a successful labour market integration.

ACTION

“Internships for University Students” is a project managed by the Ministry of Education and Science of Bulgaria and financed by the national Operational Programme “Science and Education for Smart Growth”. Bulgarian Posts joined the project in 2017. It is expected to continue until September 2018.

In this frame, universities have to sign a contract with the Ministry followed by contracts between them and various employers. Employers publish the available working positions and students apply for them. Once the internship begins, the respective employer assigns a mentor to each student. In addition, an academic supervisor from the university monitors the progress of the internship. The length of the internship is 240 hours, and upon completion the student receives a scholarship. The mentor and the academic supervisor are also paid.

Bulgarian Posts has signed contracts with four universities. In 2017, 20 students took part in the internship programme.

RESULTS AND IMPACT

In 2018 the company advertised 15 working positions, and a total of 89 students could be recruited. Currently there are 59 interns. Bulgarian Posts uses the project as an opportunity to reach young people and teach them the role of the postal sector, promoting itself as an attractive employer.



BULGARIA
Bulgarian Posts Plc



Kalina Toteva
International Affairs
☎ +359 29493260
✉ k.toteva@bgpost.bg



SOLIDARITY

Volunteer's Phone

This initiative makes volunteer work more accessible for retired people who can overcome social isolation by using skills built throughout their lives.

ACTION

Bulgarian Posts were an official logistics and communication partner to the initiative which took place in 2017. It was conducted by TimeHeroes.org, the largest volunteering platform in Bulgaria. For the period 2012-2018, TimeHeroes.org matched around 660 organisations needing support for their causes with over 45,000 individuals who wish to donate their time and skills.

It was found that only 6% of all volunteers are aged over 55, and official data show that only 10% of seniors in the country have access to the Internet or have digital skills. The Volunteer's Phone aims to overcome this setback by providing seniors the opportunity to learn about volunteer initiatives close to their home.

The role of Bulgarian Posts has been to disseminate information materials at post offices, especially in small towns and villages, as the company works closely with the target group of the campaign. Bulgarian Posts have benefitted from Internet advertising, including on social media.

RESULTS AND IMPACT

The campaign has contributed to promoting Bulgarian Posts' image as a socially responsible company and has stressed out the capacity of the postal network to reach out to people especially elderly ones.



BULGARIA
Bulgarian Posts Plc



Kalina Toteva
International Affairs
☎ +359 29493260
✉ k.toteva@bgpost.bg

ТЕЛЕФОН НА ДОБРОВОЛЕЦА

0700 80 082

Всеки делничен ден от 9.00 до 17.00.
На цената на стандартен телефонен разговор.

YOUTH INCLUSION

From theory to practice



CROATIA
Hrvatska Pošta



Katarina Lemeš
Human Resources Management
☎ +385 98476297
✉ katarina.lemes@posta.hr

The Croatian Post has launched a competition for ten scholarships during the 2017/2018 academic year.

ACTION

In the frame of its Pošta2022 Development Strategy, Croatian Post grants scholarships to skilled young people. As part of the From Theory into Practice – Learn about Croatian Post Firsthand initiative, the postal company launched a competition for scholarships. They are intended for students of the Faculty of Transport and Traffic Sciences, with a major in Logistics.

Ten students with the highest grade scores will win a valuable scholarship, which they can maintain until they completed their studies, if they meet the requirements for regular enrolment in each coming academic year and attend 160 hours of practical training.

At Croatian Post, practical training programmes are organised in the Post and Express divisions, where students practice what they learned in theory at the faculty. The students also had an opportunity to attend lectures held by Croatian Post experts and to participate in a student logistics business case competition.

RESULTS AND IMPACT

Ten scholarships were granted to students of the Faculty of Transport and Traffic Sciences, Zagreb. Croatian Post wishes to encourage education of young people who possess the competences and knowledges that are sought-after and desirable in the labor market.



NEW SERVICES

Collecting data for better roads

As accidents caused by snow and icy road conditions grow, Posti has launched a business venture to help having better roads in Finland.

ACTION

In 2018, Posti launched a new business venture: data about environment and road condition is collected by its vehicles with the help of technology partner Vaisala Corporation's machine vision, artificial intelligence, and sensor technology.

The objective is to validate the applicability of technologies to capture and transfer data. This should induce more optimised road infrastructure maintenance, seasonal operations and solutions to advise people of risky road weather conditions. The project digitises road infrastructure, for example road signs and lane markings with machine vision and creates a time and location stamped video archive.

Customers use a web-based interface to receive videos of roads collected through the daily delivery routes operated by Posti. They also receive artificial intelligence-made analysis about road conditions with precise weather forecast predicting how road condition will change within coming hours.



FINLAND
Posti

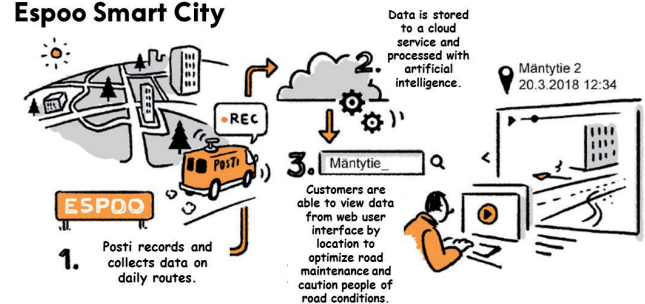


Tommi Pekkala
Business Management, Postal Services
☎ +358 407474233
✉ tommi.pekkala@posti.com

RESULTS AND IMPACT

This project decreases CO₂ emissions and increases human resources' dedication for the actual operational work. Posti is currently exploring possibilities to expand this venture to other Finnish cities and to capture data from pedestrian and bicycle lanes.

Posti Espoo Smart City



NEW SERVICES

A free app for a better health

La Poste enables people to benefit from a digital health booklet.

ACTION

La Poste has launched a free app available on every store, enabling people to benefit from a digital health booklet, on which the user will store his/her data and share them with professionals. La Poste eSanté (eHealth) gives everyone the possibility to become an actor of his/her own health. This new app is made of a digital platform, the Digital Health Space, entirely secured on which every sort of data can be stored – coming from connected devices used in hospitals or by the patient and user himself/herself. Alert systems can be installed following the patient's needs but only with his/her agreement. The app also contains an online health questionnaire and a message system that enables a constant communication with health professionals.

This app constitutes an answer to a need French people had expressed in a survey (Opinionway study made in 2017 for La Poste): eight people out of ten wished to go home as soon as possible after an intervention made in a hospital. Thanks to this app, when they are back home, patients will be able to be closely monitored by their doctors.

RESULTS AND IMPACT

Tests led together with clinics and hospitals have now started. They aim at developing on a large scale innovative eHealth services towards patients and health professionals within territories.



FRANCE
Le Groupe La Poste



Brice CHAVENTRÉ
Business Communication
☎ +33 156297658
✉ brice.chaventre@docapost.fr



SOLIDARITY

Mentoring4Integration

Deutsche Post DHL Group supports pupils with migration background with job orientation and soft skills training to enable a successful transition towards working life.

ACTION

The aim of the programme is to help refugees enter the working world in Germany by having Deutsche Post DHL Group employees as mentors team up with the young mentees and help them transition from school to working life.

The project operates in the Bonn region in cooperation with the Robert Wetzlar Vocational College. The programme focuses on pupils in international classes, who are all between 16 and 21 years old and are unable to attend regular classes because they lack German language skills. A majority of the pupils are refugees from crisis zones.

For a period of twelve weeks, each volunteer mentor assists one refugee through regular meetings. Activities include résumé writing support, helping the mentee prepare for a job interview and sharing their own work experiences. All participants receive comprehensive training through the partner, Joblinge. The mentoring is supported by a comprehensive information platform, regular meetings and an active involvement of teachers and programme-coordinators.

RESULTS AND IMPACT

The third round is ongoing. About 120 employees have been mentors so far. Many alumni continued their mentorship. Mentoring has a big impact on the development of these young pupils. It opens new perspectives on job life and helps them to orient, motivate and improve their skills.



GERMANY
Deutsche Post DHL Group

Deutsche Post DHL Group

Annette Mock
Operations Post ecommerce Parcel
☎ +49 22818222403
✉ annette.mock@deutschepost.de



SOLIDARITY

Cultural activities for retired employees

ELTA and its Cultural Center (ΠΟΚΕ ΕΑΤΑ) are involved into “smart cultural” activities, which relate active employees with retired personnel.

ACTION

These activities aim at preserving the company's tacit knowledge and job crafting that usually fade away as older employees retire. It also facilitates a smooth transition of pensioners towards their new life.

One initiative involves the Theatrical Team of ELTA's Cultural Center, where three retired ELTA employees were enrolled, as amateur actors, in two innovative activities within the scope of the EU-funded ERASMUS+“Ex.Tra 3D Project”:

- Creation of a customer service knowledge data base: They were asked to provide narratives for incidents taking place at post office counters, which were used as input for ten scripts and theatrical dialogues.
- Filming of situational videos: as a final product, ten situational videos were produced, in which the Theatrical Team performed (role playing) actual customer service situations taking place in real post office environment. This will be used as material for the employees' training on customer service.

RESULTS AND IMPACT

The involvement of retired colleagues provides a unique opportunity for contributing to an EU-funded project, thus giving a new impetus to the Theatrical Team of ELTA's Cultural Center. These colleagues serve as role models and gatekeepers of the institutional knowledge for young employees.

These “smart cultural” activities also constitute an innovative training method promoting collaborative training.



GREECE
Hellenic Post S.A - ELTA



George Papasteriades
Human Resources
☎ +30 2103353172
✉ g.papasteriadis@elta-net.gr



POSTAL CULTURE

P.A.I.N.T.

Poste Italiane has asked 22 street artists to paint exterior walls of post offices in deprived areas - poor in cultural and social initiatives.

ACTION

P.A.I.N.T is an initiative creating a melting pot of art, streets, people and new languages. The social role of Poste Italiane and its contact with citizens and places are the founding elements of the P.A.I.N.T. project. With the aim of making post offices more comfortable and pleasant places, Poste Italiane has selected some of the most appreciated street artists in Italy to create paint works on external walls of 22 post offices in Italy, from North (Ronchi dei Legionari) to South (Lampedusa).

The company's modernity, linked to social and cultural themes, was the inspiration key of the artists when realising their works.

After the realisation of the walls, eight episodes about this event have been produced by Sky, and gone on air on Sky Art channel, communication activities have been led by Poste Italiane social channels to promote it and a dedicated mini website has been created: web-paint.posteitaliane.it

RESULTS AND IMPACT

Reactions of post offices' employees and customers have been extremely positive, they considered that it has had a positive effect on districts' redevelopment and on the image of Poste Italiane. The consensus has raised expectations for an expansion of the project.



ITALY
Poste Italiane

Posteitaliane

Giorgia Buoncristiani
Corporate Affairs / Communication
☎ +39 0659582657
✉ giorgia.buoncristiani@posteitaliane.it



NEW SERVICES

Award winning Call&Check service

In Jersey the number of 65 year old will double over the next 35 years. Jersey Post is engaged in accompanying the ageing population.

ACTION

Call&Check enables postal employees on their usual postal rounds to check on the wellbeing of vulnerable members of society and to connect them with supportive community services. It aims to help people stay in their home for longer, surrounded by their family and friends, which has been proven to have considerable mental and physical benefits for the individuals concerned.

With the ageing population increasing worldwide, the Call&Check service has been frequently in the spotlight as being a real solution to the challenge presented by this age-related, societal issue. The service has won an impressive array of awards including the World Mail Award for Corporate Social Responsibility, and the Sunday Times UK Social Innovator of the Year.

RESULTS AND IMPACT

In light of Call&Check's success the Government of Jersey has now made the service a fully approved and funded service for the island. Call&Check has also developed IT systems which manages and controls the service and connects to postal employees hand held devices plus health and social systems.

The Call&Check teams are now consulting and supporting other countries in developing their Call&Check model service, which also includes using the Call&Check IT system.



JERSEY
Jersey Post



Joe Dickinson
Call & Check
☎ +44 1534288000
✉ Joe@callandcheck.com



SOLIDARITY

“For a Safe Lithuania” (“Už saugią Lietuvą”)

Lithuanian Post has joined the national project “For a Safe Lithuania”, bringing people together and encouraging them to help solving social problems.

ACTION

The President of the Republic of Lithuania has invited all proactive and socially concerned Lithuanians, including enterprises to jointly tackle country’s social problems. The goals of the campaign that Lithuanian Post joined in summer 2016 are to reduce violence, addictions and suicides.

The initiative Knock on the Door was an appeal to all neighbours not to stay indifferent when they hear a noise, moaning or crying next door. As doubts arise, everybody is encouraged to call institutions or to discipline the perpetrator. The message of this initiative was shown on LED screens in post offices.

Another contribution resides in the prevention of domestic violence against women. The *Birutė the Fearless* project aims at changing negative social norms and at reducing tolerance to violence. The post has published the extracts from the first Lithuanian comic strip on violence prevention in its internal magazine *The Pulse of Post*.



LITHUANIA
Lietuvos Paštas



Vaida Budrienė
Corporate Affairs
☎ +370 69962317
✉ v.budriene@post.lt

RESULTS AND IMPACT

The internal magazine of Lithuanian Post is published with an amount of 4 000 copies. Thus, the publication has largely reached employees with four situations from a comic strip *Birutė the Fearless* demonstrating what physical, psychological, social and economic violence is.

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SOLIDARITY

A second life for abandoned parcels

Undelivered parcels from Asia that are not being picked up or given back to the sorting center in Bettembourg have been redistributed to charities.

ACTION

In November 2017, POST Luxembourg organised for the first time a solidarity action aiming at distributing abandoned parcels coming from Asia to charities. The Asian providers of these parcels authorised POST Luxembourg to destroy them or give them to charities.

This action has been a success, since parcels contained new shoes, clothes, toys or even electronic devices that were offered to people in need.

The Spëndchen, the national center for donations, has taken part in this charity program, since its volunteers have sorted out the parcels together with 30 scouts.

RESULTS AND IMPACT

This first operation has been a real success and it answered to the needs in donations. Therefore POST Luxembourg already has organised new sessions of this event.



LUXEMBOURG
POST Luxembourg



Achim Taylor

Logistics

☎ +352 24538264

✉ achim.taylor@post.lu



CHANGE MANAGEMENT

MaltaPost participates in national CSR day

In 2018 MaltaPost has taken part in the 17th Corporate Social Responsibility Day, during which volunteers gave support to different social projects.

ACTION

On the CSR day, organised annually on St Joseph Day which is a public holiday in Malta, groups of volunteers carried out a range of work, from restoration of homes to preparation of hot meals for the disadvantaged. MaltaPost staff visited San Blas Therapeutic Community; a dedicated agency in Malta that provides rehabilitation programmes and residential services to individuals who have a problem of drug abuse. The staff helped in maintenance works, gardening, cooking and also spent time socialising with the residents.

This project was recognised by the Minister for the family and social solidarity Marie-Louise Coleiro Preca, who invited all participants at her official residence in San Anton Palace and thanked the volunteers for their tangible support to the society.

RESULTS AND IMPACT

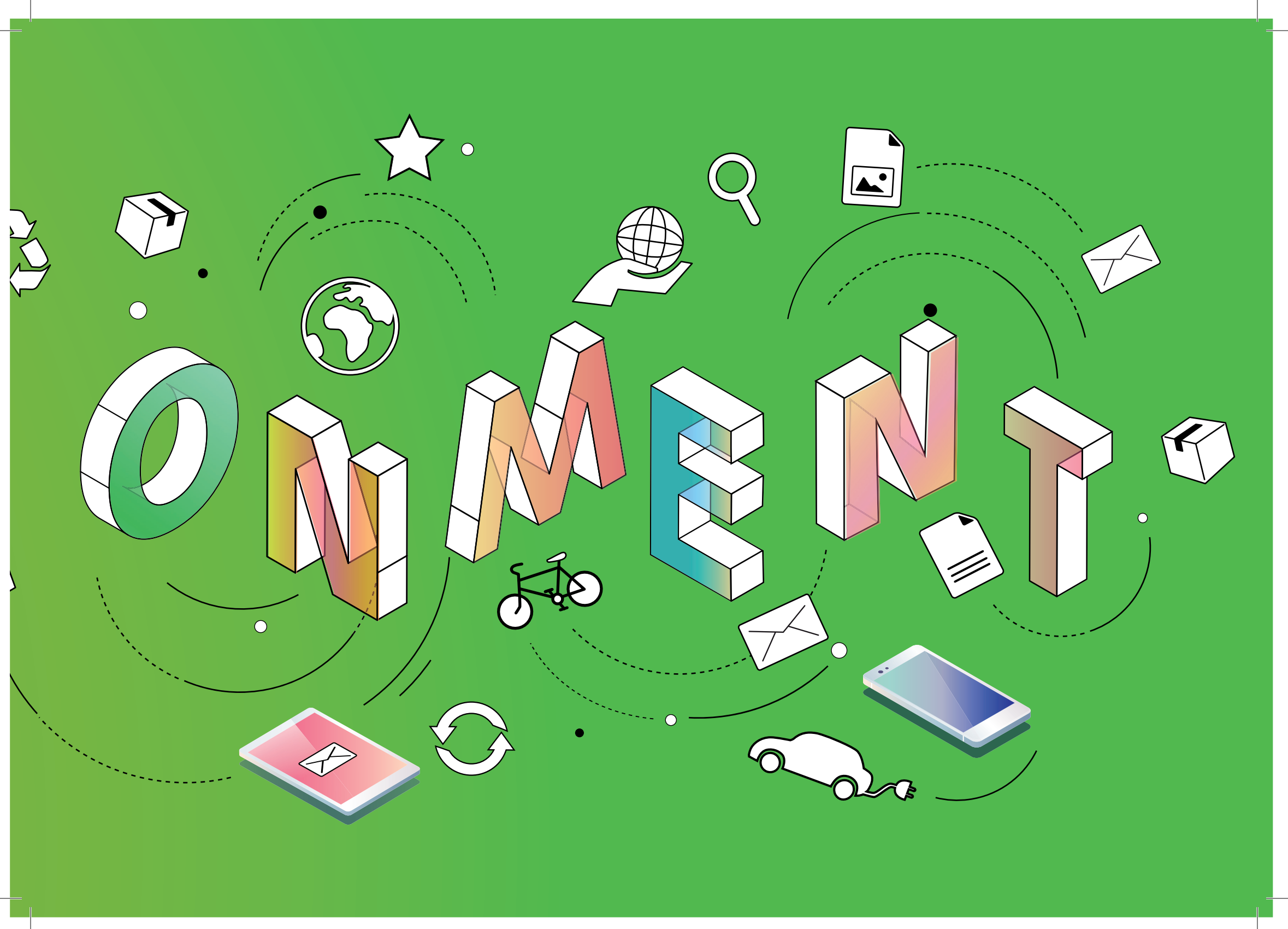
MaltaPost provided beneficial support to individuals who are recovering from drug abuse, not only by doing works but also by spending time with the residents receiving the therapy. The staff organised team work activities and ended the day by having lunch with the community residents and staff.



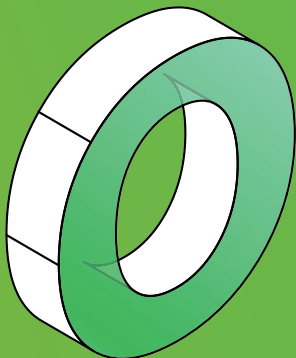
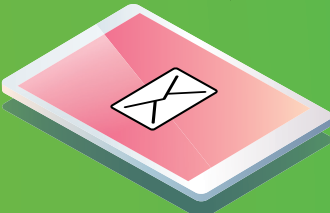
Marie Grace Farrugia
 Group Marketing and Communications
 ☎ +356 25961710
 ✉ mfarrugia@maltapost.com







MAMENT



ENVIRONMENT

SUSTAINABLE MOBILITY

The largest e-vehicle fleet in Austria

Austrian Post is a green logistics trailblazer, number one in Austria. Its future goal is to use only e-vehicles or vehicles with alternative driving systems.

ACTION

With about 1,420 e-vehicles, Austrian Post has boasted by far the largest e-vehicle fleet in Austria, featuring 613 e-bicycles, 369 e-scooters and 441 e-transporters. 98% of letter and direct mail deliveries to private customers in Vienna are already “green”. All provincial capitals are on track towards offering exclusively green delivery services.

Austrian Post generates about 1.4 million kWh of clean energy each year thanks to its operating three photovoltaic power plants on the roofs of logistics centers and office buildings. This supplies sufficient electricity for the entire e-vehicle fleet.

Austrian Post has won awards for its commitment to environmental protection. Recently the e-vehicles delivering project was given the “Energy Globe Vienna” award. Moreover, the Austrian Post also won the “Energy Globe Austria 2017” award in the category “Air”. At the beginning of 2018, it received the international “Energy Globe World Award” for its electro-mobility concept.

RESULTS AND IMPACT

These measures contribute to the initiative “CO₂ NEUTRAL DELIVERY”, which was launched in 2011. It was designed to reduce the Austrian Post’s carbon footprint. Since then, all letters, parcels, direct mail items and magazines throughout Austria have been delivered in a CO₂-neutral manner.



AUSTRIA
Österreichische Post AG



Daniel-Sebastian Mühlbach
CSR & Environmental Management
☎ +43 6646247565
✉ csr@post.at



BIODIVERSITY

House Martin Nest

By installing nesting boxes on the crossing roof edge of Harelbeke post office, bpost contributes to the survival of the House Martins in Flanders.

ACTION

House Martins are on the Flemish “Red Species List” and considered to be vulnerable, since changes to house construction and roof design induced a decline in suitable nest sites. Building renovation also contributes to the destruction or removal of existing nests and, in urban areas, there is a reduced supply of nesting material, such as mud.

Harelbeke in the West of Belgium, houses one colony of House Martins in the city center.

By placing artificial nests in the colony’s perimeter, it is possible to keep it and make it grow again. The City Harelbeke, in cooperation with the regional organisation “Stadlandschap Leie & Schelde” has looked for suitable locations in the perimeter of the colony and found the crossing roof edge of the post office.

bpost contributed to the installation of artificial nests under the eaves of its local post office. The City of Harelbeke has installed ten nests under bpost’s roof edge. Furthermore, bpost collaborated with Stadlandschap Leie & Schelde to verify if other post offices within existing House Martin colonies were suitable to install artificial nests. This was the case in Anzegem, where bpost installed eight nests.

RESULTS AND IMPACT

Ten artificial nests are ready to be used by the colony of House Martins in Harelbeke and four in Anzegem. The presence of these nests will encourage them to build nests nearby. In June 2018 several House Martins found their way home to the newly installed nests.



BELGIUM
bpost



Maartje Soetaers
Energy & Environment
☎ +32 478822802
✉ Maartje.soetaers@bpost.be



ENVIRONMENT

SUSTAINABLE MOBILITY

Towards an alternative vehicles' fleet

BH Pošta has started the change towards sustainable mobility by introducing an electric delivery vehicle in its fleet.

ACTION

"Public enterprise BH POST" Ltd. Sarajevo, the largest public postal operator in Bosnia and Herzegovina, can boast with a new delivery vehicles fleet that has provided employees with better working conditions and with customers a faster and better service. BH Post invested around 900,000 Convertible Marks in the renewal of the delivery fleet to acquire 21 delivery vehicles and 38 mopeds.

Formal distribution of new vehicles fleet was held for the employees together with a promotional ride on the streets of Sarajevo. This was a special attraction for the citizens. The new postal vehicles' presentation has once again shown that BH Post is a company that has good results.

During this event, a new electric delivery vehicle was introduced, which represents the present and future of the automotive industry. Presentation of the electric vehicle showed all the advantages of this vehicle.

RESULTS AND IMPACT

BH Post plans to purchase electric vehicles and replace the vehicles fleet in the near future. This choice is motivated by the environmental protection goal and will enable the post to give the example to other companies.



BOSNIA AND HERZEGOVINA
BH Pošta



Edis Đerzić
Marketing
☎ +387 33252817
✉ edis.derzic@posta.ba



NEW SERVICES

Atmotrack, monitoring environmental quality

La Poste is associated with the Atmotrack start-up in order to inform on air quality citizens living in some big French cities.

ACTION

Atmotrack is a young company which has received a label by the French environment ministry, aiming at ameliorating life conditions thanks to the development of an environmental monitoring network.

It develops Made in France sensors that can be installed on vehicles, buildings and street furniture. The sensors measure temperature, humidity, sound level and air quality grade – data having a high impact on citizens' everyday life. Collected data can be consulted on a dashboard, which enables local authorities or enterprises' decision-makers to make the best possible choices and to spread them among the general public.

RESULTS AND IMPACT

Atmotrack is a member of the *French IoT* program by La Poste that aims at supporting innovation and start-up's development.

Atmotrack now also works together with La Poste in cities. Sensors will be installed in summer 2018 on postmen's cars driving everyday through Nantes and Lyon. The autonomous sensors will directly convey the collected data to dashboards.



FRANCE
Le Groupe La Poste



Vanessa Chocteau
Chairwoman of the French IoT program
☎ +33 670078582
✉ vanessa.chocteau@docapost.fr

Romain Scimia
Atmotrack
☎ +33 240486939
✉ contact@atmotrack.fr



ENVIRONMENT

ENERGY TRANSITION

Mission 2050 - way forward

Deutsche Post DHL Group aims to reduce all logistics-related emissions to zero by 2050 in order to contribute to the Paris climate agreement and support the United Nations' Agenda for Sustainable Development.

ACTION

Deutsche Post DHL Group supports the goal established by the COP 21 to limit global warming below two degrees Celsius. This is why it has set ambitious Mission 2050 climate target in March 2017 to reduce all logistics-related emissions to zero by the year 2050.

In 2017, several initiatives to increase carbon efficiency took place:

Deutsche Post DHL Group invests in more efficient aircraft, such as four Airbus A330-300, converted from passenger to freighter aircraft. These models will be used to cover medium to high demand levels for cargo capacity on existing lanes and provide increased fuel efficiency.

For its road fleet minimum standards for heavy trucks were introduced, which now require new trucks to have speed-limiting and anti-idling devices, low-rolling resistance tires, automatic transmission, aerodynamic trailers and other measures.

For pickup and delivery, more than 5,500 StreetScooters, the custom-designed electric delivery van, were deployed.

More than half of the German mail centers were upgraded with LED lighting which saves up to 75% of energy.

RESULTS AND IMPACT

In 2017, roughly one year after the launch, carbon efficiency improved by two percentage points to 32%. Clean pick-up and delivery solutions reached 28%. Important groundwork was laid to train 80% of employees as GoGreen Specialists. The goal to plant one million trees each year was surpassed.



GERMANY
Deutsche Post DHL Group

Deutsche Post DHL Group

Björn Hannappel
Shared Value / GoGreen
☎ +49 22818293024
✉ bjoern.hannappel@dpdhl.com



SUSTAINABLE MOBILITY

Eco-driving simulator

Hellenic Post S.A. – ELTA has implemented a training programme on eco-driving through the use of 3D simulation.

ACTION

Since October 2016, Hellenic Post S.A. has implemented an eco-driving programme with the objective of raising drivers' awareness on possible health hazards and accidents, as well as reducing carbon emissions and environmental impact.

The programme, designed by specialised external trainers, was divided in three parts: theoretical background, medical and psychological aspects and practice in 3D Virtual environment.

Employees were informed through specialised webinars about eco-friendly driving techniques, while a licensed physician guided participants on the support and care of their well-being (stress management, health hazards, reduction of traffic accidents etc.).

The practical part included the use of a 3D virtual platform, simulating long vehicles driving both in urban and country environment, with the purpose of supporting drivers on forecasting driving environment, avoiding risky situations and developing a cost effective driving attitude.



GREECE
Hellenic Post S.A - ELTA



Margarita Pitti
KEK-ELTA S.A. (Vocational Training Center)
☎ + 30 2103353893
✉ mpitti@kek-elta.gr

RESULTS AND IMPACT

This programme has involved 150 drivers on a voluntary basis, with the intention to be extended in all regional directions.

Participants appreciated the use of 3D Virtual practice and benefited in terms of accident prevention, health care (such as stress management), reduction of carbon emissions and fuel consumption costs.



ENVIRONMENT

SUSTAINABLE MOBILITY

E-book: Why moving in a sustainable way?

Poste Italiane develops initiatives to make mobility more sustainable in the framework of a fundamental rethinking of the entire mobility system.

ACTION

In the framework of its Mobility Management activities, Poste Italiane has created the e-Book "Why moving in a sustainable way?" This e-Book describes how one's own mobility style has direct impacts on the context in which we live and how a series of « good practices », if consciously assumed, can positively contribute to contain pollution, improve the quality of the air we breathe, with economic, as well as social, benefits for the individuals and the whole environment.

The objective of this e-Book is to break commuting habits, by replacing them with new and healthier ones, achieving several direct and indirect advantages.

RESULTS AND IMPACT

With regard to the environmental impact, 2017 Poste Italiane's Mobility Management actions led to a saving of around 9,240 CO₂ tons with an estimated saving of external costs amounting to 7.4 million euros.



ITALY
Poste Italiane

Posteitaliane



Carmine Tolino
Security, Safety and Occupation Safety Management
☎ +39 0659584017
✉ MobilityManagerOffice@posteitaliane.it



ENERGY TRANSITION

Green Post

Poste Italiane aims to replace fluorescent light fittings in over 2,000 of its facilities with LED lighting technology.

ACTION

This ongoing initiative aims at reducing electricity consumption from lighting at the post's facilities by around 50%, as well as to substantially reduce energy costs.

This project originates from an internal energy diagnostic survey carried out in 2015, as per the requirements of Legislative Decree no. 102/14, under the European Directive EU 27/2012. The survey highlighted the considerable advantages of using LED lighting. Another motivating factor was the reduction in the cost of LED lights, which has fallen by approximately 60% since the initial testing carried out by Poste Italiane in 2013.

RESULTS AND IMPACT

As a result, the company estimates that the return on investment costs associated with this initiative will be less than four years.

The installation of LED lighting across Poste Italiane's facilities is expected to yield annual energy savings of over 40 GWh, and a reduction in CO₂ emissions of 15,000 tons per year.



ITALY
Poste Italiane

Posteitaliane

Aldo Machi
Group Real Estate
☎ +39 0659589432
✉ machia@posteitaliane.it



ENERGY TRANSITION

Towards a greener way to provide services

Lithuanian Post reduces the use of paper in its daily activity in order to conserve natural resources and to speed up its processes.



LITHUANIA
Lietuvos Paštas



Vaida Budrienė
Corporate Affairs
☎ +370 69962317
✉ v.budriene@post.lt

ACTION

Lithuanian Post is taking care of the conservation of natural resources. According to the data of the project "Conseratree", approximately 24 trees are necessary to produce one ton of office paper. In order to conserve nature, the post has decided to reduce the use of paper in three ways.

First, clients are informed about both registered and regular post by an SMS.

Secondly, clients are encouraged to have VAT invoices issued and downloaded online. It is a free-of-charge and convenient method helping them to save time and natural resources.

Thirdly, modern tablets for signatures have been installed, tested and appreciated by the clients in mostly visited post offices of Lithuanian cities and towns. The name, surname of the recipient and the date of delivery are generated automatically, reducing the risk of errors that would sometimes occur when recipients sign in a wrong line of the log book or indicate a wrong date.

RESULTS AND IMPACT

480 signature tablets are installed in 210 post offices. In 2017, around 93% of invoices were issued online in December, a mere 5% of invoices printed out in post offices and around five million SMS were sent to clients.

Four million sheets of paper should be saved per year and parcels are issued to clients twice as fast.



SUSTAINABLE MOBILITY

For a greener post

POST Luxembourg now uses ten Paxster electric vehicles in its Luxembourg City's sorting center, choosing a greener way to carry out the city distribution.

ACTION

The ten Paxster electric vehicles replace motor vehicles which were formerly used by POST. These new vehicles are not only more sustainable, they are also easier to use in the frame of the distribution – as postmen have testified. This vehicle is particularly convenient for the distribution in cities. With one seat, postmen can go out on their left or their right, there are no doors, therefore they do not lose time during their stops, and the vehicle's capacity is sufficient for the planned routes.

POST Luxembourg has paid attention both to the environmental impact of the vehicle, and the feedback of the postmen who tested different vehicles.

RESULTS AND IMPACT

Paxster vehicles have proven to be efficient and perfectly aimed for a city distribution. POST Luxembourg wishes to extend its electric fleet dedicated to postal delivery. Today, they already count around 40 electric vehicles used for postal delivery, mainly in large urban areas.



LUXEMBOURG
POST Luxembourg



Marion Lampach / Luke Mergen

Distribution Operations

☎ +352 24247643

✉ marion.lampach@post.lu / luke.mergen@post.lu



SUSTAINABLE MOBILITY

MaltaPost launches new electric vehicles fleet

MaltaPost has increased its postal vehicle fleet with electric vehicles that are ecofriendly and easy to be operated by its staff.

ACTION

MaltaPost has recently added 11 Paxster electric vehicles to its fleet of vans and motorcycles. The Paxster is the ultimate eco-friendly electrical delivery vehicle with a 200 kg loading capacity, it is a non-engineered car or scooter and has a strong electric motor powerful enough to climb the steepest hills, and fast enough to keep up with traffic. Smooth power operation, adaptive suspension and four large wheels ensure excellent safety, stability and handling on any surface, in all weather conditions.

These electric vehicles are being driven by the company's postal employees thus making parcel and letter delivery much easier and more efficient.

Since the successful introduction of these Paxsters a few months ago, the company is considering increasing their number in a very near future.

RESULTS AND IMPACT

Aside from increasing its fleet to keep up with the high demand of parcel deliveries, the project aims to strengthen the organisation's commitment to support its employees, respect the environment and promote the use of electric vehicles on the Maltese Islands.



Marie Grace Farrugia
Group Marketing and Communications
☎ +356 25961710
✉ mfarrugia@maltapost.com



SUSTAINABLE MOBILITY

Test of a new electric van of 22m³

La Poste Monaco wishes to develop a more sustainable delivery fleet, and is therefore currently testing a new electric van.

ACTION

The constant increase in parcels' volume implies an increase in the vehicles' capacity. Since the importance of sustainable mobility within the Principality is high, the use of electric vehicles is a sine qua non condition to accomplish the last kilometer's delivery. La Poste Monaco is a forerunner in this domain, using electric vehicles since 1993. They now constitute 50% of its fleet.

La Poste Monaco aims at always anticipating new needs, this is why the decision was taken to test a 22m³ electric van. The test lasted 15 days and took place in a real production situation. The Gruau Company, French specialist of commercial vehicles provided La Poste Monaco with one Electron II van. Its battery has a 58 kWh capacity and an average autonomy of 120-130 kilometers.

Following the drivers' testimonies, the vehicle is easy to use and has been able to accomplish morning and afternoon rounds.

RESULTS AND IMPACT

The test results have been very positive: the vehicle has proven to be easy to handle – even easier than a traditional van. The absence of noise in the passenger compartment and the automatic gearbox also contributed to the driving comfort.



MONACO
La Poste Monaco



Frédéric Defrance
Support and Security
☎ +377 99998007
✉ frederic.defrance@laposte.fr



SUSTAINABLE MOBILITY

On the 2018 “Riviera Electric Challenge” podium

La Poste Monaco took part in the “Riviera Electric Challenge” organised in the framework of the EVER fair, and reached the podium.

ACTION

The fourth Riviera Electric Challenge took place on 9 and 10 April 2018 during the EVER (Ecological Vehicles-Renewable Energies) fair. It aimed at gathering model companies and local communities which have integrated electric vehicles in their fleets.

This challenge took place in three countries: France, Monaco and Italy with 38 teams. The teams should complete a route with an electric vehicle, using as few energy as they could. The route ran over 160 kilometers, starting in Cagnes-sur-Mer and ending in Monaco, both founder members of this event. At each step, questions about energy transition were asked to the participants.

La Poste Monaco took part in this challenge with the Peugeot Ion electric vehicle and Anthony Dacquin (Logistics Department) and Stéphane Lemarchand (Informatics Department) on board.

RESULTS AND IMPACT

The team running for La Poste Monaco during the challenge reached the second step of the podium, receiving its award from His Serene Highness the Prince Albert II. This initiative puts forward the technical qualities and performances of vehicles that La Poste Monaco daily uses.



MONACO
La Poste Monaco



Frédéric Defrance
Support and Security
☎ +377 99998007
✉ frederic.defrance@laposte.fr



ENERGY TRANSITION

Signature of the National Pact for Energy Transition

The Principality of Monaco is engaged for a change in its energy use through the National Pact for Energy Transition signed by La Poste Monaco.

ACTION

The Principality of Monaco is an active member in the fight against climate change: it participated in the COP 23 in Bonn, published a White Book on Energy Transition in March 2017, which led to the creation of the National Pact for Energy Transition that now gathers around 400 members in the principality – enterprises, institutions, private individuals.

The Pact is built around three main action axes, constituting the energy transition process: mobility, waste and energy. It aims at reducing greenhouse gas emissions and reinforcing local renewable energies production.

La Poste Monaco is one of the National Pact members, underlining its engagement as a clean service provider, for instance through the constitution of a sustainable mobility. The Pact encourages group's engagement by drawing simple and effective sector specific action plans.

RESULTS AND IMPACT

The adhesion to the National Pact for Energy Transition constitutes a strong engagement made by La Poste Monaco, since it underlines its will to change the way it provides services within the Principality.



MONACO
La Poste Monaco



Frédéric Defrance
Support and Security
☎ +377 99998007
✉ frederic.defrance@laposte.fr



ENVIRONMENT

ENERGY TRANSITION

Carbon Neutrality and Participatory Offsetting

CTT's Express and Parcels business went fully carbon neutral, supported by a far-reaching participatory carbon offsetting initiative.

ACTION

The conservation of five freshwater endangered fish species in Portugal, the promotion of biodiverse grazing systems, the use of biomass in the ceramics industry in Brazil and the distribution of efficient domestic ovens in Mozambique were the four carbon offsetting projects brought to public choice in March 2017. The vote, held every second year, took place on the 39,000 followers' strong CTT's Sustainability Facebook page.

It was the first open choice participatory CO₂ offsetting project in Portugal and one of the first in the industry taking place at a global level. It required a carbon inventory at product level, based on life cycle assessments, a preselection of more than two dozen high-quality Verified Carbon Standards, Social Carbon, Climate Community and Biodiversity Alliance and Reducing Emissions for Deforestation and Forest Degradation+ projects, from various geographies and carbon brokers, the development of a Facebook page and of a public voting app.

CTT's Eco portfolio accounts now for 12% of the company's revenues. Fuelled by its new carbon-neutral concept, Express and Parcels hit a 22% record volumes growth in 2017.



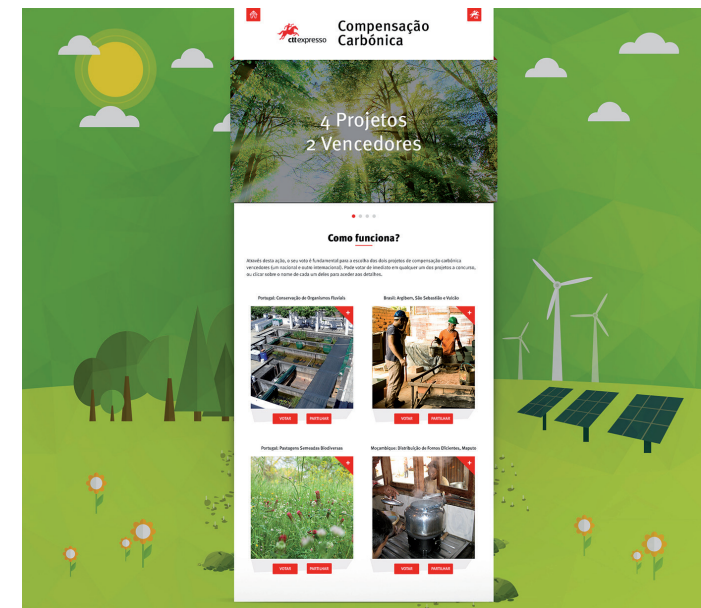
PORTUGAL
CTT



Maria Rebelo
Sustainability and Environment
☎ +351 210471072
✉ maria.j.rebelo@ctt.pt

RESULTS AND IMPACT

This UN SDG 12-aligned Climate Action initiative allows for full carbon offsetting of the scope one and two emissions of Express and Parcels (810 tons CO₂/year). The campaign reached 550,000 people in social media and was finalist in the prestigious Green Project Awards 2017 in Portugal.



SUSTAINABLE MOBILITY

A pioneer in drone logistics

Swiss Post can offer drone logistics services to the medical sector: autonomous drones transport laboratory samples between hospitals.

ACTION

Until recently, it took almost 45 minutes to transport a laboratory sample between two hospitals in Lugano 1.2 kilometers apart. In March 2017, after Swiss Post and the American drone manufacturer Matternet presented the first drone connection in Switzerland to the public this delay was reduced by a factor of five and more.

In Lugano, drones have now completed more than 1,000 flights without incident, which attracted a great deal of interest in the use of the drones in the Swiss medical sector. Following on from Lugano, transport drones will now fly in the capital city of Berne. Together with Matternet, Swiss Post is working to evaluate the link between two hospitals of the Insel group. The flights will be evaluated and Insel group will decide whether to use drones for day-to-day transportation of lab samples in the future. Following on from Lugano, transport drones flew in the capital city of Berne and Zurich. Together with Matternet, Swiss Post was working to evaluate the link between two locations of the Insel group Berne and the Zentrallabor Zurich. The flights will be evaluated and the clients will decide whether to use the drones for day-to-day transportation of lab samples in the future.

RESULTS AND IMPACT

In addition to saving time, electrically powered drones relieve roads of traffic, reduce carbon emissions and conserve natural resources on every flight as the entire drone fleet is powered with "naturemade star"- certified green electricity from Switzerland.



SWITZERLAND
Swiss Post



Dominik Saner
Corporate Responsibility
☎ +41 583412230
✉ dominik.saner@post.ch



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Association of European Public Postal Operators AISBL

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