

Corporate Responsibility charter

We're acting now for tomorrow



With its “Swiss Post of tomorrow” strategy, Swiss Post aims to ensure a public service for the future that is simple and securely digital, close to people and SMEs. The only way to do so is with a sustainable approach – because a modern Switzerland is a sustainable Switzerland. Swiss Post sees this as an opportunity and embraces its corporate responsibility. The central position corporate responsibility has in the company is the foundation for its sustainable development. Swiss Post enacts this responsibility both as an enterprise affiliated with the Confederation with a public service mandate and in its roles in regional passenger transport and as an economic player. This charter outlines what corporate responsibility means for us. We stand by it.



Our
self-perception



Our
claim



Our
actions



Our self-perception



As one of the largest employers and a major service provider for postal services, payment transactions and road-based public passenger transport in Switzerland, Swiss Post is aware of its special corporate responsibility.

We take an ethical approach to our corporate responsibility (CR). We're acting now – for tomorrow, for future generations, for the sustainable development of our environment and society. In this context, sustainability means that economic success is founded on environmental action and social responsibility and takes account of the needs of current and future generations. We take responsibility for the direct and indirect effects of our business activities on the various stakeholders and the environment now and in the future.

With our guidelines on Human Rights Due Diligence (HRDD), we are ensuring compliance with internationally recognized human rights standards.

To fulfil our corporate responsibility, we are guided by the Sustainable Development Goals (SDGs) set by the UN as part of its 2030 Agenda for Sustainable Development. We also support the UN Global Compact initiative in our capacity as a member, because we view the implementation of its ten principles as the basis of responsible corporate governance.



Our claim

By making the most of the potential that our commitment to corporate responsibility unlocks, we generate benefits for our customers, for society and for Switzerland. And we take our responsibility as a role model seriously. Our ambition is to offer high-quality, innovative products for companies, the Swiss population and state institutions. By providing everyone in Switzerland with access to postal services, we are making an important contribution to Swiss society. Moreover, we want to create sustainable added value for the Swiss population, whether in cities or in the countryside and both physically and digitally. Our measures for sustainable development add to the value that Swiss Post presents for its stakeholders:

we anticipate procurement risks, plan for future developments and regulations, increase the efficiency of processes related to service provision, deliver products and services that generate additional benefits through their sustainability, and increase our attractiveness as an employer. By doing this, we drive forward our sustainable development in day-to-day business and meet the expectations of our stakeholders.



Our actions

We're acting now for tomorrow as a resource-efficient and socially equitable company. Together with our stakeholders – in other words, existing and potential customers, partners, staff, the Confederation as our owner and the public – we identify our key environmental and social focal points. From this, we derive areas of action along the value chain:

- We act as a **socially-responsible employer on the market**. In specific terms, this means that we provide a working environment that promotes individual performance and a good balance between work and other aspects of life. We are inclusive of people of all backgrounds and do not tolerate discrimination. We stand for fair, attractive and economically sustainable employment conditions (social partnerships).
- We create **economic and social added value** and contribute to the **common good** of Switzerland, particularly in the different regions. Primarily, we create this added value through our core activities in logistics, communication and public transport, as well as through our active role in the digital transformation of Switzerland. In specific terms, this means that we engage in dialogue to develop what we offer in the public service domain, and finance it with our own privately generated funds. We frequently have a local presence, ensuring access to and the accessibility of important services, bringing both regions and generations together.
- We minimize the undesirable effects of our business activities on the **environment**. Our focus here is on **climate and energy**. We are committed to limiting global warming with a scientifically

At Swiss Post, we orient ourselves by our self-perception, transform our claim into reality and implement our actions accordingly. More information on this topic is available for interested parties at www.swisspost.ch/responsibility and at <https://geschaeftsbericht.post.ch/21/ar/en/> under Sustainability Report.

based climate target as recommended by the Intergovernmental Panel on Climate Change. In specific terms, this means that, by 2025, Swiss Post will make letter and parcel delivery in urban centers carbon neutral. **It aims to be completely carbon neutral in its in-house operations from 2030.** This includes switching to alternative drive systems, acquiring 100 percent of electricity from renewable energy sources in Switzerland and withdrawing from fossil fuel heating. From 2040, it intends to be carbon neutral along its entire value chain. To achieve net zero / climate neutrality from 2040, at least 90 percent of emissions must be reduced and the remainder neutralized.

- We take our pioneering role in procurement seriously and are committed to **responsible procurement**. In specific terms, this means that sustainability is fully integrated into the procurement function, support is provided towards achieving the Swiss Post climate neutrality target and due diligence obligations in accordance with human rights are fulfilled. We cooperate with our suppliers in a responsible way.
- We tap into market potential by developing and providing sustainable customer solutions that are **resource-efficient and socially responsible**. In specific terms, this means that we're integrating aspects of sustainability into the ongoing development of our existing services and developing products that contribute to resolving current environmental and social problems. With our logistics expertise, we position ourselves as an overall solution provider for the implementation of the circular economy in Switzerland.



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