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Sustainability Report glossary
2024





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Swiss Post places great value on transparency towards its stakeholders. To support external reporting – in particular the Sustainability Report 2024 – Swiss Post is providing this glossary to clarify key terms and help establish a common understanding of them. The definitions it contains reflect current perspectives. Swiss Post is committed to refining these definitions continually as this understanding evolves.

The structure of this glossary follows the structure of the section on key figures and the individual tables of key figures in the [→ Sustainability Report 2024 \(PDF\)](#). Some data points that are not included in the key figures are classified thematically.



Governance

Corporate governance

Diversity on the Board of Directors and in Executive Management

Categories of members of the Board of Directors

- Executive members
- Non-executive members
- Independent members: Non-executive members of the Board of Directors are deemed to be independent if they have never served as a member of the Executive Board or served as a member more than three years ago, who have never served as lead auditor of the external auditors or served as lead auditor more than two years ago, and who have no business relationships or only relatively minor business relationships with the company.
- Employee representatives

Executive Management and Board of Directors

Gender: Describes the gender identity of the members of the Board of Directors and Executive Management, recorded as female and male.

- Female (405-1): Share of female members on the Board of Directors and in Executive Management.
- Male (405-1): Share of male members on the Board of Directors and in Executive Management.

Age:

- Under the age of 30 (405-1): Share of members under the age of 30 on the Board of Directors (BoD) and in Executive Management (EM).
- Between 30 and 49 (405-1): Share of members between 30 and 49 on the BoD and in EM.
- Over the age of 50 (405-1): Share of members over the age of 50 on the BoD and in EM.

Nationality: Nationality is the legal affiliation of a person to a particular country. As a rule, nationality determines an individual's rights and obligations under the laws of that country. If there is another nationality in addition to Swiss, the Swiss nationality is stated. In the event of multiple foreign nationalities, the EM or BoD member stipulates which of them is stated.

- Switzerland (202-2): Share of Swiss nationals on the Board of Directors and in Executive Management.
- EU (202-2): Share of EU nationals on the Board of Directors and in Executive Management.

Business ethics, integrity and compliance

Fair competition and anti-corruption

Investigations by the Competition Commission: In this report, the term "investigation by the Competition Commission" refers exclusively to proceedings pursuant to Art. 27 CartA, in which a behaviour is examined for its compliance with the material norms of the Cartel Act (within the meaning of Art. 5 CartA and Art. 7 CartA).

Data protection

Reports to data subjects or the supervisory authority (Federal Data Protection and Information Commissioner, FDPIC): Reporting of suspected data breaches to data subjects and/or to the FDPIC within the meaning of Art. 24 of the Federal Act on Data Protection (or processing of such reports by data subjects or the FDPIC).



Data protection requests received: Total of all requests for access, requests for restriction and requests for erasure received by Swiss Post Ltd and its strategic subsidiaries.

Request for access: Request by a natural person for access to all personal data concerning him or her that is processed by Swiss Post.

Request for restriction: Request by a natural person for restriction of processing of all personal data concerning him or her at Swiss Post.

Request for erasure: Request by a natural person for the erasure of all personal data concerning him or her at Swiss Post.

Training courses conducted in the area of data protection: Number of Swiss Post employees who have been assigned an e-learning course on data protection.

Completion rate: Number of Swiss Post employees who have successfully completed an assigned e-learning course on data protection.

Accessibility

Physical access points:

- **Self-operated branches:** Branches operated by Post CH Network Ltd.
- **Branches with partners:** Companies with locations open to the public (e.g. village shops, restaurants, bakeries, municipal administrations, tourist offices) that handle postal services on behalf of Post CH Network Ltd.
- **Stops owned by Swiss Post:** Bus stops owned by Post Real Estate Ltd.

Environment

Climate

Scope 1 emissions (305-1): Scope 1 emissions are direct emissions from Swiss Post's own sources or those controlled by it, such as emissions from the combustion of fuels in Swiss Post's own vehicles.

Scope 2 emissions (305-2): Scope 2 emissions are indirect emissions resulting from the generation of electricity or heating purchased by Swiss Post. Determination of these values can be location-based or market-based.

- **Scope 2 emissions – location-based (305-2):** Location-based Scope 2 emissions are indirect emissions resulting from the generation of electricity or heating purchased by Swiss Post. Emissions are calculated on the basis of the emissions intensity of the local grid area from which the electricity is purchased.
- **Scope 2 emissions – market-based (305-2):** Market-based Scope 2 emissions are indirect emissions resulting from the generation of electricity or heating purchased by Swiss Post. Emissions are calculated on the basis of the electricity and heating purchased by Swiss Post. Purchased electricity that is not renewable is covered by electricity from renewable sources (by means of guarantees of origin).



Scope 1 and 2 emissions (305-2): Total emissions from own operations, equivalent to the sum of market-based emissions from Scope 1 and Scope 2. Can also be calculated by determining the sum of passenger transport, goods transport with own trucks, goods transport with own vehicles up to 3.5 t, heat generation, vehicle leasing to third parties and other as per the 6 following indicators.

- **Passenger transport (PostBus) (305-1):** Includes emissions from own operations produced by passenger transport at PostBus. The refrigerant requirement in buses is included.
- **Goods transport with own trucks (305-1):** Includes emissions from own operations produced by goods transport processes at Logistics Services (own trucks). Industrial vehicles on company premises are excluded.
- **Goods transport with own vehicles up to 3.5 t (305-1):** Includes emissions from own operations produced by goods transport processes at Logistics Services (own vehicles up to 3.5 t). Industrial vehicles on company premises are excluded.
- **Heat generation (305-1):** Includes emissions from own operations produced by heating of own buildings.
- **Vehicle leasing to third parties (305-1):** Includes emissions from the company's own operations produced by its own fleet of vehicles. These vehicles are used by third parties in the operating leasing model.
- **Other (305-1):** Includes the following emissions from own operations: cooling systems in properties, industrial vehicles, non-assignable goods transport, the company's own business vehicles and electricity consumption in buildings of subsidiaries recorded retroactively.

Scope 3 emissions (305-2): Scope 3 emissions as per GHG Protocol. Includes all other indirect emissions not included in Scopes 1 or 2 that occur in the Swiss Post value chain. The emissions are divided into 15 categories. Categories 3.1 to 3.8 are upstream emissions and categories 3.9 to 3.15 are downstream emissions.

- **Purchased goods and services (Scope 3.1) (305-3):** Scope 3, category 1 as per GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard 2011
- **Capital goods (Scope 3.2) (305-3):** Scope 3, category 2 as per GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard 2011
- **Fuel and energy-related activities (Scope 3.3) (305-3):** Scope 3, category 3 as per GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard 2011
- **Upstream transportation and distribution (Scope 3.4) (305-3):** Scope 3, category 4 as per GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard 2011
- **Waste (Scope 3.5) (305-3):** Scope 3, category 5 as per GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard 2011
- **Business travel (Scope 3.6) (305-3):** Scope 3, category 6 as per GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard 2011
- **Employee commuting (Scope 3.7) (305-3):** Scope 3, category 7 as per GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard 2011
- **Upstream leased assets (Scope 3.8) (305-3):** Scope 3, category 8 as per GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard 2011
- **Use of sold products (Scope 3.11) (305-3):** Scope 3, category 11 as per GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard 2011
- **End-of-life treatment of sold products (Scope 3.12) (305-3):** Scope 3, category 12 as per GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard 2011
- **Downstream leased assets (Scope 3.13) (305-3):** Scope 3, category 13 as per GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard 2011
- **Investments (Scope 3.15) (305-3):** Scope 3, category 15 as per GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard 2011

CO₂ offsets (305-1): Compensated CO₂ emissions for "pro clima" shipping. Includes greenhouse gas emissions from all transport processes for letters, parcels and press products in Switzerland and abroad.



Emission reductions sold (KliK Foundation) (305-1): Number of CO₂ reduction certificates (in tonnes of CO₂) sold by Swiss Post to the KliK Foundation. These certificates are issued by the Confederation for verified emission reductions. The KliK Foundation is mandated under the CO₂ Act to offset parts of the carbon emissions generated by the Swiss transport sector.

Intensity of operating revenue in relation to Scope 1 emissions (305-4): Scope 1 emissions divided by Swiss Post Group's total operating revenue.

Intensity of operating revenue in relation to Scope 2 emissions (305-4): Market-based Scope 2 emissions divided by Swiss Post Group's total operating revenue.

Intensity of operating revenue in relation to Scope 3 emissions (305-4): Scope 3 emissions divided by Swiss Post Group's total operating revenue.

Reduction in GHG emissions (in relation to 2021 base year) – Scopes 1,2: Percentage GHG emission reduction compared to the base year 2021 to be achieved in Scope 1 and Scope 2 by 2030 and 2040 respectively in order to meet the SBTi targets.

Reduction in GHG emissions (in relation to 2021 base year) – Scope 3 for emissions from use of sold products: Percentage GHG emission reduction compared to the base year 2021 to be achieved in Scope 3 for emissions from use of sold products by 2030 and 2040 respectively in order to meet the SBTi targets.

Reduction in GHG emissions (in relation to 2021 base year) - Scope 3 other: Percentage GHG emission reduction compared to the base year 2021 to be achieved in Scope 3 other by 2030 and 2040 respectively in order to meet the SBTi targets.

Financial resources used to achieve net zero targets – additional costs: Additional costs refer to the additional financial expenditures incurred by Swiss Post as a result of implementation of the "On track for net zero" strategic ambition. These additional costs represent the difference between a traditional approach based on fossil fuels and a low-emission strategy. The key figure includes both procurement and maintenance services (e.g. for vehicles).

Allocation of operating revenue

Operating revenue used or not used for the calculation of greenhouse gas intensity: Operating revenue as per IFRS (or as per Financial Report).

Allocation of operating revenue – transport: Operating revenue of the Logistics Services, Mobility Services and PostalNetwork segments.

Allocation of operating revenue – software and IT services: Operating revenue of the Communication Services segment.

Allocation of operating revenue – banking: Operating revenue of the PostFinance segment.

Allocation of operating revenue – real estate and services: Operating revenue of the Functions and Management segment.

Allocation of operating revenue – gas: Revenue from gas sold to third parties excluding AdBlue.

Allocation of operating revenue – diesel: Revenue from diesel sold to third parties.



Energy

Energy consumption within the organization (GRI 302-1): Energy requirements within Swiss Post Group. Includes requirements for combustibles, fuels and electricity.

Energy consumption from renewable sources (GRI 302-1): Energy requirements from energies that naturally occur continuously or in cycles, either for the provision of usable energy or directly as end-use energy. Renewable energies include electricity from hydroelectric power, wind or sun, ambient heat and biological energy sources such as biofuels, biogas and wood.

Combustible consumption (GRI 302-1): Requirements for energy sources used for the generation of space heating. Includes ambient heat (e.g. heat pumps). The electricity used for space heating is listed separately under electricity requirements.

Combustible consumption from renewable sources (GRI 302-1): Requirements for combustibles from a renewable source.

Fuel consumption (GRI 302-1): Requirements for energy sources used for the operation of vehicles. The electricity used for electromobility is listed separately under electricity requirements.

Fuel consumption from renewable sources (GRI 302-1): Requirements for fuels from a renewable source.

Electricity consumption (GRI 302-1): Electricity requirements of Swiss Post Group. Includes electricity requirements for heating, electromobility and electricity requirements for buildings/equipment/sorting.

Electricity consumption for heating (GRI 302-1): Electricity requirements of Swiss Post Group, used for heat generation in buildings.

Electricity consumption for electromobility (GRI 302-1): Electricity requirements of Swiss Post Group, used to operate the electric vehicle fleet.

Electricity consumption for buildings/equipment/sorting (GRI 302-1): Electricity requirements of Swiss Post Group, used to operate equipment in buildings, for example for lighting or sorting machines in letter and parcel centers.

Electricity consumption for heating from renewable sources (GRI 302-1): Electricity generated from a renewable source.

Energy consumption outside the organization (GRI 302-2): Energy requirements that are indirectly related to Swiss Post Group but are outside its direct control. For example, energy requirements for commuter mobility.

Energy consumption within and outside the organization: Total energy requirements within and outside Swiss Post Group.

Solar electricity from own production: Solar electricity generated using the photovoltaic systems operated by Swiss Post (excluding subsidiaries). Includes electricity production from feed-in remuneration at cost and non-feed-in remuneration at cost PV systems.

Share of in-house production in electricity consumption: Share of solar electricity from in-house production in relation to Swiss Post's total electricity consumption.

Installed capacity of in-house PV systems: Maximum effective electrical capacity of Swiss Post's photovoltaic systems (excluding subsidiaries) under standard conditions. Capacity is measured in megawatt-peak.



Energy intensity of operating revenue in relation to energy consumption within the organization (GRI 302-3): Energy requirements within the organization divided by total operating revenue of Swiss Post Group.

Energy intensity of operating revenue in relation to energy consumption within and outside the organization (GRI 302-3) Total energy requirements within and outside the organization divided by total operating revenue of Swiss Post Group.

Noise, air and light emissions

Chlorofluorocarbons (GRI 305-6): CFCs are synthetic compounds of carbon, chlorine and fluorine. They cause damage to the ozone layer and were previously used in refrigerators, air conditioners and aerosols. Derived using ODP factors (ozone depletion potential).

Nitrogen oxides (NOx) (GRI 305-7): Nitrogen oxides (NOx) are produced during combustion, e.g. in cars, power plants and factories. They cause air pollution, smog, acid rain and damage to respiratory health. Derived from vehicle energy data and emission classes using emission factors.

Sulfur oxides (SOx) (GRI 305-7): Sulfur oxides (SOx), in particular sulfur dioxide (SO₂), are produced by the combustion of fuels containing sulfur, such as coal or oil. They cause acid rain and respiratory problems. Derived from vehicle energy data and emission classes using emission factors.

Non-methane volatile organic compounds (NMVOC) (GRI 305-7): NMVOCs are organic compounds (except methane) that evaporate easily, e.g. from vehicle exhausts, paints and solvents. Derived from vehicle energy data and emission classes using emission factors.

Particulate matter (PM10) (GRI 305-7): PM10 particulate matter is made up of fine particles in the air with a diameter of 10 micrometres or smaller. Derived from vehicle energy data and emission classes using emission factors.

Customers

Customer centricity and relevance for customers

Major customers: Companies or institutions with high volumes of business that receive tailored services, individual support and often specific contractual conditions. This customer group mainly comprises customers from the Logistics Services and PostFinance units, including large corporations, public institutions and organizations with complex financial and service requirements. Allocation to the major customer segment generally depends on annual revenue at Logistics Services and on the number of transactions at PostFinance.

Small and medium-sized enterprises (SMEs): Companies categorized as small or medium-sized according to national or international criteria. These enterprises are characterized by a limited number of employees, a specific level of revenue or a particular level of total assets. SMEs are often growth-oriented and require both flexible and scalable solutions for their business needs.

Private customers: Individuals who use products and services for personal or private purposes. This customer group comprises a wide range of households with differing financial and individual needs, who benefit from standardized and personalized products and services.



Cybersecurity and digital ethics

Successful data theft through hacking or malware attacks: Successful data theft through hacking or malware attacks refers to the unauthorized and targeted theft of data from IT systems or networks through the use of malicious programs (malware) or the exploitation of security vulnerabilities (hacking). The aim of such attacks is to gain access to sensitive, business-critical or personal information in order to use it for example for financial gain, espionage, blackmail or other illegal activities. An attack is considered successful if the attackers succeed in gaining access to data and extracting or manipulating it.

Employees

Corporate culture and responsible leadership

Employee survey: The employee survey is a voluntary full survey of employees. This is an anonymous annual survey that serves as a tool for recording the opinions, perspectives and experiences of employees. Respondent's answers are analysed on a scale from 0 to 100, where 100 indicates full agreement and 0 indicates complete disagreement.

The main criteria for participation are:

- All employees with an employment level of at least 20 percent (Swiss Post CEC, Swiss Code of Obligations) are eligible to participate.
- Externally employed individuals are not surveyed.
- Long-term absentees due to illness or accident are excluded from the survey (absent for >90 days in a single period); women on maternity leave or extended maternity leave are invited to take part in the survey.

Sections in the employee survey:

My work: This index comprises six questions on work resources, scope for decision-making, time management, work-life balance, meaningfulness of work and individual development opportunities in the workplace.

My team: This index assesses team dynamics on the basis of five questions on mutual support, mutual respect, open feedback, contribution of ideas, and suggestions and work processes.

My direct manager: This index comprises eight questions on quality of leadership, including appreciative behaviour, trust, supportive feedback, clear orientation, willingness to change, taking responsibility and allowing scope for action.

Our corporate culture: Five questions covering aspects such approach to mistakes, courage to change, cross-unit collaboration, customer focus, and open and clear communication.

My commitment: This index uses three questions to measure employees' personal commitment to Swiss Post on the basis of enjoyment of their work, pride in their employer and willingness to recommend to others.



Recruitment and retention of employees

Headcount

Headcount (GRI 2-7): Headcount in full-time equivalents of all employees in an employment relationship with Swiss Post (including monthly and hourly wage earners).

Headcount (excluding apprentices) (GRI 2-7): Headcount in full-time equivalents of all employees in an employment relationship with Swiss Post (including monthly and hourly wage earners), excluding apprentices.

- **Switzerland (GRI 2-7):** of which with workplace in Switzerland.
- **Abroad (GRI 2-7):** of which with workplace outside Switzerland.

Apprentices in Switzerland (GRI 2-7): Headcount / number of people in an employment relationship in the form of a training contract with Swiss Post (apprentices).

Jobs in peripheral regions (GRI 2-7): Number of people in an employment relationship with Swiss Post who work in a peripheral municipality. The definition of rural municipalities is based on the SECO Ordinance on Regional Policy: www.fedlex.admin.ch/eli/cc/2007/885/de (Article 1: Local purview).

Recruitment

Job vacancies: Total number of positions advertised externally and internally.

Applications: Total number of external and internal applications received.

Newly recruited employees

New employee hires (GRI 401-1): Total number of new Swiss Post hires (excluding internal unit transfers)

- **Female (GRI 401-1):** Total number of new Swiss Post hires of women (excluding internal unit transfers)
 - Under 30 years old (GRI 401-1): of which share of women under 30 years old.
 - 30–49 years old (GRI 401-1): of which share of women 30–49 years old.
 - Over 50 years old (GRI 401-1): of which share of women over 50 years old.
- **Male (GRI 401-1):** Total number of new Swiss Post hires of men
 - Under 30 years old (GRI 401-1): of which share of men under 30 years old.
 - 30–49 years old (GRI 401-1): of which share of men 30–49 years old.
 - Over 50 years old (GRI 401-1): of which share of men over 50 years old.



Turnover

Turnover (GRI 401-1): Total number of departures from Swiss Post. Total turnover is the total number of voluntary departures, expiring contracts, influenced departures, unit transfers and other departures (e.g. due to death).

- Female (GRI 401-1): Total number of departures of women from Swiss Post.
- Male (GRI 401-1): Total number of departures of men from Swiss Post.

Turnover rate (total) (GRI 401-1): Rate of all departures from Swiss Post. The total departure rate represents the share of departures in the total. The number of all departures is divided by the total (in percent).

- Voluntary turnover (GRI 401-1): Share of departures due to voluntary resignations of employees in the total
- Retirement (GRI 401-1): Share of departures due to retirements in the total.
- Expiring contracts (GRI 401-1): Share of departures due to expiring contracts in the total.
- Departure agreed (GRI 401-1): Share of departures due to agreed termination of employment in the total.
- Termination by employer (GRI 401-1): Share of departures due to termination by the employer in the total.
- Other departures GRI (401-1): Share of other departures in the total.
- Death (GRI 401-1): Share of departures due to death in the total.

Fluctuation rate – female (GRI 401-1): Rate of all departures of women from Swiss Post. The total departure rate represents the share of departures in the total. The number of all departures is divided by the total (in percent).

- Under 30 years old (401-1): Rate of all departures of women under 30 years old from Swiss Post.
- 30–49 years old (GRI 401-1): Rate of all departures of women 30–49 years old from Swiss Post.
- Over 50 years old (401-1): Rate of all departures of women over 50 years old from Swiss Post.

Fluctuation rate – male (GRI 401-1): Total departure rate for male employees

- Under 30 years old (401-1): Rate of all departures of men under 30 years old from Swiss Post.
- 30–49 years old (GRI 401-1): Rate of all departures of men 30–49 years old from Swiss Post.
- Over 50 years old (401-1): Rate of all departures of men over 50 years old from Swiss Post.

Parental leave

Employees (monthly salary) (401-3): Number of employees who took “maternity leave” or “parental leave for the other parent” in the last year.

Employee health, safety and well-being

Work-related injuries (GRI 403-9): Number of occupational accidents (with and without absences) per 100 full-time equivalents (FTE). This includes accidents that occur in the course of work. Accidents during work breaks and before and after work are considered occupational accidents, provided that the insured person was authorized to be at the workplace or in the hazardous area associated with their occupational activity (definition as per FOPH). In Switzerland, occupational accidents are governed by the Accident Insurance Act (AIA).

Number of fatalities as a result of work-related injury (GRI 403-9): Number of occupational accidents resulting in death. This includes accidents that occur in the course of work. Accidents during work breaks and before and after work are considered occupational accidents, provided that the insured person was authorized to be at the workplace or in the hazardous area associated with their occupational activity (definition as per FOPH.) In Switzerland, occupational accidents are governed by the Accident Insurance Act (AIA).



Days of absence for medical reasons (GRI 403-10): Average days of absence per full-time equivalent (FTE) (absences of up to 6 months for full-time employees as defined by the Swiss Federal Statistical Office).

Individual consultations (GRI 403-4): Number of individual consultations provided by the Social Counselling Service.

Collective consultations (GRI 403-4): Number of collective consultations (e. g. several people at the same time) provided by the Social Counselling Service.

Case Management reintegration rate: Share of completed cases with successful reintegration, i.e. a person returns to the work process (also with a lower level of employment within or outside Swiss Post).

Non-repayable contributions: Number of employees who have received a non-repayable contribution in accordance with the Swiss Post Personnel Fund regulations; annual external audit (T&R).

Loans: Number of loans approved and paid in accordance with the Swiss Post Personnel Fund regulations; annual external audit (T&R).

Diversity, equity and inclusion

Employees

Employees (excluding apprentices) (GRI 2-7): Number of people in an employment relationship with Swiss Post (excluding apprentices).

- Female (GRI 2-7): Share of women in an employment relationship with Swiss Post (excluding apprentices).
- Male (GRI 2-7): Share of men in an employment relationship (excluding apprentices).

Employment relationship

Full-time employees (GRI 2-7): Number of employees with a level of employment of 90 percent or more.

- Female (GRI 2-7): Share of female employees with a level of employment of 90 percent or more.
- Male (GRI 2-7): Share of male employees with a level of employment of 90 percent or more.

Part-time employees (GRI 2-7): Share of employees with a level of employment of less than 90 percent.

- Female (GRI 2-7): Share of female employees with a level of employment of less than 90 percent.
- Male (GRI 2-7): Share of male employees with a level of employment of less than 90 percent.
- In management positions: Share of management employees (Swiss Code of Obligations and leaders under the CEC) with a level of employment of less than 90 percent.

Permanent employees (GRI 2-7): Number of employees with a permanent employment contract.

- Female (GRI 2-7): Share of female employees with a permanent employment contract.
- Male (GRI 2-7): Share of male employees with a permanent employment contract.

Temporary employees (GRI 2-7): Number of employees with a fixed-term employment contract.

- Female (GRI 2-7): Share of female employees with a fixed-term employment contract.
- Male (GRI 2-7): Share of male employees with a fixed-term employment contract.



Non-guaranteed hours employees (GRI 2-7): Number of employees in a temporary employment relationship (hourly wage earners).

- Female (GRI 2-7): Share of female employees in a temporary employment relationship (hourly wage earners).
- Male (GRI 2-7): Share of male employees in a temporary employment relationship (hourly wage earners).

Diversity

Leadership pairs who share managerial responsibility: Number of pairs with shared leadership responsibility.

Women in senior management roles: Share of female employees in senior management, top management and Executive Management.

Women in middle/lower management roles: Share of female employees in middle management and leaders under the CEC.

Women in CO and leaders under CEC: Share of female employees in all management (leaders under the CEC, middle management, senior management, top management and Executive Management).

Communication language: The communication language is the language defined in the HR system for communication.

- Communication language German: Share of employees in the total workforce whose communication language is German.
- Communication language French: Share of employees in the total workforce whose communication language is French.
- Communication language Italian: Share of employees in the total workforce whose communication language is Italian.

Average age of the workforce: Average age of all Swiss Post employees (monthly and hourly wage).

Equal pay

In Switzerland, equality between women and men in the workplace is governed by the **Federal Act on Gender Equality (GEA)**, which among other things requires no discrimination with regard to remuneration for work of equal value.

An unexplained pay gap between women and men of ± 5 percent that cannot be explained by objective factors (e.g. differences in education, professional experience or scope of work) is considered **non-discriminatory**.

Pay differences that exceed this threshold of ± 5 percent must be examined and measures must be taken in response. Under the GEA, employers with more than 100 employees are obliged to carry out an equal pay analysis of this kind.

At Swiss Post, the calculation of equal pay by gender is undertaken at the level of the individual legal units with more than 100 employees. Each unit undergoes a separate analysis, which is audited by Mazars SA every two years.



Salary range

Salary range (annual total compensation ratio) (2-21): Ratio of the maximum salary (highest salary) of the highest-paid person to the average salary (total salary sum divided by the number of full-time equivalents). The maximum salary (highest salary) is made up of the base salary and the variable component of the year under review.

Change in salary range (annual total compensation ratio) (2-21): The ratio of the percentage increase in the maximum salary (highest salary) of the highest-paid person to the percentage increase in the average salary (total salary sum divided by the number of full-time equivalents). The maximum salary (highest salary) is made up of the base salary and the variable component of the year under review.

Employee training and development

Occupational groups: Number of occupations offered as apprenticeships at Swiss Post.

Trainees in Switzerland: Number of people in an employment relationship with Swiss Post with a training contract (apprentices).

Proportion of trainees: Number of apprentices in relation to the number of full-time equivalents.

Start of apprenticeship: Number of apprentices starting training at Swiss Post.

Final examinations passed: Share of apprentices who have successfully completed their apprenticeship in accordance with requirements.

Continued employment rate: Share of apprentices who continue to work at Swiss Post after completing their apprenticeship.

Off-the-job training: Total amounts approved for off-the-job training, from 500 francs. All off-the-job training involving Swiss Post (money or time) is recorded.

– **Cost sharing by Swiss Post:** of which cost sharing by Swiss Post.

Dialogue with employees and trade unions

Employment in accordance with Swiss Post CEC: Share of employees who have an employment relationship under a collective employment contract.

Swiss Post CEC minimum salary for region D: Lower limit of the salary range for the lowest function level in the lowest salary region.

Supply chain

Responsible procurement

Procurement volume from domestic suppliers (GRI 204-1): Procurement volume from suppliers with a Swiss invoice address.



Economic and social added value

Ensuring self-sustainability

Operating profit: Operating profit, or earnings before interest and taxes (EBIT), represents the result from Swiss Post's operating activities. The operating revenue and operating expenses taken into account in operating profit are directly related to the Swiss Post's operational service provision.

Economic value added: Economic value added in the logistics unit is calculated from adjusted operating profit (NOPAT) minus capital costs (cost of capital for logistics multiplied by average invested capital, or NOA). In the financial services market, economic value added is calculated from earnings before tax (EBT) in accordance with IFRS minus capital costs (cost of capital in the financial services market multiplied by the relevant average capital amount). The method for measuring economic value added has been agreed with the owner.

Degree of internal financing in investments: Share of investment expenditure financed from funds generated internally.

Public service

Customer access points: Branches, branches with partners, home service, My Post Service, My Post 24 terminals, letter boxes, business customer counters.

Accessibility within 20 minutes on foot or by public transport: Swiss Post must ensure that 90 percent of the permanent residential population of a canton can access a post office or postal agency on foot or by public transport within 20 minutes. Where Swiss Post offers a home service, the period is 30 minutes for the households concerned.

- **Postal services:** Acceptance, collection, sorting, transport and delivery of postal items
- **Payment transactions:** Cash inpayment, outpayment in cash

Domestic letter and parcel delivery quality: Under the Postal Services Act (PostA), Swiss Post must provide a high-quality universal postal service throughout Switzerland. The Postal Services Ordinance (PostO) stipulates that Swiss Post must provide a service for letters weighing up to 1 kilogram and parcels weighing up to 20 kilograms, with delivery of consignments on the working day following the day of posting or up to the third working day following the day of posting. The stipulated delivery times are as follows:

- Letters: 97 percent of consignments delivered on time
- Parcels: 95 percent of consignments delivered on time

Subscription newspaper delivery quality: The Postal Services Ordinance (PostO) stipulates that Swiss Post must provide at least one service for the transport and delivery of newspapers and magazines. Under the Postal Services Act (PostA), subscription daily newspapers must be delivered six days a week. Under the Postal Services Ordinance (PostO), Swiss Post is obliged to deliver at least 95 percent of the total volume of subscription daily newspapers in areas without early-morning delivery by 12.30 p.m. at the latest.



Publication details

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