



2024

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Sustainability Report 2024

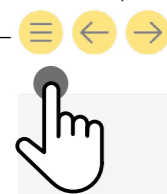


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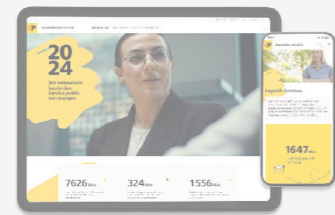


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The Sustainability Report is supplemented by the Financial Report and the Sustainability Report Glossary.

→ [Financial Report 2024 \(PDF\)](#)

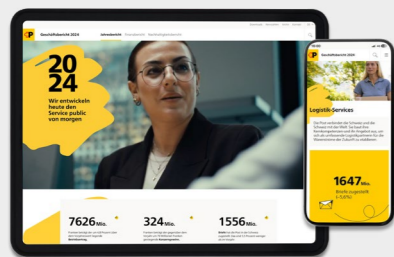
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→ [Financial Report 2024 \(PDF\)](#)

→ [Sustainability Report Glossary 2024 \(PDF\)](#)

Key figures

+ More key figures can be found on pages 81–89.

240,117 t CO₂e

of greenhouse gas emissions were generated by Swiss Post in 2024 (Scopes 1–2).

1,055 GWh

of energy consumed by Swiss Post in 2024, of which 17 percent from renewable sources.

324 million

francs in Group profit, up 70 million francs year-on-year.

3.3 million

consignments were sent via the ePost communication platform.

76 points

show that customers are satisfied with Swiss Post (scale 0–100).

2.3 million

customer enquiries are processed by Swiss Post's Contact Center annually.

43,487

people are employed by Swiss Post in Switzerland. 1,887 apprentices are being trained.

25.4%

women in top management roles. The percentage of women on the Board of Directors is 44.4 percent.

78 points

achieved in the "Commitment" index in the 2024 employee survey (scale 0–100).

Almost 3 billion

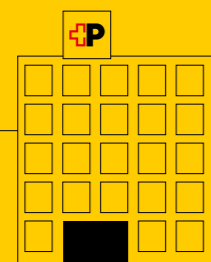
is the procurement volume. The suppliers come from over 200 sectors and 40 countries.

5,003

access points provided by Swiss Post.

96.7%

of the population are able to access Swiss Post within 20 minutes on foot or by public transport.



Go to the report

Reporting scope

In the 2024 Sustainability Report, Swiss Post provides information on environmental matters (in particular CO₂ targets), social issues, employee-related issues, respect for human rights and combating corruption, based on Art. 964a–c of the Swiss Code of Obligations (CO).

This report does not cover the regulatory requirements for PostFinance Ltd. These are covered in PostFinance's 2024 Sustainability Report.

This report also contains details in accordance with Art. 964j CO on the results of the annual review of due diligence obligations and transparency in relation to child labour. Swiss Post does not place in free circulation or process conflict materials or metals in Switzerland (Art. 964j, para. 1, item 1 CO). As a result, due diligence and reporting obligations on conflict minerals and metals do not apply to Swiss Post.

Consolidated Group

All data is collected by Group subsidiaries (including Post CH Ltd, PostFinance Ltd, PostBus Ltd, Post CH Communication Ltd, Post CH Network Ltd and other subsidiaries) and consolidated at Group level. The scope of consolidation of the Sustainability Report corresponds to that of the Financial Report. Exceptions are reported in the Methodology section → on page 94.

Reporting standards

This report adheres to the Global Reporting Initiative (GRI) Standards, guaranteeing that it conforms with internationally recognized guidelines for transparent and responsible sustainability reporting. The GRI content index, which references additional important standards (TCFD, OECD, SDG and Art. 964a et seq. (CO)), can be found from → page 97.

Key for charts

- Current year
- Previous year
- Positive effect on result
- Negative effect on result
- Planned, target or expected value

Definition of terms

A glossary is provided to support reporting. This clarifies and defines key terms and promotes a common understanding. The definitions reflect the current perspective and are continuously refined as understanding develops.

→ [Sustainability Report Glossary 2024 \(PDF\)](#)

Sustainability results

Swiss Post is on track with its ambitious targets

The 2024 sustainability results clearly show that Swiss Post has provided a high-quality universal service and exceeded the federal government's legal requirements, climate reduction measures are beginning to take effect, customers are satisfied with the services and employees enjoy working for Swiss Post.

In the 2021–2024 strategy period, Swiss Post has set the course for a sustainable future and implemented effective measures for the environment, customers and employees, as well as along the supply chain and for the Swiss population. Significant sustainability results at a glance:

Environment

Swiss Post's ambitious climate and energy target is on track in 2024. Greenhouse gas emissions in our own operations (Scope 1-2) have remained stable. A reduction of just under 0.8 percent was recorded compared to the previous year. The drivers of this reduction are the offsetting of additional services in passenger transport and reduced services in goods logistics as well as measures in electromobility and fossil-free heating. The delivery fleet comprises 7,300 electric vehicles that are powered by 100 percent "naturemade star" certified green electricity. Postbus operates 42 vehicles with electric drives.

Swiss Post was able to significantly reduce greenhouse gas emissions in the value chain (Scope 3) by around 18 percent compared to the previous year. This sharp reduction is primarily due to the fall in emissions from PostFinance's own investment portfolio.

With the newly established E-Mobility Charging Solutions business unit, Swiss Post is building a reliable and cost-effective charging infrastructure and ensuring the energy supply for Swiss Post's own vehicles.

In 2024, Swiss Post installed new photovoltaic systems with an additional capacity of 1.6 megawatt-peak. Swiss Post's third-largest system was installed in 2024 at the Villmergen logistics center, which was the first Swiss logistics building to be awarded the sustainable building DGNB Switzerland label.

In 2024, Swiss Post received the top rating A in the climate category from the Carbon Disclosure Project CDP for its commitment and transparency.

Find out more → page 26

Customers

Overall customer satisfaction in 2024 is 76 out of 100 points and has therefore remained unchanged compared to previous years. This shows that Swiss Post is succeeding in tailoring its services to customer needs. The overall satisfaction of major customers is 75 points. This represents an increase of +2 points compared to 2023. At 77 points, satisfaction among private customers is unchanged compared to 2023.

Find out more → page 40

To maintain the security of its digital services and products at the highest level, Swiss Post uses a bug bounty programme. The programme has been running without restrictions for the entire post.ch domain since 2024. Swiss Post is therefore further expanding its pioneering role.

Find out more → page 44

Employees

In the last employee survey, "My direct manager" received the best score with 82 out of 100 points. Swiss Post can also be proud of its attractiveness as an employer. This is clear from the increase in applications: in 2024, Swiss Post received almost 90,000 application dossiers, which is almost 30,000 more than in 2023.

Employee health is an important issue for Swiss Post. One particular success was the nationwide roll-out of the "StayFit" online platform with an anonymous chat function that employees can use to request counselling in connection with challenging professional or private situations.

Swiss Post plays a pioneering role in wage transparency. It is one of the few companies in Switzerland to include a salary range in its job adverts. This wage transparency is being expanded all the time.

Find out more → page 48

Procurement

On an annual basis, Swiss Post purchases goods, services and construction services worth almost 3 billion francs from suppliers in over 200 sectors and 40 countries. Around 94 percent of suppliers have their invoice address in Switzerland.

Swiss Post has integrated the topic of sustainability comprehensively into its procurement organization, further developed the Supplier Code of Conduct for Responsible Procurement and introduced a management system to monitor human rights due diligence obligations and environmental matters in the supply chains. The anonymous PostCourage reporting office is available to stakeholders to enable breaches to be reported.

To advance the decarbonization of the supply chain, Swiss Post introduced sustainability criteria for procurements over CHF 150,000 in the 2021–2024 strategy period. These are weighted with at least 15 percent.

Find out more → page 68

Economic and social added value

Operating profit rose to 401 million francs (previous year: 323 million francs). The increase is attributable to price and efficiency measures. Economic value added amounts to –202 million francs. That is 13 million francs more than the previous year. The increase is due in particular to the higher operating result.

Find out more → page 74

In 2024, Swiss Post continued to meet its statutory mandate in terms of accessibility in all cantons: 98.1 percent of the population can access services within 20 minutes (including home delivery). Depending on the canton, the figures are well above the target of 90 percent. At 96.7 percent, the overall availability of postal services was well above the target value.

In 2024, Swiss Post exceeded all of the federal government's regulatory quality targets (97 percent for letters and 95 percent for parcels): 97.4 percent of A Mail letters and 99.1 percent of B Mail letters as well as 96.2 percent of Priority parcels and 99.6 percent of Economy parcels were delivered on time.

Find out more → page 76

More on the financial results in the → Financial report 2024 (PDF)

Facts and figures

240,117 t CO₂e
Greenhouse gas emissions
(Scope 1–2)

1055 GWh
of energy consumed by
Swiss Post in 2024, of which
17 percent from renewable
sources.

12.7 MWp
installed capacity of own
PV systems (+1.7 MWp)

76 points
customer satisfaction
(scale of 0–100)

82 points
for the "My direct manager"
category in the employee
survey (scale of 0–100).

25.4%
women in senior
management roles

44.4%
women on the Board
of Directors

CHF 3 billion
procurement volume
from over 200 sectors and
40 countries

96.7%
of the population are able to
access Swiss Post branches
within 20 minutes on foot or
by public transport.

97.4%
A Mail letters
delivered on time

96.2%
of Priority parcels
delivered on time

Interview with Christian Plüss, Executive Management delegate for sustainability

“Swiss Post is doing very well in terms of sustainability”

Customers demand sustainable services from Swiss Post. Christian Plüss, Executive Management delegate for sustainability, explains how Swiss Post is meeting this need and why it is focusing on seven ambitions and four dimensions.



together with a view to ensuring that Swiss Post remains sustainable in the long term. The report reflects Swiss Post’s understanding of sustainability.

How do you see the development of sustainability at Swiss Post in the last strategy period?

From 2021 to 2024, the focus was on climate and energy in particular. Swiss Post deliberately set itself long-term targets extending to 2030 and 2040.

Last year demonstrated that Swiss Post is doing very well in terms of climate. It invests in sustainable buildings, as shown for example by the Villmergen logistics center, and delivers letters and parcels in the cities of Zurich, Bern, Geneva, Basel, Winterthur and Thun exclusively with electric vehicles. In goods logistics, it has set a course that aims to ensure that 20 percent of the kilometres covered by its own vehicles run on alternative drive systems by 2030. PostBus has done important groundwork in the area of electromobility – the first routes have already been electrified. Swiss Post has accelerated the target for PostBus, and wants to see the entire fleet converted to fossil-free drive systems as early as 2035.

If that is to be achieved, an extensive charging infrastructure for electric vehicles is needed. Swiss Post is building that infrastructure together with an external partner. Why is Swiss Post putting in this effort?

Electromobility is gaining ground – at Swiss Post and in Switzerland in general. Demand for charging current and charging points is growing enormously. To ensure that we

can meet our own needs and to improve Switzerland’s charging infrastructure, Swiss Post is planning measures including developing a nationwide fast-charging network for electric vehicles in collaboration with the fenaco cooperative. To help achieve this, Swiss Post is systematically pooling its strengths in the newly founded E-Mobility Charging Solutions business unit.

Commitment to the environment is important to Swiss Post. What about your commitment to society?

With its public service, Swiss Post creates unique added value for people and companies in Switzerland. With 5,003 access points – branches, branches with partners, home service, My Post service at retailers, petrol stations, train stations and kiosks, My Post 24 terminals and P.O. Box facilities – Swiss Post provides a dense network of access points. But our commitment goes far beyond the public service.

For example?

Swiss Post develops innovative digital services to make everyday life easier for its customers, investing for example in digital services such as e-voting and the electronic patient record. The ePost App, Swiss Post’s digital letter box, allows users to take care of administrative work efficiently. To continue its evolution, Swiss Post works with startups and universities to find innovative solutions related to Swiss Post’s core markets. Swiss Post also plays a pioneering role in the areas of cybersecurity and digital ethics.

Swiss Post’s services are only possible thanks to the commitment of its employees. How does Swiss Post show its commitment to its staff?

Swiss Post offers its employees an appreciative working environment and modern, fair employment conditions. It encourages a healthy work-life balance for all employees, for example with the option of working part-time or through job sharing. In

2024, there were 106 “leadership duos” sharing management responsibility. The number has increased steadily in recent years. Swiss Post also offers all employees training and development opportunities.

Digitization requires constant adaptation and ongoing development of skills. In 2024, a total of 9.3 million francs was spent on further training, with Swiss Post contributing some 7.5 million francs.

The physical and mental health of employees remains a key issue. Swiss Post offers low-threshold points of contact, including a 24-hour online platform with health information and anonymous chat consultation. It also supports employees with reintegration into work.

What role do the economic aspects of sustainability play in Swiss Post’s strategy?

The goal of the “Swiss Post of tomorrow” strategy is to ensure that Swiss Post can finance itself from its own resources in the long term. The new products and services are consistently geared towards the needs of our customers. At the same time, Swiss Post is optimizing its costs ensuring that prices remain sustainable in the future. This is the only way it can remain relevant in the long term, and the only way it can provide a high-quality universal service and public service financed from its own resources. Furthermore, despite the financial burden of the universal service, Swiss Post has paid the Confederation 1.25 billion francs in dividends over the last ten years.



With its public service, Swiss Post creates unique added value for Switzerland.

Christian Plüss
Executive Management delegate
for sustainability



Sustainability is an integral part of the Group strategy.

Christian Plüss
Executive Management delegate
for sustainability

In 2023, Swiss Post published a non-financial report for the first time. In 2024, it developed this further into a sustainability report. Why?

Christian Plüss: With the non-financial report, Swiss Post took a first step in 2023 towards highlighting its work in the areas of the key sustainability issues. The next step followed in 2024 with the addition of the financial aspects. This ongoing development towards taking a holistic view goes hand in hand with Swiss Post’s strategy. While sustainability was one of four strategic thrusts in the first period of the “Swiss Post of tomorrow” strategy, it is now an integral part of the Group strategy. Swiss Post is pursuing seven ambitions in the four dimensions of economy, employees, environment and society, linking Swiss Post’s financial and non-financial performance

Swiss Post of tomorrow

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For 175 years, Swiss Post has been an institution that fosters national cohesion and provides public services on behalf of the Swiss Confederation. As the process of digitization continues, the demands placed on Swiss Post have changed. With the “Swiss Post of tomorrow” strategy, the relevance of Swiss Post will need to be reformed for the future. Swiss Post intends to continue making a relevant contribution to Switzerland’s competitiveness, cohesion and sustainable development in the future.

In the 2021–2024 strategy period, Swiss Post established important foundations for a sustainable Swiss Post of tomorrow and prioritized the areas of action along the value chain for effective measures. At the heart of the strategy were the environment, with a focus on climate and energy, and responsibility as an employer.

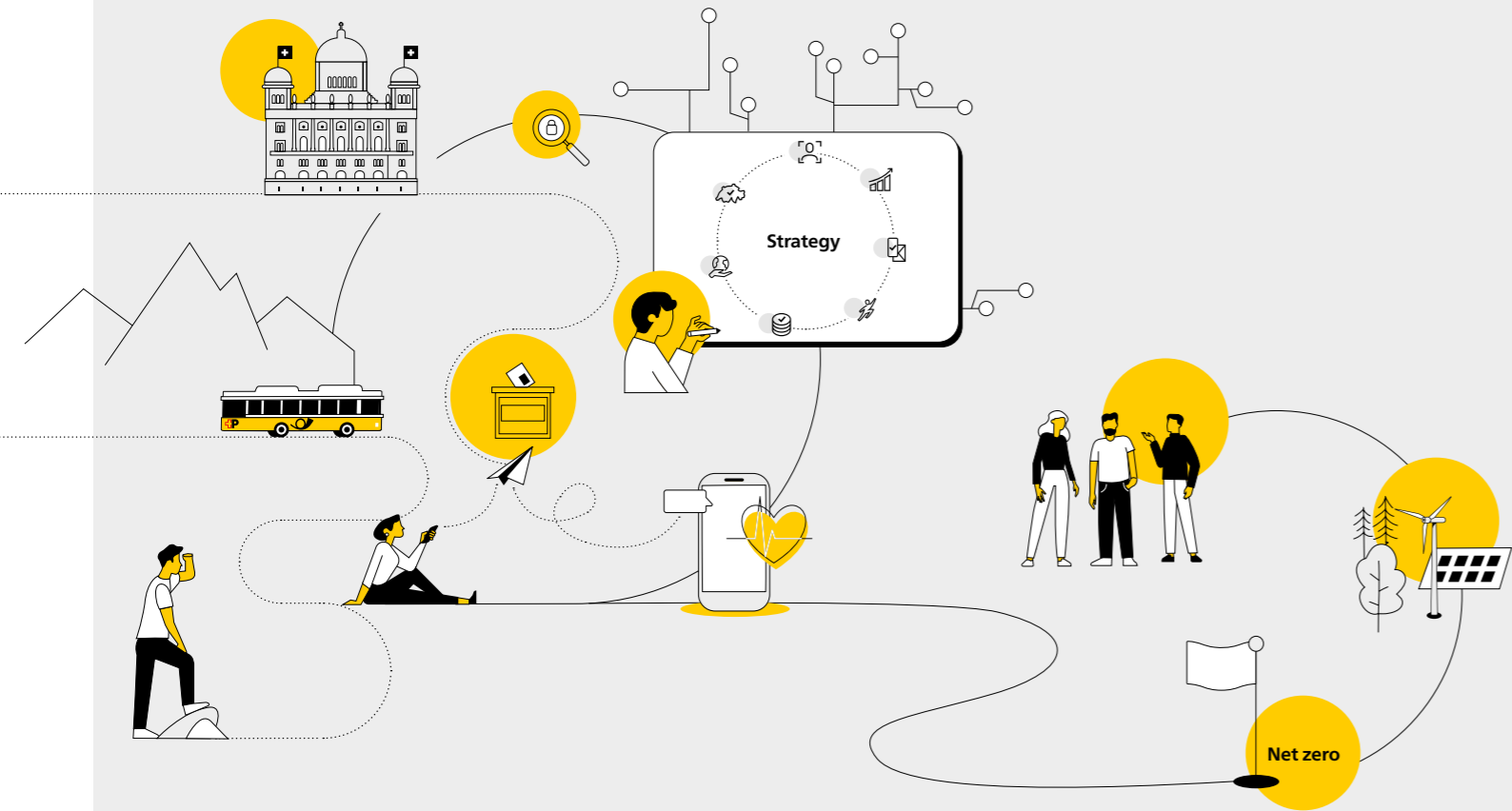
Swiss Code of Obligations Art. 964b et seq.

This section covers the following topics based on the provisions of Art. 964b et seq. (CO): description of the business model, environmental matters, social issues, employee-related issues, respect for human rights and combating corruption, and due diligence obligations along the supply chain.

Task Force on Climate-related Financial Disclosures (TCFD)

This section covers the following aspects in accordance with the TCFD: strategy

→ See also Global Reporting Initiative Index on page 97.



January 2021
Corporate responsibility is now a **strategic thrust**.

March 2022
Swiss Post continues to develop its range of digital services and boosts its **competencies in cybersecurity**.

September 2022
Network opening: the first new partners to move into Swiss Post branches are two health insurers.

August 2023
Expansion of the corporate responsibility charter: **review of human rights due diligence obligations** along the entire **supply chain**.

March 2024
Swiss Post publishes its **first Non-Financial Report**.

December 2024
Review of the milestones in sustainability in the first **strategy period 2021–2024**.

January 2021
Swiss Post embarks on a new four-year strategy period and lays the **foundation for the public service of the future**.

November 2021
Invitation to the World Climate Summit: The **UN Global Compact recognizes Swiss Post’s commitment** to sustainability.

August 2022
Climate and energy target adopted: from **2040, net zero in operations** and in the **value chain**.

June 2023
The **Science Based Targets Initiative (SBTi)** validates the **climate and energy target**.

December 2023
Swiss Post celebrates its **175th anniversary**.

September 2024
From 2025, **sustainability is an integral part of the Group strategy**.

Business model

Global Reporting Initiative (GRI):

GRI 2-1 Organizational profile

GRI 2-6 Activities, value chain and other business relationships

→ See also Global Reporting Initiative Index on page 97.

Swiss Post wants to remain relevant and continue to provide its services in a self-sustaining manner.

With its public service, Swiss Post helps to shape community life in Switzerland. Legal principles and the goals set by the Federal Council constitute the framework for its business activities. Swiss Post combines logistics, communication, mobility and financial services into a connected range of products and services that is consistently geared towards the needs of business and private customers. Swiss Post continues to develop its numerous and diverse physical and digital access points on an ongoing basis. In its markets, it plays a crucial role in ensuring that Switzerland's economy and society run smoothly. By investing in the ongoing development of its products and services and the infrastructure they require, in its employees and in sustainability, Swiss Post is securing its relevance and ensuring that it can continue to provide its services in a self-sustaining manner in the future (see business model illustration). [GRI 2-1](#)

External factors

For 175 years, Swiss Post has been strengthening national cohesion, providing public services on behalf of the Confederation and following its regulatory requirements. It responds continuously to market changes, develops its products and services in line with customer needs and is committed to digitization. Swiss Post is guided by the UN's Agenda 2030, supports the UN Global Compact initiative as a member and contributes to achieving the Confederation's sustainable development goals.

Resources

Swiss Post utilizes a wide range of tangible and intangible resources. As one of Switzerland's largest employers, it employs around 45,000 people in over 100 professions in all language regions and all cantons. It provides its services in a self-sustaining manner. A dense network (letter and parcel centers, vehicle fleet) enables national and international deliveries. Brand value and public trust strengthen its success. Environmentally friendly solutions such as electric vehicles and solar energy reduce energy consumption and CO₂ emissions.

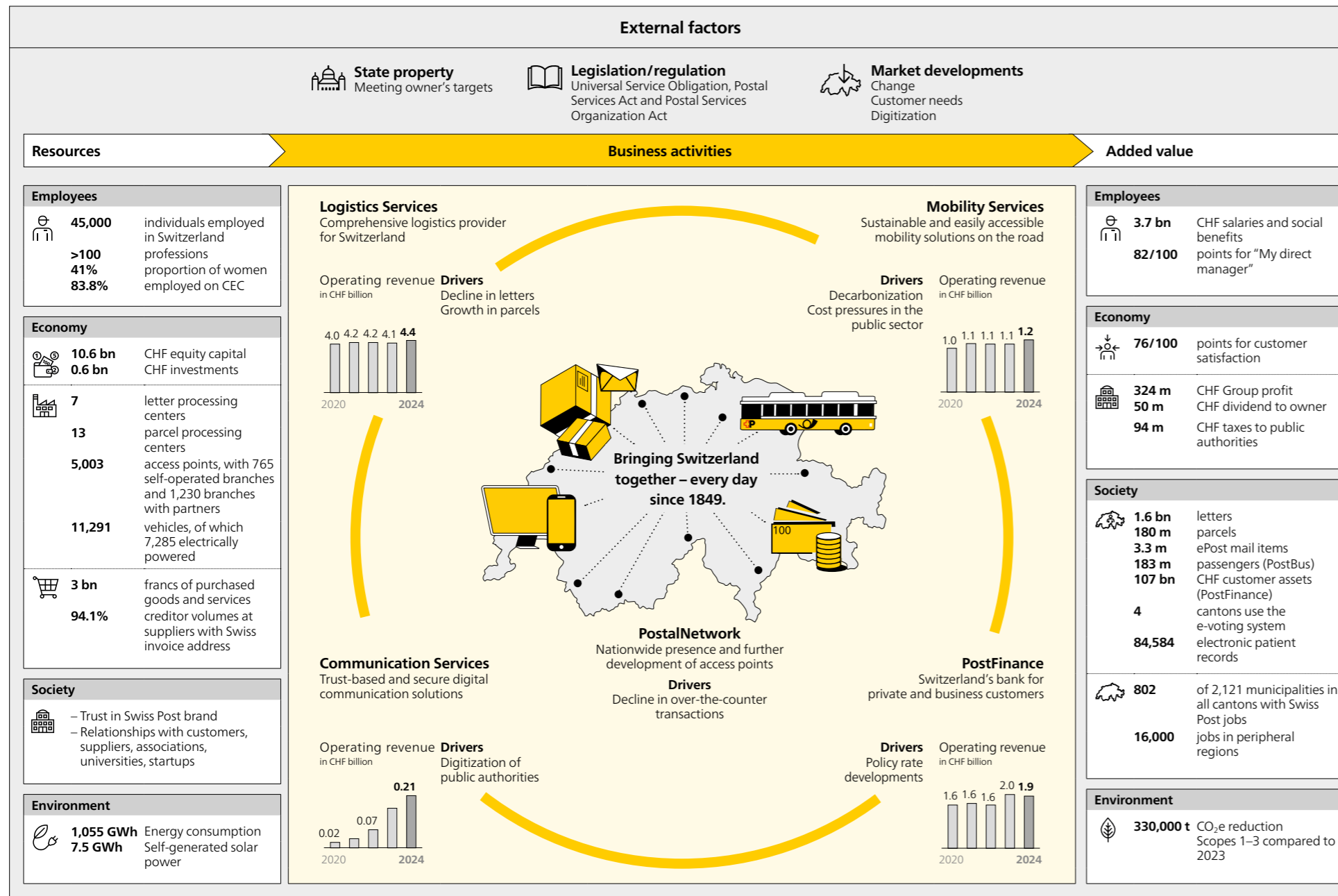
Business activities

Swiss Post operates in the logistics, communication, mobility and financial services markets. It complements its traditional core business – letter, parcel, advertising and newspaper logistics – with goods logistics, cross-media advertising and sector-specific logistics solutions. It is also developing secure digital communication solutions for private customers, SMEs, the healthcare sector, public authorities and cantons. As a systemically important payment service provider, PostFinance offers savings and investment services as well as digital and platform-based services in addition to payment transactions. In the mobility market, Swiss Post operates primarily in regional passenger transport, while also offering holistic mobility solutions. A dense, national network of access points guarantees access to postal and payment transaction services. [GRI 2-6](#)

Added value

Swiss Post makes vital contributions to the economy, society, employees and the environment. It focuses on 9 million private customers and hundreds of thousands of business customers, scores 76 out of 100 points for customer satisfaction, and in 2024 generated Group profit of 324 million francs, of which 50 million francs were distributed as a dividend to its owner. A nationwide public service strengthens social integration. Swiss Post offers jobs in all cantons. It supports education and social projects. For its employees, it promotes equity and development. In 2024, through renewable energy, electric vehicles and optimized logistics, it reduced its CO₂ emissions by 330,000 tonnes CO₂e (Scopes 1–3).

More information about the business model can be found in the Financial Report on → pages 10–14.



Materiality matrix

Global Reporting Initiative (GRI):

GRI 3-1 Process to determine material topics

GRI 3-2 List of material topics

GRI 3 Management of material topics 2021

→ See also Global Reporting Initiative Index on page 97.

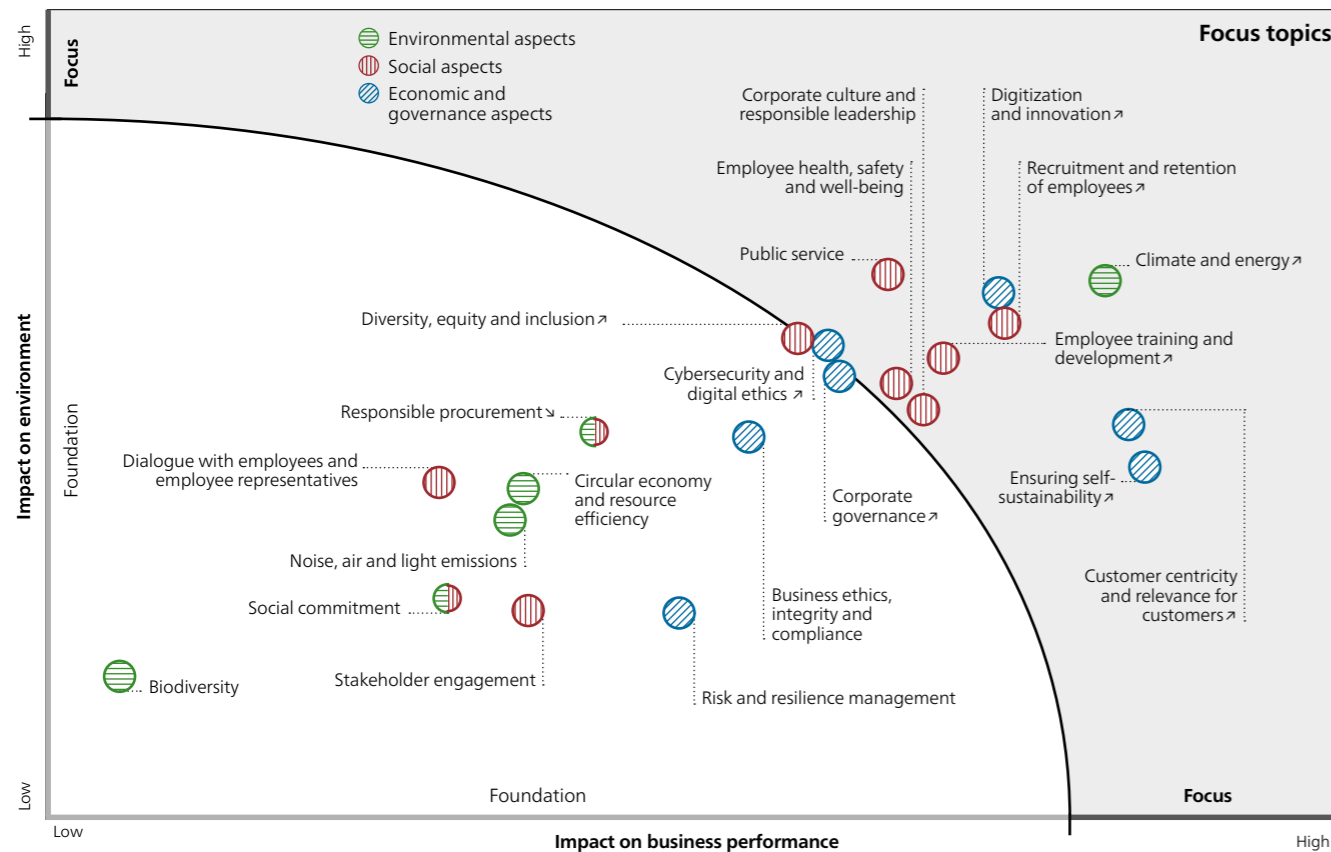
Swiss Post uses the materiality matrix to assess how individual topics impact sustainability and how sustainability aspects affect the operating result. GRI 3 The matrix serves Swiss Post as a strategic compass and facilitates the prioritization of measures. The materiality matrix is also an important basis from a regulatory perspective (e.g. Art. 964a et seq. (CO)), as reporting on material topics should be transparent.

The materiality matrix helps Swiss Post to make good use of its resources and reach well-founded decisions that make allowance for the expectations of its stakeholders. It differentiates between two types of topics:

- Focus topics: These topics can have significant impacts on core activities. They are often linked to the transformation of the business model.
- Foundation topics: These topics constitute the basis for day-to-day activities and represent the fundamental principles of the company. GRI 3-2

Ensuring self-sustainability is becoming increasingly important

Swiss Post Group materiality matrix
2024, with increase or decrease in materiality compared to previous year



In 2024, Swiss Post conducted a review of the materiality matrix drawn up in 2022 (details in Financial Report 2022 on page 28). There were no significant changes in the topics. The update was undertaken by its stakeholders (see Stakeholder engagement on → page 79) on the basis of peer and media analysis and with the help of an AI tool. All internal topic managers responsible confirmed the material topics and Executive Management and the Board of Directors approved the materiality matrix. PostFinance's materiality matrix is updated separately to make it more industry-specific and more detailed. The results were integrated into the Group's matrix. GRI 3-1

Adjustments from 2023 to 2024

The following adjustments were made during the 2024 review:

- In 2024, PostFinance conducted a new materiality analysis in collaboration with its stakeholders. This analysis explains most of the changes visible in Swiss Post's materiality matrix.
- The topic of ensuring self-sustainability has gained in importance in the "Effect on operating result" dimension.
- The topic of environmentally and socially responsible products and services was integrated into the topic of customer centricity and relevance for customers, and the topic of data protection was integrated into the topic of business ethics, integrity and compliance.
- The two new PostFinance topics, responsible investing – the bank's own investments and marketing & labelling – are integrated into ensuring self-sustainability and business ethics, integrity and compliance.
- For employee representatives (previously trade unions) and equity (previously equal opportunity) the wording was adjusted.

Strategy period 2021–2024: Review and milestones reached

Corporate responsibility is one of four key priorities of the “Swiss Post of tomorrow” Group strategy (details on the Group strategy can be found in the Financial Report on → page 22) and is set out in the corporate responsibility strategy. (GRI 2-22) Swiss Post considers the aspects of sustainability in everything it does (see → swisspost.ch/cr-charter) in order to make a relevant contribution to sustainable development in Switzerland. Within the five areas of action, the following strategic successes have been achieved:

– Environment, focus on climate and energy

With the goals of making a contribution to Switzerland’s 2050 climate strategy and fulfilling its legal mandate as an enterprise affiliated with the Confederation, Swiss Post has set itself long-term climate targets for 2030 (carbon neutral in its in-house operations) and 2040 (net zero across its entire value chain). This is validated by the Science Based Targets initiative (SBTi). Operational measures that are having an initial impact include the electrification of the fleet of almost 7,300 electric vehicles for delivery (out of a total of around 8,000 electric vehicles) and electric delivery in 6 Swiss cities, sustainable building management and the planned development of a new E-Mobility Charging Solutions business unit. Measures along the value chain were also initiated: pilot projects in employee mobility, mandatory sustainability criteria for procurements and a transition plan for decarbonizing investment in its own investments. The development of a portfolio for CO₂ removal and storage was also initiated with the establishment of Post CDR Ltd.

– Sustainable customer solutions

In response to the growing need for sustainable customer solutions, Swiss Post is expanding its competencies to promote sustainable action. It is testing new business models in the circular economy to reduce its business customers’ Scope 3 emissions, supporting construction logistics to reduce construction site traffic by up to 60 percent and offering innovative reusable packaging that can be reused 30 times in shipping. The responsibility compass it has developed provides internal support for integrated decision-making.

– Socially responsible employer

Around 45,000 people in more than 100 different professions work at Swiss Post in all cantons. Despite a difficult market environment and internal transformation, Swiss Post achieved high, stable figures for customer satisfaction and employee satisfaction. Swiss Post’s success to date and the trust it enjoys are based on its employees and their daily efforts, both in direct customer contact and in all other steps in its provision of services. To provide the best possible support for its implementation of the “Swiss Post of tomorrow” strategy, Swiss Post is investing in its corporate culture, for example with the “en viadi” culture and leadership programme.

– Responsible procurement

Swiss Post purchases goods, services and construction services worth almost 3 billion francs from suppliers in over 200 sectors and 40 countries. During this strategy period, Swiss Post integrated sustainability comprehensively into its procurement organization, further developed the Supplier Code of Conduct for Responsible Procurement and introduced a management system to monitor human rights due diligence obligations and environmental matters in its supply chains. The anonymous PostCourage reporting office is available to stakeholders to enable breaches of the Supplier Code of Conduct to be reported. To decarbonize the supply chain, Swiss Post has introduced a performance management system for suppliers, and for procurement volumes over 150,000 francs, sustainability criteria are taken into account.

– Economic and social added value

Swiss Post delivers consignments nationwide, ensures the provision of payment transactions, operates a dense network of 5003 access points, ensures regional accessibility, and with a daily presence in cities, agglomerations and peripheral regions is physically and digitally accessible to everyone. It is a major employer in rural regions in particular: of approximately 45,000 people, around 16,000 work in peripheral regions in Switzerland.

Strategy period 2025–2028: Outlook and strategic priorities

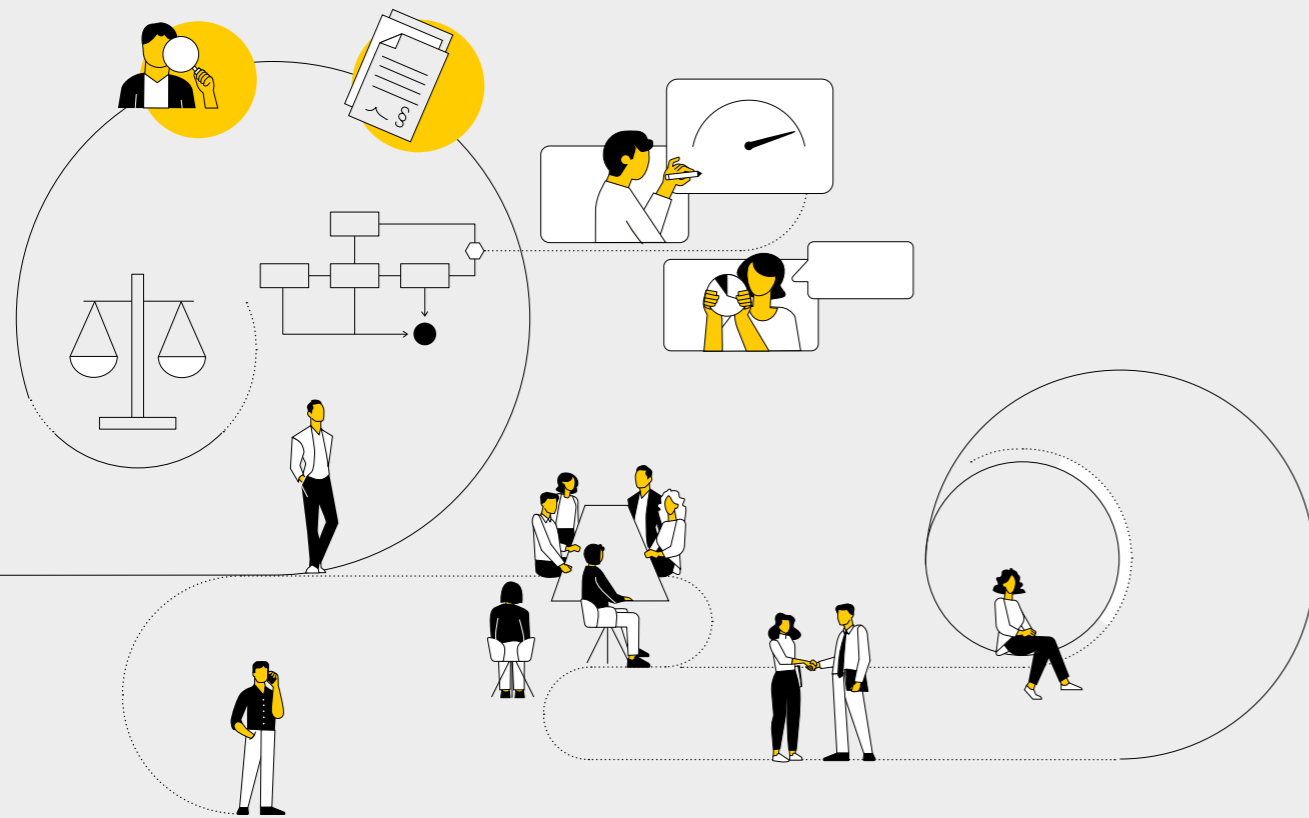
A key element in 2024 was the preparation of the new 2025–2028 strategy period. Swiss Post is sticking to its long-term “Swiss Post of tomorrow” strategy and going one step further with regard to its understanding of sustainability. Sustainability is no longer just one of four key topics, but now an integral part of the Group strategy. To think about the “Swiss Post of tomorrow” holistically, Swiss Post is now governed by seven ambitions, putting financial as well as non-financial objectives at the center of its actions. (GRI 2-22)

Governed by seven ambitions

Dimension	Strategic ambition
Economy	<p>Customer-centric</p> <p>Swiss Post knows its customers and their needs very well. It offers them a consistent customer experience that they perceive as clear added value. Business and private customers have the same high levels of satisfaction and recommend Swiss Post to others.</p> <p>The two key figures used to measure satisfaction are net promoter score (probability of recommendation by customers) and customer satisfaction (general customer satisfaction).</p> <p>Targeted and sustainable growth</p> <p>Swiss Post is growing in the communication, logistics, mobility and financial services markets. It focuses consistently on constantly changing customer needs and invests where there is long-term potential for the future.</p> <p>To measure growth, operating revenue (revenue from sales and services to third parties) is used.</p> <p>Self-sustaining</p> <p>Swiss Post ensures sustainable value creation, allowing it to finance the public service, innovations and investments from its own resources.</p> <p>To measure self-sustainability, the two key figures used are EBIT plus result from associates (earnings before interest and taxes plus result from associates) and value added (net operating profit after tax minus average cost of capital).</p>
Society	<p>Relevant to the general public</p> <p>Swiss Post makes everyday life easier for the Swiss public, who use its products and services every day. Its public services meet the expectations and needs of a majority of the population.</p> <p>The measurement used for relevance is the internally developed benchmark of average daily use of Swiss Post products and services by the public.</p> <p>Digitally and physically connected</p> <p>Swiss Post connects the physical and digital worlds and is always present and close to the population. It makes an active contribution to digitization in Switzerland, continually strengthening trust in a digital postal service.</p> <p>The measurement used is the internally developed benchmark of interactions in digital and hybrid channels vs. in all channels.</p>
Employees	<p>Attractive for employees</p> <p>Swiss Post attracts independent, ambitious talent, and in its position as one of the largest employers in Switzerland, it acts as a role model. It motivates its employees with fair employment conditions and a modern understanding of leadership. Swiss Post offers interesting fields of activity, future-oriented working models and diverse development opportunities, and it promotes a responsible, inclusive corporate culture.</p> <p>The measurement used for attractiveness is the employee net promoter score (employees recommending Swiss Post as an employer).</p>
Environment	<p>On track for net zero</p> <p>Swiss Post is lowering its greenhouse gas emissions continually and aims to reduce them within its in-house operations by at least 42 percent by 2030 compared to 2021. From 2030, the remaining emissions will be removed from the atmosphere and stored. From 2040, Swiss Post wants to achieve its net zero target across the entire value chain.</p> <p>The measurement used for progress is the reduction in greenhouse gas emissions from in-house operations (Scopes 1–2) and throughout the entire value chain (Scope 3).</p>

Governance

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Swiss Post attaches great importance to corporate governance and bases its actions upon recognized standards. To organize corporate governance, the Board of Directors uses a governance management system and defines rules and principles for the overall management and supervision of the Group. Swiss Post expects its managers and employees at all levels to conduct themselves ethically and with integrity at all times.

Swiss Code of Obligations Art. 964b

This section covers the following topics based on the provisions of Art. 964b (CO): respect for human rights and combating corruption.

Task Force on Climate-related Financial Disclosures (TCFD)

This section covers the following aspects in accordance with the TCFD: governance and risk management.

➔ See also Global Reporting Initiative Index on page 97.

January 2021

The **governance management system** is updated in line with the new strategy.

January 2022

Development of the integral **security management system** and transfer of the Group-wide "Hotline" reporting channel to Group Security.

August 2022

The **Swiss Federal Audit Office (SFAO)** rates Swiss Post **risk management** as **well established**.

February 2023

An external audit report confirms that the **compliance management system** fulfils the requirements of **ISO standard 37301**.

January 2024

Launch of the "**Future compliance management system**" project for further development of compliance.

December 2024

Finalization of the new "**Export controls and sanctions**" compliance programme.

January 2021

All Group employees must complete the new **compliance e-learning course**.

September 2021

Launch of the "**Smart governance**" project to streamline and optimize internal regulation.

March 2022

The monitoring of **compliance controls** is now tool-based.

January 2023

Introduction of a **business continuity management system** to manage corporate resilience.

July 2023

Establishment of the "**Shortages**" task force and launch of an internal awareness-raising campaign.

November 2024

Development of a governance model for **non-financial performance management**.

Corporate governance

Global Reporting Initiative (GRI):

- GRI 2-9 Governance structure and composition
- GRI 2-10 Nomination and selection of the highest governance body
- GRI 2-12 Role of the highest governance body in overseeing the management of impacts
- GRI 2-13 Delegation of responsibility for managing impacts
- GRI 2-14 Highest governance body's role in sustainability reporting
- GRI 2-19 Remuneration policies

➔ See also Global Reporting Initiative Index on page 97.

Governance management system

Swiss Post uses an established governance management system.

The Board of Directors uses a governance management system to organize governance and defines rules and principles for the management and monitoring of the Group. GRI 2-12

The Board of Directors organizes the Group for strategic development and management into Group and function units and determines the relevant management models for each of them. As a rule, it manages the Group using a direct management model. PostFinance Ltd is the only subsidiary that is indirectly managed. GRI 2-9

In the direct management model, the Board of Directors assumes responsibility for strategic management and delegates operational management to Executive Management. GRI 2-13 Executive Management manages the function and Group units subordinated to it.

To ensure a degree of flexibility in the operational management of the Group that is appropriate to the market position and development phase of the business, the Board of Directors has established three levels of management intensity:

- Level I: Close management (applies mainly to Group units in postal core business)
- Level II: Management with flexibility (applies primarily to Group units outside postal core business)
- Level III: Loose management, i.e. focusing on topics that must be managed from a Group perspective and for regulatory reasons

The Board of Directors adopts the directives required to fulfil its overall responsibility. It distinguishes between organizational directives (tasks/responsibilities) and thematic directives based on principles. It also implements the necessary assurance functions and structures monitoring according to the three lines model.

The Board of Directors makes the arrangements necessary to ensure that it fulfils its external reporting obligations. This includes, among other things, the preparation of annual financial statements, the Annual Report, the Non-Financial Report and the legally required regulatory reports (e.g. PostCom, OFCOM, report for the owner on strategic objectives). More information can be found in the Financial Report on ➔ pages 64 and 82.

With regard to delegated tasks and responsibilities, the Board of Directors is required to obtain regular reports in a predetermined form from entities to which responsibilities have been delegated. Appropriate internal reporting to this effect is defined and established in the internal regulations.

In the indirect management model, the Board of Directors delegates strategic management to an independent, subordinate Board of Directors of PostFinance Ltd. This Board issues its own regulations with regard to management rules, assurance functions and reporting.

The Board of Directors retains its overall responsibility in that the majority of the members of the Board of Directors of PostFinance Ltd are representatives of Swiss Post who are mandated accordingly. In addition, the Board of Directors of Swiss Post elects the members of the Board of Directors of

PostFinance Ltd at the General Meeting. As the owner of PostFinance Ltd, the Swiss Post Board of Directors defines its long-term strategic, financial and employee objectives in the owner's strategy addressed to the PostFinance Ltd Board of Directors.

The Swiss Post Board of Directors consists of nine persons, of whom 44 percent are women and 78 percent have Swiss citizenship. The requirements profile for the Board of Directors and its individual members is specified by the Federal Department of the Environment, Transport, Energy and Communications (DETEC) (➔ Requirements profile for the Board of Directors of Swiss Post Ltd). The Federal Council elects the Chairman of the Board of Directors and the other members of the Board of Directors for a period of two years. The collective competencies of the official body fulfil the requirements regarding sustainability. GRI 2-10 As described in the Financial Report (➔ page 71), the Board of Directors' People, Sustainability & Governance Committee (BoD PSGC) serves as a preparatory body for sustainability matters. GRI 2-9 More information on corporate governance can be found in the Financial Report on ➔ pages 62–82.

The performance-related variable salary component includes the aspects of human resources, customers, society/the public and ecology. More information can be found in the Financial Report on ➔ pages 77–81. GRI 2-19

Corporate governance

2022–2024	GRI reference	Unit	2022	2023	2024
Board of Directors		Persons	9	9	9
Executive members		Persons	0	0	0
Non-executive members		Persons	9	9	9
Proportion of independent members		%	100.0	100.0	100.0
Employee representation		Persons	2	2	2
Gender distribution					
Female	405-1	%	44.4	44.4	44.4
Male	405-1	%	56.6	55.6	55.6
Executive Management		Persons	8	8	8
Gender distribution					
Female	405-1	%	25.0	25.0	25.0
Male	405-1	%	75.0	75.0	75.0
Variable remuneration Executive Management¹					
Variable remuneration depending on sustainability-related targets and/or impacts		Share of total remuneration in %	15.8	15.2	15.0

¹ See Financial Report 2024, page 77 et seq.

➔ More key figures can be found from page 81.

Sustainability governance

Since 2023, sustainability has been embedded in Swiss Post's governance management system as follows:

- The Board of Directors decides on requirements and assurance for non-financial performance management, monitors implementation (including risks) and assesses the effectiveness of the defined measures. GRI 2-12 It approves the Sustainability Report and delegates its implementation to Executive Management. GRI 2-14
- The Board of Directors' People, Sustainability & Governance Committee (BoD PSGC) approves the requirements for non-financial performance management for the attention of the Board of Directors, monitors implementation, assesses the effectiveness of the defined measures, reviews the Sustainability Report for completeness and approves it for the attention of the Board of Directors' Audit, Risk & Compliance Committee (BoD ARCC).

The roles for the Sustainability Report are clearly defined.



- The BoD ARCC defines the assurance functions for non-financial performance management for the attention of the Board of Directors and approves the Sustainability Report for the attention of the Board of Directors.
- Executive Management makes the necessary operational arrangements and delegates overall responsibility for the organization of non-financial performance management and sustainability to CEO Corporate Services. Executive Management delegates responsibility for individual matters of sustainability to the Group and function units. It approves the Sustainability Report for the attention of the Board of Directors.
- Christian Plüss, Head of Mobility Services, is Executive Management delegate for sustainability and is consulted on sustainability issues in the BoD PSGC. He covers all material sustainability topics, including climate and energy (see Materiality matrix on → page 12). (GRI 2-13)

For sustainability, the existing internal assurance structures (e.g. compliance) are used in individual areas such as anti-corruption or data protection. For 2024, limited assurance will be provided for all sustainability topics, together with PostFinance. The audit is conducted by Deloitte (see → page 90).

Risk and resilience management

Global Reporting Initiative (GRI):

(GRI 201-2) Financial implications and other risks and opportunities due to climate change

→ See also Global Reporting Initiative Index on page 97.

Swiss Post has a comprehensive enterprise risk management (ERM) process in place to help with the early recognition of developments that could pose a threat to the continuation of its business activities. The ERM system is based on the ISO 31000:2018 standard. In addition to financial impacts, it also takes a consistent approach to the consideration of non-financial impacts on reputation, people, the environment and compliance. Sustainability topics are integrated into this ERM process. This ensures that, in the risks considered across the company, the full range of sustainability issues are taken into account.

The Financial Report describes how Swiss Post categorizes and manages risks on → pages 56–60. Sustainability risks are treated in the same way as all other risks.

Risk management

Swiss Post aims to take an integral and comprehensive approach to risk management. The risk management system is described in detail in the Financial Report on → pages 56–60 and on → pages 154–178. The internal control system is audited by external independent statutory auditors (see Financial Report on → page 196).

Risk identification

As part of the integrated Group and sustainability strategy, non-financial risks are included in the risk management process. The requirements of the Task Force on Climate-related Financial Disclosures (TCFD) are also taken into account.

Of the short-term risks identified (2024–2027 observation period), the focus at present is on the following non-financial risks:

- Failure to meet internal and external expectations regarding sustainability
- Violations of external provisions (compliance)
- Transport risks with serious personal injury

In addition to this four-year observation period, Swiss Post identifies emerging risks with a long-term observation period. This is because its core business is increasingly influenced by trends such as on the go, artificial intelligence, sharing and the circular economy, which however also have great potential for new business areas such as smart cities or secure digital services.

Risk evaluation and management

The enterprise risk management process plays an important role in the evaluation of non-financial risks and opportunities. All risks and opportunities are positioned on a 6x6 risk matrix on the basis of their potential impact in the dimensions “Finances”, “Reputation”, “Personal/environmental damage” and “Compliance” (X axis) and their probability of occurrence within the next four years (Y axis). A risk management strategy is always required for every material risk or opportunity (risk score 18 or higher).

Swiss Post has identified climate change as a significant long-term risk.

One of the most important long-term non-financial risks identified is climate change. In this context, Swiss Post must assess risks that arise directly from climate change, but must also take into account transition risks that arise during the transition to a low-carbon economy, for example as a result of changing stakeholder expectations (see Climate on → pages 28–30). The results form the basis for targeted measures with a view to being prepared for changes caused by climate change. (GRI 201-2)

The processes and structures are resilient.

Resilience management

Swiss Post constitutes one of Switzerland’s critical infrastructure operators in the areas of postal services, financial services and road transport. It is therefore making its processes and structures as resilient as possible and preparing for potential crisis scenarios. In this context, it operates a business continuity management system and an emergency and crisis management system. Business continuity management includes the preparation of measures to maintain day-to-day operations. To give an example: as a result of the tense situation on the energy markets, Swiss Post established an energy shortage task force in 2022. The job of this task force was to ensure the maintenance of services within the universal service (letters, parcels, passenger transport, electronic payment transactions) during any shortage of electricity. Swiss Post analysed various scenarios for this purpose and defined measures and potential solutions to enable it to respond quickly in the event of either an announced electricity shortage or an unannounced power outage. The task force was disbanded in 2024 and all measures resulting from it were transferred to business continuity management, where the topics continue to be pursued.

Today, all new employees are still given brochures setting out guidelines on how to manage in their everyday working life and private life in the event of a power shortage or power failure. With this preventive measure, Swiss Post is strengthening its resilience in day-to-day operations and helping to raise awareness among employees.

As part of emergency and crisis management, the Group Crisis Management committee and its staff conduct annual exercises, running through scenarios that come as close as possible to the defined protection mandate of the units and the Group. In 2024, for example, a severe storm with a regional power failure was simulated. Exercises of this kind are used to rehearse emergency situations and prepare the organization for events of a similar nature. Findings from the exercises are incorporated into the optimization process for emergency and crisis management.

Business ethics, integrity and compliance

Global Reporting Initiative (GRI):

- [GRI 2-12](#) Role of the highest governance body in overseeing the management of impacts
- [GRI 2-23](#) Policy commitments
- [GRI 2-24](#) Embedding policy commitments
- [GRI 2-25](#) Processes to remediate negative impacts
- [GRI 2-26](#) Mechanisms for seeking advice and raising concerns
- [GRI 2-27](#) Compliance with laws and regulations
- [GRI 2-28](#) Membership associations
- [GRI 205](#) Management approach to anti-corruption 2016
- [GRI 205-1](#) Operations assessed for risks related to corruption
- [GRI 205-2](#) Communication and training about anti-corruption policies and procedures
- [GRI 205-3](#) Confirmed incidents of corruption and actions taken
- [GRI 206](#) Management of anti-competitive behaviour 2016
- [GRI 206-1](#) Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices
- [GRI 408](#) Management approach to child labor 2016
- [GRI 408-1](#) Operations and suppliers at significant risk for incidents of child labor
- [GRI 409](#) Management approach to forced or compulsory labor 2016
- [GRI 409-1](#) Operations and suppliers at significant risk for incidents of forced or compulsory labor
- [GRI 418](#) Management approach to customer privacy 2016
- [GRI 418-1](#) Substantiated complaints concerning breaches of customer privacy and losses of customer data

→ See also Global Reporting Initiative Index on page 97.

Compliance management system (CMS)

Swiss Post has defined a binding code of conduct for its staff.

Swiss Post operates a Group-wide CMS that ensures compliance with regulatory, legal and ethical requirements. Measures are defined and their implementation is systematically monitored. [GRI 2-27](#)

The Board of Directors bears primary responsibility for compliance with the law and mandates Executive Management to establish an effective compliance management system (CMS). Executive Management determines the relevant issues and delegates operation of the CMS to the Compliance committee. Executive Management and the Board of Directors are provided with regular information on the effectiveness of compliance.

The CMS is based on ISO standard 37301:2021 and has undergone in 2024 or will undergo in 2025 further development as part of the "Future CMS" project. The CMS is guided by Swiss Post's specific business activities and the risks associated with them, and at present covers the following topics in particular at Group level: data protection, anti-corruption, antitrust law, public procurement law, money laundering, export controls and sanctions, storage and archiving, accessibility, postal law and subsidy law.¹

Ethical behaviour and integrity

The Code of Conduct is binding on all employees.

Swiss Post expects its managers and employees at all organizational levels to conduct themselves ethically and with integrity at all times and to adhere strictly to laws, standards and internal directives. Violations of the fundamental values and rules of conduct are not tolerated and will be punished.

The basic principles of respectful, honest and ethical cooperation – as the basis of compliance – are set out in the Code of Conduct. The Code of Conduct is binding for all Swiss Post employees and for the employees of the subsidiaries. Employees receive training on the most important aspects of the Code of Conduct every two years. The topic of corporate culture is assessed regularly and systematically and discussed annually with the Board of Directors. [GRI 2-24](#)

Any potential breaches of compliance can be reported by employees to their line manager, the Compliance department or anonymously to the PostCourage reporting office, which can be accessed both internally and externally. PostCourage is operated by an external provider to ensure independence and anonymity. [GRI 2-25, 2-26](#) Group Audit processes the reports and provides regular information to the Compliance committee and the Board of Directors' Audit, Risk & Compliance Committee (ARCC).

In 2024, 117 reports were received, of which 84 cases were closed as at 31 December 2024. Swiss Post promotes the reporting culture with communication measures.

Fair competition and anti-corruption

Swiss Post is committed to free and fair competition. [GRI 206](#) In its "Code of Conduct" [GRI 2-23](#) (→ [swisspost.ch/code-of-conduct](https://www.swisspost.ch/code-of-conduct)), it requires its employees to comply with competition law, and requires the same of its suppliers in the Supplier Code of Conduct for Responsible Procurement. In its established antitrust law compliance programme, Swiss Post defines the measures required to prevent violations of antitrust law. In 2024, one Swiss Post company was involved in an investigation by the Competition Commission. [GRI 206-1](#)

Swiss Post does not tolerate corrupt behaviour. [GRI 205](#) This is also set out in the Code of Conduct. To promote and establish integrity, the CMS contains a compliance programme on anti-corruption with provisions on gratuities, such as gifts and invitations, and on conflicts of interests. Regular risk analysis, including analysis with an emphasis on bearers of mandates, as well as regular awareness-raising and training measures support the effective implementation of the requirements. [GRI 205-1](#) Compliance with anti-corruption provisions is verified on a regular basis. This is aimed in particular at management roles, customer advisors and the procurement organization or purchasing. In 2024, almost 1,800 employees (previous year: 6,500) received training in the key requirements. In addition, a Group-wide communication campaign on the requirements regarding anti-corruption was carried out last year. [GRI 205-2](#) No suspicious activity reports concerning potential breaches of anti-corruption provisions were received via the reporting channels in 2024. [GRI 205-3](#) Swiss Post is a member of Transparency International and exchanges best practices on combating corruption risks with other companies and interest groups. [GRI 2-28](#)

Data protection

Swiss Post attaches great importance to the protection and responsible handling of the personal data and confidential information entrusted to it. It operates a comprehensive, Group-wide data protection organization with coordinated roles to advise its units on compliance with data protection requirements. [GRI 418](#) All employees receive regular training through e-learning courses or specific awareness-raising measures. Swiss Post provides its customers with transparent information about the purposes for which personal data is processed in privacy policies on its website. In 2024, Swiss Post received the following requests: 58 requests for information, 34 requests for erasure and 119 requests for blocking.

¹ Units concerned are responsible for postal law and subsidy law as of October 2024.



The data protection organisation works closely with the information security organisation and is in close contact with the Federal Data Protection and Information Commissioner (FDPIC). In 2024, Swiss Post recorded two cases of data security breaches, which it reported to the FDPIC. (GRI 418-1) More information on information security can be found in Cybersecurity and digital ethics, → page 45.

Data protection¹

2022–2024	GRI reference	Unit	2022	2023	2024
Reports to data subjects or the supervisory authority FDPIC ²		Number	1	1	2
Data protection requests received		Number	195	245	211

¹ Without PostFinance

² The values for 2021 and 2022 only include reports to the FDPIC supervisory authority

➔ More key figures can be found from page 81.

To strengthen its fair, transparent and trustworthy handling of personal data, Swiss Post established an office for digital ethics in 2022 (see Cybersecurity and digital ethics, → on page 45). Interdisciplinary collaboration is also creating the basis for responding to challenges in the area of artificial intelligence with a view to using it profitably for Swiss Post (see Digitization and innovation, → page 43).

Marketing and Labeling

Customers expect fact-based statements about sustainability activities. To prevent greenwashing or other misleading statements, the legal requirements for advertising claims and marketing strategies are becoming increasingly stringent.

At Swiss Post, letters and parcels are sent with the “proclima” label and the “Digital Trust Label”. The “Data Fairness Label” is used for the handling of data in the advertising market (for more information on labels, see Cybersecurity and digital ethics, → page 45 and Climate, → page 28). Swiss Post ensures that the labels are used truthfully in its communications. In connection with the “proclima” label, for example, it has always referred to carbon offsetting, and it avoids imprecise environmental claims. Swiss Post uses the hashtag #YellowGreen when referring to all communication activities relating to its climate commitment. These are fact-based and comprehensible for customers.

With a newsletter and training courses, Swiss Post has raised awareness of greenwashing among specific employee groups and members of Executive Management.

Accessible digital and physical access points

For customers and colleagues alike – Swiss Post is committed to obstacle-free accessibility for all. The issue of accessibility has been included in Swiss Post’s compliance portfolio since 2022. The Compliance department undertakes Group-wide training courses and communication measures on a regular basis. It also advises the units and monitors implementation of the relevant requirements. Swiss Post joined ADIS, the “Swiss Digital Inclusion Alliance”, as a founding member in 2024.

Since 1 January 2004, the Disability Discrimination Act (DDA) has required public authorities and public organizations to make their websites accessible to people with disabilities.

Barrier-free access to postal services is guaranteed.

Since 2008, Swiss Post has consistently implemented accessibility in accordance with the Web Content Accessibility Guidelines (WCAG, current version 2.1) for accessible websites at level AA, i.e. it fulfils all A and all AA criteria. It is guided here by the eCH-0059 Accessibility Standard and the Swiss Federal Guidelines for the creation of accessible Internet services. The latter are based on the international IT standards of the World Wide Web Consortium (W3C). Implementation in portals is checked using the “Siteimprove” accessibility checker. Ten checks were carried out in 2024. Swiss Post publishes exceptions in its accessibility statement in line with international policy. This is available at → post.ch/en/pages/footer/accessibility-at-swiss-post.

The applicable legislation for physical access points such as self-operated branches, branches with partners, raised bus stop platforms and buildings is the Postal Services Act (PG), which references the DDA. Requirements for the planning, approval and implementation of accessible buildings are set out in greater detail in technical SIA standard 500. At the end of 2024, 91 percent of self-operated branches and 85 percent of branches with partners were accessible.

PostBus also has various measures in place to ensure accessibility. All vehicles are accessible with wheelchair lifts and ramps. Low-floor buses are used wherever possible. For locations without barrier-free access, alternative measures are in place. Passenger information on screens is also being optimized on an ongoing basis.

Respect for human rights

Swiss Post works to ensure respect for human rights through honest, ethically correct and exemplary conduct, with a focus on in-house operations and the supply chain. (GRI 2-23)

Swiss Post supports the UN Global Compact initiative as a member. For Swiss Post, implementation of the ten principles it enshrines constitute the basis of responsible corporate governance. Swiss Post publishes this information annually as part of the “Communication on progress” format. → unglobalcompact.org/what-is-gc/participants/31971

“We’re acting now for tomorrow” (CR charter), Swiss Post’s corporate responsibility charter, lays the foundation for acting responsibly. The CR charter is approved by the Swiss Post Board of Directors. (GRI 2-12) Its implementation is the responsibility of each individual employee in all areas of activity. (GRI 2-24)

The contents of the CR charter and the Supplier Code of Conduct for Responsible Procurement reflect Swiss Post’s commitment to the principles of the UN Global Compact and associated standards. These include the OECD Guidelines for Multinational Enterprises, the UN Guiding Principles on Business and Human Rights, the principles of the International Labour Organization (ILO) and the United Nations Sustainable Development Goals.

In Switzerland, the State Secretariat for Economic Affairs (SECO) ensures the ratification of international conventions and national laws on child, compulsory and forced labour and monitors their implementation. (GRI 409; 408) Swiss Post does not tolerate working conditions that conflict with international and national laws and regulations and guarantees safe and modern working conditions. (GRI 2-25, 409-1; 408-1)

The key priorities are outlined in greater detail in Employees from → page 48 and Supply chain from → page 68.

Swiss Post checks compliance with human rights due diligence obligations along its supply chains.

Environment

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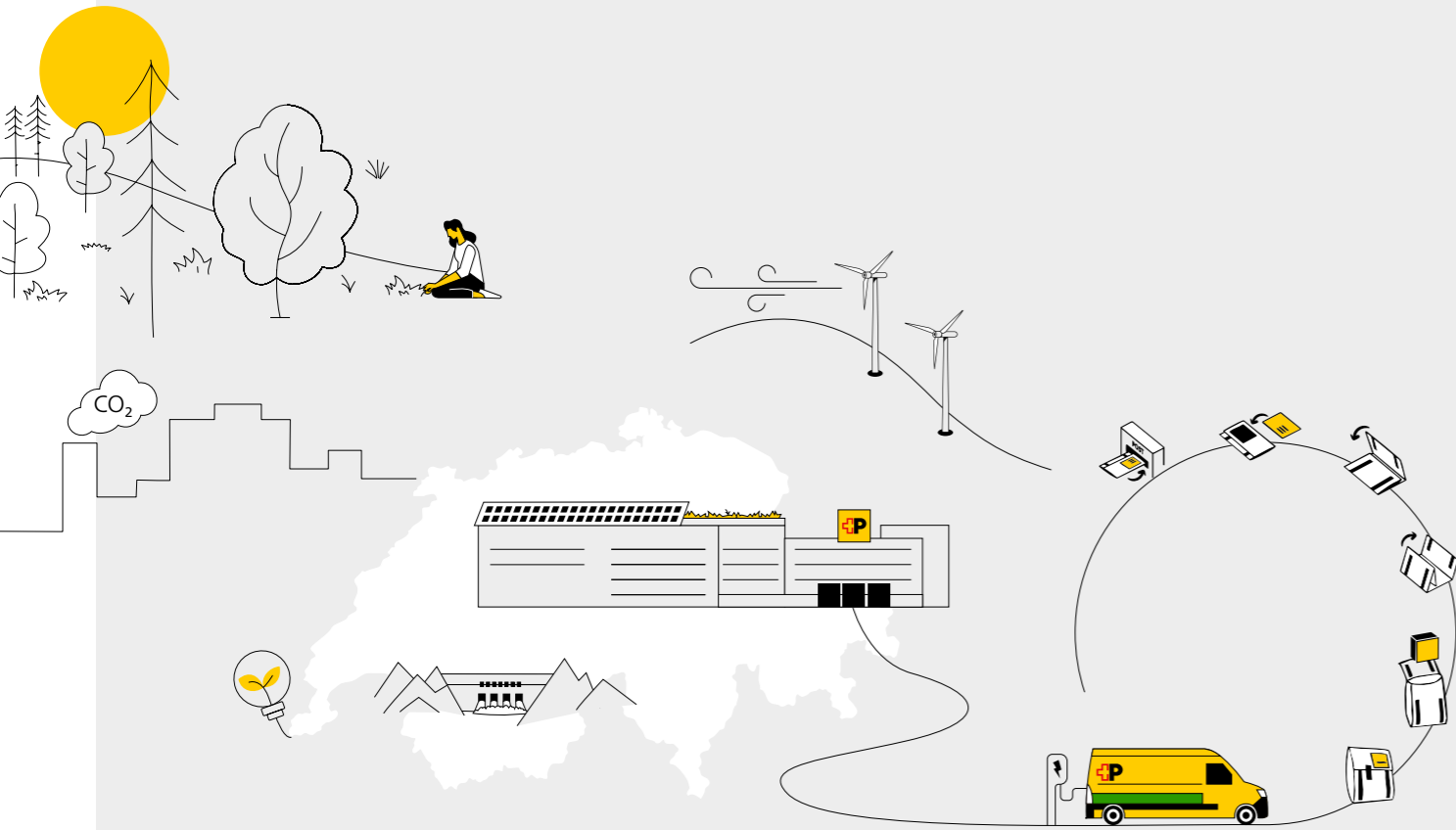
Swiss Post's greatest leverage in terms of making a sustainable contribution to the environment is in the areas of climate and energy. It makes every effort to meet its owner's and customer requirements, and has set itself ambitious climate and energy targets as a role model in this area: it aims to be carbon neutral in its in-house operations from 2030 and to reach net zero across its entire value chain from 2040. To achieve this, it is investing in electric and alternative drive systems and fossil-free heating systems, and it uses 100 percent renewable electricity from Switzerland. Swiss Post wants to remove and store unavoidable greenhouse gas emissions from the atmosphere. To achieve this, it is building up a portfolio for CO₂ removal and storage.

Swiss Code of Obligations Art. 964b

This section covers the following topics based on the provisions of Art. 964b (CO): environmental matters.

Task Force on Climate-related Financial Disclosures (TCFD) This section covers the following aspects in accordance with the TCFD: governance, strategy, risk management, metrics and targets.

→ See also Global Reporting Initiative Index on page 97.



January 2021

The "pro-clima" label makes it clear: all Swiss Post consignment deliveries are carbon offset.

June 2022

Groundbreaking ceremony for construction of the largest warehouse logistics center in Villmergen.

December 2022

Swiss Post acquires Kickbag GmbH to promote sustainable packaging.

June 2023

The Science Based Targets initiative (SBTi) validates Swiss Post's climate target.

May 2024

In the 2025–2028 strategy period, "On track for net zero" is one of seven strategic ambitions.

September 2024

As part of Green Postal Day, 26 postal organizations show their commitment to climate protection.

January 2021

The climate and energy target is one of six transversal topics in the Swiss Post of tomorrow strategy.

January 2021

PostBus and PostFinance become stakeholders in the "Exemplary Energy and Climate" initiative.

August 2022

To build up a neutralization portfolio, Post CDR Ltd (carbon dioxide removal) is founded.

January 2023

Swiss Post presses ahead with the switch to electric vehicles and establishes a competence center for electric mobility.

December 2023

To capture CO₂ in the long term, Swiss Post invests in sustainable forest management (transfer of ownership on 1.12.2023).

September 2024

Swiss Post and the fenaco cooperative plan to build a charging network for electric vehicles.

Climate

Global Reporting Initiative (GRI):

GRI 201-2 Financial implications of climate change for the organization and other risks and opportunities related to climate change

GRI 305 Management approach to emissions 2016

GRI 305-5 Reduction of GHG emissions

➔ See also Global Reporting Initiative Index on page 97.

The Confederation sets stringent requirements for Swiss Post's climate protection measures: the strategic goals of the Federal Council call for a reduction in greenhouse gas emissions and Swiss Post's net zero target is enshrined in law in the Swiss Climate and Innovation Act. Major customers also demand a consistent climate strategy. In 2024, Swiss Post received a rating of A for its commitment and transparency in the area of climate from the Carbon Disclosure Project (CDP), a non-profit organization that maintains the world's largest database of environmental data.

Climate target

Swiss Post has set itself ambitious targets: it aims to become carbon neutral in its in-house operations from 2030 and to achieve net zero across its value chain from 2040. The Science Based Targets initiative (SBTi) confirmed the greenhouse gas reduction target for 2030 (–42 percent in Scopes 1, 2 and 3 for the use of sold products, –25 percent in the remaining Scope 3; base year 2021) and the net zero target for 2040 (–90 percent in Scopes 1–3, 10 percent CO₂ removal and storage). Swiss Post also aims to remove from the atmosphere and store the emissions generated by in-house operations that cannot be reduced by as early as 2030. **GRI 305-5** The SBTi is based on the Paris Agreement that aims to limit global warming to 1.5 degrees Celsius compared to the 1850 level.

Swiss Post's climate target is validated by the Science Based Targets initiative (SBTi).

Greenhouse gas emission reduction targets

Targets for 2030 and 2040 in relation to the base year 2021	Unit	2021 ¹	Target attainment		Goal	
			2024	2030	2040	2040
Scopes 1 and 2	t CO ₂ e	249,871	–3.9%	Min. –42%	Min. –90%	
	Removal from atmosphere			58%	10%	
Scope 3 emissions from use of products sold	t CO ₂ e	29,760	–22.1%	Min. –42%	Min. –90%	
	Removal from atmosphere				10%	
Scope 3 other emissions	t CO ₂ e	1,912,131	–21.2%	Min. –25%	Min. –90%	
	Removal from atmosphere				10%	
Scopes 1–3	t CO₂e	2,191,762				

¹ The base year 2021 and intermediate years are recalculated retroactively in the event of acquisitions/disposals of subsidiaries or changes in data quality, as 2021 is used as the base year for the 2030/2040 targets.

The climate target was approved by the Board of Directors and is embedded in the strategy. Measures are integrated into strategic financial planning. Achievement of targets has an influence on the variable remuneration of the members of Executive Management (Financial Report, Remuneration from ➔ page 77). **GRI 305**

The climate target is embedded in the Swiss Post of tomorrow strategy.

In 2024, Swiss Post invested around 33 million francs in measures to reduce greenhouse gas emissions. This amount reflects the additional costs of switching to fossil-free technologies until the parity of vehicles with new technologies and the development of infrastructure is guaranteed.

Climate risks are increasingly being integrated more deeply into risk management (see Risk and resilience management on ➔ pages 20–21 and the Financial Report on ➔ pages 154–178). PostFinance's transition plan can be found in the PostFinance Sustainability Report (PDF) on ➔ pages 33–48.

Climate risk analysis

Adapting to climate change contributes to the resilience of the company. In 2024, working together with external partners, Swiss Post prepared a Group-wide analysis of physical climate and transition risks with time horizons of 2030 and 2050, and in accordance with emission scenarios RCP2.6, RCP4.5 and RCP8.5. The analysis looked at Swiss Post locations and a number of suppliers. Relevant physical climate risks include for example damage to buildings caused by heavy rainfall and health hazards caused by heat. Buildings near major rivers such as the Rhone are increasingly exposed to the risk of flooding. Transition risks are classified as tangible risks until 2030. Energy costs constitute the only serious risk for Swiss Post. Until 2050, Swiss Post classifies other risks such as increased fuel costs and reduced availability of renewable energies as critical. **GRI 201-2**

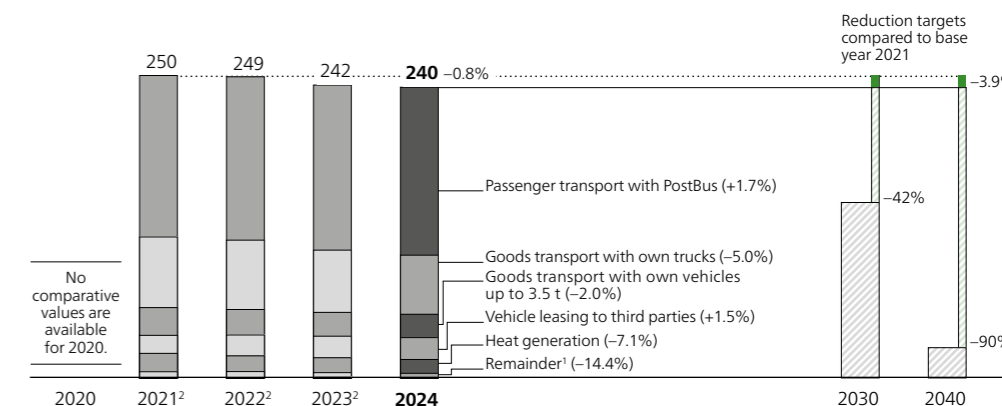
This analysis serves as a basis for strengthening Swiss Post's ability to adapt to climate change. The most relevant risks will be analysed in greater detail in the future and embedded in Swiss Post's risk management system.

Greenhouse gas emissions

Greenhouse gas emissions in our own operations (Scopes 1–2) have remained stable. A reduction of just under 0.8 percent was recorded compared to the previous year, primarily due to fewer kilometres travelled in goods transport, the electrification of the fleet (+89 percent kilometres travelled with alternative drive systems at PostBus, +57 percent in delivery and +165 percent in vehicle leasing to third parties), and to fossil-free heating in company buildings (+15% energy reference area heated without fossil fuels). This was offset by increases in passenger transport (PostBus) and vehicle leasing to third parties. **GRI 305-5**

Efficiency improvements offset additional services in passenger transport

Group | Scope 1 and 2 greenhouse gas emissions in 1,000 t of CO₂ equivalents
(direct emissions from own vehicles and buildings)
2021 = base year



¹ Includes emissions from cooling systems in properties, industrial vehicles, the company's own business vehicles and electricity consumption in buildings of subsidiaries entered retroactively.

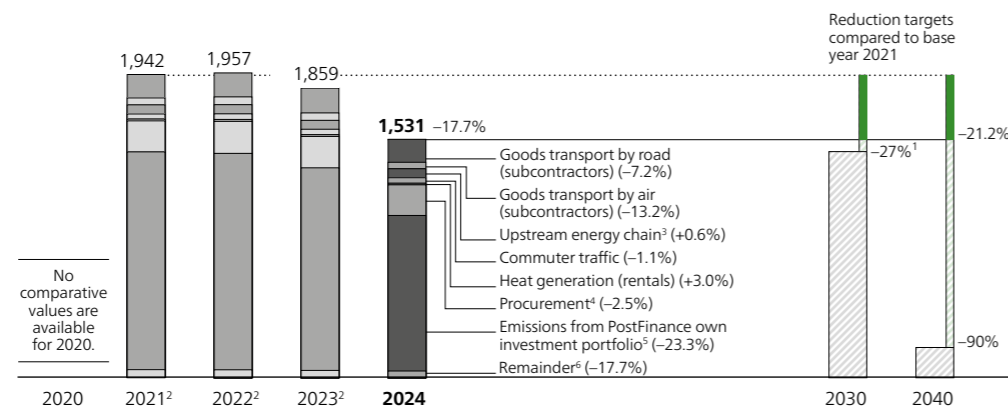
² Emissions with subsequent entry: for acquisitions/disposals, the emissions of acquired/sold companies in previous financial years are calculated retroactively.

➔ More key figures can be found from page 81.

Scope 3 emissions fell by 17.7 percent, primarily due to lower financed emissions and a decline in transport services in outsourced goods transport. The main reason was fewer financed emissions (–23.3 percent), due among other things to the general progress made in decarbonizing the financed counterparties and the expiry of individual positions with high emissions. Financed emissions are dependent on various factors, and fluctuations are therefore expected in the future. **GRI 305-5**

Decrease due to reduction in emissions from PostFinance's own investment portfolio

Group | Scope 3 greenhouse gas emissions in 1,000 t of CO₂ equivalents
(indirect emissions from the value chain)
2021 = base year



1 Volume-weighted value from the target for Scope 3 emissions from use of products sold (base year volume: 29,760 t CO₂ e) of at least 42 percent and the target for other Scope 3 emissions (base year volume: 1,912,131 t CO₂ e) of at least 25 percent compared to the base year 2021.
 2 Emissions with subsequent entry: for acquisitions/disposals, the emissions of acquired/sold companies in previous financial years are calculated retroactively.
 3 Includes emissions from all fuel and energy-related activities in fuel procurement.
 4 The emissions from purchased goods and services were calculated using emission factors per goods group (secondary data, coverage at approx. 90 percent). See Methodology for more information.
 5 The emissions values shown relate exclusively to the corporate bonds for which data is available in the bank's own investment portfolio, which corresponds to 89.0 percent of the corporate bonds and 44.2 percent of the entire own investment portfolio. Only the Scope 1 and Scope 2 emissions of all material greenhouse gases of the invested counterparties are considered. See Methodology for more information.
 6 Includes emissions from leased property, plant and equipment (excluding heat generation), goods transport by rail and water, business travel, vehicle leasing (finance leasing), fuel sales and use and disposal of products sold.

➕ More key figures can be found from page 81.

Reduction and substitution measures

The first priority is to reduce greenhouse gas emissions and the second is to substitute them with renewable energy. In in-house operations (Scopes 1 and 2), the greatest leverage is in converting the company's own vehicle fleet to electric or alternative drive systems. Swiss Post uses 100 percent electricity from renewable energy sources in Switzerland. In Scope 3, the greatest leverage is in the decarbonization of investments in own facilities (PostFinance) and in procurement along the supply chain.

– Delivery and business vehicle fleet

Swiss Post operates a fleet of almost 7,300 electric vehicles for delivery. Since 2024, letter and parcel deliveries are by electric vehicle in the cities of Zurich, Bern, Geneva, Basel, Winterthur and Thun, and this will be the case in all urban centers from 2025. There are ongoing efforts to optimize delivery rounds, avoid empty runs and strengthen reverse logistics (see Circular economy and resource efficiency on → page 33). Drivers are given training in resource-efficient driving practices. By 2030, all business vehicles are expected to be electric (the figure at present is 28 percent).

– Postbuses and trucks

Swiss Post plans to convert all Postbuses to electric drive systems by 2035. This is an ambitious goal that, if it is to be achieved, requires co-financing by the purchasers of passenger transport services and an appropriate regulatory framework. At the end of 2024, 42 Postbuses with electric drive systems were in operation. As a result of delays in delivery, the interim milestone of 100 electric Postbuses by 2024 will not be reached until the first quarter of 2025. Swiss Post is also gradually converting its heavy goods logistics vehicles to alternative drive systems. In 2024, four electric trucks were in use, and Swiss Post has ordered 15 more to be deployed in Switzerland and France. Subsidiaries such as Bächle Logistics and Stella Brandenberger Transporte are supporting the switch to alternative drive systems. The biggest challenges in converting Postbuses and trucks to electric drive systems are higher acquisition costs compared to diesel vehicles and building the charging and energy infrastructure. Swiss Post has recognized the problem of the lack of a charging network and established the E-Mobility Charging Solutions business unit to build a charging infrastructure for its own vehicle fleet and a public fast-charging network (see Energy on → page 33).

Converting the vehicle fleet to electric drive systems has the biggest impact.

– Rail transport and buildings

The 2022 rail offensive project aims to increase the share of consignments transported by rail between large sorting centers. Since 2023, 15 percent more consignments have been transported by rail. Swiss Post has extended its contract with SBB Cargo until 2028. In its own buildings, Swiss Post is gradually replacing fossil-fuel heating systems with environmentally friendly energy systems (see Energy on → page 32).

– Investments and procurement

In its own investments, PostFinance is reducing emissions by 2030 by 25 percent compared to 2021, and for corporate bonds it ensures that around half of all financed counterparties themselves pursue a validated climate target. PostFinance does not invest in companies that generate more than 30 percent of their turnover from coal. PostFinance is publishing its transition plan for achieving these targets for the first time in its report. For procurement volumes over 150,000 francs, Swiss Post applies sustainability criteria with a weighting of at least 15 percent.

– Carbon offsetting

Since 2021, all national and international consignments have been carbon offset. Swiss Post voluntarily assumes all surcharges incurred in order to make an additional contribution to climate protection. The carbon offsetting is achieved by means of climate protection projects in Switzerland and abroad that meet recognized standards and Swiss Post's high quality criteria. An independent third-party body reviews all climate protection projects supported by Swiss Post. The calculation of the offsetting volume and the number of certificates will be reviewed as part of the annual greenhouse gas performance audit. In 2024, Swiss Post decided not to offset the CO₂ emissions generated by goods logistics from 2025 due to low demand. However, Swiss Post continues to invest around 1.4 million francs per year in high-quality climate protection projects for "pro clima" shipping. In the goods logistics unit, Swiss Post is focusing on reducing CO₂ emissions in its own operations – e.g. by replacing the vehicle fleet with electric trucks.

Measures for CO₂ removal and storage

To remove residual emissions from the atmosphere in the future and store them in the long term, Swiss Post is building up a portfolio for CO₂ removal and storage. A major challenge in this area is the high cost of and limited access to proven technologies for long-term and scalable carbon removal. In 2023, Swiss Post purchased forestland in Germany with a view to removing more carbon from the atmosphere through future-oriented forestry and storing it in high-quality wood products in the long term. The production of biochar is also being examined. In 2024, work began on changing the management of the forest (see Biodiversity on → page 36).

Energy

Global Reporting Initiative (GRI):

- GRI 302 Management approach to energy 2016
 - GRI 302-1 Energy consumption within the organization
 - GRI 302-4 Reduction of energy consumption
 - GRI 302-5 Reductions in energy requirements of products and services
- ➔ See also Global Reporting Initiative Index on page 97.

Swiss Post covers 100 percent of its electricity requirements from renewable energy sources from Switzerland.

Energy is a central basis for Swiss Post's operating processes and services. Whether for deliveries with the vehicle fleet, electricity for the logistics centers or the heating of buildings, sustainable use of energy has an impact on operational efficiency, the environmental balance sheet and profitability. Efficient use of energy helps Swiss Post to meet the requirements of the Confederation and DETEC, the Department of the Environment, Transport, Energy and Communications (Energy Strategy 2050) and the expectations of customers and partners, to reduce operating costs and to achieve climate targets in the long term (see Climate on → page 28). GRI 302



As a result of the increasing electrification of its vehicle fleet, and in particular of Postbuses, Swiss Post will almost triple its electricity consumption by 2030, leaving it more exposed to the fluctuating energy prices on the electricity market. Swiss Post is countering these fluctuations with appropriate measures and plans to increase its energy efficiency significantly by 2030: by 50 percent at Swiss Post, 20 percent at PostBus and 40 percent at PostFinance (base year 2021)¹. The core elements of this transformation are in three key areas: mobility, buildings and solar energy.

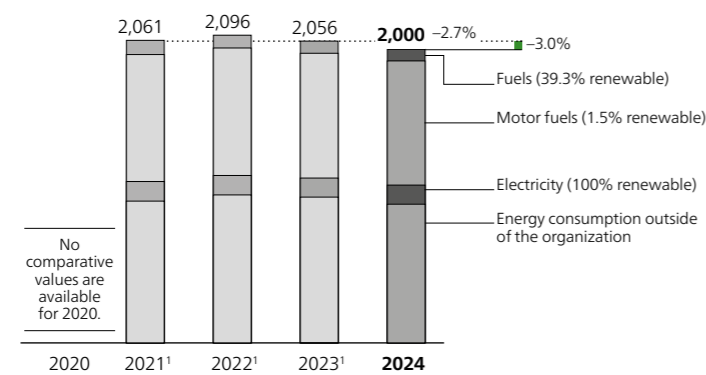
All electricity requirements are covered by 100 percent renewable energy sources from Switzerland. In addition, the electricity used by Swiss Post for electromobility and self-operated branches is “nature-made star” certified green power.

Measures

Swiss Post’s energy requirements for in-house operations amount to 1,055 gigawatt hours. (GRI 302-1) In 2024, energy consumption fell slightly by 0.8 percent as a result of market and business developments as well as more efficient processes (electromobility, fossil-free heating). (GRI 302-4) The company’s own photovoltaic systems in Switzerland produced around 7 percent less electricity in 2024 than in the previous year, the result of fewer hours of sunshine and the failure of a large system.

Efficiency improvement through expansion of electromobility and a growing number of fossil-free heating systems

Group | Energy consumption inside and outside the organization in GWh
2021 to 2024



¹ Emissions with subsequent entry: for acquisitions/disposals, the emissions of acquired/sold companies in previous financial years are calculated retroactively.

+ More key figures can be found from page 81.

– Vehicle fleet and Postbuses

Fuels account for more than 80 percent of Swiss Post’s total energy consumption. In 2024, the energy mix for Swiss Post’s own delivery fleet was made up of 85 percent diesel, 6 percent petrol and 9 percent electricity. To reduce its operating costs, save time and fuel and minimize its environmental impact, optimized fleet and route planning is therefore essential for Swiss Post. Electrification of its own vehicle fleet and of Postbuses as part of the Route:E initiative is a key factor in improving efficiency, because an electric motor requires less energy than a combustion engine to cover the same distance (see Climate on → page 28). (GRI 302-5) To achieve electrification, an optimized charging infrastructure, integrated charge management and a secure supply of renewable electricity are essential (→ see box, page 33). By combining climate protection measures and efficiency improvements, Swiss Post is strengthening its competitiveness in the long term.

¹ Energy efficiency is calculated on the basis of energy consumption per benchmark. The benchmarks are kilometres covered at Swiss Post, route-relevant kilometres at PostBus and the number of transactions at PostFinance. You can find more information on the calculation of energy efficiency in the Exemplary Energy and Climate (EEC) initiative’s annual report
vorbild-energie-klima.admin.ch/dam/vbe/en/dokumente/energie-und-klimabericht-2023.pdf.download.pdf/energie-und-klimabericht-2023-en.pdf

– Buildings

With the internal “casa verde” initiative, Swiss Post aims to develop its building portfolio sustainably. In 2024, 18 buildings were renovated to improve energy efficiency and 21 buildings were awarded certificates by Minergie or DGNB (German Sustainable Building Council). By 2030, the target is to heat 80 percent of buildings without fossil fuels – with heat pumps, wood pellets or district heating. The figure today is around 63 percent. In 2024, Swiss Post replaced 42 oil and gas heating systems with fossil-free alternatives. (GRI 302-5)

– Expansion of self-generated power

To improve cost predictability and supply reliability, Swiss Post increasingly relies on photovoltaic systems. There are currently 52 locations with photovoltaic systems in place, generating around 7.5 gigawatt hours of solar electricity annually, equivalent to around 6 percent of the total electricity requirement. Some of the electricity generated is used directly on site, for example in regional parcel centers.

Energy production

2022–2024	GRI reference	Unit	2022	2023	2024
Self-generated solar power		GWh	9.5	8.0	7.5 ³
Share of self-generated electricity out of electricity consumption		%	7.2	6.2	5.7
Installed capacity of own PV systems		MWp	10.8	11.0	12.7

+ More key figures can be found on page 81.

In 2024, Swiss Post installed new photovoltaic systems with an additional capacity of 1.6 megawatt-peak. Swiss Post’s third-largest system was installed in 2024 at the Villmergen logistics center, which was the first Swiss logistics building to be awarded the DGNB Switzerland label. By 2030, Swiss Post plans to achieve a capacity of 30 megawatt-peak with photovoltaic systems on roofs, façades and unused spaces, equivalent to annual production of around 30 gigawatt hours. The subsidiaries are also expanding their own electricity production, including for example Lemoli Trasporti in Italy, where the newly built headquarters has a 500-kilowatt photovoltaic system.

New avenues for electromobility

The newly established E-Mobility Charging Solutions business unit started operations in January 2025. Its job is to build a reliable and cost-effective physical and digital charging infrastructure and ensure the energy supply for Swiss Post’s own vehicles. The new business unit will offer a new financing and operating model based on the charging as a service principle and guarantee a reliable charging infrastructure. To build a nationwide fast-charging network with renewable electricity, Swiss Post is planning the PowerUp joint venture together with the fenaco cooperative, with each taking a 50 percent stake.

Circular economy and resource efficiency

Global Reporting Initiative (GRI):

- (GRI 301) Management approach to materials 2016
- (GRI 301-3) Reclaimed products and their packaging materials
- (GRI 306) Management approach to waste 2020
- (GRI 306-1) Waste generation and significant waste-related impacts
- (GRI 306-2) Management of significant waste-related impacts

→ See also Global Reporting Initiative Index on page 97.

Swiss Post supports a circular economy.

Swiss Post is supporting the transition to a circular economy by examining ways to improve resource efficiency along the entire value chain. The focus here is on three key areas: construction, where sustainable materials and practices play an essential role, procurement (see Responsible procurement, → page 70) and the development of circular products and services (see Customer centricity and



relevance for customers, → page 40). The greatest potential is in the area of recyclable products and services for customers, as these cater directly to a broad public and can encourage the spread of circular practices. (GRI 301)

Measures for circular building

By signing the “Circular Building Charter”, Swiss Post has joined the Swiss Confederation, the City and Canton of Zurich and other contracting bodies in Switzerland in committing to a circular real estate industry. The aim of the charter is to reduce the use of non-renewable primary raw materials by 50 percent, drastically reduce greenhouse gas emissions and improve the suitability of renovation projects and new builds for a circular economy by 2030 (→ immobilien.post.ch/en/sustainability/casa-verde). In 2024, 18 buildings were renovated to improve energy efficiency and 21 properties were awarded Minergie or DGNB certificates, with the goal of achieving a fully sustainable real estate portfolio. Together with the partners, the development of action plans to promote circularity in the building industry is planned by 2026.

Measures to improve resource efficiency

Efficient use of resources such as waste, water and waste water is an important issue for Swiss Post. (GRI 306) Swiss Post is working with external partners to establish a uniform waste management system throughout Switzerland. (GRI 306-2) At locations with environmental risks such as oil spills or explosions, Swiss Post adheres strictly to safety regulations. Environmental management systems set out waste management principles in plans or manuals, ensure proper handling of waste and enable ongoing optimization of processes through volume and cost monitoring. (GRI 306-1)

Measures for the reuse of products

Swiss Post has developed approaches to the reuse of certain products and established processes for their implementation. Among these are the multiple lifecycle approach to the batteries from the three-wheeled electric scooters used by Swiss Post to deliver letters and a share of parcels. Swiss Post also assumes responsibility for its clothing.

The lithium-ion batteries used in the approximately 6,000 scooters are cobalt-free and are charged with eco-electricity. (GRI 301-3) The manufacturer takes the electric scooters back at the end of their service life and refurbishes them for a second use by private individuals or postal organizations abroad. Batteries with a lower storage capacity can be used for energy storage systems, for example for photovoltaics. Battery cells that can no longer be used go to the manufacturer’s environmentally friendly in-house recycling system. This MultiLife concept reduces CO₂ emissions and grey energy by around 70 percent and recycles at least 90 percent of the entire battery.

Every year Swiss Post provides 35,000 employees with some 252,000 items of clothing. (GRI 301-3) Because old Swiss Post clothing cannot be worn outside Swiss Post, it is used as part of the “Second lease of life for Swiss Post clothes” upcycling project as raw material for new products such as laptop cases and gym bags. In 2024, Swiss Post also produced shopping bags from the electric scooters’ old tarpaulins. In this area, Swiss Post works together with the Swiss Red Cross and the protected BEWO workshops.

Swiss Post has signed the “Circular Building Charter”.

Battery cells that can no longer be used go to the manufacturer’s environmentally friendly in-house recycling system.

Swiss Post is reducing its emissions in buildings and the logistics chain.

Noise, air and light emissions

Global Reporting Initiative (GRI):

(GRI 305-7) Nitrogen oxides (NO_x), sulfur oxides (SO_x), and other significant air emissions

→ See also Global Reporting Initiative Index on page 97.

Noise, air emissions and light emissions have a direct impact on quality of life, public health and the environment. Swiss Post is aware of the impact of its vehicle fleet and buildings and is continually optimizing its processes to avoid or reduce emissions. It adheres to the statutory requirements and in some cases applies the ISO 14001 environmental standard.

Development of air pollutant emissions

Thanks to electrification and the resulting reduction in fossil fuels used in operations, air pollutant emissions remain constant or are declining slightly. (GRI 305-7)

Air emissions

2022–2024	GRI reference	Unit	2022	2023	2024
Chlorofluorocarbons	305-6	kg CFC-11 equiv.	0.190	0.204	0.047
Nitrogen oxides (NO _x)	305-7	t	1,789	1,714	1,639
Sulfur oxides (SO _x)	305-7	t	593	581	561
Non-methane volatile organic compounds (NMVOC)	305-7	t	412	401	389
Particulate matter (PM10)	305-7	t	76	73	72

➕ More key figures can be found from page 81.

The PostCourage reporting office can be used by suppliers, affected parties or other stakeholders to anonymously report environmental misconduct, for example relating to noise, air or light, along the supply chain. PostCourage can be reached by e-mail or telephone (see Responsible procurement, → page 70).

Measures relating to noise and air pollutant emissions

Electrification of the vehicle fleet and Postbuses leads to decreasing NO_x emissions as the consumption of fossil fuels declines. Electric vehicles travelling at speeds below 30 kilometres per hour are very quiet. Electric vehicles are heavier, which can lead to greater wear on their tyres and an increase in the release of particulate matter (see also Climate on → page 28).

Route planning for letter and parcel deliveries is being further optimized with the “ZAO_2030” project, reducing air pollutant emissions (see Digital products and services on → pages 43–44).

In real estate, Swiss Post is committed to a sustainable building standard for new buildings and complete renovations, which places high demands on indoor air quality. For each certification, quality measurements such as formaldehyde measurements are carried out. A total of 21 buildings are certified to the Minergie and DGNB Switzerland (German Sustainable Building Council) standards.

Measures relating to light emissions

Swiss Post is consistently reducing light emissions: new buildings and renovations make use of the latest LED technology and an integrated lighting management system that adapts the lighting to the actual lighting conditions. The outdoor lighting of squares and grounds is controlled by an intelligent lighting system using motion detectors. Glare from reflective elements such as glass facades or photovoltaic systems is kept as low as possible. The reduction of light emissions in the surrounding area also makes a contribution to the protection of biodiversity (see Biodiversity on → page 36).



Sparrow Analytics and Swiss Post: precise air quality data for Swiss cities

Sparrow Analytics is working with Swiss Post to provide hyper-local air quality information to the Swiss population. Swiss Post vehicles are equipped with patented sensors that collect and aggregate air pollution data at street level. This initiative is being launched in five major cities: Geneva, Lausanne, Bern, Basel and Zurich, and covers almost 100 postcodes and around 2.3 million inhabitants. The goal of the partnership is to improve public health by providing the population with detailed information about the air quality in their immediate surroundings.

Biodiversity

Global Reporting Initiative (GRI):

Management approach to biodiversity 2016

Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas

Significant impacts of activities, products, and services on biodiversity

Habitats protected or restored

→ See also Global Reporting Initiative Index on page 97.

Swiss Post analyses the impact of its business activities on biodiversity and plans appropriate measures.

Loss of biodiversity is considered one of the four greatest global crises of our time and has profound impacts on natural and economic systems. In an initial qualitative analysis in 2023, Swiss Post looked into how its business activities affect biodiversity, not only identifying impacts but also analysing dependencies on biodiversity. Four key areas were identified: real estate, own investment portfolio, procurement and forest management to remove and store CO₂ from the atmosphere. Building on this, a quantitative survey was conducted in 2024 to further corroborate the findings. The next step, in 2025, is to analyse these four areas in greater depth using a double materiality approach. The findings of this analysis will show the extent to which biodiversity is relevant for Swiss Post and which measures should be pursued in view of more stringent regulatory requirements.

Impacts were analysed in greater detail in the following four areas:

– Real estate

The infrastructure used by Swiss Post has little impact on biodiversity in Switzerland. Only a small number of the 2,200 properties used by Swiss Post (3 percent) are situated directly or in the immediate vicinity of protected areas, as defined for example by the Emerald network and the Ramsar Convention. These properties will be further analysed in 2025.

Swiss Post promotes biodiversity at its locations through near-natural landscaping, green roofs and beehives. In 2024, nesting habitats for wild bees were created in Kloten. The area around the Härkingen letter center offers grazing for alpacas and old breeds of sheep and goats. Intelligent lighting in distribution centers reduces the harmful impact of light on birds and insects. These measures support Swiss Post's DGNB certification and underline its commitment to protecting biodiversity.

The electricity for self-operated branches and electric vehicles is "naturemade star" certified green power, which is produced in a manner that is especially good for the climate and nature. This eco-electricity guarantees compliance with strict and comprehensive environmental standards. Biodiversity is taken into account in its production.

– PostFinance

In 2024, PostFinance entered into a partnership with ETH BiodivX, which develops technologies to measure biodiversity, for example using AI or eDNA collected by drones. PostFinance supports ETH BiodivX financially, with expertise in innovation and development of the business model, and with visibility and access to a customer network. In 2025, PostFinance will analyse its own investments in the context of biodiversity in greater detail.

– Procurement

An initial rough analysis found that a large proportion of product groups procured were of little relevance in terms of species loss. The topic will be further explored in 2025 as part of an analysis of double materiality.

– Forest management

As part of its effort to remove and store CO₂ (see Climate on → page 31), Swiss Post purchased three neighbouring tracts of land in the German state of Thuringia (Zillbach, Möckers and Rosa) with the aim of storing as much CO₂ as possible in construction and usable timber. To optimize this carbon storage, Swiss Post is working with Bern University of Applied Sciences – School of Agricultural, Forest and Food Sciences (HAFL), CLB Schweiz GmbH and other experts to develop an appropriate methodology for near-natural forest management and use of wood. By taking a holistic view of the forest and its functions (for example for the population), the goal is to secure climate performance in the long term. The preservation of biodiversity is an important driver here. As the owner, Swiss Post is aware of this and sees itself as responsible in this respect.

Working together with experts, Swiss Post is developing a methodology for near-natural forest management and use of wood.



Management of acquired forest areas by CDR-Services Deutschland GmbH

For the management of the acquired forest areas, Swiss Post is pursuing an approach that takes ecological, economic and social aspects into account. The forest is managed sustainably and utilized economically. In addition to the long-term improvement of climate performance, attention is also given to the preservation and promotion of biodiversity in the forest. To create a stable ecosystem, various tree and plant species are encouraged, for example by leaving so-called habitat trees used by animals standing when timber is harvested. In the middle of the approximately 1,400-hectare Zillbach forest, there is a 44-hectare nature reserve that may only be managed under the strictest of conditions, with a number of hectares designated wilderness areas. There are also large areas of open grassland in the middle of these forest holdings.

In Zillbach forest, animals are also expected to feel at home. In 2024, the nature conservation organization NABU Thuringia recognized part of Zillbach forest as a NABU lynx forest. Their certificate confirms that with its tree structure covering 1400 hectares, the forest offers particularly good conditions for lynx. The forestland acquired also serves as a recreational and educational space.

Customers

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Digitization and innovation	43
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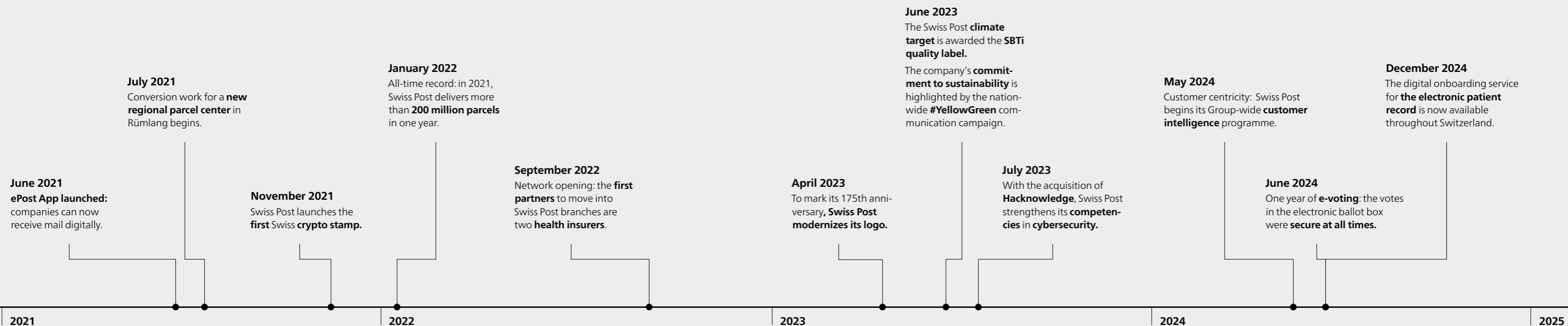


Swiss Post's customer base will soon comprise 9 million individuals and hundreds of thousands of companies. Contact with Swiss Post should be a positive experience for all of them. That is why Swiss Post designs products, services and access points specifically from perspective of its customers. Swiss Post wants to use digitization to secure its future viability as a customer-oriented service provider, so it promotes innovation in all Group units. For Swiss Post, secure and trustworthy handling of data is a top priority. That is why it invests in new technologies and process improvements and offers companies, among other things, a powerful defence against cybersecurity threats. Swiss Post acts as a role model in digital ethics and helps to raise awareness of the issue.

Swiss Code of Obligations Art. 964b

This section covers the following topics based on the provisions of CO 964b: social issues, environmental matters.

→ See also Global Reporting Initiative Index on page 97.





Customer centricity and relevance for customers

Global Reporting Initiative (GRI):

GRI 416 Management approach to customer health and safety 2016

→ See also Global Reporting Initiative Index on page 97.

Swiss Post differentiates itself from its competitors through customer centricity.

To be successful in future, Swiss Post needs to stand out from its competitors: it does this through customer centricity. The company believes positive experiences are the key to long-term customer relationships. Swiss Post is an important stakeholder in the Swiss economy, offering a wide range of services tailored to the needs of its various customer groups.

For private customers, Swiss Post's approximately 5,000 physical access points, as well as its digital access points via the swisspost.ch portal and apps, offer services including letter and parcel delivery, financial services and digital services such as e-Post and secure cloud storage (Tresorit), and, since 2024, "yellow" mobile services. Swiss Post's passenger transport customers include over 470,000 commuters, students, leisure travellers and tourists, who travel every day by Postbus on almost 1,000 bus routes with more than 11,000 stops throughout Switzerland. With a network spanning more than 18,000 kilometres, PostBus is the leader in road passenger transport.

Business customers benefit from logistics solutions, e-commerce services, physical and digital communication solutions, promotional mailings and mobility solutions in third-party customer business, as well as business accounts and payment transactions with PostFinance. Swiss Post processes millions of parcels every year and offers specialized logistics solutions for companies. Swiss Post also ensures a positive customer experience during delivery, helping its business customers make their customer journey customer-centric end-to-end (B2B4C). As part of the opening of its network, Swiss Post enters into partnerships with companies and institutions in selected sectors, offering them the opportunity to maintain or expand their physical network of access points for their customers.

For public authorities, Swiss Post provides secure communication solutions, document management and specialized logistics services. With a dense branch network, Swiss Post offers comprehensive services for public institutions. For passenger transport by road, PostBus defines the services offered together with the public purchasers (cantons, municipalities) and participates in their financing.

Designing market-oriented customer experiences

With a customer experience management system (CEM) and user experience management (UX) for digital products and services, Swiss Post ensures that touchpoints are a positive experience for customers. Customers are involved in their design at an early stage in the process, and are given the opportunity to test new products and services under the "early" label. A responsibility compass helps to integrate sustainability aspects into the development of new products and services. By 2025, the compass will be adapted to Swiss Post's strategic ambitions and integrated into existing project methodologies.

In 2024, Swiss Post announced that it would maintain a strong network despite changes in customers' habits and declines in over-the-counter transactions. By the end of 2028, the network is expected to consist of 2,000 staffed locations, 600 self-operated branches and 1,400 branches with partners. Swiss Post is investing over 100 million francs in branches, new formats and employees to ensure that it can continue to offer its customers a modern range of access points.

Swiss Post considers sustainability aspects when developing products and services.

Customers are satisfied with Swiss Post.

Since September 2024, Swiss Post has had a customer panel in place with a view to finding out more about passenger satisfaction and requirements, and to developing its services accordingly. Over 1,000 selected customers are surveyed on a regular basis. The findings flow directly into the planning and product development processes.

Focus on customer response

Swiss Post conducts an annual customer satisfaction survey and uses its findings to make ongoing improvements. In total, some 20,000 customers were surveyed, including around 5,000 business customers.

Overall satisfaction among the customers surveyed in 2024 was 76 out of 100 points. Compared to the previous year, this figure remained unchanged, showing that Swiss Post is gearing its services successfully to customers' needs.

Customer satisfaction

2022-2024	GRI reference	Unit	2022	2023	2024
Overall satisfaction		Index (0-100)	76	76	76
Major customers		Index (0-100)	77	75	77
Small and medium-sized enterprises		Index (0-100)	72	74	72
Private customers		Index (0-100)	78	77	77

More key figures can be found from page 81.

At 77 points, satisfaction among private customers also remained stable compared to the previous year. Private customers are satisfied in particular with the quality of the services offered and the clarity of information.

Overall satisfaction among small and medium-sized companies stands at 72 points. Compared to the previous year, overall satisfaction is down 2 points. This negative development is due on the one hand to the price measures implemented, and on the other to the communication regarding the reduction in the number of self-operated branches.

Satisfaction among large business customers rose by 2 points to 77 points compared to the previous year. This positive development can be explained by the high quality of service, but also by the investments in customer advice and problem solving. This is also reflected in the level of satisfaction: large business customers are satisfied in particular with the quality of service and advice.

In addition to this Group-wide customer satisfaction measurement, the units responsible for products and touchpoints also undertake measurements of the customer experience on a regular basis, or in some cases continuously. The findings of these customer surveys flow directly into product optimization and improvement of customer interactions.

Swiss Post also analyses its reputation on a quarterly basis through media analysis and stakeholder surveys. The media analysis includes print, radio, TV and online contributions. The surveys gather the views of the public and business customers on a monthly basis. Swiss Post uses the findings to improve its communication.



Handling of customer enquiries

Swiss Post can be reached by its customers through a wide variety of channels.

Customers can communicate their concerns to Swiss Post 24 hours a day through various channels, for example by telephone, using the contact form on the website, in-person in branches and at points of sale, and also via social media and WhatsApp. In 2024, the staff at the Contact Center answered up to 130,000 telephone calls and processed 40,000 written enquiries received via e-mail and the contact form. At peak times every month, the Contact Center handles up to 10,000 live chat sessions, 35,000 chatbot sessions and 4,000 WhatsApp enquiries, and responds to 4,000 enquiries on social media. Swift processing of enquiries has a direct impact on customer satisfaction, and Swiss Post therefore makes every effort to immediately respond to enquiries received by the Contact Center.

Customer safety and security

Safety and security are Swiss Post's highest priorities.

The safety and security of people, infrastructure and the environment are Swiss Post's highest priorities. By adopting a holistic approach, Swiss Post ensures that the safety and security of goods, people and digital data are guaranteed at all times. [GRI 416](#) Employees specific to these areas receive regular training on issues related to safety and security.

In the area of goods, it ensures safe storage and transport of dangerous goods in accordance with statutory requirements. Dangerous goods officers and corporate safety maintain the management system within Swiss Post and monitor compliance with regulations using audits and checks. At Zurich and Geneva airports, Swiss Post also has the necessary licences from the Federal Office of Civil Aviation (FOCA).

In relation to individual safety, PostBus adheres to two safety guidelines that are reviewed by the Federal Office of Transport (FOT): one for vehicle managers and one for drivers. Accidents are recorded centrally and reported to the FOT. [GRI 416-2](#) Data analysis helps to ensure that preventive measures are taken, such as raising awareness among drivers of the importance of anticipatory driving. Regular internal campaigns help to ensure the safety of passengers and employees.

With regard to digital security, Swiss Post is committed to comprehensive measures to protect its customers' data, [GRI 416-2](#) including modern encryption technologies and regular security screening. Swiss Post continuously invests in improving its cybersecurity infrastructure to protect itself against digital threats (see Cybersecurity and digital ethics on [page 45](#)).

Digitization and employee empowerment are crucial to Swiss Post's success.

Digitization and innovation

Global Reporting Initiative (GRI):

[GRI 301-3](#) Reclaimed products and their packaging materials

[→](#) See also Global Reporting Initiative Index on page 97.

Digitization is a key element of Swiss Post's strategic focus. With innovative digital services, it aims to meet the increasingly challenging demands of its customers and ensure its competitiveness in a dynamic market environment. And it also supports sustainable logistics solutions using digitization and innovation.

Swiss Post's digital transformation

To support its digital transformation, Swiss Post has invested in IT competencies and hired experts specializing in artificial intelligence. Swiss Post tests and uses the latest technologies in its day-to-day operations. Examples include M365 Copilot and the development of a large language model. Swiss Post also takes advantage of many opportunities to increase efficiency.

Digitization and employee empowerment are crucial to Swiss Post's success, and it has therefore continued to implement Group-wide empowerment measures such as the Digital Champion programme. Digital champions play a key role in helping to spread digital innovations internally (see Employee training and development on [page 61](#)). With these measures, Swiss Post is playing a pioneering role in the digital transformation.

The digital transformation requires Swiss Post to adopt an innovation approach that is in line with its strategic goals. The aim is to develop the Group in the long term with a vision focused on the future and on customer requirements. To achieve this, Swiss Post seeks out business opportunities with startups or universities and works with creative methods such as design thinking.

Digital products and services

Swiss Post wants to use digitization to secure its future viability as a modern and customer-oriented service provider. To achieve this, it is digitizing its logistics processes. For example, Swiss Post is working on dynamic route planning that takes volume fluctuations, availability, and staff and vehicle requirements into account. Swiss Post also operates a highly automated and multifunctional logistics center in Villmergen, where business customers receive fulfilment solutions (procurement, acceptance, storage, picking, transport and delivery of goods). The logistics center is certified by Swissmedic and has a temperature control system, allowing Swiss Post to store and repackage goods and put together sets or consumables for operations for customers in the healthcare sector.

Swiss Post is committed to innovative digital services to make everyday life easier for its customers, investing for example in digital services such as e-voting and the electronic patient record. The digital letter box ePost allows users to take care of administrative work efficiently. In 2024, Swiss Post acquired a majority stake in the Diartis Group to strengthen its services in relation to communication with authorities.



Swiss Post employs artificial intelligence (AI) to offer personalized text suggestions for letters and uses chatbots and voice-to-text technologies in customer service. Robotic process automation (RPA) has been implemented in more than 80 processes to automate tasks such as processing customs documents and supporting large e-commerce providers with data analysis and consignment tracking. In fleet services, an AI-supported process handles the annual transport tax invoices for 25,000 vehicles.

In hospital logistics, robots are used to autonomously distribute and dispose of medical consumables in hospitals such as the Triemli City Hospital in Zurich. And, with Tresorit, Swiss Post offers secure cloud storage and file sharing solutions for business and private use. These digital innovations show how Swiss Post is using technology to improve its services and develop new, customer-friendly solutions.



More efficient work processes with computer vision

To optimize letter and parcel sorting, close data gaps and improve resource planning, Swiss Post uses AI-based computer vision technology in its sorting centers, making use of cameras that were previously used to detect machine failures. The system analyses the video data almost in real time to recognize for example when a parcel chute is full. This allows processes to be made more efficient, while protecting the privacy of employees at all times. Swiss Post is implementing computer vision with the ETH spin-off Flink and plans to deploy the technology in initial projects starting in 2025.

Circular logistics solutions for resource efficiency

Swiss Post is establishing itself in reverse logistics and the recirculation of recyclable materials.

With its logistics network, Swiss Post supports companies with the implementation of circular economy solutions: delivery staff visit practically every household six days a week with electric vehicles and can deliver or collect goods such as PET bottles or Nespresso capsules. Using its circular returns process, Swiss Post helps its business customers to reduce greenhouse gas emissions along the value chain (Scope 3). Swiss Post's branches are available as drop-off or collection points for sharing or leasing products.

Swiss Post works to counteract the sharp rise in the consumption of packaging materials in e-commerce with reusable packaging or containers of various types: Kickbag is a mailing bag made of recycled PET that can be reused more than 30 times. Dispobox, made of impact-resistant plastic, is available in seven sizes and can be reused up to 360 times. PostPac, available in eight sizes, is a reusable box made of recycled cardboard for private and business customers. [\(GRI 301-3\)](#)

Swiss Post offers efficient logistics solutions for the special requirements associated with the handling of medicines and medical products. In partnership with its subsidiaries Steriparc SA, Steriplus AG and Stericenter SA, it offers solutions for the preparation, logistics and sterilization of medical instruments in the healthcare sector. With the BEH Backend Health (BEH) project, Swiss Post supports centralized material management in the healthcare sector. For example, hospitals outsource the purchase of disposable medical items (such as gloves and surgical instruments) and sterile goods to Swiss Post. The BEH project provides the necessary IT infrastructure.

Partnerships and collaboration

Swiss Post is strengthening its innovation through partnerships.

Through its partnerships with startups and universities, Swiss Post gains access to external expertise and secures access to new technologies and markets, creating new business models and sources of income. This shares risks and costs with external partners and reduces the uncertainties associated with innovation processes. With the Group-wide Post Academia initiative, students gain insights into the business world through study and project work and get to know Swiss Post as an employer.

Swiss Post maintains academic partnerships, for example with the Federal Institute of Technology Zurich (ETHZ), the University of Fribourg and the Federal Institute of Technology Lausanne (EPFL). Together with EPFL, the city of Sion, the Canton of Valais and the University of Applied Sciences of Western Switzerland (HES-SO), Swiss Post set up the Mobility Lab in Sion, offering a test environment for innovation projects in the mobility sector.



Innovative mobility: PostBus and Sion electrify bus fleet

With the support of the Swiss Post climate fund, the "E-sandbox Sion" project is developing and testing practical solutions for the electrification of the PostBus fleet. In collaboration with PostBus, the city of Sion is converting its city bus fleet to electric drive systems at the beginning of 2025. The mobility lab is using this project to research the optimization of charging processes, the integration of renewable energy and the scaling of charging infrastructure. Partners such as Lucerne University of Applied Sciences and Arts (HSLU), HES-SO Valais-Wallis, ETH Zurich, IVU Traffic Technologies AG and HESS AG are contributing their expertise to help shape the future of sustainable mobility.

Cybersecurity and digital ethics

For Swiss Post, secure and trustworthy handling of data is a top priority. It is therefore investing in new technologies and continuous process improvements. It ensures that its employees are qualified to deal with the issues of cybersecurity and digital ethics and maintains an open and transparent approach to these topics with its customers.

Cybersecurity

Swiss Post can be relied upon in the event of cybersecurity incidents.

Technological change is making it possible for Swiss Post to fundamentally simplify its security architecture, allowing it for example to manage different identities and security levels dynamically. But new technologies also come with new challenges: the emerging field of quantum technology, for example, is making today's encryption methods fragile. Regardless of the technology in question, our employees are the strongest link in the chain. Swiss Post's focus here is on their empowerment.

Swiss Post boldly applies its security culture and remains a role model for other companies. It sees itself as a city in which everyone can work together safely, not as an isolated parcel of land. With this understanding, Swiss Post inspires other companies in Switzerland's digital ecosystem, laying the foundation for additional business opportunities, not least in cybersecurity itself. Swiss Post stays true to its ethos that, via its communication, it also protects the company's reputation. Swiss Post can be relied upon, including and in particular with regard to cybersecurity incidents.

Customer privacy

2022-2024	GRI reference	Unit	2022	2023	2024
Successful data theft incidents through hacking or malware attacks	418-1	Number	0	0	0

+ More key figures can be found from page 81.



The safety and security strategy encompasses all dimensions – business, people and technology.

In important areas, Swiss Post has for many years obtained certification in accordance with internationally recognized standards. These include the following ISO standards: ISO 27001 for an information security management system (ISMS) and ISO 20000-1 for information technology service management.

In 2024, Swiss Post reassessed its cybersecurity risks across the Group. The greatest risks relate to PostFinance card money and the robustness of sorting systems against cyberattacks in logistics. For both issues, Swiss Post has invested appropriately in countermeasures.

Swiss Post was again the target of attacks in 2024, in particular by criminal organizations and politically motivated actors, for example in relation to the Bürgenstock Ukraine peace summit. Thanks to well-trained security operations teams, all attacks were fended off with no damage to customers or the company itself.

To maintain the security of its digital services and products at the highest level, Swiss Post has been using a bug bounty programme since 2019, giving it the ability to find out how secure its digital services are and how they can be better protected. Since November 2024, the entire swisspost.ch domain has been open to the public bug bounty programme. Swiss Post is therefore expanding its pioneering role.

Swiss Post's most important protection is its workforce of attentive employees. Mandatory training courses and awareness campaigns are used to raise awareness of risks. New employees undergo cybersecurity training when they take up their position, and this training is repeated annually. There are more than 100 cybersecurity specialists and volunteer security champions dedicated to security, ensuring that the issue of cybersecurity is considered early on in the product development cycle.

Swiss Post maintains close contacts with Swiss universities and is committed to the Swiss Hacking Challenge for young talent. As part of the Students4Security project, school students were given an insight into the world of cybersecurity and an opportunity to test their skills. Swiss Post is also actively conducting research into future cybersecurity issues with universities such as ETH and EPFL. Examples include sustainable digital trust, post-quantum cryptography and the robustness of artificial intelligence systems.

As a driver of a connected digital Switzerland, Swiss Post is helping to shape digital communication. To ensure that security for senders and recipients also extends into the digital world, Swiss Post is expanding cybersecurity services for its customers. In 2024, it acquired cybersecurity specialist Open Systems AG, a Zurich-based company that safeguards the data transfer and IT networks of global companies with a unique service concept and its own platform.



Powerful defence against cyberthreats

The number of cyberattacks in Switzerland is growing steadily, with the Swiss National Cyber Security Centre (NCSC) receiving up to 2,500 reports per week. To meet its customers' requirement for secure interaction and information security, Swiss Post is merging its two cybersecurity specialists terreActive and Hacknowledge to form Swiss Post Cybersecurity Ltd. With over 150 specialists and modern security operations centers, it means Swiss Post now offers medium-sized and large companies and institutions a powerful defence against cybersecurity threats.

Swiss Post has defined digital ethical values and principles.

Digital ethics

Digital ethics is a new discipline that examines moral and ethical issues in the digital world. Swiss Post wants to act as a role model in this area and raise awareness of these issues.

Swiss Post has defined digital ethical values and principles that go beyond statutory requirements such as the Swiss Federal Act on Data Protection. In the field of artificial intelligence, where there are as yet no specific regulations in place in Switzerland, Swiss Post is making a significant contribution to the trustworthy use of new technologies.

Certification process as an opportunity

Internally, certifications help to consolidate understanding of the topic and embed processes; externally, they strengthen credibility and awareness. Swiss Post currently bears two labels that represent trustworthiness in the digital space:

- The Digital Trust Label for the "My consignments" online service, awarded by the Swiss Digital Initiative (since 2023).
- The Data Fairness Label for the handling of data and analysis in the "Data & analytics" services in the advertising market, awarded by Swiss Insights (since 2024)

Digital ethics guidelines

In 2024, Swiss Post developed the digital ethics guidelines, which promote an approach based on the "Ethics by design" principle (post.ch/en/about-us/responsibility/corporate-responsibility/digital-ethics-at-swiss-post). With these guidelines, Swiss Post's goal is to ensure that when developing new services and offers, employees always keep the Group's digital ethics guidelines in mind.

Swiss Post attaches great importance to empowering and raising awareness among its employees with regard to digital ethics issues. In 2024, several hundred employees completed online training courses on digital ethics and the responsible use of AI. Swiss Post is also committed to communities such as the Data Fairness community, with a view to obtaining external perspectives and feedback on ethical issues.

In an effort to embed digital ethics in society and the economy, Swiss Post works with universities, gives guest lectures and provides support for master's theses. It also contributes to the Swiss Digital Ethics Compass project, which is supported by Innosuisse, the Swiss Innovation Agency. The goal of this project is to address ethical aspects in various use cases.

Employees

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The labour market in Switzerland is changing: the shortage of skilled workers is being exacerbated by a wave of retirements among the baby boomer generation, while digitization requires continual adaptation and development of skills. Swiss Post employs some 45,000 people in Switzerland in more than 100 occupations. As the third largest training company, it enables young people to start a career. To ensure that everyone is prepared for the demands of the working world, both now and in the future, Swiss Post invests in basic and advanced training for its employees. Swiss Post offers an appreciative working environment, helps employees achieve a healthy work-life balance and promotes good physical and mental health. At Swiss Post, development opportunities are open to everyone, regardless of their gender, language, origin or other personal traits.

Swiss Code of Obligations Art. 964b

This section covers the following topics based on the provisions of Art. 964b (CO): social issues, employee-related issues and respect for human rights.

→ See also Global Reporting Initiative Index on page 97.



August 2021
Launch of the “en viadi” leadership programme.

May 2022
Logistics Services launches the “Andiamol” programme to optimize the recruitment, development and retention of employees.

December 2022
Introduction of the “Paint the future yellow” employer brand.

June 2023
Negotiations for the delivery CEC for Switzerland are successfully concluded.

March 2024
The “StayFit” online platform is rolled out nationwide with an anonymous chat function.

May 2024
“Attractive for employees” becomes one of seven strategic ambitions for the Swiss Post Group.

June 2021
First equal pay analysis based on the revised Gender Equality Act.

December 2021
The Board of Directors approves Swiss Post’s revised human resources policy.

August 2022
The “Digital business developer, Federal VET Diploma” apprenticeship is advertised for the first time.

February/March 2023
Digital skills: launch of the “Digital Champion” and “Citizen Development” programmes.

August 2023
PostFestival for employees to mark the 175th anniversary of Swiss Post.

March 2024
With a mandate for implementation of the “Future Persy” project, Swiss Post launches the digital connection of its subsidiaries.

Human resources policy and strategic thrusts

Global Reporting Initiative (GRI):

GRI 2-30 Collective bargaining agreements

GRI 401 Management approach to employment 2016

→ See also Global Reporting Initiative Index on page 97.

Swiss Post's human resources policy is progressive and socially responsible.

Pursuant to the owner's HR policy goals, Swiss Post is expected to pursue a progressive and socially responsible human resources policy, offer attractive employment conditions that at the same time ensure Swiss Post's competitiveness, and be committed to measures that enable its employees to achieve a healthy work-life balance. In view of these goals, Swiss Post undertook a comprehensive review of its human resources policy in 2021.

To meet the most important challenges on the labour market, Swiss Post identifies and evaluates strategic risks and opportunities every year. From a human resources perspective, there are two particularly significant risks: the qualitative and quantitative skills shortage (see Recruitment and retention of employees on → page 53 and Employee health, safety and well-being on → page 55), as well as challenges relating to the health of the workforce. In response, Swiss Post defines key figures and implements measures in line with its strategic thrusts. (GRI 401)

Measures relating to health, safety and well-being help to overcome the general challenges that Swiss Post – along with other organizations – faces in these areas (see Employee health, safety and well-being on → page 55):

- **An ever-increasing average age of the workforce:**
Older employees are not absent more frequently, but when they are, they are absent for longer.
- **Skills shortage:**
More physically demanding work – in particular in the operating environment – always entails health risks.
- **Digitization and economic pressure:**
The reintegration of employees with health problems is becoming more difficult as simple work is less often required.
- **World events:**
Political developments and environmental disasters are a concern for many employees and, depending on their personal situation, can have a negative impact on their health.
- **Additional workload:**
As a result of the increase in sickness-related absences, remaining staff have to step in for their colleagues, particularly in operations, creating an additional workload.

Swiss Post is working with the social partners to further develop its employment conditions. Around 84 percent of the company's own employees are covered by a collective employment contract. For management, the employment relationships of other employees are governed by the Swiss Code of Obligations (CO). The self-employed are recruited mainly under framework agreements and via third-party companies (see Dialogue with employees and employee representatives on → page 64). (GRI 2-30)

Corporate culture and responsible leadership

With its modern understanding of leadership, Swiss Post acts as a role model.

Swiss Post sees itself as a reflection of society and its diversity. In its position as one of the largest employers in Switzerland, Swiss Post acts as a role model, offering fair employment conditions and a modern understanding of leadership. With its future-oriented vocational training, diverse areas of activity, forward-looking working models, development opportunities and inclusive corporate culture, Swiss Post positions itself as one of the most attractive employers in Switzerland.

Target culture at Swiss Post

In 2020, Swiss Post evaluated its current culture across all hierarchies and units and defined a Group-wide corporate culture target. This culture is expressed in the three values "customer-centric", "trustworthy" and "committed".

– Customer-centric – with emotion, courage and reason

Swiss Post's employees create new opportunities for people and companies in Switzerland with innovative, modern and relevant services. They consistently design solutions from the customers' perspective. Their actions are shaped by entrepreneurship, courage and empathy. They strive for the optimum solution.

– Trustworthy – by people and for people

Swiss Post employees fulfil customers' expectations professionally and reliably and create lasting experiences. They cooperate efficiently and in the spirit of partnership and treat others – both within and outside the company – with appreciation and respect, creating scope for new opportunities.

– Committed – from small to large scale

Swiss Post employees act responsibly and with foresight for society, companies, the environment and people. They make life easier for customers. Their joined-up and autonomous actions are the foundations for the holistic evolution of Swiss Post.

Measurement of progress and conclusions

In autumn 2022 and early 2024, Swiss Post measured progress in its cultural development and leadership behaviour with a specific survey and supplementary workshops. The topic is also measured annually as part of the Group-wide employee survey.

With 82 out of 100 points, "My direct manager" has the best score in the employee survey.

In the 2024 employee survey, Swiss Post collected data on two indices (based on several questions and statements): "My direct manager" and "Our corporate culture". At 82 points (scale: 0 to 100 points), the "My direct manager" index has the highest score of all indices in 2024 (previous year: 83 points). The "Our corporate culture" index remains stable with a good score of 76 points (previous year: 77 points). In the individual questions and statements, "Customer centricity" achieved the highest score at 81 points, while "Cross-unit collaboration" at 71 points was the lowest.

Corporate culture and responsible leadership

2022-2024	GRI reference	Unit	2022	2023	2024
Employee survey					
My direct manager		Index (0-100)	83	83	82
Our corporate culture		Index (0-100)	77	77	76

➕ More key figures can be found from page 81.

The findings of the survey show that the Group is evolving towards the defined target culture. However, given the economic and strategic challenges, even greater adaptability, speed and effectiveness in collaboration is required in order to make the best possible use of available resources to achieve the company's goals. Cultural development must therefore continue to focus on strengthening customer centricity and entrepreneurship and encouraging responsibility and initiative on the part of all employees. Staff in positions of leadership must be empowered to manage change and support employees. Swiss Post will therefore continue to invest specifically in the development of responsible leadership in the coming years - throughout the Group and at all levels.

Strengthening responsible leadership

Launched in 2021, the "en viadi" leadership programme for culture and leadership development continued in 2024, again providing for an examination of our corporate culture and each individual's understanding of management across hierarchies and units. All told, around 1600 leaders addressed the challenges of their leadership role in the transformation to the Swiss Post of tomorrow. Supplementary activities are also implemented in the Group units with a view to strengthening the topic of responsible leadership. Since 2022, a wide range of measures have been in place to recruit and develop employees specializing in logistics, and targeted services for leadership positions have been created, such as programmes to promote young talent for team leaders.

In 2024, as part of its strategy development, Executive Management reviewed and confirmed the corporate culture target. In addition, Group-wide transformation priorities were also defined. In 2025, the revised "en viadi" leadership programme, which has been refined to reflect the challenges of the coming strategy period, will be launched. Managers will address their responsibility for achieving the strategic ambitions.

In early 2025, at the start of the new strategy period, surveys and workshops will be used to collect data on the current culture across the Group as a new "baseline measurement". Based on their findings, Group-wide or unit-specific measures for leadership and culture development will be added.

Contribution to achieving climate targets

With the "Smart Work" initiative, Swiss Post offers its employees flexible places of work, working hours and resources. With this offer, it is creating attractive office workplaces in the regions and shortening overall commutes, reducing CO₂ emissions.

In 2024, Swiss Post started implementing the Group-wide "Commuter mobility 2025+" project. Together with the Group units, Swiss Post is developing and testing measures and tools to make commuting to work more sustainable. To promote the choice of sustainable modes of transport, Swiss Post is systematically expanding its infrastructure and offering its employees a range of discounts and sharing services. In the Daillens, Eclépens and Härkingen sorting centers, Swiss Post launched a test in collaboration with a partner to use and promote carpooling for commuting to work.

Together with PostFinance and PostBus, Swiss Post is a partner of the Swiss Climate Challenge for the second time in a row. This is a Swisscom initiative with the aim of visualizing average CO₂ emissions from mobility. In the form of a game, the Swiss Climate Challenge app gave employees the opportunity to measure the carbon footprint of their mobility patterns over a period of six weeks while overcoming challenges and winning prizes.

Swiss Post supports its managers with a leadership programme.

Swiss Post is committed to a fair and transparent recruitment process.

Recruitment and retention of employees

Global Reporting Initiative (GRI):

(GRI 401-1) New employee hires and employee turnover

➔ See also Global Reporting Initiative Index on page 97.

Swiss Post is powered by the employees at its heart: Swiss Post's headcount numbers around 37,000 full-time equivalents, of which around 1,800 FTEs work abroad. In the next few years, many employees will be leaving Swiss Post due to retirement (early and ordinary retirement age) or natural staff turnover. In 2024, the (total) turnover rate amounted to 12 percent, marginally lower compared to the previous year. Of these departures, half – at 6 percent – were voluntary. In 2024, the turnover rate by gender and age in relation to the workforce was practically the same as in the previous year.

Recruitment

Swiss Post is committed to a fair, transparent and high-quality recruitment process. In 2024, it counted 3,458 vacancies (718 more than in the previous year). The number of applications rose disproportionately. Swiss Post received just under 90,000 applications, almost 30,000 more than in the previous year, and more applications per advertised position.

To improve its reach with specific target groups, Swiss Post is taking various measures to reduce obstacles in the way of applications, for example by introducing a new online application form. The information in CVs is extracted automatically by CV parsing software. In 2024, Swiss Post also tested social recruiting campaigns to target specific groups on social media.

With text recognition and text matching, technological change is making Swiss Post's recruitment efforts easier. Data protection considerations are important here: applicants are told when and how their data is used, deciding for themselves whether the system is allowed to extract the data from their CV and use it for future positions. While technologies provide support, decisions are still made by people.

In 2024, Swiss Post recruited 4,202 new employees. (GRI 401-1) The number of new hires has increased compared to the last three years. The gender distribution across the three age groups covered remains stable.

Recruitment and retention of employees

2022-2024	GRI reference	Unit	2022	2023	2024
Headcount	2-7	Full-time equiv.	35,911	36,431	36,993
Headcount (excluding apprentices)	2-7	Full-time equiv.	34,072	34,587	35,106
Abroad	2-7	Full-time equiv.	751	1,200	1,784
Jobs in peripheral regions	2-7	Persons	16,224	16,244	15,934
Applications		Number	61,861	61,829	89,050
New hires	401-1	Number	3,811	3,078	4,202
Female	401-1	Number	1,358	1,162	1,269
Male	401-1	Number	2,453	1,916	2,933
Turnover	401-1	Number	4,120	4,532	4,224
Turnover rate (overall)	401-1	%	11.6	12.8	12.0
Voluntary turnover	401-1	%	6.2	6.4	6.0

➔ More key figures can be found from page 81.



Entry programmes for young talent

To attract talented people immediately after their training, Swiss Post maintains close contact with universities of applied sciences and universities throughout Switzerland. It offers attractive trainee programmes, graduate internships and specific entry programmes. In 2024, for example, around 30 graduates from colleges and universities started their trainee programme at Swiss Post. Swiss Post also targets school students with social media campaigns designed to interest potential apprentices in starting their career with the company.

Pay transparency in job advertisements

Since 2024, Swiss Post has indicated the salary range in job advertisements for roles covered by the Swiss Post CEC and the Post Real Estate Management and Services Ltd CEC. The salary range for management positions can also be included on a voluntary basis. With these changes, Swiss Post is responding to applicants' need for greater transparency on pay issues. At the same time, they underpin its support for equal pay and equity for its employees.

Retention of employees

While Swiss Post's external positioning as an attractive employer is important, its internal positioning vis-à-vis its employees is equally so.

Internal mobility

With internal placements and temporary job changes, Swiss Post enables employees to enhance their skills in new areas of responsibility and get to know areas with which they were previously unfamiliar.

In 2024, Swiss Post launched the Internal Talent Community, which allows employees to register on a platform and express their interest in a change of job within Swiss Post. During the test year 2024, more than 700 employees registered across the Group. From this Internal Talent Community, over 180 people were identified for suitable vacancies, resulting in five appointments.

With the "Youngsters PN learning journey" programme, the PostalNetwork unit helps to encourage talented young people and identify their career prospects. Participants can switch positions internally and take on a new role for a period of six months, gaining new skills.

Other measures

All new employees are invited to a "Welcome Day" event, which is held regularly in three languages. Various internal networks allow employees to get actively involved in specific topics, strengthening their identification with Swiss Post.

The newly established Junior Advisory Board (JAB) aims to understand and consider the needs and ideas of the next generation within Swiss Post. This inclusive working environment helps to ensure the loyalty of young employees.

The "Andiamo!" initiative in place at the Logistics Services units supports leaders with the recruitment and development of employees with logistics expertise. It focuses on roles where there is a shortage of skilled staff (such as team leaders in delivery) and on the development of particular employee groups (such as apprenticeship graduates). In 2024, the following improvements were introduced:

- Applications via WhatsApp
- Newsletter covering communication and examples of best practice
- The Avanti@LSOps programme aimed at encouraging potential and filling vacancies internally

Employee health, safety and well-being

Global Reporting Initiative (GRI):

- (GRI 403-1) Occupational health and safety management system
- (GRI 403-2) Hazard identification, risk assessment, and incident investigation
- (GRI 403-4) Worker participation, consultation, and communication on occupational health and safety
- (GRI 403-5) Worker training on occupational health and safety
- (GRI 403-6) Promotion of worker health
- (GRI 403-7) Prevention and mitigation of occupational health and safety impacts directly linked by business relationships
- (GRI 403-8) Workers covered by an occupational health and safety management system
- (GRI 403-9) Work-related injuries

→ See also Global Reporting Initiative Index on page 97.

Swiss Post promotes the health, safety and well-being of its employees, offering staff various support services that contribute to a work culture that promotes good mental and physical health, and continually developing these services.

In 2021, building on Swiss Post's strategy and human resources policy, measures in the areas of inclusion and reintegration, healthy leadership, anti-discrimination and performance were defined, continuously implemented and refined.

Health and safety

Occupational health and safety is a high priority.

The costs of absence as a result of illness and accidents at work remain a key issue for Swiss Post. To avoid suffering and its related costs, Swiss Post invests in accident prevention and in physical and mental health protection. (GRI 403-9) The primary goal here is to ensure that all staff are and remain healthy. To achieve this, employees and their managers must recognize risks, implement measures that promote good health in their day-to-day work, think for themselves and get involved. (GRI 403-6)

The figures shown on the next page on the total number of absences include all absences of up to six months among full-time employees due to illness and accidents. This is in line with the calculation method used by the Swiss Federal Statistical Office. The figures includes all absences, not just absences specifically related to work.

Occupational health and safety

A health and safety organization made up of specialists promotes occupational health and safety throughout Swiss Post.

To promote occupational health and safety, Swiss Post has a company-wide health and safety organization made up of specialists, while each unit also has qualified and experienced health and safety points of contact to advise and support the health and safety contact person on site. (GRI 403-8) Swiss Post also uses an integrated operating group solution, which was last certified by the Federal Coordination Commission for Occupational Safety (FCOS) in 2021. (GRI 403-1) Preparations for recertification in 2026 have already begun.

A new risk analysis and hazard identification overview enables the implementation of specific measures to prevent accidents and raise awareness. Regular analysis helps to identify trends and patterns and define measures for improvement in response. (GRI 403-2) One focus is on reinforcing the safety culture by improving risk awareness, reporting deviations and learning from them. (GRI 403-7) Employees are regularly informed about accidents, findings and the quarterly report. (GRI 403-4)

Employee health and safety					
2022–2024	GRI reference	Unit	2022	2023	2024
Accidents					
Occupational accidents	403-9	Number per 100 FTEs	7.0	7.5	7.4
Absentee days¹					
Absentee days for medical reasons ^{2,3}	403-10	Days per full-time equiv.	9.4	9.2	9.8
Reintegration					
Case management reintegration rate ⁴		%	62.8	60.7	55.2

1 All persons with 100% level of employment and absences of ≤ 180 calendar days
 2 Value 2023: Restatement of the provisional previous year's value
 3 Value 2024: Provisional value, definitive value follows in the following year due to possible retroactive adjustments for long-term absences (as per social insurance accounting system and analogous to SF50)
 4 2022 and 2023: Restatement figures for the entire Group, including PostFinance

+ More key figures can be found from page 81.

Swiss Post has had a safety culture programme in place since 2022. As part of this framework, the Group-wide “Safely getting more out of life” campaign on the topic of health and safety in the working environment was launched in 2023. (GRI 403-5) Digital and physical communication channels and images showing high-risk situations in the office and operations are used to raise awareness of the topic among employees and leaders.

Since 2024, a quarterly report is now produced setting out occupational and non-occupational accidents, targets and accident rates. This quarterly report is presented to Executive Management and the Board of Directors for discussion. In addition, a new target for reduction of the occupational accident rate has also been included in the HR strategic thrusts.

DigiWork – the interdisciplinary network for digitization projects

To align the personal factors and technical elements involved in the digital transformation, Swiss Post has founded the interdisciplinary DigiWork network, where experts from various specialist areas, including health and safety, come together to deliberate in digital transformation projects. The aim is to support the digital transformation by taking into account all aspects of people, technology and the environment and to make the best possible use of the benefits of technology for employees and the environment.

Well-being

Swiss Post’s managers are empowered to adopt a healthy leadership style.

An appreciative management style has a preemptive effect and can prevent absences. Swiss Post therefore continually raises awareness of this effect among leaders and enables them to adopt a healthy management style. Swiss Post invites new leaders to take part in the “Healthy leadership” basic training module. It also offers refresher courses on this topic. In 2024, around 500 leaders received training in the topic. As part of the “SantéUp” pilot project, the most effective measures were implemented across the entire area of logistics in 2024 (see box).

“SantéUp” pilot project

Background: Due to the economic pressure, discussions of absences with employees often tend to be postponed or avoided.

Project goal: To give Swiss Post quantitative insights in the logistics unit into the influence that close and systematic support of employees by leaders has on their well-being.

The process:

Before starting, employees at the pilot project locations were asked about their current mental and physical well-being.

Over a period of nine months, Swiss Post implemented the following measures at the pilot project locations:

- Regular coordination meetings on health cases, with HR advisors, case managers and leaders discussing prognoses, reintegration, etc. of employees with absences
- Coaching of leaders by HR specialists on dealing with employees with absences in an appreciative manner (so-called health discussions)
- Prioritization of the topic of health in leadership roles
- Involvement of physiotherapists in the reintegration of sick or injured employees

After completion, the participants answered the same questions as before the start of the pilot project.

Findings: Employees and leaders rated their mental and physical health as significantly better than before. Swiss Post implemented the most effective measures across the entire area of logistics in 2024.

Swiss Post’s internal Social Counselling Service supports employees or teams facing difficult times personally and professionally, taking the pressure off leaders in complex conflict and crisis situations. (GRI 403-6) In 2024, the Social Counselling Service counselled around 2,900 individuals and provided around 140 collective consultations (social audits, workshops). (GRI 403-4) With the “StayFit” online platform (including anonymous chat consultation), Swiss Post offers a low-threshold point of contact for employees with psychosocial issues or conflicts that is available around the clock. Information and specialists are available quickly and easily and provide proactive and comprehensive support. In 2023, Swiss Post piloted the platform in German. In 2024, it rolled out the platform throughout Switzerland in all national languages. The service meets a need of people in Generation Z in particular, who can find information and support at any time and from anywhere. On its launch in October 2023, the platform was recognized by PostEurop with the “Coups de Coeur”, an award for the best initiatives in the area of corporate social responsibility.

Employee wellbeing

2022–2024	GRI reference	Unit	2022	2023	2024
Social Counselling Service					
Individual consultations	403-4	Number	2,326	2,466	2,909

+ More key figures can be found on page 81.

A crisis hotline is available to support employees facing times of acute crisis (psychological emergencies, acute problems at work, accident or death). (GRI 403-6) In 2024, 136 employees in acute crisis situations came forward and received expert support.



Specialists in case management and career guidance provide advice and support to convalescent employees in order to facilitate their reintegration into work, either at their existing or adapted workplace within Swiss Post or externally. In 2024, around 530 employees received support from Swiss Post's internal Case Management team.

At PostalNetwork, people with disabilities are given the opportunity to participate in the labour market (through hiring of services). During their assignment at PostalNetwork, comprehensive assistance and support is provided by the external integration company, while Swiss Post provides practical support. The main goal here is participation, with Swiss Post making it possible for people with disabilities to work in the general labour market, allowing employees with potential to be identified (see also Diversity, equity and inclusion on → page 58).

The Swiss Post Personnel Fund foundation supports employees and people in retirement facing emergency social situations by providing budgeting advice courses, assistance contributions or interest-free loans. The fund makes a financial contribution to "Reka-Ferien" in Switzerland, a holiday scheme of particular benefit to employees with families living in modest financial circumstances. In 2024, the Swiss Post Personnel Fund supported around 220 people with non-repayable contributions worth around 783,000 francs and granted loans to around 50 people with a total value of 625,000 francs.

Swiss Post wants to improve its support for employees seeking to reconcile work and care responsibilities. In 2024, together with the Swiss Post Personnel Fund, it conducted an online survey of employees. The findings: the majority of respondents say that the additional burden of caring for relatives has an impact on their well-being and performance at work. Swiss Post will now develop appropriate measures in response.

Diversity, equity and inclusion

Global Reporting Initiative (GRI):

GRI 405 Management approach to diversity and equal opportunity 2016

GRI 406 Management approach to non-discrimination 2016

GRI 406-1 Incidents of discrimination and corrective actions taken

→ See also Global Reporting Initiative Index on page 97.

An inclusive corporate culture allows all employees to develop to their full potential.

As an enterprise affiliated with the Confederation, Swiss Post must meet clear goals set by its owner with regard to diversity, equity and inclusion. In doing so, it assumes its social and economic responsibility and plays a pioneering role. For a company operating throughout Switzerland to offer high-quality services and products that meet the needs of its customers, the composition of its workforce must adequately reflect the diversity of the Swiss population. An inclusive corporate culture allows all employees to develop to their full potential. This can boost innovation and problem-solving skills, support the recruitment and retention of employees and strengthen employee commitment.

Swiss Post takes a holistic view of diversity, equity and inclusion and promotes their enshrinement at all levels of the company. (GRI 405) In 2021, Swiss Post defined the three Group-wide focal points of gender, language and disability.

Executive Management "Diversity and inclusion" working group

Since 2021, Swiss Post has pursued the promotion of gender and linguistic diversity in leadership and management roles as a strategic priority, establishing the "Diversity and inclusion" working group made up of three members of Executive Management. The group works to ensure diversity and inclusion at the highest level, defines objectives and KPIs, initiates appropriate measures and advises stakeholders within the company.

Swiss Post advertises all management positions with the option of working part-time and top sharing/job sharing.

Women in leadership and management roles

To promote gender diversity, Swiss Post has set itself the goal of increasing the proportion of women in leadership and management roles. Swiss Post has identified the recruitment process as a key factor in this effort and implemented targeted measures, among other things ensuring that gender-neutral and inclusive language is used in job advertisements and that all leadership and management roles are advertised with an employment level of 70 to 100 percent and as top sharing/job sharing positions. Pay transparency is being continually expanded (see Recruitment and retention of employees on → page 53). In the recruitment process, care is taken to ensure a balanced gender ratio. If there are too few female applicants, female talent is deliberately sought by means of "active sourcing" (diversity mandates). Recruiters raise awareness among managers of the importance of this issue. Promotion of the proportion of women in leadership and management positions is also supported in other HR processes. Development programmes prepare women for their next career steps, and retention measures reduce the turnover rate (e.g. internal women@post network, attractive working conditions, extended maternity leave). Swiss Post is a member of external networks with a view to sharing knowledge gained from the measures taken and strengthening the advancement of women in the Swiss economy. In 2024, the proportion of women in management at Swiss Post increased slightly: in senior management, the proportion of women stands at over 25 percent for the first time and in lower/middle management at around 23 percent. The proportion of women in the "Swiss Code of Obligations and leaders under the CEC" group has also increased to 23 percent. 15 percent of employees in management roles work on a part-time basis and 106 co-heads lead teams. (GRI 405-1)

Given the extent of the heterogeneity, the Swiss Post units promote women in leadership and management roles with individual measures. In technical environments in particular, such as logistics, transport and IT, where the percentage of men is high, finding suitable female candidates is a challenge. Specific measures in recruitment and development are therefore being implemented to address this problem. In 2024, for example, networking events for women were held in logistics and at PostBus.

Equity, Diversity and inclusion

2022-2024	GRI reference	Unit	2022	2023	2024
Employees					
Employees in Switzerland (excluding apprentices)		Persons			
Female	2-7	%	42.0	41.3	40.7
Male	2-7	%	58.0	58.7	59.3
Type of employment					
Full-time employees	2-7	Persons	23,142	23,212	23,480
Part-time employees	2-7	Persons	17,794	17,123	16,343
In management positions		%	13.9	14.6	15.3
Diversity					
Leadership pairs who share managerial responsibility		Number	68	93	106
Women in management roles					
In senior management		%	22.6	24.2	25.4
In middle/lower management		%	21.8	22.3	22.9
Swiss Code of Obligations and leaders under the CEC		%	21.9	22.5	23.1
Salary range¹					
Salary range (annual total compensation ratio)	2-21	Factor	9.35	9.39	9.11

¹ Restatement of 2022/2023 values due to consideration of the variable salary component of the maximum salary in the year under review (instead of in the year of payment)

→ More key figures can be found from page 81.



Equal pay measurement: Swiss Post is below the Confederation's tolerance threshold in all units.

Promoting equal pay

To ensure equal pay for women and men and a transparent salary policy, equal pay is measured annually on the basis of salary data. In all units, Swiss Post is below the tolerance threshold of 5 percent provided for by the Confederation (i.e. there is no wage discrimination). To eliminate the unexplained pay difference as far as possible, Swiss Post relies on a clear and transparent pay system. (GRI 405-2)

Linguistic diversity

Swiss Post has set itself the goal of achieving a 20 percent share of French, Italian and Romansh speakers in leadership and management roles by 2024. This goal is being achieved through Swiss Post's strong regional presence, although there is still room for improvement in top management roles. Balanced shortlists of the national languages are also used in the recruitment process, and managers recruited externally must speak at least one second national language at B2 level. Where leaders are recruited or promoted internally, the same requirement applies. To promote language skills, Swiss Post offers suitable language courses.

Equity, Diversity and inclusion

2022–2024	GRI reference	Unit	2022	2023	2024
Communication language					
German	%		76.3	76.4	75.9
French	%		18.8	18.7	19.2
Italian	%		4.9	4.9	4.9

+ More key figures can be found from page 81.

For linguistic and cultural exchange, employees have access to the MOSAICO network and the Romancino initiative. MOSAICO offers language tandems and regular table talks. Romancino is a cultural community at the company headquarters offering networking for French and Italian-speaking employees.

People with disabilities

From 2020 to the end of 2024, Swiss Post was part of the "Inclusion Champions Switzerland" research project run by the University of St. Gallen and the Federal Bureau for Equality of People with Disabilities (FBED). The goal of this research project: to improve equal opportunities for people with disabilities within companies (for example in the area of training and promotion). The findings to date show that while in terms of inclusivity, the working environment at Swiss Post is at an encouraging level in general, employees with mental health problems still feel less well included. Measures to promote inclusion are therefore being expanded on an ongoing basis.

Because there are as yet insufficient job openings on the general labour market for people with disabilities, whose needs must be accommodated, it is difficult for many to find a job. Since 2022, the PostalNetwork unit has therefore given employees from the secondary labour market the opportunity to participate in the regular labour market. For the 2025–2028 strategy period, an agreement with the social partners allows up to 200 people with disabilities to be given this opportunity. This form of inclusion constitutes the third pillar that completes Swiss Post's model for the integration and inclusion of people with disabilities. The first pillar focuses on the reintegration of existing employees with temporary or permanent disabilities, while the second focuses on the inclusion of working people from the general external labour market, who have the same opportunities for employment as all other applicants, albeit with aids such as screen readers for the visually impaired where necessary.

PostalNetwork gives employees from the secondary labour market the opportunity to participate in the regular labour market.

Swiss Post does not tolerate any form of discrimination.

Non-discrimination

Swiss Post is consciously committed to the removal of structural and organizational barriers and the creation of an inclusive working environment. Swiss Post therefore does not tolerate any form of discrimination. Non-discrimination is a principle set out in the human resources policy and collective employment contracts, and obligatory for all employees. (GRI 406) Since 2024, awareness of this issue is being raised among leaders with an obligatory "Protection of personal integrity" e-learning module. Since 2023, vocational trainers and second-year apprentices also receive training on the topic of "Mutual respect". Swiss Post is therefore focusing on its youngest employees, a particularly vulnerable target group (GRI 406-1) (see also Employee health, safety and well-being on page 55).

With regard to the issues of addiction, bullying, sexual harassment and discrimination, Swiss Post regularly provides training courses for the specific target groups of leaders, employees and apprentices, and implements awareness-raising measures. Every two years, employees are given the opportunity in the employee survey to indicate whether they experience discrimination or feel harassed or bullied. This helps with the development of targeted prevention measures.

The anonymous and confidential PostCourage reporting office and the Compliance department are available to all employees for reporting misconduct in the workplace. PostCourage can also be accessed by employees abroad (see also Business ethics, integrity and compliance on page 22).

Employee training and development

Global Reporting Initiative (GRI):

(GRI 404) Management approach to training and education 2016

(GRI 404-2) Programmes for upgrading employee skills and transition assistance programmes

→ See also Global Reporting Initiative Index on page 97.

To ensure that it has the resources and skills it needs, Swiss Post invests in the development of its employees.

The future viability and competitiveness of Swiss Post is tied closely to the development of its employees. There are more than 100 different job profiles that need to be further developed and prepared for the working world of the future. Swiss Post is therefore investing specifically in the development of its employees to ensure that it has the resources and skills it will need in the future.

Swiss Post also works to meet the goals set by the Confederation by establishing trust among its employees through its understanding of management, its employee development and its communication, offering modern basic vocational training and boosting the employability of its staff by means of sustainable training and education measures. (GRI 404)

In 2024, in addition to the training of apprentices and the promotion of learning and development opportunities, Swiss Post also made particular progress with a number of specific strategic issues. These include linguistic diversity and digital skills, particularly in response to developments in the field of artificial intelligence. (GRI 203-2)



Swiss Post contributed 7.5 million francs towards training and development measures.

Internal and external training and education

In 2024, employees took advantage of off-the-job training worth a total of around 9.3 million francs. Swiss Post contributed around 7.5 million francs. Swiss Post also invested in internal advanced training measures within the framework of projects, product training, the introduction of new tools, new internal learning resources and team and leadership development.

Employee training and development

2022–2024	GRI reference	Unit	2022	2023	2024
Further training courses					
External training		CHF million	9.0	9.2	9.3
Cost-sharing of Swiss Post		CHF million	7.0	7.4	7.5

+ More key figures can be found from page 81.

Vocational training

Over 60 percent of apprentices continue their career with Swiss Post after completing their apprenticeship.

Swiss Post is Switzerland's third largest training company: in 2024, it trained around 1,900 apprentices in 19 occupational groups, mainly in the areas of logistics, the retail sector, commercial roles and IT. Every year, around 750 young people start their apprenticeship at Swiss Post. They are first invited to the "Jump-in" induction week to get to know their training company together. In 2024, 97 percent of all apprentices passed their final examination. Over 60 percent of well-trained specialists continue to pursue their career with Swiss Post. With its training of apprentices, Swiss Post helps to counteract the shortage of skilled workers and saves the costs of recruiting and hiring new employees.

Employee training and development

2022–2024	GRI reference	Unit	2022	2023	2024
Apprenticeship					
Trainees in Switzerland		Persons	1,839	1,844	1,887
Completion rate of final apprenticeship examinations		%	97.0	97.0	97.0
Continued employment rate		%	65.0	60.0	65.0

+ More key figures can be found from page 81.

Swiss Post tested the possibilities for young people with mental or physical disabilities to complete vocational training. The pilot project covered the entire process from job advertisement to taster apprenticeship to employment. Swiss Post worked closely with the disability insurance offices on this project. The training of apprentices with disabilities has now been systematically developed. In 2024, there were 19 apprentices with disabilities undergoing training at Swiss Post.

Digital skills

Swiss Post is investing in its employees' digital skills.

Swiss Post believes that digital technologies will continue to gain in importance. By investing in digital skills and new tools such as Microsoft Copilot, it is opening up new opportunities and making day-to-day working life easier for employees, increasing productivity and accessibility. It is therefore pursuing the long-term goal of developing the digital skills of its employees within a framework adapted to each work situation, and providing appropriate learning resources in each case. (GRI 404-2)

Swiss Post has developed new resources for the personal development of its employees, such as a data literacy programme, which includes various online training courses on data handling, digitization and artificial intelligence. Swiss Post provides support with using new technologies such as generative AI tools and encourages the development of skills in prompt engineering and with the help of learning communities. Internal training programmes are also available to employees: in the Digital Champion programme, technology expertise and digital skills are shared with employees. Since its introduction, more than 500 people have completed the programme. The Citizen Development programme enables employees without programming skills to automate or optimize business processes independently. In 2024, training was provided to 140 participants. Certified AI translation training courses or learning resources focussed on the digital workplace are also available.

Before any widespread introduction of new digital tools, Swiss Post takes early and appropriate measures to qualify employees.

Swiss Post wants to connect all employees digitally with the company.

In 2021, Executive Management decided to provide all employees with a digital connection to Swiss Post. Since then, digitization within operations has been advancing steadily. In 2024, Swiss Post reached a milestone: delivery staff now have access to the intranet and Microsoft Teams via their hand scanner (Nemo smartphone), can use the app to access services for employees and can order work clothing. HR services for employees in operations will also be available digitally in the future. Swiss Post's next measure will be to provide several occupational groups in sorting with Nemo smartphones. Swiss Post is currently testing digital access for staff in maintenance and special cleaning services. Nationwide introduction is planned for 2025.

Swiss Post helped to develop the new "Digital business developer" apprenticeship, a job where talented young people learn to analyse business processes and data with a view to developing digital solutions. Swiss Post currently employs 20 apprentices in this professional field, with the first of them starting their training in 2023.

Language training

Swiss Post promotes linguistic diversity with numerous measures.

Swiss Post promotes linguistic diversity with individual language-learning resources. It provides these resources in collaboration with respected foreign language professionals: from traditional language courses on site or learning a language flexibly online to preferential offers for language study in Switzerland and abroad. In addition to an external partner for in-person, online and group courses, employees now also have access to a language learning app offering various learning formats and languages. The learning formats meet individual learning needs, and employees benefit from affordable prices.

Swiss Post makes it possible for apprentices and employees to change jobs temporarily in a different Swiss language region. To promote linguistic diversity in its training, Swiss Post works together with Movetia, the national agency for the promotion of exchanges and mobilities in the education sector, allowing employees to take up placements of several weeks or months at Swiss Post in another language region. In 2024, 18 apprentices took advantage of this opportunity (see Diversity, equity and inclusion on page 58).



Promoting the learning and development culture

Swiss Post also invests in its culture of learning and development: since 2024, for example, it has been strengthening the role of learning professionals with the "LearnLab" programme and the associated learning community. Learning professionals are people in centralized and decentralized roles who design learning resources at Swiss Post. Swiss Post has also appointed and trained over 100 Viva Learning content managers, who can upload learning content to the new Viva Learning platform and create learning paths. With measures like these, Swiss Post is further professionalising and accelerating learning.

In addition, various Swiss Post business and function units have also received close support in their learning culture as part of the "Learning of tomorrow" project. For example, PostalNetwork has implemented measures to improve learning time and learning skills, where employees are provided with learning hours that they can use to achieve their individual learning objectives. A self-check allows employees to assess their learning skills and receive appropriate tips for improvement.

In addition to personal performance, employee appraisals (DIALOGUE) are also taken as an opportunity to emphasize the importance of development goals throughout the Group. Leaders are supported with a new DIALOGUE learning path, and also in workshops or webinars on the topic of the learning and development culture.

Dialogue with employees and employee representatives

Global Reporting Initiative (GRI):

- GRI 2-30 Collective bargaining agreements
- GRI 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees
- GRI 402-1 Minimum notice periods regarding operational changes
- GRI 407 Management approach to collective bargaining 2016
- GRI 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk

➔ See also Global Reporting Initiative Index on page 97.

Dialogue with employees

Swiss Post takes advantage of many ways to engage in direct dialogue with its employees, including for example the employee survey, internal training courses, surveys, hotlines and reporting offices or platforms such as "StayFit" (see Employee health, safety and well-being on ➔ page 55).

Employee survey: employees are comprehensively surveyed once a year.

Feedback from employees is taken seriously at Swiss Post, which is why it conducts a comprehensive employee survey every year. The findings of the survey are discussed at management and team level. Where necessary, measures are defined on the basis of these discussions and checked against the scores from the follow-up survey. In 2024 again, the high scores show that employees are satisfied with their employer. Swiss Post manages discussions of performance and development using the DIALOGUE process. In 2024, around 95 percent of employees completed the DIALOGUE process. GRI 404-3 The DIALOG process is not used to manage apprentices (who have a separate learning plan) and employees of the subsidiaries.

The Junior Advisory Board was established to strengthen inclusion of the younger generation.

Promotion of internal networks

To facilitate networking, employees have access to internal networks dedicated to specific issues, such as cultural and linguistic diversity, young members of staff, LGBTQIA+, sustainability or gender issues. The networks can contribute suggestions at management level or for product developments. Sustainability issues are also regularly publicized in internal communication channels (e.g. direct management communication, Group and unit news, internal publications). In 2024, to supplement the Young Voice network, Swiss Post established a Junior Advisory Board (JAB) on the initiative of young employees.

Dialogue with staff committees

Under the Federal Act on the Provision of Information to and the Consultation of Employees of Businesses (Participation Act), employees have a right to information and consultation. GRI 407 This right is guaranteed within Swiss Post Ltd and across all domestic subsidiaries. For PostBus Ltd, further rights of participation under the Working Hours Act also apply. GRI 407-1 Swiss Post issues guidelines on the initial establishment of staff committees and re-elections (4-year cycle). Swiss Post employees elected their representatives to the staff committees in November 2023. GRI 402

Timely and comprehensive information concerning employees and their representatives in the event of planned operational changes is covered as a rule by the CEC and the legal basis (e.g. Participation Act). The consultation period is at least 14 days. GRI 402-1



First national meeting of PostBus staff committee

In March 2024, more than 140 members of various staff committees (PeKo) at PostBus met for the first national PeKo meeting. They considered operational issues that have an impact on staff, such as service planning, the design of break areas, occupational safety, etc.

Social partnership

Swiss Post cultivates long-standing, solid social partnerships.

As one of the largest employers in Switzerland, Swiss Post has cultivated a proven and solid social partnership with the union syndicom and staff association transfair for years. The three key pillars here are collective employment contracts, redundancy plans and occupational retirement provision (the Swiss Post pension fund). The partnership with its three pillars enables a good work-life balance and guarantees employees progressive terms of employment.

Dialogue with employees and trade unions

2022-2024	GRI reference	Unit	2022	2023	2024
Collective employment contracts					
Employment in accordance with Swiss Post CEC		%	81.0	80.3	83.8

➔ More key figures can be found from page 81.



Working conditions for most employees are governed by collective employment contracts.

The CECs govern sustainable working conditions for employees of Swiss Post Group, and, where possible, within a market in which Swiss Post operates. In 2024, the key elements of this social partnership were seven company collective employment contracts (company CECs) and one umbrella collective employment contract (umbrella CEC) governing the rights and obligations of the contracting parties: [GRI 2-30](#)

- Umbrella CEC agreement: applies to Swiss Post Ltd, Post CH Ltd, Post CH Network Ltd, Post CH Communication Ltd, PostFinance Ltd, PostBus Ltd, IMS Ltd, notime (Schweiz) AG
- Post CH company CEC: applies to Swiss Post Ltd, Post CH Ltd, Post CH Network Ltd, Post CH Communication Ltd
- PostFinance Ltd company CEC
- PostBus Ltd company CEC
- IMS Ltd company CEC
- PostLogistics Ltd company CEC
- Presto early-morning delivery company CEC
- notime (Schweiz) AG company CEC

and two redundancy plans:

- Swiss Post CEC redundancy plan: applies to Swiss Post Ltd, Post CH Ltd, Post CH Network Ltd, Post CH Communication Ltd, PostFinance Ltd, PostBus Ltd
- IMS Ltd CEC redundancy plan

Full-time and part-time employees are offered the same benefits (e.g. number of days' holiday). For employees paid by the hour (level of employment up to a maximum of 20 percent within the scope of the Post CH Ltd CEC or up to a maximum of 30 percent at PostBus Ltd), there is no redundancy plan in place and there is no entitlement to fringe benefits. [GRI 401-2](#)

The Post CH Ltd and PostFinance Ltd company CECs and the umbrella CEC were renegotiated in 2024. The most important changes: from 2025, the new company CECs will include higher supplements for evening, night, Sunday and on-call deployments, an increase in the amount for loyalty bonuses and a new public holiday regulation. The social partners have also defined that in future, as part of the annually negotiated salary measures, a share of 0.4 percent of the salary sum will be available for structural salary adjustments. The negotiated changes have made it possible to maintain the very good level of employment conditions at Swiss Post and PostFinance. The new collective employment contracts came into force on 1 January 2025.

The negotiations for a new PostLogistics Ltd company CEC were concluded in spring 2024. This new CEC came into force on 1 January 2025.

Presto Presse-Vertriebs AG and its social partners have agreed a new collective employment contract (CEC) for early-morning delivery. Under the new CEC, employees will gradually benefit from an increase in their minimum wage and greater security with regard to their employment conditions. The new Presto CEC came into force on 1 July 2024.

Swiss Post's social partners also negotiated a new Swiss Post CEC redundancy plan in 2024. This came into force on 1 January 2025 and initially applies until the end of 2027.

In winter 2024, the social partners began negotiations for a new PostBus Ltd company CEC. This CEC is expected to come into force on 1 January 2026.



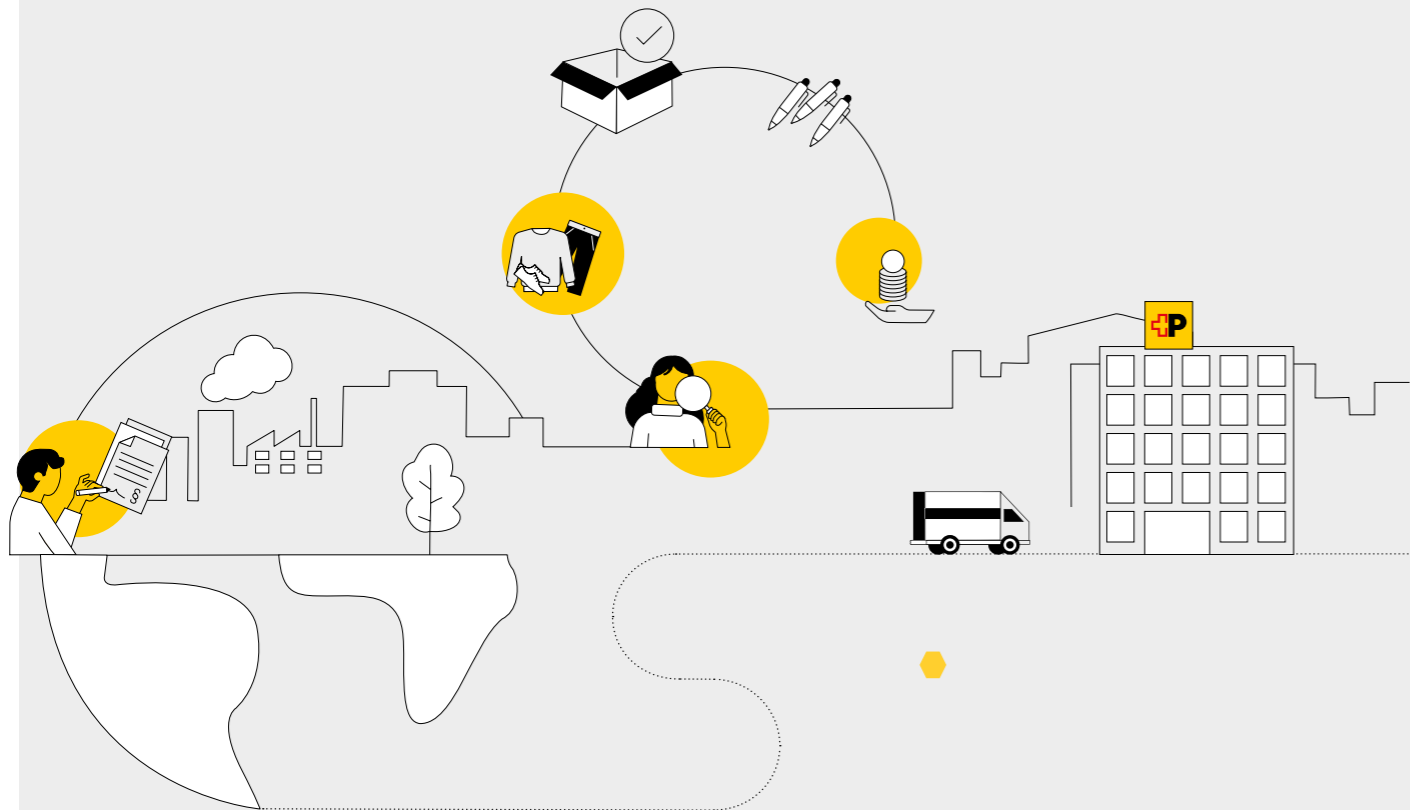
2024 salary measures for employees

As an employer, Swiss Post places great emphasis on providing good and fair employment conditions, and in particular on improving the purchasing power of employees on lower incomes. Following negotiations, Swiss Post, the trade union syndicom and the staff association transfair have reached agreement on the 2024 salary measures: 1.7 percent of the eligible salary sum is available for salary measures for the approximately 28,300 employees under the Post CH Ltd and PostFinance Ltd CECs. Both the minimum wage and the salary bands were also increased.

Supply chain

Responsible procurement

70



Delivery vehicles, clothing, paper and ballpoint pens: Swiss Post procures goods, services and construction services worth almost 3 billion francs each year. Its suppliers are active in over 200 sectors and 40 countries.

Each partnership is based on the “Supplier Code of Conduct for Responsible Procurement”. By accepting it, suppliers undertake among other things to respect human rights, prohibit child labour, pay fair wages and protect the environment and climate along the supply chain.

Swiss Code of Obligations Art. 964b and Art. 964j-I

This section covers the following topics based on the provisions of Art. 964b and Art. 964j-I (OR): environmental matters, social issues, respect for human rights, combating corruption and diligence obligations along the supply chain

→ See also Global Reporting Initiative Index on page 97.

January 2021
The revised procurement law comes into force. Sustainability becomes an important focus.

April 2021
Sustainability criteria for public procurements further developed.

July 2021
The Fair Wear Foundation awards Swiss Post “Leader” status for the seventh time.

January 2022
The New Ordinance on Due Diligence and Transparency in relation to Minerals and Metals from Conflict-Affected Areas and Child Labour (DDTrO) comes into force.

July 2022
Establishment of the “Responsible procurement” Competence Center.

September 2022
Launch of the “Responsible procurement” project.

March 2023
Management system to monitor human rights due diligence obligations and environmental concerns among suppliers introduced.

May 2023
Mandatory weighting of sustainability criteria of 15 percent in procurements over 150,000 francs.

September 2023
PostCourage reporting office expanded for those affected in supply chains and other interest groups.

December 2023
Extended Supplier Code of Conduct for Responsible Procurement introduced.

June 2024
Sponsorship and participation in the first “Sustainable Procurement Day”.

November 2024
Programme for measuring the sustainability performance of suppliers launched.

December 2024
Sustainability is integrated into procurement processes.



Responsible procurement

Global Reporting Initiative (GRI):

- GRI 204 Management approach to procurement practices 2016
- GRI 308 Management approach to supplier environmental assessment 2016
- GRI 308-2 Negative environmental impacts in the supply chain and actions taken
- GRI 401 Management approach to employment 2016
- GRI 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk
- GRI 408-1 Operations and suppliers at significant risk for incidents of child labor
- GRI 414 Management approach to supplier social assessment 2016
- GRI 414-1 New suppliers that were screened using social criteria
- GRI 414-2 Negative social impacts in the supply chain and actions taken

➔ See also Global Reporting Initiative Index on page 97.

Greenhouse gas emissions along the supply chain are expected to be reduced by 25 percent by 2030.

Every year, Swiss Post purchases goods, services and construction services worth almost 3 billion francs from its suppliers. This procurement volume gives the company a significant responsibility towards people and the environment. Swiss Post is committed to fair supply chains and chooses socially responsible suppliers with clear targets for reducing greenhouse gases. In doing so, it is pursuing the following strategic goals: to reduce greenhouse gas emissions along the supply chain by 25 percent by 2030 and by 90 percent by 2040 (base year 2021).

Supply chain risk management

Swiss Post sees its suppliers as partners helping to shape a sustainable future. An important basis for each partnership is acceptance of the Supplier Code of Conduct for Responsible Procurement, which among other things commits suppliers to respecting human rights, paying fair wages, prohibiting child labour and protecting the environment and climate along the supply chain. GRI 204, 401 The Code of Conduct is based on Swiss and international standards, including the ILO standards for the protection of workers GRI 407-1 and the United Nations Guiding Principles on Business and Human Rights, which apply in Switzerland and abroad. Payment methods are governed by the General Terms and Conditions and are specified in supplier contracts. Assuming that invoices are issued correctly, payment is made within the agreed payment period.

Swiss Post uses a management system based on the OECD Due Diligence Guidance for Responsible Business Conduct to ensure adherence to the provisions of the Supplier Code of Conduct for Responsible Procurement. As part of the management cycle, Swiss Post carries out an annual risk assessment with regard to human rights and environmental matters. GRI 414, 308 In 2024, it used an external rating platform to assess 8,340 suppliers for ethical, social and environmental risks. GRI 414-1, 308-2

The risk analysis showed that the suppliers operate in more than 200 sectors and 40 countries. Of the total of 8,340 suppliers, 20 are deemed high-risk suppliers on the basis of their sector, location and the risk factors of environment, labour and human rights, ethics and sustainable procurement. GRI 414-2, 308-2 14 of these are clothing suppliers that are also assessed by the Fair Wear Foundation (FWF). Here, Swiss Post can rule out any sector-specific risk. In the context of supplier management, awareness is gradually being raised among the remaining six high-risk suppliers from other product groups and measures are being taken together to minimize risks.

Suppliers that present a potential risk relating to child labour on the basis of country of production have been reviewed separately by Swiss Post in accordance with the provisions of the Ordinance on Due Diligence and Transparency in relation to Minerals and Metals from Conflict-Affected Areas and Child Labour (DDTrO). This review has shown that there is no reasonable suspicion of child labour. The suppliers reviewed either have a positive rating from the EcoVadis evaluation platform, can provide evidence to this effect or operate in sectors in which the risk of child labour can be ruled out. GRI 408-1

Approach to risk product groups

Potential risks relating to human rights are often found in the upstream supply chain. In the clothing risk product group, Swiss Post is familiar with the clothing manufacturers and manufacturer subcontractors that produce work clothing for Swiss Post. All produce their products in the EU. On the basis of long-standing collaboration with the Fair Wear Foundation, Swiss Post can rule out sector-specific risks such as unfair pay and child, forced or slave labour in the clothing product group.

In other product groups, including for example clothing accessories such as bags, Swiss Post is not yet at the same level. It is working in this area to significantly increase transparency in the upstream supply chain by 2030, in order to further minimize risks relating to the environment and human rights. It is assumed that once upstream supply chains can be analysed more comprehensively, the number of high-risk suppliers will increase.

Mandatory sustainability criteria for procurements

Since 2023, Swiss Post has been applying mandatory sustainability criteria with a weighting of at least 15 percent for procurement volumes over 150,000 francs. This means that in addition to price and quality, it also takes environmental and social aspects into account when awarding contracts, choosing for example suppliers that pursue targets and measures to reduce greenhouse gas emissions, have a performance rating in the area of sustainability or have certified health and safety management systems in place. Staff in purchasing receive regular training on the topics of sustainable procurement and human rights due diligence.

Swiss Post takes environmental and social aspects into account when selecting suppliers.

PostCourage reporting office

Since 2023, suppliers, affected parties in the supply chain and other stakeholders can also use the externally operated, anonymous PostCourage reporting office to report concerns or tip-offs relating to human rights abuses or environmental breaches in the supply chain. Swiss Post has informed its suppliers about the reporting office and provided them with a poster setting out the reporting process. The ability to report observations and concerns regarding the supply chain is firmly embedded in the Supplier Code of Conduct for Responsible Procurement. By accepting the Code of Conduct, suppliers undertake to assist Swiss Post with the processing of reports wherever possible and to take appropriate measures in the event of human rights abuses. To further raise awareness of the existence of the reporting office, Swiss Post personally informs suppliers of product groups where employees are exposed to greater risks. In the relevant audits with its suppliers, Swiss Post has added questions about awareness of the reporting office.



Promoting circular economy solutions

IT hardware such as switches, servers, laptops or monitors have a life cycle of 4 to 5 years, after which the devices usually have to be replaced. Swiss Post uses certified partner companies for the recycling and reuse of used hardware. Swiss Post believes that circular economy solutions make an important contribution to achieving its ambitious climate and energy targets. It therefore works actively with partners to develop resource-efficient and environmentally friendly approaches. In 2024, to embed the circular economy more firmly in procurement processes, Swiss Post defined further criteria specific to product groups and provided procurement employees with appropriate tools for implementation.

Economic and social added value

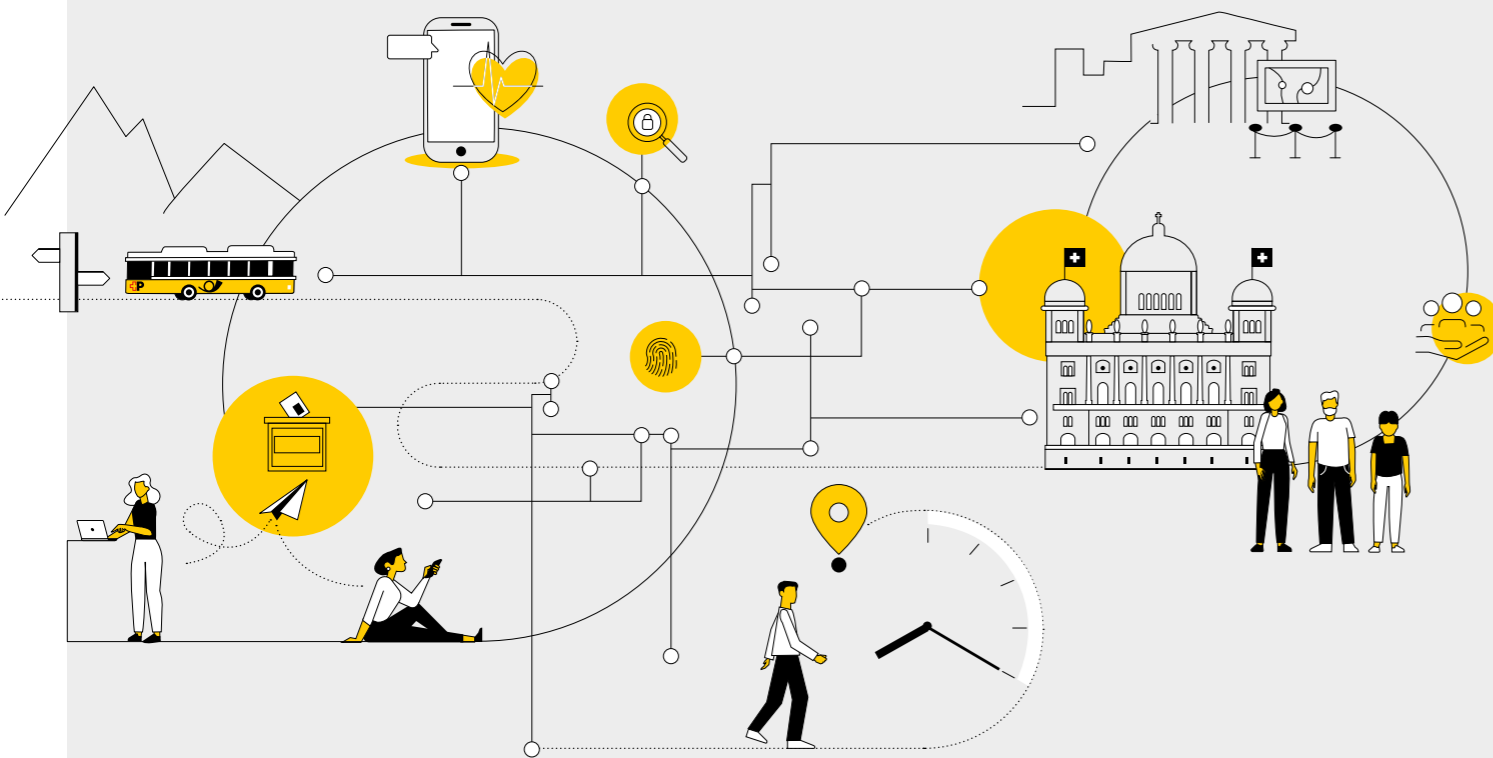
Ensuring self-sustainability	74
Public service	76
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Social commitment	80

Swiss Post ensures nationwide delivery of consignments, the availability of payment transactions, a dense network of access points and accessibility in all regions of Switzerland. Swiss Post offers the services within the universal service at prices irrespective of distance, making an important contribution to supporting rural regions and equality of living conditions in Switzerland. Swiss Post provides other public services in public transport and offers various government-related services such as the electronic patient record and e-voting. Swiss Post is committed to a diverse and cohesive society and supports both charitable and cultural projects across linguistic borders, regions and generations. As a company owned by the Swiss Confederation and as one of Switzerland's biggest employers, Swiss Post has many stakeholders, with whom it maintains continuous dialogue.

Swiss Code of Obligations Art. 964b

This section covers the following topics based on the provisions of Art. 964b (OR): social issues.

→ See also Global Reporting Initiative Index on page 97.



January 2021

Development and expansion of parcel logistics and **growth** in goods logistics.

June 2022

Combating poverty together: official **partnership** with the **Swiss Red Cross (SRC)**.

September 2022

Network opening: the first new partners to move into Swiss Post branches are two health insurers.

October 2023

The Universal Postal Union names Swiss Post a **world-leading postal service** for the sixth consecutive time.

June 2024

The postal supervisory authority PostCom and the Federal Office of Communications OFCOM give Swiss Post **top marks** for the fulfilment of the **universal service obligation**.

December 2024

Swiss Post has been **supporting art and Swiss artists for 100 years**.

January 2021

Since 2017, Swiss Post has been the **main partner** of the **Swiss Hiking Trail Federation**, supporting Switzerland's favourite sport with projects.

February 2021

Target for **carbon-free delivery** of letters and parcels by 2030 adopted.

September 2022

Swiss Post opens an **IT development center** and secures IT expertise.

August 2023

To mark its **175th anniversary**, Swiss Post celebrates with its employees and the public.

December 2023

With the **2 x Christmas** campaign, Swiss Post and its partners have been supporting people living in poverty in Switzerland for over 25 years.

October 2024

Swiss Post intends to **invest 100 million francs** over the next four years in its **branch network**.

Ensuring self-sustainability

Global Reporting Initiative (GRI):

- GRI 201 Management approach to economic performance 2016
- GRI 203 Management approach to indirect economic impacts 2016
- GRI 203-1 Infrastructure investments and services supported
- GRI 203-2 Significant indirect economic impacts

➔ See also Global Reporting Initiative Index on page 97.

Swiss Post intends to continue to finance the public service from its own resources in the future.

The goal of the “Swiss Post of tomorrow” strategy is to ensure that Swiss Post can continue to operate in a self-sustaining way in the long term. That is why it is systematically expanding its products and services in selected markets close to its core business, reducing its dependence on markets that will decline in the future. GRI 201 The new products and services are consistently geared towards the current and future needs of people in Switzerland. At the same time, Swiss Post is optimizing its costs ensuring that prices remain sustainable in the future. This is the only way it can remain relevant in the long term, provide the universal service and public service in the usual high quality and finance these from its own resources.

To ensure its long-term self-sustainability, Swiss Post is pursuing four strategic thrusts:

– Promote diversification through growth

Swiss Post operates in the three business areas in its core business: “Communications and logistics”, “Passenger transport” and “Financial services”. Its main objective: to keep the Swiss Post system in balance, not to grow as a company. Swiss Post is focusing consistently on the current and future needs of people in Switzerland and investing where there is long-term potential.

– Use pricing to remain competitive

Swiss Post ensures that its prices are in line with the market and cover its costs. Price adjustments for letters, parcels and newspapers, which are covered by the universal service obligation, are subject to review by the price regulator. This ensures that pricing measures are both justified and appropriate.

– Use efficiency measures to optimize costs

Swiss Post must remain cost-efficient in order to ensure its ability to invest in its sustainable development. By making the best possible use of resources and designing its processes efficiently, Swiss Post ensures its competitiveness and efficient provision of the universal service. To achieve this, it ensures high-performance infrastructures and efficient delivery and sorting processes.

– Further develop the core business to stay relevant

Swiss Post ensures its relevance by further developing and transforming its core business. It works to ensure that the public services it offers meet the expectations and needs of people in Switzerland, so that they use the products and services on a daily basis. Swiss Post designs its products, services and contact points to meet its customers’ needs and connects the physical and digital worlds.

The only thing that can ensure Swiss Post’s self-sustainability and guarantee the long-term stability of the Swiss Post system despite changing demand is sustainable business development. This requires targeted investments in future-oriented business models (for example through participating interests in companies) and in infrastructure, services and expertise. The funds available for investments are constrained by the strategic goal set by the owner with regard to net debt, which means that the best possible investment decisions must be made with limited resources. Swiss Post measures compliance with and achievement of its targets on the basis of EBIT plus result from associates and the added value created.

There must be a balance between provision of the universal service and self-sustainability.

Ensuring economic viability

2022–2024	GRI reference	Unit	2022	2023	2024
Group profit	201-1	CHF million	358	323	401
Company added value	201-1	CHF million	–96	–215	–202
Self-financing of investments	201-1	%	100.0	100.0	100.0

➔ More key figures can be found on page 81.

More information on business development can be found in the Financial Report ➔ from page 32.

The Swiss Post success model

The balance between provision of the universal service and public service and their financing from its own resources is Swiss Post’s success model. The owner is committed to the strategic goals set by the Federal Council. The “Swiss Post of tomorrow” strategy, based on the Federal Council’s strategic goals – the raison d’être and vision of Swiss Post – aims to ensure that this balance is maintained in the future.

Self-sustainability is a central element of the Confederation’s corporate governance. Where they are competitive, government responsibilities and services are expected to be outsourced and provided largely in competition against payment of a market price. Swiss Post’s self-sustainability is a successful model that guarantees the Swiss population a globally unique universal postal service which is developed on the market and financed entirely without taxpayers’ money. GRI 203 This model of success should not be taken for granted and must be carefully and repeatedly balanced using four “adjustable parameters”:

- To ensure the financial sustainability of the universal service and public service, Swiss Post develops its services and infrastructures in line with demand and operates as a company on the market. GRI 203-1
- To ensure the relevance of the universal service, the legislative requirements continue to be developed, ensuring that all people in Switzerland can continue to participate in social and economic life as the world becomes digital. GRI 203-2
- At the same time, the legislation ensures that the statutory requirements for Swiss Post in the area of the universal service are developed in line with demand and remain financially viable for Swiss Post.
- To protect the environment, the climate and employees, Swiss Post is developing industry standards to regulate working conditions with a view to ensuring that competition is not to the detriment of people in need of protection.

Public service

Global Reporting Initiative (GRI):

- [GRI 202](#) Management approach to market presence 2016
- [GRI 202-2](#) Proportion of senior management hired from the local community
- [GRI 203](#) Management approach to indirect economic impacts 2016
- [GRI 203-1](#) Infrastructure investments and services supported
- [GRI 203-2](#) Significant indirect economic impacts

→ See also Global Reporting Initiative Index on page 97.

Added value for Switzerland

Thanks to its decentralized organization and the high quality and reliability of its services, Swiss Post creates unique added value for Switzerland and its economy. With its 5,003 access points, it operates a dense network. In peripheral regions, it ensures access not only to postal and payment transaction services, but also to public transport. PostBus operates regional passenger transport in 23 of 26 cantons. Of the 1,971 municipalities, 477 (over 24 percent) are connected to the Swiss public transport network solely by PostBus. ([GRI 202](#)) Swiss Post aims to power a digital, connected Switzerland. Its digital solutions include for example the ePost App – Swiss Post’s digital letter box – and the electronic patient record (see Digitization and innovation on → page 43). ([GRI 203-1](#))

Swiss Post is a major employer throughout Switzerland, and in rural areas in particular: of approximately 45,000 people, around 16,000 work in rural areas and mountain regions. ([GRI 202-2](#)) Swiss Post employees work in all language regions, all cantons and in 802 Swiss municipalities for Swiss Post. ([GRI 203-2](#))

Swiss Post is an important employer in rural areas.

Swiss Post turns 175 years old

2024 was an anniversary year: for 175 years, Swiss Post has been connecting people, companies and organizations, both within Switzerland and abroad. To mark the anniversary, Swiss Post organized numerous events to pay tribute to its history of constant change and to garner support for its future. These included special guided tours and family days at the Museum of Communication in Bern, open days at branches and at the center for cryptography. Swiss Post organized treasure hunts at eight locations throughout Switzerland. On 3 July 2024, Swiss Radio and Television (SRF) broadcast a special live programme about Swiss Post.

At the same time, the three national parcel centers in Härkingen (SO), Daillens (VD) and Frauenfeld (TG) celebrated their 25th anniversary. Swiss Post organized special guided tours at all three centers, providing insights into the postal logistics of the past, present and future.

More about the anniversary at:

- post.ch/en/about-us/profile/175-years-of-swiss-post
- [175 years – Swiss Post powers a modern Switzerland \(PDF\)](#)

Universal service obligation

Swiss Post creates this added value for Switzerland in particular on the basis of its mandate to provide the universal service with postal services and payment transactions. It fulfils this mandate in a self-sustaining way, which means it does not receive any state financial assistance. Quite the opposite: despite the financial burden of the universal service, Swiss Post has paid the Confederation 1.25 billion francs in dividends over the last ten years. ([GRI 203](#))

Under its statutory obligations, Swiss Post is required to ensure the daily delivery of letters, including to places that would not be profitable for private competitors. In addition, all services within the universal service must be offered at prices irrespective of distance: the price for a letter from Zurich to Basel is the same as from Poschiavo to Pruntrut, although the second letter incurs significantly higher costs for Swiss Post. This makes a significant contribution to the promotion of rural areas and equal living conditions, helping to facilitate regional development and cohesion in Switzerland.

Swiss Post pays an annual dividend to the Confederation.

The services within the universal service must fulfil certain quality standards. For example, postal and payment transaction services must meet specific accessibility criteria. In addition, letters, parcels and newspapers must meet certain criteria regarding punctuality. The quality of the universal service is regulated by postal legislation and is monitored by the Confederation (OFCOM and PostCom). By international standards, these quality requirements are stringent. Nevertheless, Swiss Post meets and in some cases exceeds them every year.

Public service

2022–2024	GRI reference	Unit	2022	2023	2024
Customer access points		Number	4,968	4,963	5,003
Accessibility within 20 minutes on foot or by public transport ¹					
Postal services		%	97.2	96.7	96.7
Payment transactions		%	99.3	98.1	98.1
Delivery quality					
A mail letters ^{2,3}		%	97.2	97.3	97.4
Economy parcels ^{2,3}		%	96.9	99.6	99.6

¹ Share of the permanent resident population

² Share of consignments delivered on time

³ The figures for 2022 were collected using the old methodology applicable until 2022 and are therefore not comparable with the figures for 2023 and 2024.

+ More key figures can be found from page 81.

First steps towards modern universal service: Federal Council proposes possible adjustments from 2026

The universal service obligation sets out a minimum range of services that Swiss Post must provide, and their quality. This is legally binding and constitutes the basis for the services Swiss Post offers. Demand for services within the universal service has changed significantly and continues to do so. The question at present is therefore what form of universal service will be appropriate for Switzerland in the coming decades.

The Federal Council has submitted the following proposals for adjustments to the universal service obligation from 2026:

- Supplement the physical letter with a digital letter service
- Harmonize delivery times: 90 percent of letters and parcels must be delivered on time
- Delivery of letters and parcels to all permanently inhabited areas (currently homes that are occupied all year round)
- Access to electronic payment transaction services

Swiss Post welcomes most of the adjustments to the universal service obligation proposed by the Federal Council. They are an important first step towards a forward-looking mandate for Swiss Post, and should also be defined by a revision of the law in the near future.

Stakeholder engagement

Global Reporting Initiative (GRI):

[GRI 2-28](#) Membership associations

[GRI 2-29](#) Approach to stakeholder engagement

[GRI 415](#) Management approach to political contributions 2016

[GRI 415-1](#) Political contributions

→ See also Global Reporting Initiative Index on page 97.

Swiss Post is in constant dialogue with its stakeholders.

A key task for any sustainable company is to involve all relevant stakeholders. As a publicly owned company with a universal service obligation and as one of Switzerland's biggest employers, Swiss Post has numerous stakeholders. To ensure that it meets their expectations, Swiss Post maintains continuous dialogue with the following stakeholders: [GRI 2-29](#)

– Employees and employee representatives

Swiss Post engages in dialogue with its employees through the annual employee survey and through the semi-annual appraisals conducted between the company's employees and leaders. Annual discussions with the social partners serve to strike a balance between the interests of employees and Swiss Post. Swiss Post helps to ensure both a good work-life balance and progressive employment conditions (see Dialogue with employees and employee representatives on → page 64). Swiss Post is also in ongoing contact with its employees through the internal reporting offices and platforms (see Employee health, safety and well-being on → page 55).

– Business and private customers

Swiss Post maintains daily contact with its customers through the Swiss Post Contact Center, through its branch network and through direct contact with its letter and parcel carriers and Postbus drivers. To collect customer experience data systematically, it conducts an annual customer satisfaction survey among business and private customers and a quarterly image and reputation analysis among the general public. The goal is to tailor the range of services offered across the Group proactively to the needs of customers (see Customer centricity and relevance for customers on → page 40).

– Suppliers

Swiss Post maintains relationships based on partnership with its suppliers. An important basis for this is acceptance of the "Supplier Code of Conduct for Responsible Procurement", which commits suppliers among other things to respecting human rights, prohibiting child labour and protecting the environment and climate along the supply chain. Breaches of the Supplier Code of Conduct along the Swiss Post supply chain can be reported anonymously to the PostCourage reporting office. The goal here is to work together with suppliers to make the supply chain fairer and more sustainable (see Responsible procurement on → page 70).

– Society

Swiss Post fulfils the universal service with postal services and payment transactions from its own resources and is assessed annually with regard to quality by PostCom and OFCOM. With its public service, Swiss Post makes an additional contribution to Swiss society (see Public service on → page 76). Swiss Post also supports national and local commitments to promote cohesion across linguistic borders and generations (see Social commitment on → page 78).

– Owner

Within the Federal Administration, the General Secretariat for the Department of the Environment, Transport, Energy and Communications (DETEC), in conjunction with the Federal Finance Administration (FFA), assumes the role of owner and the associated tasks. Under the terms of the strategic goals of the Federal Council set for Swiss Post, the most important business is discussed at quarterly meetings between representatives of the owner (DETEC and FFA) and members of Executive Management. Swiss Post also holds ongoing discussions with the Confederation with regard to the quality and development of the universal service (see Statutory mandate in the Financial Report on → page 22).

Swiss Post produces a yearly report on the strategic goals set by the owner (see Strategic goals set by the Federal Council in the Financial Report on → page 23), and submits its Annual Report for approval. As the sole shareholder of Swiss Post, the Confederation approved all proposals made by the Board of Directors at the General Meeting on 30 April 2024. It granted the members of the Board of Directors full discharge for the 2023 financial year. As in the previous year, the dividend paid to the Confederation by Swiss Post from the available profit for 2023 amounts to 50 million francs.

– Supervisory and regulatory authorities

Swiss Post and its subsidiaries are overseen by the competent regulatory authority in each sector. The Federal Postal Services Commission (PostCom) oversees the postal market and the universal service in the area of postal services. The Federal Office of Communications (OFCOM) is responsible for overseeing the universal service in payment transactions and press subsidies. PostFinance is overseen by the Swiss Financial Market Supervisory Authority (FINMA). As a franchised transport business, oversight of PostBus is the responsibility of the Federal Office of Transport (FOT). Dialogue with PostCom, OFCOM and the FOT is at periodic intervals, and a top-level meeting is held once a year. In addition to the specific regulatory authorities, Swiss Post is overseen, like other market participants, by the Competition Commission (COMCO) and price regulator.

– Policy

In the national legislature, Swiss Post and postal issues are a subject of ongoing debate among policymakers. Members of the National Council, Council of States, committees or parliamentary groups submit proposals concerning Swiss Post, actively influencing the regulatory framework. Swiss Post also engages in political dialogue at cantonal level: every year, it meets the cantonal Departments of Economic Affairs to discuss the future development of the branch network and other aspects of postal services, other services, Swiss Post's role as an employer or strategic dossiers. For the purposes of network development, Swiss Post is also in contact with local authorities: in the event of conversions, it seeks dialogue with the municipalities concerned.

With all of the public sector stakeholders set out above, Swiss Post maintains a close dialogue on the issues of the public service, Swiss Post in the digital world, logistics and delivery, and the mobility of tomorrow. Its political work is characterized by transparent information, but at the same time party-political neutrality. [GRI 415](#) Swiss Post does not endorse or support political campaigns or parties. [GRI 415-1](#) Where it is directly affected, it states its position and provides information. Swiss Post's position papers are available at → post.ch/en/about-us/profile/swiss-post-and-politics

– Industry associations

The framework conditions in the European and global postal sector also have an impact on Swiss Post's business activities. It is actively involved on the international stage through its participation in international postal organizations, namely the Universal Postal Union under the leadership of OFCOM, PostEurop, the association of European postal companies, and the International Post Corporation (IPC). With its seat on the respective committees, Swiss Post also influences the political and regulatory requirements regarding sustainability.

Swiss Post also maintains contacts with national associations and organizations where required, such as the Swiss Union of Cities, the Association of Swiss Communes and the Consumer Protection Foundation, as well as with enterprises affiliated with the Confederation. [GRI 2-28](#)



Social commitment

Swiss Post is committed to the Swiss economy and Swiss society.

Swiss Post takes its social responsibility seriously and uses its knowledge to address national and local social issues. Sponsorship commitments are managed consistently in accordance with defined criteria, must be in line with Swiss Post's values, must not be harmful to health or the environment and must not show any political preference (for more information, see the Financial Report, Brands on → page 16).

Commitments to Switzerland

Swiss Post supports cultural projects and recreational programmes to promote cohesion across linguistic borders, regions and generations, and it collects and promotes art. Swiss Post has entered into long-term partnerships for the following commitments:

- **Swiss Hiking Trail Federation:** Since 2017, Swiss Post has been the main partner of the Swiss Hiking Trail Federation, supporting Switzerland's most popular national sport (→ swisspost.ch/hiking).
- **Museum of Communication:** The Museum of Communication is the only museum in Switzerland devoted to communication and its history. Swiss Post is a foundation partner. More information in the Annual Report on → page 87.
- **Official partnership with the Swiss Red Cross (SRC):** The focus is on the 2 x Christmas campaign, which Swiss Post has been supporting for more than 25 years. In 2024, 57,600 parcels were donated to people living in poverty in Switzerland, with 104 volunteers helping to sort the goods.
- **Locarno Film Festival:** Swiss Post has been a sponsor of the Locarno Film Festival for over 20 years. PostBus offers a free shuttle service during the festival (→ swisspost.ch/locarno-festival).
- **Commitment to art:** Swiss Post has been committed to promoting Swiss artists since 1924. Its collection comprises some 470 works.
- **Swiss ice hockey:** PostFinance supports Switzerland's top two ice hockey leagues, the Women's League and the National League, and in particular junior ice hockey.
- **Swiss Post learning media:** Swiss Post learning media is a free service for teachers that provides high-quality teaching materials that help to bring topics relating to Swiss Post to life in a fun way for pupils at primary, vocational and secondary schools.

With its free MoneyFit service, PostFinance supports schools, businesses and families with the financial education of children and young people.

Business sponsorship

Swiss Post promotes dialogue with companies through partnerships and supports them on their path towards digital transformation.

- As a partner of SEF.NextGen, Swiss Post works with other Swiss companies to promote entrepreneurial thinking among the younger generation. In 2024, 20 young people addressed a question about Swiss Post's digital services.
- Swiss Post supports the Green Business Award, a Swiss sustainability award that recognizes Swiss companies combining ecological innovation with economic success.

Key figures

A glossary is provided to support reporting. This clarifies and defines key terms and promotes a common understanding. The definitions reflect the current perspective and are continuously refined as understanding develops.

→ [Sustainability Report Glossary 2024 \(PDF\)](#)

Governance

Corporate governance

Corporate governance			2022	2023	2024
2022–2024	GRI reference	Unit			
Board of Directors		Persons	9	9	9
Executive members		Persons	0	0	0
Non-executive members		Persons	9	9	9
Proportion of independent members		%	100.0	100.0	100.0
Employee representation		Persons	2	2	2
Gender distribution					
Female	405-1	%	44.4	44.4	44.4
Male	405-1	%	56.6	55.6	55.6
Age					
under the age of 30	405-1	Persons	0	0	0
between 30 and 49	405-1	Persons	2	1	1
over the age of 50	405-1	Persons	7	8	8
Nationality					
Switzerland	202-2	Persons	8	7	7
EU	202-2	Persons	1	2	2
Executive Management		Persons	8	8	8
Gender distribution					
Female	405-1	%	25.0	25.0	25.0
Male	405-1	%	75.0	75.0	75.0
Age					
under the age of 30	405-1	Persons	0	0	0
between 30 and 49	405-1	Persons	1	1	1
over the age of 50	405-1	Persons	7	7	7
Nationality					
Switzerland	202-2	Persons	7	7	7
EU	202-2	Persons	1	1	2
Variable remuneration Executive Management¹					
Variable remuneration depending on sustainability-related targets and/or impacts	2-19	Share of total remuneration in %	15.78	15.18	15.01

¹ See Financial Report 2024, page 77 et seq.



Business ethics, integrity and compliance

Data protection ¹					
2022–2024	GRI reference	Unit	2022	2023	2024
Reports to data subjects or the supervisory authority FDPIC ²		Number	1	1	2
Data protection requests received		Number	195	245	211
Request for information		Number	48	64	58
Blocking and erasure requests ³		Number	147	181	153
Request for blocking		Number	N/A	N/A	119
Request for erasure		Number	N/A	N/A	34
Training courses held in the area of data protection		Number	N/A	6,444	1,666
Completion rate		%	N/A	99.2	91.8

- ¹ Without PostFinance
² The values for 2021 and 2022 only include reports to the FDPIC supervisory authority
³ In 2021 and 2022, blocking and erasure requests were not recorded separately.

Environment

Climate

Climate					
2022–2024	GRI reference	Unit	2022	2023	2024
Greenhouse gas emissions (Scope 1–3)¹	305	t CO₂e	2,205,839	2,101,486	1,770,968
Scope 1 emissions	305-1	t CO ₂ e	245,924	239,907	238,377
Scope 2 emissions	305-2	t CO ₂ e	2,901	2,143	1,740
location-based	305-2	t CO ₂ e	16,298	16,078	4,053
market-based ⁵	305-2	t CO ₂ e	2,901	2,143	1,740
Scope 1 and 2 emissions	305-2	t CO ₂ e	248,825	242,051	240,117
Passenger transport (PostBus)	305-1	t CO ₂ e	134,961	136,426	138,713
Goods transport own trucks	305-1	t CO ₂ e	57,237	51,398	48,823
Goods transport own vehicles up to 3.5t	305-1	t CO ₂ e	21,063	19,677	19,290
Heat generation	305-1	t CO ₂ e	12,987	12,296	11,420
Vehicle leasing to third parties	305-1	t CO ₂ e	17,271	17,793	18,051
Remainder ²	305-1	t CO ₂ e	5,306	4,461	3,819
Scope 3 emissions	305-3	t CO ₂ e	1,957,013	1,859,435	1,530,851
Purchased goods and services (Scope 3.1) ³	305-3	t CO ₂ e	128,213	112,937	119,080
Capital goods (Scope 3.2) ³	305-3	t CO ₂ e	77,018	88,763	77,494
Fuel and energy-related activities (Scope 3.3)	305-3	t CO ₂ e	58,790	57,482	57,823
Upstream transportation and distribution (Scope 3.4)	305-3	t CO ₂ e	210,891	213,356	195,150
Waste generated in operations (Scope 3.5)	305-3	t CO ₂ e	274	252	35
Business travel (Scope 3.6)	305-3	t CO ₂ e	200	206	482
Employee commuting (Scope 3.7)	305-3	t CO ₂ e	35,861	34,689	34,295
Upstream leased assets (Scope 3.8)	305-3	t CO ₂ e	12,868	11,225	11,558
Use of sold products (Scope 3.11)	305-3	t CO ₂ e	28,388	24,118	23,197
End-of-life treatment of sold products (Scope 3.12)	305-3	t CO ₂ e	1	1	9
Downstream leased assets (Scope 3.13)	305-3	t CO ₂ e	14,864	15,700	13,445
Investments (Scope 3.15) ⁴	305-3	t CO ₂ e	1,389,646	1,300,705	998,283

Continue to next page

Climate					
2022–2024	GRI reference	Unit	2022	2023	2024
Offset greenhouse gas emissions					
CO ₂ compensation	305-1	t CO ₂ e	210,724	233,609 ⁶	276,255
Emission reductions sold (KliK Foundation)	305-1	t CO ₂ e	41	912	1,437
Greenhouse gas intensity of operating revenue					
CO ₂ intensity in relation to					
Scope 1 emissions	305-4	t CO ₂ e/Mio. CHF	35.9	33.0	31.3
Scope 2 emissions	305-4	t CO ₂ e/Mio. CHF	0.4	0.3	0.2
Scope 3 emissions	305-4	t CO ₂ e/Mio. CHF	285.3	255.5	200.7
Financial resources used to achieve net zero targets					
Additional costs		CHF million	9	85	33

- ¹ Emissions with subsequent entry: for acquisitions/disposals, the emissions of the acquired/sold companies are calculated retrospectively for the years prior to the transaction. These emission volumes are subsequently added to the relevant years (acquisitions) or deducted (disposals).
² In 2024, the location-based electricity factors were updated, which partly explains the decrease.
³ Includes emissions from all business vehicles, cooling system consumption in buses as well as electricity and cooling system consumption in buildings.
⁴ Emissions from purchased goods and services were calculated using emission factors for each product group (secondary data, coverage at approx. 90%). See Methodology for more information.
⁵ The emission values shown relate exclusively to the corporate bonds for which data is available in the bank's own investment portfolio, which corresponds to 89.0 percent of the corporate bonds and 44.2 percent of the entire own investment portfolio. Only the Scope 1 and Scope 2 emissions of all material greenhouse gases of the invested counterparties are considered. See Methodology for more information.
⁶ Adjustment of the compensation amount. With the acquisition of Portmann Gestion SAS (from 1.10.2023), Swiss Post is offsetting any greenhouse gas emissions that arise. In 2023, 64,698 tonnes of CO₂ emissions were overcompensated for the months January to September. The amount was deducted in 2023 and carried over to 2024.

Greenhouse gas emissions - allocation of operating revenue					
2022–2024	GRI reference	Unit	2022	2023	2024
Operating revenue for calculating greenhouse gas intensity					
Operating revenue used to calculate greenhouse gas intensity		CHF million	6859	7279	7,626
Operating revenue not used to calculate greenhouse gas intensity		CHF million	0	0	0
Operating revenue by main sectors of the economy					
Transport		CHF million	5,840	5,743	6,059
Software and IT services		CHF million	73	157	206
Banking		CHF million	1,566	1,961	1,897
Real estate and services		CHF million	936	972	1,018
Operating revenue from the sale of fossil fuels to third parties					
Natural gas		CHF million	0.1	0.1	0.1
Diesel		CHF million	20.6	16.4	15.4



Energy

Energy ¹					
2022–2024	GRI reference	Unit	2022 ¹	2023	2024
Energy consumption within the organization	302-1	GWh	1,089	1,063	1,055
from renewable sources	302-1	%	16	17	17
Fuel consumption	302-1	GWh	87	83	79
from renewable sources	302-1	%	38	39	39
Motor fuel consumption	302-1	GWh	869	850	846
from renewable sources	302-1	%	1	2	2
Electricity consumption	302-1	GWh	132	130	131
from renewable sources ²	302-1	%	98	100	100
Type of use					
Heating	302-1	GWh	4	4	4
Electromobility	302-1	GWh	6	9	14
Buildings/equipment/sorting	302-1	GWh	122	117	113
Energy consumption outside of the organization	302-2	GWh	1,008	993	944
Energy consumption within and outside of the organization	302-2	GWh	2,096	2,056	2,000
Energy production					
Self-generated solar power		GWh	9.5	8.0	7.5 ³
Share of self-generated electricity out of electricity consumption		%	7.2	6.2	5.7
Installed capacity of own PV systems		MWp	10.8	11.0	12.7
Energy intensity of operating income					
In relation to energy consumption					
within the organization	302-3	MWh/million CHF	159	146	138
within and outside of the organization	302-3	MWh/million CHF	306	282	262

1 For acquisitions/disposals, the energy consumption of the acquired/sold companies is calculated retrospectively for the years prior to the transaction. The energy consumption is subsequently added to the relevant years (acquisitions) or deducted (disposals).
 2 With subsequent entry: For acquisitions of companies, no guarantees of origin are obtained for the electricity consumption of these companies for previous years. This means that the share of renewable electricity in these years is not 100 percent, although 100 percent of the electricity consumption within the organization was covered by renewable sources during this period.
 3 Decrease mainly due to fewer hours of sunshine in 2024, failure of a large PV system.

Noise, air and light emissions

Air emissions					
2022–2024	GRI reference	Unit	2022	2023	2024
Chlorofluorocarbons	305-6	kg CFC-11 equiv.	0.190	0.204	0.047
Nitrogen oxides (NO _x),	305-7	t	1,789	1,714	1,639
Sulfur oxides (SO _x)	305-7	t	593	581	561
Non-methane volatile organic compounds (NMVOC)	305-7	t	412	401	389
Particulate matter (PM10)	305-7	t	76	73	72

Customers

Customer centricity and relevance for customers

Customer satisfaction					
2022–2024	GRI reference	Unit	2022	2023	2024
Overall satisfaction		Index (0–100)	76	76	76
Major customers					
Overall satisfaction		Index (0–100)	77	75	77
Communication and logistics		Index (0–100)	77	74	77
Financial services		Index (0–100)	78	79	80
Small and medium-sized enterprises					
Overall satisfaction		Index (0–100)	72	74	72
Communication and logistics		Index (0–100)	71	73	71
Financial services		Index (0–100)	76	75	77
Private customers					
Overall satisfaction		Index (0–100)	78	77	77
Communication and logistics		Index (0–100)	73	73	72
Financial services		Index (0–100)	79	81	81
Passenger transport		Index (0–100)	80	78	78

Cybersecurity and digital ethics

Customer privacy					
2022–2024	GRI reference	Unit	2022	2023	2024
Successful data theft incidents through hacking or malware attacks	418-1	Number	0	0	0

Employees

Corporate culture and responsible leadership

Corporate culture and responsible leadership					
2022–2024	GRI reference	Unit	2022	2023	2024
Employee survey					
My work		Index (0–100)	77	78	76
My team		Index (0–100)	80	80	79
My direct manager		Index (0–100)	83	83	82
Our corporate culture		Index (0–100)	77	77	76
My commitment		Index (0–100)	80	80	78



Recruitment and retention of employees

Recruitment and retention of employees					
2022–2024	GRI reference	Unit	2022	2023	2024
Headcount					
Headcount	2-7	Full-time equiv.	35,911	36,431	36,993
Headcount (excluding apprentices)	2-7	Full-time equiv.	34,072	34,587	35,106
Switzerland	2-7	Full-time equiv.	33,322	33,387	33,321
Abroad	2-7	Full-time equiv.	751	1,200	1,784
Trainees in Switzerland	2-7	Persons	1,839	1,844	1,887
Jobs in peripheral regions	2-7	Persons	16,224	16,244	15,934
Recruitment					
Vacancies		Number	3,300	2,740	3,458
Applications		Number	61,861	61,829	89,050
Newly recruited employees					
New hires	401-1	Number	3,811	3,078	4,202
Female	401-1	Number	1,358	1,162	1,269
New hire rate	401-1	%	35.6	37.8	30.2
under the age of 30	401-1	%	39.7	36.4	39.9
between 30 and 49	401-1	%	50.4	52.3	48.1
over the age of 50	401-1	%	9.9	11.3	12.0
Male	401-1	Number	2,453	1,916	2,933
New hire rate	401-1	%	64.4	62.2	69.8
under the age of 30	401-1	%	39.8	36.5	37.8
between 30 and 49	401-1	%	47.6	50.2	49.8
over the age of 50	401-1	%	12.6	13.3	12.4
Employee turnover					
Turnover	401-1	Number	4,120	4,532	4,224
Female	401-1	Number	1,679	1,798	1,623
Male	401-1	Number	2,441	2,734	2,601
Turnover rate (overall)	401-1	%	11.6	12.8	12.0
Voluntary turnover	401-1	%	6.2	6.4	6.0
Due to retirement	401-1	%	2.6	2.9	2.6
Expiring contracts	401-1	%	0.5	0.5	0.5
Departure agreed	401-1	%	0.4	0.5	0.4
Notice given by employer	401-1	%	1.2	1.4	1.8
Other departures	401-1	%	0.6	1.0	0.6
Death	401-1	%	0.1	0.1	0.1
Turnover rate (overall) by gender and age					
Female	401-1	%	11.7	12.7	11.8
under the age of 30	401-1	%	21.3	23.0	18.7
between 30 and 49	401-1	%	10.2	11.1	10.6
over the age of 50	401-1	%	10.5	11.4	11.0
Male	401-1	%	11.5	12.9	12.2
under the age of 30	401-1	%	23.2	24.5	22.5
between 30 and 49	401-1	%	9.7	11.3	11.5
over the age of 50	401-1	%	9.3	10.7	9.6
Employees taking					
parental leave (those with a monthly salary)	401-3	Persons	2,005	2,053	1,448

Employee health, safety and well-being

Employee health, safety and wellbeing					
2022–2024	GRI reference	Unit	2022	2023	2024
Accidents					
Occupational accidents	403-9	Number per 100 FTEs	7.0	7.5	7.4
resulting in fatalities	403-9	Number	3	0	1
Days lost to illness and accidents¹					
Absentee days for medical reasons ^{2,3}	403-10	Days per full-time equiv.	9.4	9.2	9.8
Social Counselling Service					
Individual consultations	403-4	Number	2,326	2,466	2,909
Collective consultations	403-4	Number	104	133	139
Reintegration					
Case management reintegration rate ⁴		Percent	62.8	60.7	55.2
Swiss Post Personnel Fund support services					
Non-repayable grants		Persons	364	294	219
		CHF	1,324,195	1,112,241	783,032
Loans		Number	66	82	54
		CHF	388,229	639,254	626,536

1 All persons with 100% level of employment and absences of ≤ 180 calendar days
2 Value 2023: Restatement of the provisional previous year's value
3 Value 2024: Provisional value, definitive value follows in the following year due to possible retroactive adjustments for long-term absences (as per social insurance accounting system and analogous to SF50)
4 2022 and 2023: Restatement figures for the entire Group, including PostFinance

Diversity, equity and inclusion

Diversity, equity and inclusion					
2022–2024	GRI reference	Unit	2022	2023	2024
Employees					
Employees in Switzerland (excluding apprentices)	2-7	Persons	46,518	46,077	43,487
Female	2-7	%	42.0	41.3	40.7
Male	2-7	%	58.0	58.7	59.3
Type of employment					
Full-time employees	2-7	Persons	23,142	23,212	23,480
Female	2-7	%	22.6	22.8	22.8
Male	2-7	%	77.4	77.2	77.2
Part-time employees	2-7	Persons	17,794	17,123	16,343
Female	2-7	%	64.2	64.0	63.5
Male	2-7	%	35.8	36.0	36.5
In management positions		%	13.9	14.6	15.3
Permanent employees	2-7	Persons	38,057	37,345	37,110
Female	2-7	%	40.6	40.3	39.5
Male	2-7	%	59.4	59.7	60.5
Temporary employees	2-7	Persons	319	279	287
Female	2-7	%	43.6	44.1	40.3
Male	2-7	%	56.4	55.9	59.7
Employees without guaranteed working hours	2-7	Persons	5,278	4,977	4,703
Female	2-7	%	43.0	42.0	41.2
Male	2-7	%	57.0	58.0	58.8



Diversity, equity and inclusion

2022–2024	GRI reference	Unit	2022	2023	2024
Diversity					
Leadership pairs who share managerial responsibility		Number	68	93	106
Women in management roles					
In senior management		%	22.6	24.2	25.4
In middle/lower management		%	21.8	22.3	22.9
Swiss Code of Obligations and leaders under the CEC		%	21.9	22.5	23.1
Communication language					
German		%	76.3	76.4	75.9
French		%	18.8	18.7	19.2
Italian		%	4.9	4.9	4.9
Nations represented		Number	147	141	139
Average age of workforce		Years	45.8	46.1	45.9
Equal pay¹					
Post CH Ltd (LS)	405-2	%	N/A	-0.3	N/A
Post CH Network Ltd	405-2	%	N/A	-2.3	N/A
Post CH Communication Ltd (KS)	405-2	%	N/A	-2.2	N/A
Swiss Post Ltd (function units)	405-2	%	N/A	-3.5	N/A
PostBus Ltd	405-2	%	N/A	-0.3	N/A
PostFinance Ltd	405-2	%	N/A	-3.1	N/A
Post Real Estate Management and Services Ltd	405-2	%	N/A	-3.3	N/A
PostLogistics Ltd	405-2	%	N/A	-1.3	N/A
Presto Presse-Vertriebs AG	405-2	%	N/A	-2.6	N/A
notime AG	405-2	%	N/A	-2.5	N/A
Salary range²					
Salary range (annual total compensation ratio)	2-21	Factor	9.35	9.39	9.11
Change in salary range (annual total compensation ratio)	2-21	%	-1.0	0.5	-2.9

¹ The values shown are based on the equal pay analysis using Logib, the standardized analysis tool used by the Confederation to check equal pay between women and men. The values show whether women - after adjusting for differences due to objective factors such as professional experience, education or role - earn less or more on average. Values in the minus range indicate that women earn less on average than men for work of equal value. Values in the plus range indicate that women earn more on average for work of equal value. The tolerance threshold specified by the Confederation is +/-5 percent, i.e. wage differences within -5 to +5 percent are not considered discriminatory.

² Restatement of 2022/2023 values due to consideration of the variable salary component of the maximum salary in the year under review (instead of in the year of payment)

Employee training and development

Employee training and development

2022–2024	GRI reference	Unit	2022	2023	2024
Apprenticeship					
Occupational groups		Number	19	19	19
Trainees in Switzerland		Persons	1,839	1,844	1,887
Ratio of apprentices to employees		%	5.5	5.5	5.7
Start of apprenticeship		Number of apprentices	723	753	772
Completion rate of final apprenticeship examinations		%	97.0	97.0	97.0
Continued employment rate		%	65.0	60.0	62.0
Further training courses					
External training		CHF million	9.0	9.2	9.3
Cost-sharing of Swiss Post		CHF million	7.0	7.4	7.5

Dialogue with employees and employee representatives

Dialogue with employees and employee representatives

2022–2024	GRI reference	Unit	2022	2023	2024
Collective employment contracts					
Employment in accordance with Swiss Post CEC		%	81.0	80.3	83.8
Swiss Post CEC minimum salary for region D		CHF/year	50,653	52,503	53,396

Supply chain

Responsibility in procurement

2022–2024	GRI reference	Unit	2022 ¹	2023	2024
Procurement volumes at suppliers with a Swiss invoice address	204-1	Share in %	94.8	93.0	94.1

¹ Without PostFinance

Economic and social added value

Ensuring self-sustainability

Ensuring economic viability

2022–2024	GRI reference	Unit	2022	2023	2024
Group profit	201-1	CHF million	358	323	401
Company added value	201-1	CHF million	-96	-215	-202
Self-financing of investments	201-1	%	100.0	100.0	100.0

Public service

Public service

2022–2024	GRI reference	Unit	2022	2023	2024
Customer access points		Number	4,968	4,963	5,003
Accessibility within 20 minutes on foot or by public transport¹					
Postal services		%	97.2	96.7	96.7
Payment transactions		%	99.3	98.1	98.1
Delivery quality					
A Mail letters ^{2,3}		%	97.2	97.3	97.4
B Mail letters ^{2,3}		%	97.2	99.5	99.1
Newspapers		%	98.8	98.5	97.8
Priority parcels ^{2,3}		%	95.7	95.7	96.2
Economy parcels ^{2,3}		%	96.9	99.6	99.6

¹ Share of the permanent resident population

² Share of consignments delivered on time

³ The figures for 2022 were collected using the old methodology applicable until 2022 and are therefore not comparable with the figures for 2023 and 2024.

Assurance statement

GRI 2-5 External assurance

Report of the Independent Practitioner for a Limited Assurance Engagement on the Sustainability Report of Die Schweizerische Post AG

To the Board of Directors of
Die Schweizerische Post AG, Bern

Scope

We have been engaged to perform a limited assurance engagement on the Sustainability Report 2024 of Die Schweizerische Post AG for the reporting period from 1 January to 31 December 2024 ("Sustainability Report").

Our limited assurance engagement referred to the non-financial information presented in the Sustainability Report on pages 9 to 89 and the "Methodology" section (pp. 95-97).

We have not conducted any assurance procedures for information contained in the sustainability report other than that referred to in the previous paragraph and accordingly do not make any conclusion on this other information.

The subject matter of our engagement does not extend to information relating to periods earlier than the reporting period from 1 January to 31 December 2024 or to information outside the Sustainability Report. This applies in particular to references from the Sustainability Report to the Annual Report of Die Schweizerische Post AG, as well as the references to further information listed in the Sustainability Report.

Applicable Criteria:

The Company has defined the following criteria as applicable (the "Applicable Criteria"):

- Self-defined KPIs as defined in the "Glossar zum Nachhaltigkeitsbericht der Schweizerischen Post AG",
- Global Reporting Initiative Sustainability Reporting Standards (GRI-Standards) and
- Art. 964b (1) und (2) CO.

The self-defined applicable criteria, the nature of the information item and the lack of uniform external standards allow the application of different but acceptable measurement methods, which can lead to divergences between companies. The applied measurement methods may also have an impact on the comparability between companies and information reported within a company from year to year due to the further development of these methods.

Conclusion

Based on the procedures performed as described under the "Summary of procedures performed" and the evidence obtained, nothing has come to our attention that causes us to believe that the selected Sustainability Report of Swiss Post for the reporting period 1 January to 31 January 2024, has not been prepared, in all material respects, in accordance with the applicable criteria.

Swiss Post Ltd
Report of the Independent Practitioner
for a Limited Assurance engagement on the Sustainability Report
for the reporting period 1 January to 31 December 2024
in accordance with ISAE 3000 (Revised)

Inherent limitations

Due to the inherent limitations of any internal control structure, it is possible that fraud, errors, or irregularities may occur and remain undetected. Our engagement is not designed to detect all internal control weaknesses in preparing the Sustainability Report, as it involves selective testing rather than continuous examination throughout the period. Consequently, we cannot guarantee that all errors or irregularities, if present, will be identified.

The accuracy and completeness of the information in the Sustainability Report is subject to inherent limits due to its nature and the methods used to determine, calculate, and estimate such data. Our audit report should therefore be read in conjunction with the definitions and procedures for reporting non-financial matters contained in the section "Methodology" (p. 81) and in the "Glossar".

Responsibility of the Board of Directors

The Board of Directors is responsible for the selection of the applicable criteria and for the preparation and presentation, in all material respects, of the Sustainability Report in accordance with the applicable criteria. This responsibility includes the design, implementation, and maintenance of the internal control relevant for the preparation of the Sustainability Report that is free from material misstatement, whether due to fraud or error.

This responsibility includes the obligation of transparency and accountability with regard to non-financial matters pursuant to Art. 964b (1) and (2) CO and the related preparation of the information listed in the reference table "Global Reporting Initiative Index" (pp. 98 – 102) with references to the information required under Art. 964b (1) and (2) CO.

Independence and quality control

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) of the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies ISQM 1, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.



Swiss Post Ltd
Report of the Independent Practitioner
for a Limited Assurance engagement on the Sustainability Report
for the reporting period 1 January to 31 December 2024
in accordance with ISAE 3000 (Revised)

Responsibility of the assurance practitioner

Our responsibility is to express a conclusion on the above-mentioned Sustainability Report based on the evidence we have obtained.

We conducted our limited assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised) *Assurance Engagements Other than Audits or Reviews of Historical Financial Information*. This standard requires that we plan and perform this engagement to obtain limited assurance about whether the Sustainability Report is free from material misstatement, whether due to fraud or error.

Summary of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Our procedures in carrying out our limited assurance engagement include among others:

- Assessment of the suitability of the underlying criteria and their consistent application
- Interviews with relevant personnel to understand the business and reporting process, including the sustainability strategy, principles and management
- Inquiries of relevant personnel and inspection of documentation key personnel to understand the sustainability or non-financial reporting system during the reporting period, including the process for collecting, collating and reporting the Sustainability Information
- Checking that the calculation criteria have been correctly applied in accordance with the methodologies outlined in the applicable criteria
- Analytical review procedures to support the reasonableness of the data
- Identifying and testing assumptions supporting calculations
- Testing, on a sample basis, underlying source information to check the accuracy of the data
- Assessing that the Report contains the information required by Art. 964b (1) and (2) CO and Ordinance on Climate Disclosures.

We have not performed any assurance procedures other than those described above.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our assurance conclusions.



Swiss Post Ltd
Report of the Independent Practitioner
for a Limited Assurance engagement on the Sustainability Report
for the reporting period 1 January to 31 December 2024
in accordance with ISAE 3000 (Revised)

Use of our Report and Reference to Limitation of Liability

This report was prepared for Die Schweizerische Post AG for the sole purpose of reporting to them the results of the limited assurance of the Sustainability Report. We do not, in giving our conclusion, accept or assume responsibility (legal or otherwise) or accept liability for, or in connection with, any other purpose for which our report including the conclusion may be used, or to any other person to whom our report is shown or into whose hands it may come, and no other persons shall be entitled to rely on our conclusion.

We permit the disclosure of our report, in full only and in combination with the applicable criteria, to enable the Board of Directors demonstrate that they have discharged their governance responsibilities by commissioning an independent assurance report over the Sustainability Report, without assuming or accepting any responsibility or liability to any third parties on our part. We point out that the assurance is carried out for the purposes of the Company and the report is intended only to inform the Company about the result of the procedures performed. Consequently, it may not be suitable for a purpose other than the one mentioned above.

The Swiss Post Ltd Sustainability Report is available in German, English, French and Italian. Only the German version is used for our audit.

Deloitte AG

Alessandro Miolo
Licensed Audit Expert

Abetare Zymeri
Licensed Audit Expert

Zurich, 7 March 2025



Methodology

From a regulatory perspective, Swiss Post is not subject to the provisions of Art. 964a–c CO. It has chosen a proactive approach and reports on a voluntary basis in line with the provisions indicated. References to these provisions can be found in each case in the relevant sections of the report and in the Global Reporting Initiative Index from → page 97. PostFinance is subject to the provision indicated and reports on its material topics in a separate Sustainability Report.

→ PostFinance Sustainability Report 2024 (PDF)

All definitions of the indicators published in this report are described in the Sustainability Report Glossary.

→ Sustainability Report Glossary 2024 (PDF)

Changes in the calculation methodology are explained in footnotes in the report or in this section, depending on their impact.

Consolidated Group

This report covers the Group and its fully consolidated subsidiaries for the period from 1 January 2024 to 31 December 2024, based on financial consolidation (see Financial Report, Consolidated Group on → page 190).

The Sustainability Report therefore includes data and information concerning the parent company Swiss Post Ltd (management and function units Human Resources, Communication, Finance, CEO Corporate Services, Real Estate, Informatics/Technology) and the strategic subsidiaries Post CH Ltd (Logistics Services Group unit), Post CH Network Ltd (Postal Network Group unit), Post CH Digital Services Ltd (until 31 December 2024: Post CH Communication Ltd) (Communication Services Group unit), PostBus Ltd (Mobility Services Group unit) and PostFinance Ltd (PostFinance Group unit). Together, these companies generate 90 percent of Swiss Post Ltd's operating revenue, with PostFinance alone generating 25 percent of operating revenue.

For the other companies, which generate 10 percent of operating revenue, Swiss Post provides the relevant data and information where possible. Swiss Post has set itself the goal of continuously improving the consistency and scope of its reporting.

Data collection

Because the data collected is not currently uniform for all companies, there may be variations in how they are covered. The table below shows how complete the data collected is for each topic.

Scope of data collected

Coverage of the data collected in relation to:

Operating revenue	Estimate
– Employees	90 to 100 percent of operating revenue
– Governance, risk, compliance	65 percent of operating revenue (+25 percent in the PostFinance Sustainability Report)
– Air emissions (NO _x , SO _x , NMVOC, PM10)	90 percent of operating revenue
– Climate and energy	90 percent of operating revenue
Supplier portfolio	
– Procurement	80 percent of the number of suppliers
Financial value	
– CO ₂ from financed emissions	89 percent of corporate bonds (by value) 44 percent of the entire own investment portfolio (by value)

In addition, PostFinance cannot be fully covered in some areas as a result of Swiss Post's indirect management model. The data and information relevant to PostFinance is available in the PostFinance Sustainability Report 2024.

For companies founded or acquired by Swiss Post during this period, the procedures and definitions for non-financial data may differ from Swiss Post's standards. Swiss Post grants the companies newly incorporated into the Group a transition period before Swiss Post's standards must be met.

Restatements

In 2024, the base year (2021) and the intermediate years were adjusted slightly for greenhouse gas performance due to acquisitions at KS and a case of insourcing at Goods Logistics (see Group annual financial statements, Note 5 Acquisitions and disposals of subsidiaries, → page 96). Insourcing in the context of greenhouse gas performance means an acquisition/purchase of a company that has provided (outsourced) transport services (Scope 3) for Swiss Post (subcontractor of Swiss Post), and which is now integrated in Scope 1–2.



Calculation methodology

The calculation rules are in line with the GRI (Global Reporting Initiative) Standards. For the calculation of greenhouse gas (GHG) emissions, Swiss Post applies the international standards ISO 140641:2018 and WRI/WBCSD Greenhouse Gas Protocol (revised edition 2004).

In particular, the following rules apply:

- Emissions from procurement (categories 3.1 and 3.2) were calculated using emission factors per product group (secondary data from a spend-based input-output model). Data concerning procurement for subsidiaries not currently consolidated is not included. Around 80 percent of these two categories is covered.
- The financed emissions in PostFinance’s own investment portfolio relate exclusively to the corporate bonds for which data is available in the bank’s own investment portfolio, which corresponds to 89.0 percent of the corporate bonds and 44.2 percent of the entire own investment portfolio. Only the Scope 1 and Scope 2 emissions of all material greenhouse gases of the invested counterparties are considered. Financed emissions are dependent on various factors, and fluctuations are therefore expected in the future. For the other asset classes in its own investment portfolio, PostFinance does not yet calculate emission values either because no standardized calculation methods are available (in particular for mortgage bonds and public-sector entities), because structured CO₂ data is not yet available (in the case of borrower’s note loans to companies), or because the investment volume is very low and is therefore not material (in particular in the case of government bonds and investments in listed or unlisted companies). Further information can be found in the PostFinance Sustainability Report 2024.
- Scope 3 categories 3.9, 3.10 and 3.14 are not relevant to Swiss Post and are not calculated.
- With the exception of district heating and electricity, the factors taken from DEFRA (2021) are used for greenhouse gas performance. The factors for district heating are taken from treeze (2017) and for electricity from stromkennzeichnung.ch (2024 Electricity Mix), Intep 2022, Our World in Data (OWID) 2024 and Association of Issuing Bodies (AIB) 2024. For renewable electricity and eco-electricity, zero was assumed for the Scope 2 share (no direct emissions are generated by the production of renewable electricity and eco-electricity) and the same value was used for the Scope 3 share as for the supply mix, as the Scope 3 share in Switzerland comes mainly from renewable electricity.
- Air pollutant emissions (nitrogen oxides (NOx) sulfur oxides (SOx), non-methane volatile organic compounds (NMVOC), chlorofluorocarbons and particulate matter (PM10) are derived from the energy data.

External assurance

For the year under review 2024, limited assurance will be provided for all non-financial topics – together with PostFinance. Deloitte has been mandated to audit the Sustainability report.

Global Reporting Initiative Index

Swiss Post, headquartered in Bern (Switzerland), documents its sustainability performance for the year 2024 in accordance with the standards of the Global Reporting Initiative (GRI). Sustainability means ensuring an appropriate balance between economic success, environmental action and social responsibility. The GRI sets out internationally recognized standards for sustainability reporting, helping to foster transparency and comparability.

In the GRI Index below, the numbers listed in the columns SDG, UNGC, CO 964 and TCFD refer to the following issues:

Explanation of the GRI table			
Sustainable Development Goals (SDG)	United Nation Global Compact (UNGC) Principles	Swiss Code of Obligations (CO) 964, Art. 964a–c and 964j	Task Force on Climate-related Financial Disclosures (TCFD)
3 = Good health and well-being	1 = Businesses should support and respect the protection of internationally proclaimed human rights.	1 = Environmental matters, particularly CO ₂ targets	1 = Governance
7 = Affordable and clean energy	2 = Businesses should make sure that they are not complicit in human rights abuses.	2 = Social issues	2 = Strategy
8 = Decent work and economic growth	3 = Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	3 = Employee-related matters	3 = Risk management
9 = Industry, innovation and infrastructure	4 = Businesses should support the elimination of all forms of forced and compulsory labour.	4 = Respect for human rights	4 = Key figures and targets
11 = Sustainable cities and communities	5 = Businesses should support the effective abolition of child labour.	5 = Anti-corruption measures	
12 = Responsible consumption and production	6 = Businesses should support the elimination of discrimination in respect of employment and occupation.	6 = Due diligence and transparency in relation to minerals and metals from conflict-affected areas and child labour ¹	
	7 = Businesses should support a precautionary approach to environmental challenges.		
	8 = Businesses should undertake initiatives to promote greater environmental responsibility.		
	9 = Businesses should encourage the development and diffusion of environmentally friendly technologies.		
	10 = Businesses should work against corruption in all its forms, including extortion and bribery.		

The following abbreviations are used:

FR = Financial Report

SR = Sustainability Report

¹ Swiss Post does not place in free circulation or process conflict materials or metals in Switzerland (art. 964j, para. 1, item 1 CO). As a result, due diligence and reporting obligations on conflict minerals and metals do not apply to Swiss Post.



Global Reporting Initiative Index

GRI indicator	Reference Page (report)	Omissions, reasons for omission and required explanations	SDG (no.)	UNGC principle (no.)	CO 964	TCFD
GRI 2: General Disclosures 2021						
2-1	Organizational details	3, 11, 103 (SR); 15 (FR)				1
2-2	Entities included in the organization's sustainability reporting	3, 94-97 (SR)				1
2-3	Reporting period, frequency and contact point	3, 94-97, 103 (SR)				1
2-4	Restatements of information	94-97, 103 (SR)				4
2-5	External assurance	90-93, 94-97 (SR)				1
2-6	Activities, value chain and other business relationships	11 (SR); 10-14 (FR)			4	1
2-7	Employees	87 (SR)				
2-8	Workers who are not employees	Data not available centrally.	8	6	4	1
2-9	Governance structure and composition	18-19 (SR); 65-69 (FR)	8			
2-10	Nomination and selection of the highest governance body	19 (SR); 69-72 (FR)			5	1
2-11	Chair of the highest governance body	19, 81 (SR); 71 (FR)				1
2-12	Role of the highest governance body in overseeing the management of impacts	18-19, 25 (SR); 69-71 (FR)				1
2-13	Delegation of responsibility for managing impacts	18, 20 (SR); 69-70 (FR)				1
2-14	Role of the highest governance body insustainability reporting	19 (SR)				1
2-15	Conflicts of interest	65 (FR)			5	
2-16	Communication of critical concerns	59 (FR)				
2-17	Collective knowledge of highest governance body	65 (FR)				1
2-18	Evaluation of the performance of the highest governance body	71-72 (FR)				
2-19	Remuneration policies	19, 81 (SR); 77-81 (FR)	8			1
2-20	Process to determine remuneration	77-78 (FR)				
2-21	Annual total compensation ratio	88 (SR)				
2-22	Statement on sustainable development strategy	14-15 (SR)	9	8		1
2-23	Policy commitments	23, 25 (SR)	9	8		
2-24	Embedding policy commitments	23, 25 (SR)	3	6	2	
2-25	Processes to remediate negative impacts	23, 25 (SR)	8	1	5	1
2-26	Mechanisms for seeking advice and raising concerns	23 (SR)	8	1	5	1
2-27	Compliance with laws and regulations	22 (SR)			5	
2-28	Membership associations	23, 79 (SR)	9	8	2	
2-29	Approach to stakeholder engagement	78 (SR)	9	8		
2-30	Collective bargaining agreements	50, 66 (SR)	8	3	3	
GRI 3: Material Topics 2021						
3-1	Process to determine material topics	13 (SR)				2
3-2	List of material topics	12 (SR)				2
GRI 201: Economic Performance 2016						
201-1	Direct economic value generated and distributed	89 (SR)	8			
201-2	Financial implications and other risks and opportunities due to climate change	21, 29 (SR)	9	7	1	3
201-3	Defined benefit plan obligations and other retirement plans	112-113 (FR)	8		3	
201-4	Financial assistance received from government	102 (FR)				2

Global Reporting Initiative Index

GRI indicator	Reference Page (report)	Omissions, reasons for omission and required explanations	SDG (no.)	UNGC principle (no.)	CO 964	TCFD
GRI 202: Market Presence 2016						
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Not relevant at Group level. 5 Cantons have defined a minimum wage.	8	6	3	
202-2	Proportion of senior management hired from the local community		8	6	3	
GRI 203: Indirect Economic Impacts 2016						
203-1	Infrastructure investments and services supported		9	8	2	
203-2	Significant indirect economic impacts		11		2	
GRI 204: Procurement Practices 2016						
204-1	Proportion of spending on local suppliers		8, 11		2	
GRI 205: Anti-corruption 2016						
205-1	Operations assessed for risks related to corruption				5	
205-2	Communication and training about anti-corruption policies and procedures				5	
205-3	Confirmed incidents of corruption and actions taken				5	
GRI 206: Anti-competitive Behavior 2016						
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices			10	5	
GRI 301: Materials 2016						
301-1	Materials used by weight or volume	Data not available centrally, relevance for central collection will be assessed in 2025	12	8	1	
301-2	Recycled input materials used		12	8	1	
301-3	Reclaimed products and their packaging materials		12	8	1	
GRI 302: Energy 2016						
302-1	Energy consumption within the organization		7	8	1	4
302-2	Energy consumption outside of the organization		7		1	4
302-3	Energy intensity		7		1	4
302-4	Reduction of energy consumption		7		1	4
302-5	Reductions in energy requirements of products and services		7		1	4
GRI 303: Water and Effluents 2018						
303-1	Interactions with water as a shared resource		12	8	1	
303-2	Management of water discharge-related impacts		12	8	1	
303-3	Water withdrawal	Data not available centrally. Materiality will be reviewed again in 2025.	12	8	1	
303-4	Water discharge		12	8	1	
303-5	Water consumption		12	8	1	
GRI 304: Biodiversity 2016						
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		11		1	
304-2	Significant impacts of activities, products, and services on biodiversity		11	8	1	
304-3	Habitats protected or restored		11		1	
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations		11		1	



Global Reporting Initiative Index

GRI indicator	Reference Page (report)	Omissions, reasons for omission and required explanations	SDG (no.)	UNGC principle (no.)	CO 964	TCFD
GRI 305: Emissions 2016	28, 82 (SR)		7	8	1	4
305-1 Direct (Scope 1) GHG emissions	82 (SR)		7		1	4
305-2 Energy indirect (Scope 2) GHG emissions	82 (SR)		7		1	4
305-3 Other indirect (Scope 3) GHG emissions	82 (SR)		7		1	4
305-4 GHG emissions intensity	83 (SR)		7		1	4
305-5 Reduction of GHG emissions	28–29 (SR)		7		1	4
305-6 Emissions of ozone-depleting substances	84 (SR)		7		1	4
305-7 Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	35, 84 (SR)		7		1	4
GRI 306: Waste 2020	34 (SR)		12	8	1	
306-1 Waste generation and significant waste-related impacts	34 (SR)		12	8	1	
306-2 Management of significant waste-related impacts	34 (SR)		12	8	1	
306-3 Waste generated		Data not available centrally. Materiality will be reviewed again in 2025.	12	8	1	
306-4 Waste diverted from disposal			12	8	1	
306-5 Waste directed to disposal			12	8	1	
GRI 308: Supplier Environmental Assessment 2016	70 (SR)		8	8	1	4
308-1 New suppliers that were screened using environmental criteria	–		8	8	1	
308-2 Negative environmental impacts in the supply chain and actions taken	70 (SR)		8	8	1	
GRI 401: Employment 2016	50, 70 (SR)		8	6	3	
401-1 New employee hires and employee turnover	53, 86 (SR)		8	6	3	
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	66 (SR)		8	6	3	
401-3 Parental leave	86 (SR)		8	6	3	
GRI 402: Labor/Management Relations 2016	65 (SR)		8	6	3	
402-1 Minimum notice periods regarding operational changes	65 (SR)					
GRI 403: Occupational Health and Safety 2018			3	1	3	
403-1 Occupational health and safety management system	55, 58 (SR)		3	1	3	
403-2 Hazard identification, risk assessment, and incident investigation	55, 58 (SR)		3	1	3	
403-3 Occupational health services			3	1	3	
403-4 Worker participation, consultation, and communication on occupational health and safety	55, 57 (SR)		3	1	3	
403-5 Worker training on occupational health and safety	56, 58 (SR)		3	1	3	
403-6 Promotion of worker health	55, 57 (SR)		3	1	3	
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	55 (SR)		3	1	3	
403-8 Workers covered by an occupational health and safety management system	55, 58 (SR)		3	1	3	
403-9 Work-related injuries	55, 87 (SR)		3	1	3	
403-10 Work-related ill health	87 (SR)		3	1	3	
GRI 404: Training and Education 2016	61 (SR)		3		3	
404-1 Average hours of training per year per employee	–	Data not fully available centrally.	3		3	
404-2 Programs for upgrading employee skills and transition assistance programs	62 (SR)		3		3	
404-3 Percentage of employees receiving regular performance and career development reviews	64 (SR)		3		3	

Global Reporting Initiative Index

GRI indicator	Reference Page (report)	Omissions, reasons for omission and required explanations	SDG (no.)	UNGC principle (no.)	CO 964	TCFD
GRI 405: Diversity and Equal Opportunity 2016	58 (SR)		8	6	2	
405-1 Diversity of governance bodies and employees	59, 81 (SR)		8	6	2	
405-2 Ratio of basic salary and remuneration of women to men	60, 88 (SR)		8	6	2	
GRI 406: Non-discrimination 2016	61 (SR)		8	6	2	
406-1 Incidents of discrimination and corrective actions taken	61 (SR)		8	6	2	
GRI 407: Freedom of Association and Collective Bargaining 2016	65 (SR)		8	3	3	
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	65, 70 (SR)		8	3	3	
GRI 408: Child Labor 2016	25 (SR)		8	5	4	
408-1 Operations and suppliers at significant risk for incidents of child labor	25, 70 (SR)	Based on the location of our operations, this only applies to our suppliers.	8	5	4	
GRI 409: Forced or Compulsory Labor 2016	25 (SR)		8	4	4	
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	25 (SR)	Based on the location of our operations, this only applies to our suppliers.	8	4	4	
GRI 414: Supplier Social Assessment 2016	70 (SR)		12	1	2	
414-1 New suppliers that were screened using social criteria	70 (SR)		12	1	2	
414-2 Negative social impacts in the supply chain and actions taken	70 (SR)		12	1	2	
GRI 415: Public Policy 2016	79 (SR)		11		5	
415-1 Political contributions	79 (SR)		11		5	
GRI 416: Customer Health and Safety 2016	42 (SR)		12	1	2	3
416-1 Assessment of the health and safety impacts of product and service categories	–	Data not available centrally.	12	1	2	
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	42 (SR)		12	1	2	
GRI 418: Customer Privacy 2016	23 (SR)					
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	24 (SR)		12	13	2	



Reporting

Document structure

The Swiss Post annual reporting documents 2024 consist of:

- Swiss Post Ltd:
 - Annual Report 2024
 - Financial Report 2024 (management report, corporate governance, annual financial statements for the Group, Swiss Post Ltd and PostFinance Ltd)
 - Sustainability Report 2024
- PostFinance Ltd:
 - Annual Report 2024
 - Sustainability Report 2024
 - Capital adequacy disclosure on grounds of systemic importance as at 31 December 2024
 - Capital adequacy disclosure as at 31 December 2024

These documents can be consulted electronically in the online version of the Annual Report at [→ annualreport.swisspost.ch/downloads](https://annualreport.swisspost.ch/downloads) and at [→ postfinance.ch/reporting](https://postfinance.ch/reporting)

Languages

The Swiss Post Annual Report, Financial Report and Sustainability Report are available in English, German, French and Italian. The German version is authoritative.

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