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Statement of Commitment

An Post is Ireland's national postal operator serving 2.2 million addresses every working day and more than 1.7 million post office customers every week. An Post employs circa 9,500 people through our network of retail offices and delivery service units, making us one of Ireland's largest companies. An Post comprises two world-class businesses; An Post Mails & Parcels and An Post Retail.

Our sustainability strategy is centred around the United Nations Sustainable Development Goals (UN SDGs). Common to the European postal sector, we focus on five of the sector-relevant UN Sustainable Development Goals (SDGs), these are Decent Work and Economic Growth (SDG 8), Industry, Innovation and Infrastructure (SDG 9), Sustainable Cities and Communities (SDG 11), Responsible Consumption and Production (SDG 12) and Climate Action (SDG 13). We use these as a framework to guide our thinking and in the development of our strategy.

Our sustainability strategy is visible every day. The big commitment to replace the biggest fleet in the country with electric vehicles can be seen on the streets of Ireland's cities. We have made explicit the commitment to have a Post Office in every community (defined as over 500 population). And regardless of where someone lives they have a world class delivery service. Our employees are rightly proud of the community initiatives from Address Point (a secure personal address for people who are homeless) to Community Focus Initiatives during the COVID - 19 pandemic. Our commitment to Decent Work has been forged by the great employees in An Post and by their Unions. The right to a decent job with good terms and conditions is fundamental to a sustainable society.

We have much more to do to realise our vision of an Island where sustainable living can be commonplace which is why we are steadfast to meet our sustainability commitments and to be carbon neutral in our operations by 2030. An Post will continue to fight against the excesses of the gig economy, and in contrast promote the dignity and respect of the postal profession, both for the sake of employees and customers. We will adapt to a new changing world with hybrid work policies, using the best technology, and driving efficiency in all we do. But above all to be human.

As members of the UN Global Compact, we have the ambition to be a leading corporate in sustainability and to share our experience nationally and internally to deliver actions which will benefit all.

David McRedmond
CEO An Post

An Post Purpose and Strategy

An Post is Ireland's national postal operator serving 2.2 million addresses every working day and more than 1.7 million post office customers every week. An Post employs circa 9500 people through our network of retail offices and delivery service units, making us one of Ireland's largest companies. Led by David McRedmond, An Post Chief Executive Officer, An Post is structured as two world-class businesses; An Post Mails & Parcels and An Post Retail.

An Post Mails & Parcels 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. Through An Post Retail we manage 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.

With having such deep roots in Irish life and a presence in essentially every Irish community, we have a responsibility to think about and plan for the future and ensure that we leave a positive mark in order to ensure a better world for future generations. That is reflected in our Purpose "to act for the common good and to improve the quality of life in Ireland, now and for generations to come".

In order to achieve this, we are committed to having a positive environmental and social impact, equality for all and creating everyday opportunities to make sustainable living commonplace across the country for all citizens, communities, and businesses, by embedding sustainability in everything we do. 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. Therefore, we are:

- Leading the way in making sustainable living commonplace in Ireland
- Revolutionising our operations to reduce waste, source sustainably and improve efficiency
- Partnering with industry leaders to ignite innovation
- Collaborating and sharing what we have learned with others
- Making a positive impact on our communities and our planet

Our sustainability strategy is centred around the United Nations Sustainable Development Goals (UN SDGs). In An Post, common to the European postal sector, we focus on the five sector-relevant UN SDGs below. These guide the development of our sustainability strategy, and are where we believe that we have the greatest capacity for impact and action. Prioritising these enables us to address the biggest challenges facing our business and that are vital for our future growth.



Whilst our primary focus is on these five SDGs, we take a holistic view of sustainability, encompassing all seventeen of the UN SDGs. We are mindful of the inter-connected nature of the Goals - making progress on climate action is not possible without taking care of our employees; investing in sustainable infrastructure; supporting and being part of sustainable communities; and adopting a circular economy business model. Therefore, we remain committed to helping achieve all of the SDGs.

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 “to act for the common good and to improve the quality of life in Ireland, now and for generations to come”
- An Post strives to build a sustainable relationship with our suppliers. We expect our suppliers to act responsibly in all areas of business activity and to adopt and apply standards that are consistent with An Post’s commitment to the UN Sustainable Development Goals (SDG 8, 9, 11, 12 and 13) and An Post’s Sustainable Procurement Policy and Procedures
- An Post’s Mission, Vision and six core Values align with SDG commitments and guide us in our day-to-day work and our business decision. Our Company Values require staff to “respect each other and take personal responsibility” and to “care for the environment and to engage in the community”.

Framework

- In 2021, we signed up to the United Nations Environment Programme Finance Initiative (UNEP FI) on the Principles for Responsible Banking. This provides us with access to a wide network and shared knowledge and learnings which will ultimately advance our sustainability strategy. We also became one of 28 leading financial institutions worldwide to sign up the UNEP Commitment to Financial Health and Inclusion. This is a first-of-its-kind commitment to promote universal financial inclusion and support the financial health of customers. We look forward to working with UNEP to help our customers access financial services leveraging our unique human touch in every community throughout Ireland
- 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
- We understand that vulnerabilities can affect anyone at any stage in their life which is why we created a new ‘Vulnerable Customer Policy’ in relation to financial services in 2021. This policy sets out how our customers can expect to be treated fairly. Due to the variety of ways vulnerability manifests itself, we provided training to our employees to raise awareness on this complex issue
- 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’s Code of Business Conduct for Employees and Code of Conduct for Directors are publically available and communicated to all staff
- 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

- Our Company policy documents which align to our commitment to SDG 8: Decent Work and Economic Growth, includes our Equality Policy, Disability Policy and Dignity at Work Policy
- In 2021, we implemented a number of new policies which promote the health, safety and wellbeing of our staff. This includes our An Post Domestic Abuse and Coercive Control Policy, Retirement Policy and No Smoking Policy
- Our Diversity, Equity, and Inclusion Strategy has five areas of focus: gender, ability, intergenerational, ethnicity, and LGBTQ+
- An Post is certified to OHSAS 18001:2007 and we were awarded ISO45001:2018 (Occupational Health and Safety Management System Standard) in March 2021. We are migrating our Safety Management System fully into ISO45001 which further demonstrates our commitment to integrating management systems into our business processes.

Practise

- The An Post “Green Institute” builds the skills and capabilities we need for the future. is part of our commitment to developing our management and leadership pipeline. The “Green Institute” offers strategic leadership, mentoring, and front-line manager programmes
- We have a Diversity & Inclusion Manager & a Talent & Resourcing Manager
- Through Diversity Charter Ireland, we continue our voluntary commitment to strong diversity management, preventing discrimination and promoting equality for all
- 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
- 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
- Our Sustainable Procurement Procedure requires suppliers to complete a Bona Fides, Sustainability Criteria during the tender process where relevant the subject matter and sustainability questionnaires and or assessments
- An Post highlights the hard work and effort from our employees through our Values in Practice recognition awards
- An Post Address Point is a free service which provides a fixed address to those without a fixed home and enables them to receive regular post and access essential services
- We continue to support the National Adult Literacy Agency (NALA), to help provide adult literacy services to encourage people who want to return to learning
- We continue to sponsor the Irish Book Awards, which celebrates the best of Irish writing and brings together the entire literary community and showcases the best books in Ireland.

Performance

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

- At An Post, we are committed to providing all of our employees with fulfilling, secure careers with opportunities for professional development. In 2021, we maintained our commitment to no zero-hour contracts
- Currently 4.4% of our employees have disclosed a disability to An Post, which exceeds the 3% employment target for persons with disabilities as per the Disability Act 2005, but this is a decrease compared to 2020 owing to a variety of factors, including employee retirement. To help support us with our ambitions to recruit and employ more people with disabilities, we continued our partnerships with the Open Doors Initiative and the Trinity Centre for Person's with Intellectual Disabilities (TCPID), and in 2021 we engaged with Employers for Change through our membership of Open Doors
- An Post sponsor Dublin and Cork Pride and celebrated Pride nationally by issuing three commemorative stamps in 2021. These Bród stamps sent love far and wide and we worked closely with representatives of the LGBTQIA+ community in planning for the stamps which were designed by the Dublin company, Unthink. For every purchase from our Bród collection, we donated 2.5% of the sale to BeLoNG To and LGBT Ireland and raised a total of €33,600
- 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.

In relation to UN SDG Goal 11: Sustainable Cities and Communities

- From the outset of the COVID-19 pandemic, we used our unique position in Irish society to keep us all connected through our Community Focus Initiatives. These have continued throughout 2021, including newspaper delivery, check-ins on elderly and vulnerable members of society, and free delivery for all cards and letters for residents of Nursing and Care homes across the country
- During the pandemic, we expanded our services to support the mitigation of the spread of the Omicron variant by returning early from the Christmas holidays and moving to a seven-day a week delivery model to distribute Antigen Test Kits across the country
- To support small and medium-sized enterprises (SMEs) during the difficult months of COVID-19 and drive their recovery, we offered free delivery services to small businesses and provided special rates to businesses, such as bookshops, and continued to offer discounts on a range of products through our Advantage Card. These discounts totalled over €2.8m and included 34% on parcel labels and up to 11% on stamp packs
- Our national stamps raise attention to critical issues and money for organisations in need. In July 2021 we launched a set of stamps to celebrate Ireland's world-renowned song writing and performing traditions. We made a donation for every

stamp booklet sold to the Irish Music Industry Covid-19 Emergency Relief Fund to support Irish music creators through the pandemic

- To help other countries with their vaccination efforts, An Post supported UNICEF's 'Get a Vaccine, Give a Vaccine' campaign by raising awareness amongst our employees and on our social media channels
- In 2021, we made Trócaire boxes available for collection at all Post Offices to support with its Lent Campaign. This ensured that Trócaire had an alternative collection channel for their 120,000 boxes during the pandemic as schools were closed at the time
- An Post Address Point generated more than 5,800 addresses since 2019 and in 2021 we further expanded our service

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

- 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
- 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 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 well being is also critical to business success within the Company
- We are striving to create an open, inclusive and safe workplace of acceptance, dignity, and respect for all - a place where every employee can access opportunities and resources and where they can bring their true selves to work. The more we foster a collaborative environment and value differences, the closer we get to living in a truly inclusive community like the ones we serve. Our strategy has five areas of focus: gender, ability, intergenerational, ethnicity, and LGBTQ+
- 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

In 2021, An Post were the first major company in Ireland to eliminate the Gender Pay Gap. This shows what can be done when you make the big moves to promote equal opportunities and visible change. Read more on our positive changes in the 2021 Gender Pay Gap Report [here](#).

We took a number of actions in 2021 to bring us closer to achieving our commitment of gender balance across all management grades by 2030:

- Introduced software to remove gender bias from all our role profiles
- Ensure shortlists for our management roles are gender balanced
- Established the Advance Mentoring programme, a mentoring programme for female managers, with 15 mentees and 15 mentors taking part
- Promote flexible working initiatives, such as term time leave. In 2021, 800 employees took term time leave to take extended leave during the school summer holidays, and of these 57% were male

- Launched our Aspire Female Talent Acceleration Programme for female talent acceleration, to help women who want to progress in An Post

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

- An Post have continued our sponsorship of Dublin and Cork Pride and celebrated Pride nationally by issuing three commemorative stamps. The new Bród stamps sent love far and wide and we worked closely with representatives of the LGBTQIA+ community in planning for the stamps which were designed by the Dublin company, Unthink. For every purchase from our Bród collection, we donated 2.5% of the sale to BeLonG To and LGBT Ireland and raised a total of €33,600
- In 2021, we updated our employee and director Code of Conducts which provide guidelines on behaviour, uniform, health and safety, incident & accident reporting, standards and policies within the Company
- In 2021, we renewed our Retirement Policy to ensure it reflects current needs and expectations and introduced a Remote Working Policy
- 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 is the cornerstone of Irish communities with a post office for every community of 500 people and over. Knowing this, we aim to provide economic, social and environmental benefits that help develop more sustainable cities and communities
- We understand the benefits of a generationally diverse workplace and appreciate the unique habits, behaviours, and preferences that different generations have. To provide tailored support for our intergenerational employees, in 2021 we provided flexible working arrangements and we held training courses in retirement planning.

Practise

- To help support us with our ambitions to recruit and employ more people with disabilities, and to meet the incremental government target increase, to 6% employment for persons with disabilities by 2024, we continued our partnerships with the Open Doors Initiative and the Trinity Centre for Person's with Intellectual Disabilities (TCPID), and in 2021 we became members of Employers for Change
- We actively support the LGBTQ+ community in An Post. In 2021 we established an LGBTQ+ Employee Group which is made up of passionate employees and allies who can connect in a safe space to help move the LGBTQ+ agenda forward
- We regularly hold webinars and support sessions on financial wellbeing, mental health, resilience, and healthy eating. In addition, we focus on supporting our line managers in supporting employees with any health concerns
- We support employees in their education goals. An Post provide access to external 12-week professional development programmes, financially support

employees through our Education Support Scheme and have maintained our Graduate Programme

- We highlight our employee's hard work and effort through our Values in Practice recognition awards
- A Joint Conciliation Council (JCCC) with Company and full union representation, meets monthly. The Company utilises the Partnership process within the JCCC to consult and inform on all change prior to implementation
- To enhance the positive parts of our culture and move us towards the culture we'd like to have, we have launched our 'Shaping Our World' initiative which has identified behaviours we believe will help promote the culture we'd like to see in An Post
- We have partnered with the HSE and the Irish Cancer Society to distribute sun cream and to spread awareness about harmful radiation from the sun. We also carried out successful pilot schemes on new footwear and rain jackets which will ensure that our employees are always comfortable at work
- 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
- To complement our Occupational Health services, we introduced an Employee Assistance Programme. This confidential digital platform provides access to advice, information, and support on health, financial, wellbeing, and social issues and is available 24/7, 365 days a year to all employees
- 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
- An Post provides employment contracts on a 'no zero hours contracts' basis for all its employees
- An Post is released our Domestic Abuse & Coercive Control policy in 2021
- In 2021, An Post launched 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
- An Post are launching a new Human Resources system which will support and ensure learning and development is accessible to all employees
- An Post achieved the Business in the Community Business Working Responsibly Mark in 2021 which is an evidence-based accreditation that has excelled further our standards and continued to emphasise employee wellbeing, safety and health being at the forefront of our purpose

Performance

- 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.
- We are continuously improving our road safety. As a result, we saw a 24% improvement in our Road Traffic Accident Rate, falling from 0.57 in 2020 to 0.43 per 1 million km in 2021
 - An Post continues to uphold our commitments under the Diversity Charter Ireland of which it is a founding member
 - An Post publicly report the number of recorded accidents per year and the number of days lost as result of accidents per year
 - Workplace and equipment are subject to safety audits under our certified ISO 45001 system
 - Currently 4.4% of our employees have disclosed a disability to An Post, which exceeds the 3% employment target for persons with disabilities as per the Disability Act 2005. We value the importance of raising awareness on disabilities and on International Day for People with Disabilities we heard from a colleague who shared their personal story about Autism
 - 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.

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

We are acutely aware of the impacts of climate change and the urgency of climate action. Climate change is a critical issue for us as we recognise the role that we have to play in minimising the mark we leave on the environment and in our communities so that they can thrive for generations. That is why we are committed to achieving our target of net zero carbon emissions from our own operations by 2030. We continue to monitor and report on the progress and we are on track to reduce our carbon emissions by 50% by 2025.

As the operators of one of Ireland's largest vehicle fleets and with over two million square feet under management in our property portfolio, at the core of our decarbonisation strategy is the transition to a sustainable transport fleet and renewable energy.

Framework

- We measure our carbon footprint in an internationally recognised manner. Since 2009 we have worked with International Post Corporation (IPC) to benchmark our operations with 23 other postal services across the world. Our measurement of carbon emissions is co-ordinated through the IPC Sustainability Monitoring and Management System (SMMS) - through which we report annually. Annual results are externally assured and published by IPC. In 2021, due to the work we are doing on sustainability in 2021, we improved our ranking from tenth to third in the world in the annual assessment of global postal companies, meeting our objective
- We report annually to the Climate Disclosure Project (CDP) on our environmental impact. In 2021, we were delighted to score 3rd in Ireland for Climate Change
- An Post have committed to net zero carbon emissions from our own operations by 2030 and a 50% reduction in emissions by 2025
- We measure our public buildings energy performance and fleet energy use and report this to Sustainable Energy Authority Ireland (SEAI) annually
- The Company has formal energy, environmental and sustainable procurement policies which guides us in reducing our energy use, carbon emissions and environmental impact
- An Post are certified to ISO 50001. This internationally accredited energy management standard covers our entire operations including our fleet and assures our internal and external reporting on energy use
- An Post are certified to ISO 14001. This accreditation further supports the company's improvement its environmental performance through more efficient use of resources and the reduction of waste
- As part of our support for Ireland's Climate Bill and the 2015 Paris Agreement, we became a member of the Science Based Targets Initiative (SBTi). To date, we are

the only logistics company in Ireland to commit to a science-based target and we have submitted a 1.5°C science-based target to the SBTi for approval. We further demonstrated our commitment to emission reduction by signing Business in the Community's Low Carbon Pledge in 2021

- We report to EcoVadis, a global platform for environmental, social, and ethical performance ratings. Based on 21 criteria, the rating assesses our performance in four categories: environment, labour and human rights, ethics, and sustainable procurement
- Sustainable Procurement is included in our ISO 14001. Sustainability is included as a scoring criteria in our tenders where applicable
- In 2021, we decided to incorporate two new frameworks in our reporting, in order to provide more information for our stakeholders; the core option of the Global Reporting Initiative (GRI) Standards and, the voluntary disclosure requirements of the Task Force on Climate-Related Financial Disclosure (TCFD)
- One of An Post's major CSR initiatives for 2021 was to achieve the Business in the Community (BITC) Business Working Responsibly Mark. An Post were successful in achieving this Mark in Q4 2021 following a rigorous independent audit by the National Standards Authority of Ireland (NSAI). The process of achieving the Mark provided a root and branch review of the organisation by assessing and certifying the full CSR Management System from Context to Continuous Improvement across five broad pillars; CSR Governance, Marketplace, Workplace, Environment and Community.

Practise

- An Post sell 100% recyclable pre-paid gift boxes and bags which are made from recyclable materials. By using carbon balanced paper for our prepaid boxes, we have reduced 32,340kg of carbon dioxide in the production of our packaging. This has resulted in us saving 2,638m² of critically threatened tropical forest
- In Q3 2021, we began the transition of the An Post Money cards suite from PVC cards to 82% Poly Lactic Acid (PLA) Cards. PLA is a sustainable plastic substitute sourced from Field Corn that is biodegradable and safe for incinerations. We continue to purchase 100% green electricity from our electricity supplier, which is certified as being from renewable sources
- Our Eco-Driver training programme focuses on fuel efficiency and safety and special attention is given to highlighting where energy losses occur and how our drivers can take appropriate actions to avoid them
- In 2021 we launched an employee engagement campaign to provide more regular, accessible and interactive information about sustainability issues and to motivate and inspire employees to take positive actions. Themes included: eco-transport, diversity and inclusion, renewable energy, climate action, and biodiversity. The campaign was designed to be accessible to all employees by multi-channel delivery and reinforced that sustainability is a core part of our business purpose and strategy
- An Post's Green Hub aims to make sustainable living solutions commonplace by providing services to improve a consumer's energy efficiency in the home or by upgrading their car to an electric vehicle

- We are committed to making a positive impact on our communities by creating everyday opportunities to make sustainable living commonplace across the country for all citizens. In 2021 we:
 - Joined Ireland's largest pollination project and supported Gaisce - the President's Award Challenge 35th Anniversary of 'Bulbs for Bees'. We delivered more than 1,000 packs of bulbs to schools, youth and adult organisations across the country for all generations to get involved with. We also planted the bulbs on our own premises. The Spring bulbs were carefully chosen to attract bees for pollination and we delivered
 - Participated in the judging panel of ECO-UNESCO's Young Environmentalist Award which recognises local environmental projects and raises awareness in schools and communities
 - Donated 'Re-Cycled' delivery bikes as part of our contribution to the circular economy as we increasingly move towards electric vehicles. Our robust cargo bikes were refurbished and then donated to homeless charities and other organisations. This has been particularly important during the COVID-19 pandemic as they have helped outreach workers bring services to clients
- Our circular economy strategy includes initiatives to upcycle redundant An Post uniforms and repurpose decommissioned Electric Vehicle batteries to store electricity from solar panels
- We have installed a biodigester at our Dublin Mails Centre Canteen to reduce food waste. This machine breaks down unused food from our canteen and turns it into a nutrient-rich digestate which will be used as a soil fertiliser on our sites as part of our Biodiversity Strategy
- Our 'Act Now on Climate Change' stamps marked Ireland's commitment to the United Nations Sustainable Development Goals (SDGs) and its 'For People, For Planet' campaign. They also reflected our purpose to act for the common good and our status as a national SDG champion for protecting the planet.

Performance

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

- We are also in the process of investigating EV home garaging through the installation of charging points at employees' homes. This trial if successful will allow us will provide us with the possibility of further expanding our electrical vehicle fleet particularly, where the installation of chargers is not feasible at an An Post premises or if space is constrained
- We are the 1st postal service in the world to attain zero emission delivery status in all major cities - Dublin, Waterford, Cork, Limerick, Galway, Kilkenny
- An Post have 1011 EVs and 155 e-trikes, Ireland's first 7.5 tonne electric truck and the largest private EV charging network in Ireland
- Despite limitations on the number of people in vehicles due to COVID-19, 62% of our drivers have now undertaken Eco-Driver training. This training has resulted in a 5.7% increase in fleet efficiency in 2021

- We have upgraded 78% of our buildings to energy efficient lighting. Our upgrade to energy efficient lighting has contributed to a reduction of over 220,000 kWh when compared to our pre-COVID usage
- Our investment in solar panels, insulation, and smart energy management systems which balance demand for energy across our premises has resulted in a 38% increase in kWh efficiency since 2009 and saving of over €1 million in electricity costs in 2021
- In 2021 the SEAI independently verified that we delivered an energy efficiency saving of 33.4% by the end of 2020, therefore meeting our commitments to the government and achieving the Public Sector target of 33% energy efficiency improvement by 2020
- We have taken steps to improve our energy and environmental performance in our property portfolio. In the last year we reduced the electrical energy we used in our properties by 1MW and since we started our sustainability journey we have reduced the electrical energy used in our properties from 24kWh to 16MWh a reduction of 32% in real terms and 38% in kWh/m² as we have expanded our Property portfolio. Our efforts so far have led to a 38% increase in kWh efficiency and saving of over €1.4 million in electricity costs since 2009
- We now have 142 heating controls installed which allow managers to adjust and monitor heating times and temperatures, reducing energy
- Over the past two years, we have developed our water management system to better understand where we use this vital resource most. To help monitor our usage and detect and resolve leaks quickly, in 2021 we installed an additional 12 smart water meters across our sites. This is part of our objective to reduce annual water usage by 5% per annum and to date, 34 of our sites are now monitored
- To further reduce our water use, we continued to use our new vehicle steam washing system to eliminate the use of chemicals and reduce wastewater. These two initiatives reduced water usage by over 46,000m³ (25%) in 2021 compared to 2020.

Anti-Corruption

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

Commitment

Strong sustainability governance ensures we are building a resilient and transparent organisation. Effective governance also facilitates the delivery of our sustainability strategy and enables us to measure our performance and meet our commitments.

Sustainability is a primary consideration in all of our decisions and is subject to the same standard governance policies and processes as all aspects of the business and is embedded in existing governance structures and responsibilities.

We will continue to monitor our governance approach and work to update it as needed to support the embedding of our sustainability strategy and to meet new reporting requirements as they arise.

The Board is collectively responsible for promoting the long-term success of An Post. Full details of our corporate governance structures, policies and procedures can be found in our [Annual Report](#).

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 2009 Combined Code issued by the United Kingdom's Financial Reporting Council
- 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
- An Post has an Anti-Fraud and Anti-Money Laundering policy in place
- An Post's Code of Business Conduct for Employees and Code of Conduct for Directors are publically available and communicated to all staff. See *An Post Code of Conduct for employees* on An Post website: [Code-of-Conduct-for-Employees.pdf \(anpost.com\)](#). See *An Post Code of Conduct for Directors* on An Post website: [Code-of-Conduct-for-Directors.pdf \(anpost.com\)](#)
- The Board is collectively responsible for promoting the long-term success of An Post. Full details of our corporate governance structures, policies and procedures can be found in our [Annual Report](#)
- The Audit and Risk Board Sub-Committee play a prominent role in overseeing the interaction between sustainability, strategy and risk appetite, track progress against sustainability commitments, metrics and targets on a quarterly basis
- Whilst the Board sets An Post's strategic direction and oversees our progress and performance, the Executive oversees progress towards achieving our sustainability commitments and ambitions on behalf of the Board

- The An Post Management Board holds the primary role of overseeing the delivery of our Purpose and sustainability commitments. They review and approve sustainability proposals and provide guidance on the strategic direction
- Our Chief Transformation Officer (CTO), Nicola Woods, leads the development and implementation of An Post's Sustainability strategy and reporting. She reports directly to our Chief Executive Officer to ensure that sustainability is embedded in every aspect of the organisation and in our strategic business planning
- In 2021 updates were made to executive committees that support the Management Board in discharging their responsibilities, resulting in a new Management Executive Audit and Risk Committee being established. This committee considers, reviews and monitors the management and reporting of sustainability related activities, including progress against relevant targets, metrics and KPIs on a quarterly basis. The committee also oversees and monitors the implementation of the Group Risk Management Framework and the Policies as relating to sustainability risks.

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
- An Post's Mission, Vision and six core Values are communicated internally and externally, align with SDG commitments and guide us in our day-to-day work and

our business decision. Our Company Values require staff to “respect each other and take personal responsibility” and to “care for the environment and to engage in the community”

- 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 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