

# Resilience in the world of tomorrow

Extreme heat and catastrophic floods. Climate change is tangible and affects every one of us. This is why Swiss Post is taking steps to prepare for the coming changes. To do this, it must not only assess the risks that arise directly from climatic changes (physical risks). The move to a low-carbon economy also poses transition risks for Swiss Post, caused, for example, by a change in stakeholder expectations.

## Physical risks



### Increase in extremes

- Increase in extreme weather events
- Frequent mudslides and landslides

Direct material damage and employees' occupational safety negatively affected



### Permanent changes

- Increase in hot days and heatwaves
- Decrease in water availability

Health and productivity of employees negatively affected

## Transition risks



### Regulations/policies

- Cost-driving environmental regulations
- Market access restrictions
- Climate-related legal disputes

Increased operating costs and additional requirements for the public service



### Energy and technology

- Insufficient funding of low-carbon technologies
- Insufficient funding of renewable energy

Shortage of electricity and high procurement costs for energy and technologies



### Reputation

- Rising expectations for climate protection from the owner, public and customers

Reputational damage from not fulfilling stakeholder expectations



### Markets

- Changing customer requirements
- Change of financial center

Loss of revenue due to reduced demand for non-sustainable Swiss Post products

## Seizing business opportunities

In moving to a low-carbon economy, Swiss Post is not only assessing its risks and implementing the associated measures. It also wants to seize the opportunities that such a change will bring. Because with change comes business opportunities.

Swiss Post aims to reduce greenhouse gas emissions, fund alternative technologies and energies and use resources more efficiently. We are achieving this with creative solutions and new approaches, all of which can contribute to customer loyalty and sustainable economic growth among other things for Swiss Post.

### Climate-related opportunities



#### Regulations / policies

- Reduction in vulnerabilities to environmental regulations
- Obtaining advantages (e.g. in an environmental bonus system) through proactive conversion to low-emission technology

Lower levies / higher additional income



#### Energy and resource efficiency

- Increased energy efficiency in goods transport
- Increased energy efficiency in buildings

Higher investment values and lower operating costs



#### Products and services

- Range of ecologically sustainable products and services in existing business areas
- New sustainable customer solutions

Revenue security and revenue increase



#### Markets

- Opening up new business areas with corresponding potential in sustainable growth
- Greater diversification of financial assets

Increase in sales revenue



#### Value creation security

- Robust delivery chains (resilience)
- Development of Group-wide business continuity management

Revenue security and stabilization as a reliable partner



#### Reputation

- Ambitious goals to anticipate and effectively address the expectations of all stakeholders in relation to climate protection

Customer acquisition and customer retention