



Ard-Oifig an Phoist,  
Sráid Uí Chonaill,  
Baile Átha Cliath I,  
D01 F5P2, Éire

General Post Office,  
O'Connell Street,  
Dublin 1, D01 F5P2,  
Ireland

+353 1 705 7000  
anpost.com

12<sup>th</sup> March 2021

## Statement of Commitment

An Post is the national postal service operator in Ireland, delivering parcels and letters to every home and business address in the country. An Post directly employs circa 9500 people through our national network of retail, mails and parcels, processing and delivery points, making us one of Ireland's largest companies.

The business is structured into two world-class businesses: An Post Commerce and An Post Consumer. The scale of our operations in both of these businesses provides opportunities to put sustainability at the centre of our business and make a positive impact on the economy, the environment and society in general, aligning with our purpose – to act for the common good, improving the lives of people in Ireland, now and for generations to come. Sustainability informs every aspect of our business, every single day, enabling us to deliver benefits to our employees, our customers and the communities we serve.

In An Post, common to the European postal sector, we focus on five of the sector-relevant UN SDGs. We are cognisant of the inter-connected nature of the goals and understand that making progress on climate action (SDG 13) is not possible without taking care of our employees (SDG 8); investing in sustainable infrastructure (SDG9); supporting and being part of sustainable communities (SDG 11); and adopting a circular economy business model (SDG 12).

We are acutely aware of the impacts of climate change and the urgency of climate action. The climate crisis requires bravery and a pioneering spirit. That is why we cannot wait until 2050 to get to net zero carbon emissions, choosing instead to bring our target forward to 2030. More than making commitments and creating plans, we are delivering climate actions now, and are on track to halve our carbon emissions by 2025, against a baseline that has been measured and independently verified. Transparency and accountability are at the heart of making our sustainability actions credible.

This commitment is key to our future business strategy, contributing to our overall vision of working together to deliver a better quality service, more efficiently, to more customers by continuously adapting, innovating and implementing change.

In the face of a global pandemic and a climate and biodiversity emergency, leadership based on collaboration is key. As one of Ireland's first UN SDG Champions and a member of the UN Global Compact we have the ambition to be the leading corporate in Ireland on sustainability and to share our experiences nationally and internationally to deliver actions that will benefit and protect our citizens. Taking part in events to support efforts to build a Local Network in Ireland, such as the "Mobilizing Irish Business in Support of the Global Goals" webinar in January 2021 in one way that we are doing this.

David McRedmond  
CEO An Post

**An Post**

**UN Global Compact: Communication on Progress**

**Working through the Covid Pandemic > The Green Hub > An Post Drive to Zero Emissions by 2030 > Deeper engagement with our Citizens**

## An Post Purpose and Strategy

An Post is the national postal service operator in Ireland delivering parcels and letters to every home and business address in the country. An Post employs circa 9500 people through An Post Consumer, Commerce and Corporate of Ireland's largest companies. Led by David McRedmond, An Post Chief Executive Officer,

An Post Commerce is responsible for delivering the highest quality postal service to every home and business in Ireland, whilst simultaneously growing our national and international eCommerce parcels, logistics and mail marketing businesses. An Post Consumer manages more cash than any other organisation in Ireland. We are always diversifying and evolving our financial and retail services whilst continuing to provide trusted access to government services both online and in person.

At An Post our purpose is to act for the common good and to improve the quality of life in Ireland, now and for generations to come. Sustainability informs every aspect of our business, every single day, enabling us to deliver benefits to our customers, our employees and the communities we serve. As one of Ireland's Sustainable Development Goal (SDG) Champions and a member of the UN Global Compact, our ambition is to be the leading corporate in Ireland on sustainability and to share our experiences nationally and internationally.

In An Post we focus on five of the UN Sustainable Development Goals (SDGs). We are cognisant of the inter-connected nature of the goals and understand that making progress on climate action (SDG 13) is not possible without the support of our employees (SDG 8); investing in sustainable infrastructure (SDG9); supporting and being part of sustainable communities (SDG 11); and adopting a circular economy business model (SDG 12).

At An Post we are acutely aware of the impacts of climate change and the urgency of climate action. That is why we cannot wait until 2050 to get to net zero carbon emissions, instead, we have chosen to bring our target forward to 2030. We are making more than commitments and creating plans, we are delivering climate actions now, and are on track to halve our carbon emissions by 2025.

## Human Rights

- Principle 1 - Businesses should support and respect the protection of internationally proclaimed human rights
- Principle 2 - Make sure that they are not complicit in human rights abuses

### Commitment

- We respect and support the UN Declaration of Human Rights within our business. At An Post our purpose is to act for the common good and to improve the quality of life for people in Ireland, now and for generations to come
- We expect our suppliers to act responsibly in all areas of business activity and to adopt and live our values as encompassed through our commitment to the United Nations Sustainable Development Goals (SDG 8, 9, 11, 12 and 13) applying these standards that are consistent with An Post
- Our Company Values include a requirement for staff to respect each other and take personal responsibility. An Post Staff are at the centre of their communities

and our community focus is expressed in our commitment to SDG 11 sustainable cities and communities.

## Framework

- Our Company's mission, vision and values refer to the need for staff to respect each other, take personal responsibility, and to act as a respected corporate citizen within the communities, in which we work and live.
- An Post is one of eleven founding organisations to have signed the first [Diversity Charter Ireland](#) in 2012 marking our voluntary commitment to effective diversity management, preventing discrimination and promoting equality with respect to all stakeholders and the environment in which we operate.
- Our Company policy documents include our [Equality Policy](#), [Disability Policy](#) & our [Dignity at Work Policy](#), All of these are available to all internal staff member.
- An Post Code of Conduct is available to all employees including our Directors Code of Conduct.
- An Post Policy and Procedure for Raising Matters of Concern is available to all staff. This document sets out procedures intended to encourage and enable employees to come forward and raise, within a supportive Company framework, genuine and serious concerns they may have about dishonest or unethical activity in An Post or its subsidiaries.
- The policy document Work Life Balance Initiatives is available to all staff
- The Company's policy documents include:
  - Providing Quality Customer Service to People with a Disability. This guide has been distributed to staff throughout the Company.
  - A procedure for reporting bullying and harassment is included within the Dignity at Work policy. We have a dedicated Diversity and Inclusion Manager and LGBTQI Mentor.
  - We also have a 'Discipline and Grievance' procedure that is available. An Equality Officer is available to manage and advise on policy issues. In relation to whistle blowing the policy document 'Raising Matters of Concern' offers guidance and direction in terms of key contact persons.

## Practise

- At An Post we want to use our nationwide presence to make sure the urban and rural communities where we live can thrive. In 2020, as Covid-19 hit Irish shores and we went into lockdown, many were isolated from family members and loved ones. Over 70s were asked to cocoon, immediately being shut off from family, friends and local amenities.

An Post post-people are deeply embedded in Ireland's communities, on a daily basis they are present on our streets and in our doorways, knowing everyone by name. Throughout the pandemic An Post stepped up and used its unique position in Irish society to keep us all connected.

In 2020 we launched [Community Focus](#), a variety of initiatives to keep our cities and communities connected, these included:

- ***Request a check-in:*** our postal operatives checked-in on over 900 older or vulnerable customers along their postal routes, reassuring family members living beyond the KM limits.
- ***Mail collection service:*** free mail collection for the elderly and vulnerable to keep them connected to family members.
- ***Newspaper delivery:*** a service which provided same-day delivery to households nationwide. Delivery was free of charge for older and vulnerable customers who were 'cocooning'.

- **Send Love:** in March 2020 every household received two free postcards, helping family and friends stay connected in the weeks when many were socially isolated and 'cocooning'. An Post also launched a 2020 Love stamp booklet, making a €1 donation to Women's Aid and ISPC Childline charities on behalf of customers for each Love stamp booklet sold.
- **Care homes:** An Post delivered letters, cards and parcels to nursing and care homes for free, keeping the most vulnerable in touch with those who could not visit.
- **State Benefit:** arrangements were made for those who could not make it to post offices to collect their payments.
- **SME discount:** 25% discount on parcel delivery for SMEs to give Irish businesses a helping hand.

The impact of the Community Focus initiative was felt throughout the An Post business, our entire workforce worked harder than ever and truly embraced it's 'essential service' title with pride.

- An Post have begun the integration of sustainable procurement into all aspects of our business. This has been a key activity over the last couple of months and we have agreed for sustainability to be a key scoring element within our tender process and have begun the auditing of our strategic supplier base. An Post is currently assessing its top suppliers on sustainability subject matter audits. This is now an on-going practice within An Post having received a 100% response rate. We are committed to living our values through our supply chains and practice green and responsible procurement as we align with ISO 20400. We are the first public sector company in Ireland to look at Sustainability in our supply chain, auditing our suppliers to ensure that they live our values in relation to decent work, climate action and sustainable production and consumption too.

### In relation to UN SDG Goal 5: Gender Equality and UN SDG Goal 8 Providing Decent Employment and Economic Growth

An Post remained proud sponsors of Ireland's LGBTQ+ & Pride Parade in 2020. An Post welcomed two inaugural Pride milestones. An Post raised the transgender flag over the GPO, paying homage to 'Transgender Day of Remembrance', and became an official sponsor of Cork Pride receiving waves of positive feedback apropos our 'Pride by Post' initiative. A number of Virtual on-line festivals were held in place of the parade with videos, pictures and messages being submitted and aired from the public, staff and organisers to help celebrate the hugely successful event. An Post continued to support the celebration of pride with eco-friendly rainbow themed confectionary, rainbow facemasks, literature and complimentary postcards at An Post retail offices, championing progressive human rights for the Pride community.

- The GPO also featured in Ireland's "2020 Herstory Light Festival" as the backdrop for projected images celebrating female recognition and equality. The festival of images spotlighted mothers and grandmothers, migrant women, A Girl from Mogadishu, trans women and non-binary femme people, Northern Irish peace heroines and lost trail blazers in the arts, science, politics and activism.
- An Post's Diversity, Equality & Inclusion strategy for 2020 focussed on organisational strategic change; by strengthening internal HR governance, building a D&I team with policy frameworks and reinforcing goals in alignment with the direction of the An Post business structure, impact to results and DEI strategic pillars of Gender, Intergenerational, Ability Spectrums, LGBTQ advocacy and Ethnicity. We work with our partners, the An Post Group of Unions and jointly participate in our Diversity & Inclusion committee, to collaborate and bring to life initiatives promoting inclusion.
- An Post is a business patron of the Trinity Centre for People with Intellectual Disabilities and partners with similar community groups bridging D&I and

Sustainability with our broader Corporate Responsibility. Our partnership with community enterprise Open Doors was engaged through 'Lunch and Learn sessions' in 2020, accelerating our mission to extend pathways to employment to marginalised members of society in 2021. The initiative has been one of our most popular ventures from both our people and the communities we operate in.

## Performance

- An Post promote the following ED&I elearning opportunities for all staff;
  - The NDA's Disability Equality E-Learning Course
  - Delivering Equality in Public Services - An Introduction
  - Gender IQ e-learning!
  - Unconscious Bias Micro E-Lessons
  - Harvard's Project Implicit
- The Staff Health and Safety Policy is Documented, publicly accessible and subject to consultation with staff/staff organisations. An Post achieved the new Health & Safety Standard ISO 45001 this year. This standard will be available internally to all staff members and externally were applicable. Our Health & Safety management system is accredited to national/international standards
- The Joint Conciliation Council diversity sub-committee discusses diversity issues with the staff representatives (Unions) within An Post
- A tailored An Post Safety Guide has been developed for each area of the business with guides applicable to Collections and Delivery, Mails Processing, Retail, Administration & Managers.
- Health & Safety programmes within the Company are dealt with through various work streams including the Dignity in the Workplace Policy and a dedicated Occupational Health Support service which is an Internal Employee Assistance programme.
- We have continued our sponsorship of the Irish Book Awards and the National Adult Literacy Agency (NALA) as they work to empower more people with life skills. As we continued our sponsorship through 2020 we worked with Children's Books Ireland on ImagineNation which saw 25 children's authors and illustrators design a free playbook, delivered to almost 250,000 families. We worked with IMAGE.ie offering a free Reading Room series, some of the first virtual events to enter the market, to invite audiences to join authors.
- We have a Diversity & Inclusion Manager & a Talent & Resourcing Manager.
- Throughout the Company we also have Diversity Champions: employees countrywide who volunteer their time to participate in our D&I initiatives (e.g. Pride and Job Shadow Week). We also have Talent Champions: Our wider Human Resources management and team. These individuals have been identified as 'Informal Leaders' across the organisation apropos 'Shaping your World' culture project.
- We continue to exceed the Disability Act 2005 Directive which requires 3%, in 2020 4.6% of our staff are employees with disabilities
- An Post monitors the rating of all our job advertisements screened though Textio, an augmented writing platform that aids us in removing bias relating to age and gender in our content.
- 2020 Purple Lights Campaign was captured on our social media platforms and internally, via the special promotion of disability-inclusive training on international day of persons with disabilities in December 2020

## Labour

- Principle 3 - Businesses should uphold freedom of association & effective recognition of the right to collective bargaining
- Principle 4 - The elimination of all forms of forced and compulsory labour
- Principle 5 - The effective abolition of child labour
- Principle 6 - Eliminate discrimination in respect of employment and occupation

## Commitment

- We respect the Declaration on Fundamental Principles and Rights at Work of the International Labour Organisation (ILO) in accordance with national laws and customs. At An Post our purpose is to act for the common good and to improve the quality of life in Ireland for our staff and the communities we work in, now and for generations to come
- At An Post responsible business practice involves recording and investigating any accident, health or personal welfare incident with a view to implementing corrective action and to reducing and preventing further incidents. A culture of safety and wellbeing is also critical to business success within the Company. We have introduced many initiatives to ensure the elimination of discrimination, the protection of human rights and the promotion of equality of opportunity. By being an inclusive and fully diverse workplace we are not only doing the best for our people but also for the customers and communities we serve.

## Framework

### In relation to UN SDG Goal 5: Gender Equality

- An Post published its second annual gender pay gap report in December 2020. To close the gender wage gap further, An Post is committed to promoting equal pay for work of equal value through wage transparency, training and gender-neutral job evaluation methods. In the last 12 months, An Post have narrowed the gap from 3.7% in 2019 to 1.41% in 2020 with continued pursuit of the emergence of 'Diversity in Talent' and expertise at An Post as a result. The Management Board is now 50/50 male/female while the broader management group has seen a huge increase in the number of women included. An Post is making steady progress towards an inclusive workplace with equality and a sense of belonging for all.

In 2019/2020 An Post has:

- Implemented and expanded the Diversity and Inclusion action plan company-wide
- Taken further steps towards reducing the Gender Pay Gap
- Transformed from an all-male to a 50/50 gender balanced Management Board
- Reconstituted the Diversity Sub Committee of the Joint Conciliation Council where diversity issues are discussed with Unions
- Grown the Diversity & Inclusion team and Talent & Resourcing functions.
- Committed to recruitment of 50% male and 50% female candidates within its workforce. Our commitment can be shown at An Post's highest levels through our own Management Board having a 50/50 representative balance.
- Launched a Strategic Leadership Programme for Senior Managers delivered by the Irish Management Institute
- Mentored and supported talent in the organisation
- Sponsored the Irish Management Institute 30% Club Cross-Company Mentoring Programme
- Promoted work life harmony with a range of programmes agreed with An Post Unions such as term time working, work sharing, options to work part-time,

enhanced parental leave arrangements, flexi-time and career break options. An Post also provides Deductions at source from pay that includes VHI, Tax efficient Travel Pass, and Cycle to Work.

- Launched our 'Mentoring program' and 'Acceleration Development program' for female employees; creating equitable opportunities, enabling promotions, foster change and further bridging of the gender gap.
- Introduced specialised software to remove gender bias from job profiles

### In relation to both UN SDG GOAL 8: Providing Decent work and Economic Growth and SDG Goal 11: Sustainable Cities and Communities

- A Code of Conduct has been developed by the Company for all staff, including the CEO giving guidelines on behaviour, uniform, health and safety, incident & accident reporting, standards and policies within the Company.
- The An Post collective bargaining system is used to determine staff pay levels while the performance related pay system is in place for senior managers.
- Staff representatives are selected in a transparent and fair process by all employees. There are five Worker Director positions on the Board of An Post. These elected representatives are included in strategic decision making by the Board. All staff representatives on the Joint Communications Committee are also directly elected by staff as union representatives
- An Post launched a campaign in 2019 championing its 5 SDGs commitment and promoting inclusivity, respect, offering equal opportunity, developing the companies potential and attracting the best talent

### Practise

- An Post provides employment contracts on a 'no zero hours contracts' basis for all its employees.
- An Post operates the Health & Safety Authorities document for Safety Representatives and Safety Consultation Guidelines that guides communication & consultation with staff representatives. This document is available to all staff members.
- A Joint Conciliation Council (JCCC) with the Company and full union representation, meets monthly. The Company utilises the Partnership process within the JCCC to consult and inform on all changes prior to implementation.
- The Company has provided modular training on Communications skills to senior & middle management (Learning for Results & Leading to Succeed) as well as providing accredited training in Frontline Management Training to staff within operational responsibilities.
- The Staff Health and Safety Policy is accessible to all managers and booklets are distributed by hand to staff in all areas of the business. A tailored An Post Safety Guide has been developed for each area of the business with guides applicable to Collections and Delivery, Mails Processing, Retail, Administration & Managers
- Dignity at Work and Equality policies are being reprinted in 2021. An Post is also releasing our Domestic Abuse & Coercive Control policy in 2021.
- An Post launched its Employee Wellbeing Programme. The 'Working Well Together' campaign focussed on empowering employees to feel and be their best; by engaging in conversations about mental, social, emotional, financial and physical wellness. The Occupational Health team invested in proactively promoting of the support services they provide to employees across the Company.
- Our second annual Wellness Week in 2020 was designed with virtual events to bring awareness and nurture holistic wellness, resilience and mental health in the workplace. Participated in by employees across all levels of the Company; Wellness Week was an opportunity to invest in our wellbeing, remove stigma and lean-into conversations; as we adapt and build resilience to new ways of living and working.



- In 2021 we announced the launch of an enhanced Employee Assistance Program which is in collaboration with Spectrum House. Operated with reliable, accessible and 24/7 helpline, services focus on advice relative to mental health, financial, social and caregiver issues, career and personal challenges, with assistance on aspects of loss and bereavement also available.
- An Post's commitment to support employees with dependent children, in light of unprecedented events leading to closure of schools and childcare facilities, was facilitated with 'Special paid leave' in 2020 and into 2021.
- An Post are launching the An Post Mentoring Programme for women to identify opportunities and focus their skills for advancement, along with the Female Talent Acceleration Programme that identifies and supports women in advancing their careers in 2021.
- An Post have expanded the Irish Management Institute Strategic Leadership Programme already underway for Senior Managers
- An Post are launching a new Human Resources system which will support and ensure learning and development is accessible to all employees.
- An Post, in partnership with IBEC, are pursuing 'The KeepWell Mark' for 2021 which is an evidence-based accreditation which will excel further our standards and continue to emphasise employee wellbeing, safety and health being at the forefront of our purpose.
- The Company has implemented driver training for our fleet operatives, with a built in module on sustainable driving
- Male minder - a health checker manual - has been distributed to staff throughout the Company. An Post continuously promotes an understanding of masculinity and fatherhood through awareness sessions. An Post promotes internal Communication for International Men's Day 2020 and runs the International Men's Day 2020 Reframing Masculinity Company Communication Training Initiation
- We are a business Patron to the Trinity Centre for People with Intellectual Disabilities (TCPID) as per a sponsored partnership dating from January 2019 to January 2022. While COVID-19 negatively impacted the number of graduates we employed in 2020, the TCPID Pathways Coordinator has continued to maintain open channels of communication with the An Post Diversity & Inclusion team and we are delighted to be advancing preparations to support a returning TCPID graduate to remote working at An Post in Q1 2021.
- In 2020 An Post launched Community Focus, a variety of initiatives to keep our cities and communities connected, these included:
  - Request a check-in: our postal operatives checked-in on and called to over 900 older or vulnerable customers along their postal routes across the country, reassuring family members living beyond the KM limits and country borders.
  - Mail collection service: free mail collection for the elderly and vulnerable to keep them connected to family members/
  - Newspaper delivery: a service which provided same-day delivery to households nationwide. Delivery was free of charge for older and vulnerable customers 'cocooning' during the Covid-19 crisis.
  - Send Love: in March 2020 every household received two free postcards to help them stay connected to friends and family, in the weeks when many people were socially isolated and 'cocooned' in their homes. An Post also launched a 2020 Love stamp booklet, An Post made a €1 donation to Women's Aid and ISPCC Childline charities on behalf of customers for each Love stamp booklet sold.
  - Care homes: An Post brought letters, cards and parcels to nursing and care homes for free, keeping the most vulnerable in touch with those who could not visit.

- State Benefit: dedicated arrangements were made for those who could not make it to post offices to collect their payments.
- SME discount: 25% discount on parcel delivery for SMEs to give Irish businesses a helping hand.
- The force of the Community Focus initiative was felt throughout the An Post business. Despite the significant increase in the demands on our postal network, our entire workforce worked harder than ever and truly embraced it's 'essential service' title with pride.

## Performance

- An Post continues to uphold our commitments under the Diversity Charter Ireland of which it is a founding member. The Charter commenced in 2012
- We continue to provide consultation/advice to external organisations with regard to meeting the requirements of the Disability Act and around disability issues in general.
- The Company's health & safety programme includes targets and objectives for continuous improvement in terms of inspections, meetings with safety representatives and reduction of incidents and claims. A safety representative is appointed in each office and conducts meetings with their manager every six months. Within each mails centre (4) a safety committee meets every six months
- eLearning PCs are available in all regional offices so that staff can access the An Post Intranet's site including all its features. Both the NDA Disability Equality eLearning and the IHREC Delivering Equality in Public Services training modules are accessible through these sites.
- Health and wellbeing programmes are offered to all staff regardless of role and position. A variety of staff health and wellbeing initiatives are offered to all staff including flu vaccine, occupational health services, public health initiatives 'male minder' & active work walking challenge. Medicals are offered to senior management
- Workplace and equipment are subject to safety audits including monitoring environmental conditions in the workplace (air quality, temperature, water quality).
- Monitoring of workplace equipment occurs where an issue is identified. Safety audits are carried out internally and externally to comply with accreditation in the form of a sample audit through a rolling programme of inspection
- The Company keeps records of:
  - the number of sick days per year
  - weekly working hours
  - the number of recorded accidents per year
  - the percentage of accidents that resulted in temporary leave of absence of employees per year - or Injury Frequency Rate
  - the percentage of accidents resulting in permanent injuries or disability per year
  - the percentage of accidents resulting in fatalities per year
  - the accident severity rate or the number of days lost as result of accidents per year or the decline in lost days
  - the amount of ergonomics training
  - the amount of sick days taken due to physical strain
  - carries out constant measurement and reporting - monthly inspections company wide
  - Health & safety reporting is conducted at board level - monthly accident statistics report supplied to Executive.

## Environment

- Principle 7 - Businesses should support a precautionary approach to environmental challenges
- Principle 8 - Undertake initiatives to promote greater environmental responsibility
- Principle 9 - Encourage the development and diffusion of environmentally friendly technologies

## Commitment

At An Post our purpose is to act for the common good and to improve the quality of life in Ireland, now and for generations to come. Sustainability informs every aspect of our business, every single day, enabling us to deliver benefits to our employees, our customers and the communities we serve.

The scale of our operations, whether through our distribution or retail networks, provides opportunities to make a positive impact on the economy, the environment and society in general. We recognise that our building and fleet impact on the environment. Our focus is on increasing our carbon efficiency and energy reduction.

We are acutely aware of the impacts of climate change and the urgency of climate action. That is why we cannot wait until 2050 to get to net zero carbon emissions, we are choosing instead to bring our target forward to 2030. We are making more than commitments and creating plans, we are delivering climate actions now, and are on track to halve our carbon emissions by 2025. This is against a baseline that has been measured and independently verified. Transparency and accountability are at the heart of making our sustainability actions credible.

As one of Ireland's first Sustainable Development Goal (SDG) Champions and a member of the UN Global Compact we have the ambition to be the leading corporate in Ireland on sustainability and to share our experiences nationally and internationally. An Post was selected as a Company leading by example in achieving the Sustainable Development Goals. Our remit is to help to raise public awareness of the Goals, and illustrate practical ways in which organisations and individuals can contribute to achieving the Goals.

## Framework

- The Company has a policy to measure its carbon footprint in an internationally recognised manner. Since 2009 we have worked with International Post Corporation (IPC) to benchmark our operations with 19 other postal services across the world.
- Our measurement of carbon emissions is co-ordinated through the IPC Environmental Monitoring and Management System (EMMS) - through which we report annually. Annual results are externally assured and published by IPC. An Post also publish our individual performance within the Company's annual and Sustainability reports.
- The Company has committed to a continuous process of reduction of greenhouse gas emissions in its operations over a period of time including the attainment of objectives and measurable targets. Our target is 50% reduction in CO<sub>2</sub> by 2025.
- The Company has a formal energy and carbon policy which guides us in reducing our energy use and carbon emissions.
- An Post report to the Carbon Disclosures Project on carbon emissions - we currently hold a A- standard. In 2021 we plan to improve on this grading with an A.
- During 2020 we maintained ISO50001 certification. This internationally accredited energy management standard now assures our internal monitoring

and both internal and external reporting on energy use at An Post. An Post also achieved ISO 14001 certification for its Environmental Management System. This accreditation further supports the company's improvement its environmental performance through more efficient use of resources and the reduction of waste.

- In achieving ISO 14001, we have begun the integration of sustainable procurement into all aspects of the business. This has been a key activity for An Post and we have agreed for sustainability to be a key scoring element within our tender process and have begun the auditing of our strategic supplier base.
- We are complying with government legislation, working on a 33% efficiency improvement in our buildings energy usage.
- We measure our public buildings energy performance and fleet energy use and report this to Sustainable Energy Authority Ireland (SEAI). We use our results to measure performance on a year on year basis.

## Practise

During 2019/2020 An Post took the following actions to impact on its energy and carbon savings:

Decarbonise our operations:

- Committed to a target of 50% Carbon Reduction by 2025
- Committed to a target of Net Zero Carbon Emissions by 2030
- An Post currently has 1000 electric vehicles making up 30% of its vehicle fleet network. We are committed to increasing this to 50% in 2021 and 70% in 2022. For An Post to reach 100% zero carbon emissions transport we are also transforming the HGV fleet, exploring hydrogen as the alternative fuel source. There are also 110 electric trikes in operation throughout the fleet.
- We have carbon zero delivers in major cities in Ireland - Dublin, Kilkenny, Waterford & Galway. We are expecting to expand into Cork, Limerick and other major cities/towns in 2021.
- We have deployed Ireland's first ever 7.5 tonne electric trucks and we are the first Irish logistics company to join EV100.
- ISO 50001 Energy Management standard was retained by An Post in 2020 and certified to ISO 14001 Environmental Management System.
- Buildings Kwhrs energy increased in 2020 by 5.5%. The increase can be attributed the current Covid-19 pandemic and the number of mechanisms put in place to keep our employees safe- namely the increase in working hours & split shift rotas that have been introduced, the increased opening hours and ventilation use of the properties, introduction of night duty, bank holiday duty and Saturday deliveries as well as the huge increase in parcel volumes as a result of national lockdowns
- An Post decreased its fuel efficiency 2020 by 16%. This was also a consequence of the pandemic following the introduction of a policy to enable employees to bring vehicles home, in order to keep our employees safe, coinciding with additional parcel volumes and deliveries.
- In 2020, 100% of the electricity used in our buildings was certified by our energy provider as being sourced from renewables and one of our offices which had previously been chosen as a pilot for the installation of Photovoltaic Panels generated 22% of its own electricity. We are expanding the project in 2021 to include 30 DSUs with solar panels, giving An Post the largest number of solar energy sites in the country.
- An Post has replaced all external lighting where possible with LED lights and have expanded this to include all internal lightning for 2021.
- We are one of the first 100 companies to join the Science Based Targets Initiative (SBTi), by committing to SBTi we will have a clear route to net zero carbon emissions by 2030.
- In 2020 An Post began the implementation of our new water management system. This new system allows us access to real time monitoring, initial installation has resulted in water savings of 35-40% by enabling us to identify leaks and areas for improvement. The system will continue to be rolled out into more offices in 2021.

- In 2020 we introduced pre-paid 100% recycled packaging. This will drive down the emissions associated with both production and waste. An Post has achieved a waste recycling target greater than 80% and eliminated plastic waste where possible in An Post canteens, saving circa 6 tonnes of carbon per annum.
- An Post are overcoming one of our major hurdles where we are to operate a circular economy approach to our international mail bags and plastics. We are operating this on the basis that all our mail bags are either returned to their country of origin or are now recycled and reused within our Irish and International market base. This new avenue promotes our circular economy and An Post's recycling approach.
- An Post has decommissioned all old oil tankers and is currently undertaking the removal of these tanks off-site, to be concluded in 2021. We also have conducted a review and clean of all oil interceptors, to be finalised in 2021.

## Performance

### UN SDG Goal 13: Climate Action and UN SDG Goal 9 Industry, Innovation and Infrastructure

- Ireland's largest fleet leads the way with electric vehicles and Carbon-free deliveries in all Irish cities by year-end 2021. Eco-driver training for all drivers is currently in place, to date having trained one third of our drivers. The provision of public electric vehicle charging points at An Post sites is currently under development with trial units in place. We hope to open these sites to employees and visitors in 2021.
- In August 2020 we launched The Green Hub, a national one-stop shop for Irish citizens. It focuses on the home retrofit market, offering consumers a trusted destination to source information on home energy upgrades, as well as buying an electric vehicle, with the support of low rate Green Finance options. Our ambition is to support 30,000 homeowners to retrofit their homes by 2030, making their energy upgrade as easy as possible.
- An Post was Ireland's first investor in the Woodland Environment Fund. In 2019 over twenty thousand trees, including oak, birch and alder, were planted in Galway. In 2020 we have worked to ensure the success and maintenance of the native woodland. Our colony of honey bees, who currently reside on the roof of our headquarters, the GPO, Dublin, are going to be moved to our delivery service unit in Ravensdale. This will ensure their long term future and facilitate the increase of pollinators in the Dublin urban area.
- Looking forward to 2021, we want to continue to invest in the restoration and protection of nature in Ireland through planting native woodland and rewetting peatbogs to act as carbon sinks and to increase resilience to climate impacts. We will begin the process of considering how we will go beyond carbon neutral i.e. how we can resolve or restore the effect we have had on the environment since our foundation in 1984.
- Taking faster and superior steps to achieve a 50% reduction in carbon emissions by 2025 and 100% by 2030.

# Anti-Corruption

- Principle 10 - Businesses should work against all forms of corruption, including extortion and bribery.

## Commitment

Ensuring good governance is a key principle of An Post's responsible business practice. As corporate responsibility becomes ever more important to our business performance, we have put in place appropriate governance structures to co-ordinate control and implement Company policy and practice. Our Board of Directors and senior executives have formally adopted roles and responsibilities related to corporate governance as well as conducting their day to day business and decision-making in adherence with our Company's responsible policies and practices.

## Framework

Maintaining high standards of corporate governance is a priority for An Post. In developing our corporate governance policy, the Board has sought to give effect both to the Code of Practice for the Governance of State Bodies, issued by the Department of Finance, and to the relevant main and supporting principles of good governance outlined in the 2006 Corporate Governance Disclosure issued by the United Nations Conference on Trade and Development.

An Post Policy and Procedure for Raising Matters of Concern is available to all staff. This document sets out procedures intended to encourage and enable employees to come forward and raise, within a supportive Company framework, genuine and serious concerns they may have about dishonest or unethical activity in An Post or its subsidiaries

## Practise

The key procedures that the Directors have established with a view to providing effective internal control are:

- A clear focus on business objectives as determined by the Board after consideration of the statutory responsibilities and risk profile of the Group's businesses.
- A defined organisational structure with a clear lines of responsibility, delegation of authority and segregation of duties designed to foster a beneficial control environment.
- A risk management process which considers the strategy and development of the business in the context of the annual budget process when financial plans and performance targets are set and reviewed by the Board in light of the Group's overall objectives.
- A reporting and control system which ensures that individual businesses report to the board on an ongoing basis on their progress in achieving objectives.
- The preparation and issue of financial reports, including the consolidated annual accounts is managed by the Group Finance department.
- An internal audit function which monitors compliance with policies and the effectiveness of internal control within the Group's businesses.
- A Board level committee, the Audit and Risk Committee, which approves internal and external audit plans and deals with significant control issues raised by the internal and external auditors.

## Performance

- In relation to the Company's corporate governance policy and procedures, the board of Directors has an oversight role in setting and annually reviewing the Company's responsible business practices and performance.
- The Company's diversity principles and policies apply to the nomination and composition of the Company's board of Directors/supervisory board.
- The Company's mission, vision and values are communicated internally and externally.

- Awareness is raised as to how the Company lives by these values in everyday activities and operations (e.g. via code of practice, code of ethics, code of conduct).
- The Company's executive has appointed a person to have executive responsibility on all corporate responsibility and sustainability issues.
- The Company has allocated corporate responsibility KPIs to the relevant Company Directors. These KPIs are made part of a person's performance review and pay (compensation/bonus).
- The An Post Board has a review role in relation to the following areas:
  - Corporate responsibility policy
  - Corporate responsibility performance
  - Breach of legislation
  - Compliance
  - Anti-competitive behaviour
  - Bribery & corruption
  - Operational risks
  - Reputational risks