



# 20 25

**Swiss Post makes it happen**

Glossary of sustainability indicators  
2025



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Swiss Post places great value on transparency towards its stakeholders. To support external reporting, it is providing this glossary to clarify key terms and help establish a shared 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 "Sustainability indicators" section in the Annual Report 2025 (from → page 80). Some data points that are not included in the table of indicators are classified thematically.

## Customers

### Customer satisfaction

ESRS S4-4 | Coverage of these key figures does not yet include the entire Group.

- **Overall satisfaction:** Customer satisfaction (CSAT) is indexed on a scale of 0 to 100 (interpretation of scores: 0–64 = dissatisfied, 65–79 = satisfied, 80–100 = very satisfied.) Overall satisfaction is made up of one third each from the level of satisfaction among private customers, small and medium-sized enterprises and major business customers.
- **Private customers:** Individuals who use products and services for 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.
- **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.
- **Major customers:** Companies or institutions with large business volumes that receive tailored services, individual support and often specific contractual conditions from Swiss Post. 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.

### Data protection

ESRS S4-4

- **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.

## Corporate management

### Diversity on the Board of Directors and in Executive Management

#### Categories of members of the Board of Directors

ESRS 2, GOV-1

- **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, or if they have never served as lead auditor of the external auditors or served as lead auditor more than two years ago, and if they have no business relationships or only relatively minor business relationships with the company.
- Executive Management and Board of Directors
- **Gender** GRI 405-1; ESRS 2, GOV-1: Describes the gender identity of the members of the Board of Directors and Executive Management, recorded as female or male.
  - **Female:** Share of female members on the Board of Directors and in Executive Management.
  - **Male:** Share of male members on the Board of Directors and in Executive Management.
- **Nationality** GRI 202-2; ESRS 2, GOV-1: 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 an EM or BoD member holds another nationality in addition to Swiss, the Swiss nationality is stated. If an EM or BoD member holds multiple foreign nationalities, they stipulate which of these is to be stated.
  - **Switzerland:** Share of Swiss nationals on the Board of Directors and in Executive Management.
  - **EU:** Share of EU nationals on the Board of Directors and in Executive Management.

## Society

### Social aspects in the supply chain

- **Procurement volume from domestic suppliers** GRI 204-1: Procurement volume from suppliers with a Swiss invoice address.
- **Number of reports from the supply chain:** This key figure includes all complaints submitted via the PostCourage reporting system and information from affected parties and participants in Swiss Post's supply chain. The key figure includes infringements of the Supplier Code of Conduct that can be reported under the main categories of human rights violations and environmental breaches. Reports are categorized according to supply chain topic and serve to ensure transparency and to monitor risks and incidents within the framework of sustainable corporate management.

### Public service

Switzerland-specific data points by definition

- **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:** 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.

## Employees

### Working environment and culture

#### Employee survey

ESRS S1-4 | Coverage of these key figures does not yet include the entire Group.

- 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. Respondents' 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.
- **Employees recommending Swiss Post as an employer (eNPS):** To calculate the Employee Net Promoter Score (eNPS), responses from the employee survey are divided into three groups: detractors, passive and promoters. Employees who give a low score for their willingness to recommend Swiss Post to others are categorized as detractors. Those who award a mid-range score are classed as passive. Employees who give a high score are designated as promoters. The eNPS is calculated by subtracting the proportion of detractors from the proportion of promoters. The scale ranges from -100 to +100.

#### Average headcount

GRI 2-7; ESRS S1-5

- **Group headcount (worldwide):** Headcount in full-time equivalents of all employees in an employment relationship with Swiss Post worldwide (including monthly and hourly wage earners, excluding apprentices). An estimate has been made to ensure complete data coverage.
- **Group headcount (worldwide):** Number of people in an employment relationship with Swiss Post worldwide (including monthly and hourly wage earners, excluding apprentices). An estimate has been made to ensure complete data coverage.
- **Headcount in Switzerland:** Headcount in full-time equivalents of all employees in an employment relationship with Swiss Post in Switzerland (including monthly and hourly wage earners, excluding apprentices).
- **Headcount in Switzerland:** Number of people in an employment relationship with Swiss Post in Switzerland (including monthly and hourly wage earners, excluding apprentices).
- **Headcount in peripheral regions (Switzerland):** Number of people in an employment relationship with Swiss Post who work in a peripheral municipality in Switzerland. The definition of rural municipalities is based on SECO's New Regional Policy:  
→ [www.fedlex.admin.ch/eli/cc/2007/885/de](http://www.fedlex.admin.ch/eli/cc/2007/885/de) (Article 1 Local purview).
- **Apprentices in Switzerland:** Headcount / number of people in an employment relationship in the form of a training contract with Swiss Post (apprentices).
- **Headcount abroad:** Headcount in full-time equivalents of all employees in an employment relationship with Swiss Post abroad (including monthly and hourly wage earners). An estimate has been made to ensure complete data coverage.
- **Headcount abroad:** Number of people in an employment relationship with Swiss Post abroad (including monthly and hourly wage earners). An estimate has been made to ensure complete data coverage.

## Staff 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). An estimate has been made to ensure complete data coverage.
- **Turnover rate (total)** GRI 401-1; ESRS S1-5: Rate of all departures from Swiss Post in percent. The turnover rate represents the share of all departures in the total headcount. The number of all departures is divided by the total headcount. An estimate has been made to ensure complete data coverage.
- **Voluntary turnover** GRI 401-1: Share of departures due to voluntary employee resignations in the total headcount

## Training and development

Switzerland-specific data points by definition

- **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.
- **Employees with DIALOGUE discussions** ESRS S1-12: Share of employees with whom a DIALOGUE discussion was conducted (structured, annual development discussion between employees and their leader).

## Collective employment contracts

Switzerland-specific data points by definition

- **Employment in accordance with Swiss Post CEC** ESRS S1-7: Share of employees who have an employment relationship under a collective employment contract.
- **Swiss Post CEC minimum salary for region D** ESRS S1-9: Lower limit of the salary range for the lowest function level in the lowest salary region.

## Health, occupational 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 in accordance with 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; ESRS S1-13: 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 in accordance with FOPH). In Switzerland, occupational accidents are governed by the Accident Insurance Act (AIA). The definition follows the national requirements of the country in question (departure from the ESRS definition).
- **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). The figures refer to Switzerland. The definition is in accordance with national requirements (departure from ESRS definitions).

## Diversity, equity and inclusion

### Diversity

GRI 2-7; ESRS S1-5

- **Group headcount (worldwide):** Number of people in an employment relationship with Swiss Post worldwide (including monthly and hourly wage earners, excluding apprentices). An estimate has been made to ensure complete data coverage.
  - Female GRI 2-7: Share of women in an employment relationship with Swiss Post.
  - Male GRI 2-7: Share of men in an employment relationship with Swiss Post
- **Permanent employees:** Number of employees with a permanent employment contract. An estimate has been made to ensure complete data coverage.
  - 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:** 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:** Number of employees in a temporary employment relationship (hourly wage earners). An estimate has been made to ensure complete data coverage.
- **Managers and leaders under CEC:** Number of employees across management, includes leaders under the CEC and Swiss Code of Obligations. Switzerland-specific data point by definition.
  - **Female managers and leaders under CEC** ESRS S1-8: Share of female managers and leaders under the CEC.
  - **FR-IT-RO-speaking managers and leaders under CEC:** Share of French-, Italian- and Romansh-speaking managers and leaders (communication language or native language).

### Equity

#### Equal pay

ESRS S1-5 | Switzerland-specific data points by definition

In Switzerland, equality between women and men in the workplace is governed by the **Federal Act on Gender Equality (GEA)**, which among other things prohibits discrimination with regard to remuneration for work of equal value.

A 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.

#### Inclusion

- **Employees with disabilities** ESRS S1-11: Share of employees with a disability. This includes both congenital and acquired mental, psychological, sensory and physical disabilities, whether permanent or temporary. Employees disclose their disabilities voluntarily. Disabilities are recorded if the information is relevant to an employee's ability to perform their job.

## Environment

### Climate

#### Greenhouse gas intensity of operating revenue

GRI 305-4

- **Intensity of operating revenue in relation to Scope 1 emissions:** Scope 1 emissions divided by Swiss Post Group's total operating revenue.
- **Intensity of operating revenue in relation to Scope 2 emissions:** Market-based Scope 2 emissions divided by Swiss Post Group's total operating revenue.
- **Intensity of operating revenue in relation to Scope 3 emissions:** Scope 3 emissions divided by Swiss Post Group's total operating revenue.

#### Reduction in greenhouse gas emissions in relation to the base year 2021

- **Scopes 1 and 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.
- **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.
- **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.

#### Greenhouse gas emissions (Scopes 1–3)

- **Scope 1 emissions** GRI 305-1; ESRS E1-8: 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** GRI 305-2; ESRS E1-8: 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- or market-based.
  - **Scope 2 emissions – location-based** GRI 305-2; ESRS E1-8: 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** GRI 305-2; ESRS E1-8: 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. Certificates of origin cover purchased electricity from renewable energy sources.
- **Scope 1 and 2 emissions** GRI 305-2; ESRS E1-8: 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 Postbuses (excluding refrigerants), own trucks, delivery vehicles, vehicle leasing to third parties, heat generation in buildings and the remainder.
  - **Postbuses (excluding refrigerants)** GRI 305-1; ESRS E1-8: Includes emissions from own operations produced by transporting PostBus passengers. Refrigerant requirements in buses are excluded.
  - **Own trucks** GRI 305-1; ESRS E1-8: Includes emissions from own operations produced by goods transport processes at Logistics Services (own trucks) Industrial vehicles on company premises are excluded.

- **Delivery vehicles** GRI 305-1; ESRS E1-8: Includes emissions from own operations produced by delivery vehicles for letters, parcels and goods (own vehicles up to 3.5 t) at Logistics Services. Industrial vehicles on company premises are excluded.
- **Vehicle leasing to third parties** GRI 305-1; ESRS E1-8: 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.
- **Heat generation** GRI 305-1; ESRS E1-8: Includes emissions from own operations produced when heating own buildings.
- **Remainder** GRI 305-1; ESRS E1-8: Includes emissions from refrigerants in properties and buses, industrial vehicles, own business vehicles and electricity consumption for properties without heat generation.
- **Scope 3 emissions** GRI 305-3; ESRS E1-8: 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. Scope 3 categories 3.5, 3.6, 3.9, 3.10, 3.12 and 3.14 are not relevant to Swiss Post.
- **Direct biogenic CO<sub>2</sub> emissions** ESRS E1-8: Includes direct emissions from combustion of fuels derived from biological and non-fossil sources, such as biodiesel.

## Offset greenhouse gas emissions outside the value chain

- **Retired CO<sub>2</sub> certificates** GRI 305-1; E1-9: Offset CO<sub>2</sub> emissions for "pro clima" shipping as per CO<sub>2</sub> certificates that were retired in the reporting period. Includes greenhouse gas emissions from all transport processes for letters, parcels and press products in Switzerland and abroad.
- **CO<sub>2</sub> certificates purchased during the reporting period and not yet retired** GRI 305-1; E1-9: Offset CO<sub>2</sub> emissions as per CO<sub>2</sub> certificates purchased during the reporting period but not yet retired.
- **Emission reductions sold (KliK Foundation)** GRI 305-1; E1-9: Number of CO<sub>2</sub> reduction certificates (in tonnes of CO<sub>2</sub>) 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 CO<sub>2</sub> Act to offset parts of the carbon emissions generated by the Swiss transport sector. The reporting period figure is a forecast value that will be confirmed during the following year based on the settlement process.
- **Financial resources used to achieve net zero targets – additional costs:** Additional costs refer to the additional financial expenditures incurred by Swiss Post in the 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).
- **Funding requirements:** Refers to the additional financing requirements with an impact on liquidity needed to implement climate measures (e.g. investments in low-emission technologies, infrastructure or efficiency programmes).
- **Effect on result:** Describes the change in operating profit as a result of climate measures. This takes into account both additional costs (e.g. depreciation, operating costs) and savings or additional income (e.g. lower energy or CO<sub>2</sub> costs).

## Energy

### Energy intensity of operating revenue

GRI 302-3

- **Energy intensity of operating revenue in relation to energy consumption within the organization:** 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:** Total energy requirements within and outside the organization divided by total operating revenue of Swiss Post Group.

### Energy consumption within and outside the organization

GRI 302-1; ESRS E1-7

- **Energy consumption within the organization:** Energy requirements within Swiss Post Group. Includes requirements for combustibles, fuels and electricity.
- **Energy consumption from renewable sources:** 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:** Requirements for energy sources used for the generation of space heating. Also includes ambient heat (e.g. heat pumps). The electricity used for space heating is listed separately under electricity requirements.
- **Combustible consumption from renewable sources:** Requirements for combustibles from a renewable source.
- **Fuel consumption:** 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:** Requirements for fuels from a renewable source.
- **Electricity consumption:** Electricity requirements of Swiss Post Group. Includes electricity requirements for heating, electromobility and buildings/equipment/sorting.
- **Electricity consumption for heating:** Electricity requirements of Swiss Post Group, used for heat generation in buildings.
- **Electricity consumption for electromobility:** Electricity requirements of Swiss Post Group, used to operate the electric vehicle fleet.
- **Electricity consumption for buildings/equipment/sorting:** 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:** 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** GRI 302-2: Total energy requirements within and outside Swiss Post Group.

## Energy production

- **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.

## Air emissions

GRI 305-6; GRI 305-7; ESRS E2-3

- **Chlorofluorocarbons:** 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 (NO<sub>x</sub>):** Nitrogen oxides (NO<sub>x</sub>) are produced during combustion, e.g. in cars, power stations 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.
- **Sulphur oxides (SO<sub>x</sub>):** Sulphur oxides (SO<sub>x</sub>), in particular sulphur dioxide (SO<sub>2</sub>), are produced by the combustion of fuels containing sulphur, 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):** 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):** 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.

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