

Sustainability Report 2021



an
post

For your world

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2021 Achievements at a Glance

In An Post, we are doing more than making commitments and creating plans. We are delivering actions to improve sustainability and some of our achievements in 2021 include:



First major company in Ireland to eliminate the gender pay gap



Reduced our carbon emissions by 4% year-on-year



Avoided €1.5m in fuel costs through better fleet efficiency



First postal service in the world to attain zero emission delivery status in all major cities - Dublin, Waterford, Cork, Limerick, Galway and Kilkenny



First company in Ireland to trial the use of HVO (Hydro-treated Vegetable Oil) for fleet fuel



Zero waste to landfill for the fourth consecutive year and a primary recycling rate achieved in excess of 80%



€2.4m in discounts to support Irish SMEs trading during the difficult months of COVID-19



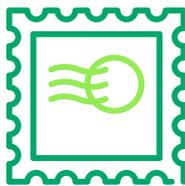
Signed up to the UNEP FI Principles for Responsible Banking



Achieved the independently audited Business Working Responsibly Mark



Launched a new An Post Money app and An Post Money Mate to improve financial literacy and put our customers in control of their finances



Raised over €33,000 for LGBTQ+ support groups from the sale of our Bród (Pride) stamps



92% of tenders included sustainability criteria as an evaluation category, where applicable

Our Strategy and Purpose

At An Post we recognise that our operations impact every county, community, household and business in Ireland. We are one of the largest employers, we maintain one of the largest fleets, and we operate the country's largest retail network.

With a presence in every community, we have a responsibility to ensure that we leave a better world for future generations. This is reflected in our Purpose:

“to act for the common good and to improve the quality of life in Ireland, now and for generations to come”.



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

Sustainability informs every aspect of our business, every single day, enabling us to deliver benefits to our employees, our customers and the communities we serve. We are:

- leading the way in making sustainable living commonplace in Ireland
- revolutionising our operations to reduce waste, source sustainably and improve efficiency
- partnering with industry leaders to ignite innovation
- collaborating and sharing what we have learned with others
- making a positive impact on our communities and our planet.

Our sustainability strategy is centred around the United Nations Sustainable Development Goals (UN SDGs). In common with the European postal sector, we focus on five sector-relevant UN SDGs. These guide the development of our sustainability strategy, and are where we believe that we have the greatest capacity for impact and action (see our Materiality Assessment on page 51). By prioritising these, we can address the biggest challenges that currently face our business and will impact on our future growth.



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

Commitments

At the centre of our sustainability strategy is our ambition. This is reflected in our achievements to date and in the commitments, targets, and metrics which put our strategy into action and by which we track our progress and ensure transparency in our reporting. A full list of our metrics and targets can be found in the Metrics and Targets Appendix on page 52 with details on the likelihood of us achieving these within our stated timeframe, recognising that many of our targets are ambitious. Our commitments include:

Net zero carbon

Achieve net zero carbon emissions from our own operations by 2030, with a 50% reduction by 2025



Gender balance

Achieve gender balance across all management grades by 2030



Fleet

50% of our fleet to run on alternative fuel sources by 2025



Sustainable communities

A post office in every community of over 500 people



Sustainable procurement

90% of An Post tenders to include sustainability criteria as an evaluation category where applicable



Financial inclusion

Develop and deliver at least two new financial inclusion services for the community annually to 2025



Message from our CEO

The human need for life, the pursuit of happiness, and a love for future generations drive An Post's sustainability strategy. It is not sufficient (although entirely necessary) to decarbonise. What really matters is that we contribute to the quality of life for people in this country now and for generations to come.

That is why the theme of our 2021 Sustainability Report is "to make sustainable living commonplace". And sustainable living means decent work, good climate, biodiversity, innovation to improve our world, financial inclusion, and fairness. It is about making sure that we do all we can to improve this country and leave a mark we are proud of.

Why is this the job of a postal service? I am not sure I can answer why, but every day in An Post I can feel the instinctive commitment of my colleagues to do the right thing. We act for the common good. And as one of the most widely distributed workforces in the State, the people of An Post can make a real difference.

That is why our sustainability strategy begins with "Decent Work", the Company's commitment to provide good employment. We ended 2021 with the Pension Fund in surplus by €499m, a major resource for communities across the Island. We also launched The Green Institute An Post's training and development programme to develop the skills and talents for the longterm. And in 2021 we became the first major company or institution in the State to eliminate the gender pay gap. We are public in our commitment to equal rights for LGBTQ staff; and we do not see disability as a barrier with 4.4% of An Post staff declaring disability.

Our visible promotion of climate action through our electric fleet provides a lead for other transport-centric companies, and a green "zero emissions" van or trike is an easy way to understand climate action. In 2021 we became the first postal service in the world to have zero emissions postal service in all its cities.

Financial inclusion and fairness coming out of the Pandemic is a cornerstone for our Post Office network. An Post Money is a suite of financial services that apply the best inclusivity features, with the Green Hub being the most direct way to help our customers lead sustainable living. Supporting SMEs with special discounts during Covid was an example of how An Post can support a sustainable economy. As more refugees come to Ireland providing them with free bank accounts and a home address through Address Point, accelerates inclusion.

Many other initiatives such as protecting biodiversity, reducing packaging, and sourcing responsibly add to a holistic approach to sustainability.

I want to thank Nicola Woods our Chief Transformation Officer for leading An Post's sustainability strategy, our Unions who are our sustainability partners, and our many employees across the company making sure that An Post is "leaving a mark we are proud of".



David McRedmond
An Post CEO



Q&A with our Chief Transformation Officer

1. What guides An Post's thinking in relation to sustainability?

We're one of the largest employers in Ireland, we have one of the largest fleets in Ireland and we also operate the largest retail network. Having such deep roots in Irish life and a presence in every Irish community, our sustainability strategy is about so much more than just 'being green'. We don't calculate our success in just euros and cents; what also matters for us is thinking about and planning for the future to ensure we leave a positive mark on communities and society. We are minimising our environmental impact to ensure a better world for future generations and creating everyday opportunities to make sustainable living commonplace across the country, for everyone in Ireland.



To achieve this, sustainability has to inform every aspect of our business and this means thinking beyond our immediate commercial considerations, balancing these with the development of our long-term strategy and delivering on our Purpose so that sustainability is at the heart of everything that we do. You will see examples of how we have done this throughout our Report.

2. How are sustainability reporting trends impacting An Post?

As the sustainability reporting landscape continues to mature, our reporting is also developing in order to meet new requirements. In our Report this year we have incorporated two new reporting frameworks, Global Reporting Initiative (GRI) and Task Force on Climate-Related Financial Disclosures (TCFD). These frameworks not only enable us to be more transparent and authentic in providing sustainability information to our stakeholders but will also help us meet the requirements of the EU Corporate Sustainability Reporting Directive for reporting on sustainability performance from 2025.

3. How does collaboration support your overall sustainability strategy?

In the face of a global pandemic and a climate and biodiversity emergency, leadership based on collaboration is key. We lead by example in everything we do from electric vehicles to retrofitting, from how we communicate to ensuring our suppliers uphold our values. Transparency and accountability are at the heart of making our sustainability actions credible. This is why, throughout this Report, we share when we have got something right and also when we have more work to do.

Additionally, we share our learnings with other leading Irish businesses, organisations, and the Government to help shape the latest thinking on issues and learn from the experiences of others.

4. How can An Post play a part in helping Ireland achieve its climate goals?

Ireland's Climate Action Plan 2021, the Climate Act 2021, and the Programme for Government have set out actions that need to be taken in order to achieve net-zero emissions by 2050. With our unique place in Irish life, we see a huge opportunity to help create a cleaner, greener society and support Ireland's commitments, in particular the government's objective to bring 500,000 houses up to a B2 energy rating by 2030. Through our Green Hub service, online or in a local Post Office, we are helping Irish citizens get access to advice, affordable finance, and trustworthy suppliers. This is giving them the confidence to retrofit their homes and make greener living easier.

Q&A with our Chief Transformation Officer

5. Why did you decide to develop a biodiversity strategy this year?

Ireland became the second country in the world to declare a biodiversity emergency, and we recognise the importance of understanding how our business impacts biodiversity as well as taking actions to address this. We have a responsibility to not only ensure that our ecological footprint is as small as possible, but to ensure that Ireland's natural capital is restored and enhanced wherever possible. That is why we decided to develop a wider and more comprehensive biodiversity strategy in 2021 that goes beyond our original commitment to explore the potential for our land banks to be re-wilded, store carbon and increase resilience to climate impacts.

6. What role do your employees play in achieving your sustainability vision?

Making progress on our sustainability strategy is just not possible without taking care of our employees. They are the best messengers for our commitment to sustainability. They don't just deliver the post, they show that sustainability is possible as our customers see them driving electric vehicles on the streets and providing access to finance for home energy upgrades through our Green Hub in post offices. This year we rolled out an employee engagement programme to not only showcase what we are doing in different areas of sustainability but also to provide hints and tips that motivate and inspire our employees on actions they can take themselves in everyday life to be more sustainable, both at work and at home.

Equally, you can't solve the world's most pressing problems without a diversity of perspectives and skills. We're really proud of the fact that in 2021 we became one of the first big companies in Ireland to eliminate our gender pay gap. However, we have more work to do to achieve our ambitions in both gender equality and our wider diversity and inclusion agenda. Overall, our goal is to be a fully diverse and inclusive workplace which will be good for everyone - our people, our customers and the communities we serve.



About An Post

We are Ireland's national postal operator serving 2.2 million addresses every working day and more than 1.3 million post office customers every week. As one of Ireland's largest companies, we employ more than 9,000 people throughout our national networks and contract with 875 postmasters.

As a leading commercial organisation, we provide a wide range of products and services including postal, distribution and financial services. We also offer agency banking and government services as well as operating through various subsidiary and joint venture companies.

We play an integral role in Irish life and society, connecting people, businesses and communities across the island and with the world. We are an essential national infrastructure as well as a vital partner, helping businesses to trade and transact, globally and locally, while keeping customers connected. In all our activities, sustainability is always at our core.



Awards, Memberships, Certifications and Knowledge Sharing

Awards

We are proud that our sustainability activities have been recognised by our peers and resulted in An Post being shortlisted for, and winning, a number of awards in 2021:

- Business Energy Awards
 - Winner of Best Energy Achievement in the Public Sector
 - Winner of Best Energy Achievement in Transport
 - Winner of Best Energy Manager
 - Winner of COVID-19 Crisis Response Award
- Green Awards
 - Winner of Green Public Sector Organisation of the Year
 - Winner of Green Transport Award
 - Winner of Green Financial Services Award
 - Finalist of Green Large Organisation of the Year
- Operational Excellence Awards - winner in Public Sector
- Ireland RepTrak Sustainability Index - ranked in the Top 3 of the Most Sustainable Organisations in Ireland
- SEAI Energy Awards - winner of Leadership in the Public Sector - Exemplary Energy Performance
- IITD National Training Awards 2021 - shortlisted for Best Leadership Development Initiative
- Effie Awards - awarded Silver in the Positive Change and Sustained Effectiveness categories
- Kerry Heroes of 2021 - postal staff in Kerry were honoured for their community service during the COVID-19 pandemic



Memberships

Being active members of organisations and bodies which support sustainability is key to maintaining momentum and focus towards achieving our sustainability ambitions. We continue to maintain and expand these memberships and relationships every year.



Certifications

To ensure that our reporting is credible and transparent, we continue to pursue the verification and certification of our performance through several standards and bodies. In 2021, we:

- Received the Business Working Responsibly Mark from Business in the Community for the first time. This mark, which certifies responsible and sustainable business practices, is independently verified by the National Standards Authority of Ireland.
- Migrated from OHSAS 18001 to ISO 45001 to ensure that occupational hazard and safety risk management is an integral part of our organisation.



Knowledge sharing

Leadership based on collaboration is key to making sustainable living commonplace in Ireland. We are keen to share what we have learnt and work with others to deliver actions that benefit and protect individuals, communities and businesses. Therefore, we openly share knowledge with many different organisations, bodies and businesses on topics such as electric vehicles, alternative fuels, workforce diversity and our sustainability journey. In 2021, we worked closely with several leading Irish corporations while also engaging with the following national and international bodies and organisations:



We also enjoyed speaking about our sustainability initiatives at various events in 2021. Some of these included:

- Business and Finance Sustainability Summit
- Business to Arts CEO Forum
- Chartered Governance Institute
- Electric Vehicle Summit
- EPA Environment Health & Wellbeing Conference
- IMI Sustainability Masterclass
- Institute of European Affairs and Embassy of France in Ireland
- SEAI Energy Show
- UN Global Compact in Ireland
- UPU World Leaders Forum



Sustainability Reporting

Ensuring that our sustainability reporting continues to be transparent and credible is of the utmost importance to us. By using frameworks to guide how we report, we are able to clearly share our greatest areas of impact as well as how we identify risks and opportunities.

In previous years, we have provided a comprehensive overview of our approach to sustainability and reported our performance across five sector-specific SDGs. Our reporting continues to evolve and mature, in line with the changing reporting landscape both at EU and global levels. As a result, in 2021, we decided to incorporate two new frameworks in our sustainability reporting, in order to provide more information for our stakeholders:

- The core option of the Global Reporting Initiative (GRI) standards
- The voluntary disclosure requirements of the Task Force on Climate-Related Financial Disclosures (TCFD)

Detailed information about how we are progressing against each of these frameworks can be found in the GRI Appendix on page 56 and the TCFD Appendix on page 62.

The GRI Standards are evolving and from 2023, 'Core' and 'Comprehensive' reporting options will be replaced with one consistent approach. We will continue to make progress and improve our reporting to meet the requirements of the revised framework.

Other reporting

By regularly reporting to organisations and bodies, our progress is independently assessed, benchmarked and verified. We then take appropriate actions to improve our performance where required.

Carbon Disclosure Project (CDP)

We report annually to the CDP on our environmental impact. In 2021, we were delighted to score third in Ireland for climate change, but we were disappointed that our overall score dropped from an A- to a B as our Scope 1 emissions increased by nearly 16% between 2019 and 2020. As reported in our 2020 Sustainability Report, this increase in emissions was driven by the impact of COVID-19. Not only was more heating required because greater ventilation was necessary for health and safety reasons but delivery vehicles were brought home to reduce the risk of COVID-19 transmission between employees. Significantly more parcels were also delivered at this time. We remain committed to regaining an A rating in 2022 as part of our objective to be ranked in the Top 5 for CDP in Ireland.

International Post Corporation (IPC)

We report to the IPC as part of their Sustainable Measurement and Monitoring Systems (SMMS). Due to our work in 2021, we improved our ranking from tenth to third in the world in the annual assessment of global postal companies. This met our objective.

Our objective:

To be ranked in Top 5 for the Carbon Disclosure Project (CDP) in Ireland



Our objective:

To be ranked in Top 5 for International Postal Corporation SMMS Programme



Sustainable Energy Authority of Ireland (SEAI)

As part of our membership of the SEAI Public Sector Programme, we report annually on our energy performance through the Monitoring and Reporting System. In 2021, the SEAI independently verified that we delivered an energy efficiency saving of 33.4% by the end of 2020. By achieving the Public Sector target of 33% energy efficiency improvement by 2020, we have met our commitments to the government. In line with our own 2025 target to reduce emissions from our own operations by 50%, we are working towards SEAI's updated 2030 public sector target, as set out in the Climate Action Plan 2021. This is to achieve a 51% reduction in absolute carbon emissions.

EcoVadis

In 2021, we were pleased to be awarded a bronze medal, with a score in the 65th percentile, in the EcoVadis Sustainability Rating. EcoVadis is a global platform for environmental, social and ethical performance ratings. Based on 21 criteria, Ecovadis assessed our performance in four categories: environment, labour and human rights, ethics, and sustainable procurement. Our new objective for 2022 is to improve this result and achieve a silver medal.

United Nations Environment Programme (UNEP)

In 2021, we signed up to the United Nations Environment Programme Finance Initiative (UNEP FI) on the Principles for Responsible Banking. These Principles provide a framework for a sustainable banking industry and demonstrate our commitment to having a positive environmental and social impact, equality for all, access to financial services and the promotion of financial health and inclusion. Signing gives us access to a wide network and shared knowledge and learnings which will ultimately advance our sustainability strategy. More detailed information about the actions we are taking to align to the Principles can be found in the UNEP FI Appendix on page 64.



Our objective:

50% reduction in emissions from our own operations by 2025



Our objective:

Achieve a Silver medal in the EcoVadis Sustainability Rating



Our objectives:

Green Lending - Extend the number of green lending propositions in the Irish market, with at least two new green lending products offered by 2025

Financial inclusion - Develop and deliver at least two new financial inclusion services for the community annually to 2025



SDG 8: Decent Work and Economic Growth





Decent Work and Economic Growth

UN Definition:

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Our Contribution:

We have a responsibility to provide a safe, healthy and inclusive working environment for our employees that encourages personal and professional growth.

As one of Ireland's largest employers, we want to be a leader in turning 'decent work' from a worthy aspiration into a reality for every An Post employee.

With over 9,000 employees, we are one of Ireland's largest employers and are committed to providing all of our employees with fulfilling, secure careers and opportunities for professional development, whatever their role or skill base.



Achievements at a glance:



Launched the An Post Green Institute which is part of our commitment to developing our management and leadership pipeline



First major company in Ireland to eliminate the gender pay gap



Agreed our Remote Working and Right to Disconnect policies for a post-COVID-19 environment



Raised over €33,000 for LGBTQ+ support groups from the sale of our Bród (Pride) stamps



Zero-hour contracts

An Post is against the excesses of the gig economy. We are committed to providing all of our employees with fulfilling, secure careers with opportunities for professional development. In 2021, we maintained our commitment to no zero-hour contracts.

Diversity, equity and inclusion

We are striving to develop an inclusive workplace where everyone feels accepted, supported and valued - a place where every employee can access opportunities and resources and where they can bring their true selves to work. We believe the more we foster a collaborative environment and value differences, the closer we get to living in a truly inclusive community like the ones we serve. Our strategy has five areas of focus: gender, ability, intergenerational, ethnicity, and LGBTQ+.

Gender

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

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

- Continued the use of software to remove gender bias from all our role profiles.
- Continued to ensure that shortlists for our management roles are gender balanced.
- Established the Advance Mentoring programme for managers, with female managers prioritised in year 1. 15 mentees and 15 mentors took part in this programme.
- Promoted flexible working initiatives, such as term time leave. Term time leave enables employees to take leave over the summer months.
- Launched the Aspire Female Talent Acceleration Programme which aims to support women progressing their careers in An Post.

In 2021, over 800 employees availed of term time leave, 57% of which were male. "Term time is part of working life in An Post and is definitely good for the team. I took it myself for years when my kids were young so I know first hand the benefits. People like having more options for taking time with their families".

Mike Kelly, Delivery Services Manager Galway



"Aspire gives you a support group of peers that are at the same level of development in their career path. It has given me the confidence and the tools to know how to progress in my career."

- Fiona Martin, Branch Manager



Ability

Currently 4.4% of our employees have disclosed a disability to An Post. This exceeds the 3% employment target for persons with disabilities that is specified by the Disability Act 2005. However, this total has fallen slightly when compared to our figures in 2020 due to employee retirement.

We value opportunities to raise awareness of disabilities and on International Day for People with Disabilities we listened to the lived experience of a colleague who shared their personal story about Autism.

To help support us with our ambitions to recruit and employ more people with disabilities, in 2021 we continued our partnerships with the Trinity Centre for Person's with Intellectual Disabilities (TCPID). We also joined the Open Doors 'Employers for Change' service. To encourage more people with disabilities to apply for positions within An Post we are undertaking a number of initiatives and look forward to reporting on our progress next year.



I never really thought I could actually work hard enough to be able to get a permanent job and that's where I am at now with An Post.

- An Post employee with Autism



Intergenerational

We understand the benefits of a generationally-diverse workplace and appreciate the unique habits, behaviours and preferences that different generations have. To offer tailored support for our intergenerational employees, in 2021 we provided flexible working arrangements and held training courses in retirement planning. We also revised our Retirement Policy to ensure it reflects current needs and expectations, and supports our employees as they transition to retirement.

Ethnicity

In 2021, we held a number of local events celebrating the cultural diversity of our employees, such as recognising the different languages spoken in our Dublin Mails Centre. To date we have placed greater focus on other areas of diversity, equity and inclusion. We recognise we have more work to do to ensure we represent the communities that we serve. We will run an inclusion survey in 2022 to better understand and target the needs of our employees from different ethnic backgrounds. This will enable us to introduce initiatives that make real lasting impact.

LGBTQ+

We actively support the LGBTQ+ community in An Post. In 2021, we established Bród@anpost, an LGBTQ+ employee group made up of dedicated employees and allies who can connect in a safe space to help move the LGBTQ+ agenda forward.

We are also in the process of exploring how to implement 'Mx' titles for employees across our internal systems.





Employee wellbeing

Staying healthy - in both body and mind - was particularly important as the pandemic continued throughout 2021. It is why we focussed on putting in place new supports to ensure that we do as much as possible to foster a happy and healthy organisation. It is also why we postponed achieving the Ibec KeepWell Mark until after the pandemic. We held regular webinars and support sessions on financial wellbeing, mental health, resilience and healthy eating. In addition, we focused on supporting our line managers in assisting our employees with any health concerns.

To complement our Occupational Health services, we introduced an Employee Assistance Programme. This confidential digital platform provides access to advice, information and support on health, financial, wellbeing, and social issues. It is available 24/7, 365 days a year to all employees. The platform also helps employees keep active by providing opportunities to engage in a digital gym.

In 2021, we held two big walking challenges across the organisation to promote an active lifestyle. During the 'Big Step Challenge' in April 2021 we walked 41,486km which was enough to walk around the world and do a victory lap of Ireland. In December 2021, we walked (virtually) to the North Pole over five days to deliver children's letters to Santa on time!

Do yourself a world of good!

Take a big step towards a healthier lifestyle by joining the Big Step Challenge.



During the Big Step Challenge we walked:

41,486km!



Spotlight:

Employee engagement campaign on sustainability

In 2021, we ran an employee survey and workshop which indicated that our employees wanted to continue making positive contributions to sustainability in work, at home and in their communities, but that a lack of information was the biggest barrier. Based on these insights, we launched an employee engagement campaign to provide more regular, accessible and interactive information about sustainability issues and to motivate and inspire employees to take positive practical actions. Themes included: eco-transport, diversity and inclusion, renewable energy, climate action, and biodiversity. The campaign was designed to be accessible to all employees by multi-channel delivery through emails, webinars, workshops, and our Post People employee app, reinforcing the message that sustainability is a core part of our business purpose and strategy.

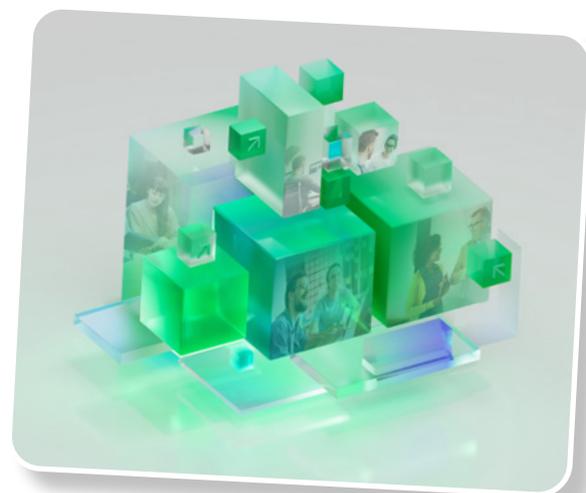
Following the campaign's completion in 2022, we will be the first company in Ireland to have a 12-month employee engagement programme accredited by Change by Degrees. This will help to establish the threshold that will qualify other companies for accreditation in future. It includes third-party verification of results and assessment of impact through employee surveys.



Developing future talent

Our talent management strategy enables our people to reach their full potential and helps An Post build the skills and capabilities we need for the future. In 2021, we:

- Launched the An Post Green Institute as part of our continuous commitment to developing our management and leadership pipeline. To support our future needs, we are focused on developing capabilities in areas that include digital transformation, data analytics, innovation and change, leadership development and sustainability. The Green Institute includes:
 - Strategic leadership, mentoring, and front-line manager programmes.
 - Our Education Support Scheme which financially supports employees to advance their education and build their capabilities.
 - Access to external professional academy development programmes.
- Continued our Graduate Programme.
- Continued our Values in Practice recognition awards, enabling employees and line managers to honour to each other's dedication to fellow-employees, customers and our organisation.





Creating a safe and supportive culture

The health, safety and welfare of our employees is a top priority. Whilst we have encountered new challenges during the pandemic, we remain committed to keeping our employees and customers safe.

Learning to live with COVID-19

Despite the challenges that COVID-19 presented, and the additional strains placed on the organisation, we continued to ensure minimal disruption to our customers. We continued COVID-19 mitigation measures such as enhanced cleaning, the provision of medical grade masks and personal hand sanitiser, work-from-home equipment, mandatory mask wearing, one-way systems, two-metre distancing, and contactless deliveries. These successful measures ensured we could keep post offices and delivery routes open and continue to manage the extraordinary increase in parcel volumes due to the surge in eCommerce.



Remote Working

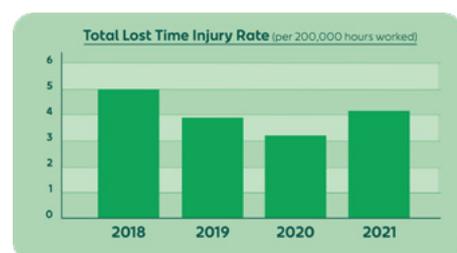
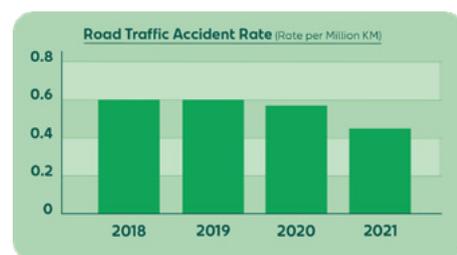
The COVID-19 pandemic has impacted the business of An Post in many different ways. It has boosted the use of online and eCommerce services and accelerated our requirement to change the way we work. This transformation was already underway pre-pandemic. To support employees in a post-COVID-19 environment, we worked with our unions to introduce new Hybrid and Flexible working and Right to Disconnect policies. These reflect employee needs and the society in which we live today.

Health and Safety

Vehicles pose great risks to our drivers and the communities that they serve. To keep everyone safe, we train all our drivers in braking, fire safety, speeding, preventing rollaway incidents and vehicle maintenance. Through our training programmes, we are continuously improving our road safety record. As a result, we saw a 21% improvement in our Road Traffic Accident Rate, falling from 0.57 in 2020 to 0.45 per 1 million km in 2021.

We work hard to reduce employee injuries year-on-year, by managing all our activities in a safe and effective manner. However, in 2021 there was a slight increase in our Lost Time Accidents. This had an impact on our total lost time injury rate which increased from 3.15 in 2020 to 4.13 hours total lost time per 200,000 hours worked in 2021.

We continuously work with our employees and unions to improve health and safety standards. As many An Post employees work outdoors, in 2021 we partnered with the HSE and the Irish Cancer Society to distribute sun cream to our postal operatives and spread awareness about the sun's harmful radiation. We also carried out successful pilot schemes on new footwear and rain jackets which will ensure that our employees are always comfortable at work.





Making sustainable living commonplace

We are committed to making a positive impact on our communities by creating everyday opportunities to make sustainable living commonplace for everyone in Ireland. In 2021, we:

- Launched tailored education training programmes for our postmasters, focussing on the skills required for retail operations and postal distribution.
- Introduced an 'Mx' title option for our Current Account and Currency Card customers.
- Continued our sponsorship of Dublin and Cork Pride and celebrated Pride nationally by issuing special stamp booklets. The new Bród stamps sent love far and wide and we worked closely with representatives of the LGBTQ+ community in planning the stamps. For every purchase from our Bród collection, we donated 2.5% of the sale to charities BeLoNG To and LGBT Ireland and raised a total of €33,600.
- Supported BeLoNG To in delivering virtual workshops on topics such as gender identity and expression, inclusion in the workplace and trans inclusion.
- Painted post boxes gold in support of our local Olympic and Paralympics champions, to honour Kellie Harrington, Ellen Keane, Katie-George Dunlevy and Eve McCrystal, and Paul O'Donovan and Fintan McCarthy.





Looking forward to 2022 and beyond

In addition to the initiatives discussed above, the following are key areas of focus for 2022 and beyond:



Inclusive workplace

- Take the Business in the Community Elevate Inclusive Workplace Pledge.
- Roll out an inclusion survey to ensure we have a true picture of our workforce diversity, understand employee needs and enable us to measure and benchmark our inclusion practices year-on-year. The results of this survey will help shape our future diversity and inclusion strategies and policies as well as influence our Shaping our World culture programme.



Equality of opportunity

- Launch targeted campaigns to encourage more women to apply for postal operative roles and to encourage more ethnically diverse talent to apply for open roles.
- Diversify our job advertising channels and refresh our website to encourage more diverse talent to join our organisation.
- Roll out a disability awareness campaign targeting 25% of employees.
- Introduce a Reasonable Accommodation 'Inclusion' Passport to support employees of all abilities to record and discuss their specific needs.
- Continue to look for opportunities to expand the use of 'Mx' titles in our products and services as well as on our internal systems.



Learning and development

- Launch a continuous improvement programme which will provide a framework for our employees to submit their ideas.
- Introduce Development Learning Pathways which are customised training paths for employees across the organisation, to support development and career progression.
- Complete the integration of our new Human Resources Management System which will support identification of talent and ensure learning and development is accessible to everyone.
- Deliver sustainability training to the An Post Board.
- Launch an employee education programme on ways to improve money management and the range and benefits of green finance options that are available to consumers.
- Gain accreditation for our 12-month employee engagement campaign on sustainability.



SDG 9: Industry, Innovation and Infrastructure

Reduced





Industry, Innovation and Infrastructure

UN Definition:

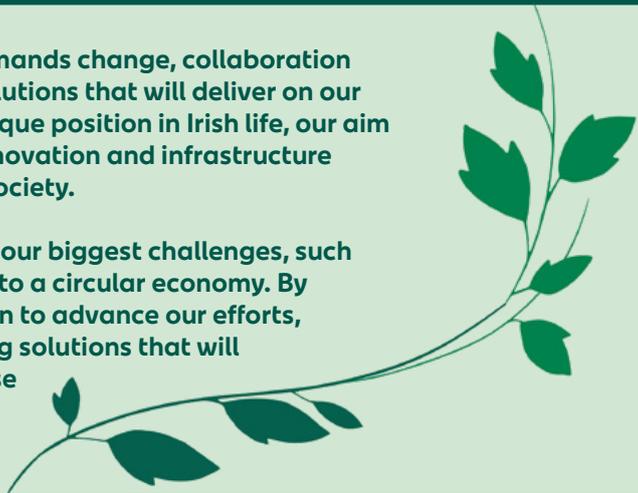
Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.

Our Contribution:

We play a central role in Irish life and society, and are uniquely positioned to partner with other businesses, organisations, government and communities to help drive innovation to deliver sustainable, long-term growth and prosperity to Ireland.

As challenges grow and customer demands change, collaboration and innovation are key to creating solutions that will deliver on our sustainability ambitions. With our unique position in Irish life, our aim is to promote responsible industry, innovation and infrastructure through partnerships at all levels of society.

In 2021, we began to address some of our biggest challenges, such as alternative fuels and transitioning to a circular economy. By championing technological innovation to advance our efforts, we are able to create forward-thinking solutions that will transform our operations and minimise our environmental impact.



Achievements at a glance:



First company in Ireland to trial the use of HVO (Hydro-treated Vegetable Oil) for fleet fuel



Launched a new An Post Money App and An Post Money Mate to improve financial literacy and put our customers in control of their finances



Fuel innovation

Although we have been a pioneer in the roll out of electric vehicles in our light commercial fleet, we still produce over 10,000 tonnes of carbon through our Heavy Goods Vehicles (HGVs). One of our biggest challenges within our decarbonisation strategy is to transform this fleet. We have been engaging with leading European truck manufacturers to investigate new technologies, such as hydrogen or electric trucks with longer-ranging batteries. As an interim solution, we carried out a successful trial in Galway using Hydro-treated Vegetable Oil (HVO) as a fuel for our HGVs. HVO is a renewable diesel fuel made from certified waste oils and fats and the trial showed excellent results with no performance difficulties. Since September 2021, our trucks have travelled over 119,000km on HVO fuel. This resulted in a 91.8% reduction in carbon emissions when compared to diesel fuel.

We were the first company to try this new HVO technology on a truck fleet in Ireland and are currently expanding this scheme to Waterford and Cork. As part of our commitment to circular economy principles, we retrofitted an existing 45,000 litre tank and diesel pump to be made suitable for use in the HVO trial.



Spotlight:

Smart deliveries

As consumer demands evolve and eCommerce grows, we have made significant investments in new technology and digital solutions to transform parcel delivery. In 2021, we launched My Deliveries to help customers manage their parcel deliveries and decide on an alternative delivery option of their choice. By reducing second delivery attempts and minimising stops, we can optimise our operations and increase the fuel efficiency of our journeys.

As members of Project SENATOR, we completed the first year of a collaboration between An Post, Correos (Spanish Postal Service), the city of Zaragoza and Dublin City Council. A Horizon 2020 project, funded by the European Commission, this is currently developing a smart grid operator platform that will manage sustainable transport policies in urban areas. This innovative solution will manage and optimise freight collections and deliveries in Dublin city, reducing emissions, congestion and noise pollution.

Capital expenditure

Realising that our sustainability ambitions require significant investment is why we plan to spend €100m on sustainability capital expenditure by 2025. In all of our capital programmes, we take a very keen interest in ensuring our capital assets are critically assessed from a sustainability perspective. An Post's ongoing capital requirements and expenditure runs from €25m to €40m per year. Our strategic plan envisages a capital programme of up to €250m by 2030. Our capital programmes include property, vehicles, IT and other assets. Since 2018, we have spent €24.15m on sustainability capital expenditure. This has included investment in electric vehicles to decarbonise our fleet, technology and a number of other sustainability initiatives within our property portfolio, including installation of solar panels and insulation.

Positive Energy: Since 2020, we have been involved in the Limerick CityxChange Programme which is developing a Positive Energy Block - an area with the capacity to produce more energy than it consumes. Our post office on Lower Cecil Street is part of the pilot scheme and in 2021 new digital technologies and platforms were installed there to analyse energy usage and consumption.



Making sustainable living commonplace

We are committed to making a positive impact on our communities by creating everyday opportunities to make sustainable living commonplace for everyone in Ireland. In 2021, we:

- Shared what we have learnt with others through peer learning and working closely with partners such as Hydrogen Ireland, Post Europ's Green Mobility Forum and the Alliance for Logistics Innovation through Collaboration in Europe (ALICE). Together, we have worked to pro-actively explore new alternatives to diesel and understand how we can integrate new solutions into our transport initiatives.
- Created forward-thinking digital solutions to help our customers make sustainable decisions and choices in their daily lives. As part of our efforts to increase financial literacy across all ages, we launched the new An Post Money app in 2021. This helps to put our customers in control of their finances and makes it easier to manage money.
- Developed An Post Money Mate for our younger customers to help give them independence and build their financial literacy skills. These two developments are part of our continuous innovation in financial services and commitment to deliver on our promise of being 'human about money'.





Looking forward to 2022 and beyond

In addition to the initiatives discussed above, the following are key areas of focus for 2022 and beyond:



Sustainable Deliveries

- Develop our Pick Up Drop Off (PUDO) strategy which will reduce re-delivery attempts, and thereby reduce our carbon footprint as well as our operational costs.
- Enhance My Deliveries to provide customers with more real time information on when their deliveries will arrive so that they can make themselves available to accept the delivery.
- Dynamic route optimisation - by constantly identifying the most efficient routes for delivery we will improve delivery solutions for our customers and reduce our carbon emissions.
- Carry out a drone technology trial as an alternative delivery option.



Alternative Fuels

- Continue to explore using hydrogen as a potential fuel alternative for our HGV fleet.
- Investigate rolling out a HVO fuel strategy across our entire HGV fleet.



SDG 11: Sustainable Cities and Communities

The easier
enjoy green





Sustainable Cities and Communities

UN Definition:

Make cities and human settlements inclusive, safe, resilient and sustainable.

Our Contribution:

Make a positive impact on the communities we serve by creating everyday opportunities to make sustainable living commonplace.

Creating sustainable communities and cities requires fostering everyday opportunities to make sustainable living commonplace. Post offices are valuable assets in the community, and we are proud of our continued commitment to ensuring that urban, rural, and offshore populations have access to our products and services. We are the cornerstone within these thriving social networks and believe that community is about reaching out with compassion, staying connected, and sending love to each other.

Throughout the pandemic we made a genuine commitment to everyone in Ireland. We kept Ireland connected at a time when it was most needed and worked hard to support our communities in the ways that we know best: looking after our most vulnerable; continuing to supply essential services to everyone; providing support to SMEs; and encouraging school children to develop their literacy skills.



Achievements at a glance:



Over €2.4m in discounts given to support Irish SMEs trading during the difficult months of COVID-19 in 2021



Supported the delivery of nearly 70,000 books to children through the Imagination Library



659 check-ins on older and vulnerable members of society by their local postal operative



Distributed over 375,000 antigen test kits across the country for the HSE in 2021



Spotlight:

Sustainable action in a challenging year

From the outset of the COVID-19 pandemic, we stepped up and used our unique position in Irish society to keep us all connected through our Community Focus initiatives. These continued throughout 2021, including newspaper delivery, check-ins on older and vulnerable people in our communities and free delivery of cards and letters to and from residents of Nursing and Care homes across the country.



In 2021, we wanted to do more which is why we used our expertise to keep local businesses open, as the prosperity and recovery of small and medium-sized enterprises (SMEs) is vital to Irish society, and shared our knowledge to encourage others to take positive action:



Expansion of our services to support the response to COVID-19

Supported the HSE's efforts to mitigate the spread of the Omicron variant by cutting short the Christmas holidays and moving to a seven-day a week delivery model to distribute 375,623 antigen test kits across the country.



Keeping Ireland trading

Supported SMEs by partnering with 'Champion Green'. Provided special rates to businesses, such as bookshops. Continued to offer discounts on a range of products through our Advantage Card, totalling over €2.4m in 2021. This brought our supports and discounts for SMEs to a total of €2.8m over the pandemic.



Address Point

Generated more than 5,800 addresses since 2019 and further expanded our free service which provides a secure personal address to those without a fixed home and enables them to receive regular post and access essential services. Collaborated with Northern Irish organisations on how a similar service could be rolled out.



A positive stamp

Launched a set of stamps to celebrate Ireland's song writing and performing traditions, with a donation to the Irish Music Industry Covid-19 Emergency Relief Fund, for every stamp booklet sold.



Trócaire Campaign

Made Trócaire boxes available for collection at all post offices to support its Lenten Campaign as an alternative collection channel during the pandemic, as schools were closed.



UNICEF

Supported UNICEF's 'Get a Vaccine, Give a Vaccine' campaign by raising awareness amongst our employees and across our social media channels.



Sustainable living

The Green Hub aims to make sustainable living solutions commonplace by providing the citizens of Ireland with easy access to relevant information. This covers home energy upgrades, free in-home assessments, reputable and registered providers they can rely on plus low-cost financing to upgrade homes or switch from a standard car to an electric vehicle.

Having launched in 2020, we set out our 10-year ambition to assist 30,000 homeowners to retrofit their homes as seamlessly as possible. To achieve this, we created the country's first national end-to-end home energy upgrade service. Whilst the COVID-19 pandemic restrictions dampened retrofitting projects, the lifting of restrictions alongside the launch of the government's revised National Retrofitting Scheme has signalled a strong return in consumer demand for these projects, as well as a myriad of new competitors in the market. Customers can access the [Green Hub online](#) through the An Post website or via post offices across the country.



Agency banking services

Post offices are the cornerstones of our communities. As part of our commitment to sustainable communities, we have made our everyday banking services available to customers from AIB, Bank of Ireland, Danske Bank and Ulster Bank. By providing a growing range of financial services at local post offices, we can make sure that everyone has easy access to banking services, with a human touch, no matter where they live. This is even more essential for communities as financial institutions continue to close branches and restrict services.



Responsible banking

In 2021, in addition to signing up to the United Nations Environment Programme Finance Initiative (UNEP FI) on the Principles for Responsible Banking, we became one of 28 leading financial institutions worldwide to sign up to the UNEP Commitment to Financial Health and Inclusion. This first-of-a-kind commitment promotes universal financial inclusion and supports the financial health of customers. We look forward to working with UNEP to help our customers access financial services, leveraging our unique human touch in every community throughout Ireland.

We understand that vulnerabilities can affect anyone at any stage in their life. This is why we created a new 'Vulnerable Customer Policy' in relation to financial services in 2021. This policy sets out how our customers can expect to be treated fairly. Due to the variety of ways vulnerability manifests itself, we provided training to our employees to raise awareness of this complex issue.



Improving literacy and education for all generations

With our reach, we can have a big impact on childhood education across Ireland. We are passionate about supporting and developing literacy amongst children and families, and for more than 30 years we have pioneered some of the most popular and practical education programmes for schools. The pandemic made life even trickier for people who were already struggling. So in 2021 we continued, developed and expanded a number of programmes to help children improve their writing skills and write postcards to loved ones:

- We launched Brain Busters, a new school programme which tackles literacy and numeracy through an innovative approach. We received over 5,400 entries from primary and post-primary schools to take part in the Brain Busters Challenge.
- We expanded our work with Dolly Parton's Imagination Library and family support services to deliver books to thousands of children aged 0-5 every month in the Dublin 24 postal district and parts of Cork city. This encourages their early reading, concentration skills and helps prepare them for starting school. In 2021, we supported the delivery of 69,615 books to children through the Imagination Library.
- We continued our partnership with the charity Children's Books Ireland and launched a bedtime reading guide called 'Good Reads before Goodnights' which was distributed through bookshops and libraries nationwide.
- We collaborated with RTE's Home School Hub on remote learning resources.



Our commitment to improving literacy extends beyond children to adults, as one in six Irish adults find everyday pieces of text hard to read and understand. In 2021, we:

- Continued to support the National Adult Literacy Agency (NALA), to help provide adult literacy services to encourage people who want to return to learning. This year we told [the story of Linda](#) who, after struggling at school, benefited from NALA's support.
- Continued to sponsor the Irish Book Awards, which celebrates the best of Irish writing, brings together the entire literary community and showcases the best books in Ireland.





Looking forward to 2022 and beyond

In addition to the initiatives discussed above, the following are key areas of focus for 2022 and beyond:



Green Hub

- Continue our work on the Green Hub to continuously improve the customer journey and expand the range of relevant products and services they can access to support the local green economy, and enabling citizens to live more sustainable lives.
- Extend the number of green lending propositions in the Irish market, with at least two new green lending products offered by 2025.



Financial Literacy

- Launch a Financial Confidence programme to help improve financial literacy and wellness and set targets as part of the UNEP Commitment to Financial Health and Inclusion.



Literacy

- Deliver more books in 2022 and support the establishment of the Imagination Library in County Mayo.



Financial Inclusion

- Improve our financial inclusion services to the community, including the development of banking services for previously unbanked and vulnerable customers.
- Develop and deliver at least two new financial inclusion services for the community annually to 2025.



Community Focus

- Continue to raise attention to critical issues and money for organisations in need with our national stamps.
- Continue to check-in on elderly and vulnerable members of society.
- Continue to develop our Community Focus initiatives post COVID-19.



SDG 12: Responsible Consumption and Production





Responsible Consumption and Production

UN Definition:

Ensure sustainable consumption and production patterns.

Our Contribution:

We advocate for responsible production and consumption as we aim to minimise the environmental and social impacts of our products and services in our supply chain.

We are committed to protecting the planet's natural resources. As we are responsible for controlling our environmental impact, we work with hundreds of suppliers throughout our supply chain to identify innovative, sustainable solutions. This is to ensure we source in a sustainable way and apply effective supply chain management, embedding sustainability into everything we do.



Achievements at a glance:



Zero waste to landfill for the fourth consecutive year



25% reduction in water use compared to 2020



Primary recycling rate in excess of 80%



92% of our tenders included sustainability criteria as an evaluation category, where applicable



64% reduction in packaging waste



Created 100% recyclable pre-paid gift packaging



Spotlight:

Sustainable procurement

We are committed to the highest standards of supply chain transparency as we recognise that our purchasing decisions don't only affect us. They also affect the economy, the environment and the communities that we serve. Our impacts occur upstream and downstream of our postal and retail operations which is why we have dedicated resources to embedding sustainable procurement in our policies and procedures.

In 2021, we updated our sustainable procurement objective to give us greater visibility of our suppliers' commitments. This objective aims to ensure that 90% of our tenders include sustainability criteria as an evaluation category, where applicable. 92% of our applicable tenders met this objective.

In 2021, we also became members of Sedex, a global ethical trade organisation dedicated to improving supply chain transparency. This is part of our efforts to expand the assessment of our suppliers and supply chain against our five SDGs. It also builds upon our Sustainable Procurement Policy which focuses on ensuring efficiency and sustainable use of resources.

We engage with a large number of suppliers for both goods and services. Following the success of our first supplier questionnaire in 2020, we distributed a revised audit to a further 30 strategic suppliers. We received a response rate of 77%. The information gathered allows us to support sustainability within our supply chains. The questionnaire also asked suppliers about their Scope 1, 2 and 3 emissions and whether labour used within our supply chain complies with all UN Global Compact Principles, national employment laws and other recognised standards. We will continue to engage with suppliers to communicate our evolving sustainability policies and standards.

Circular economy

In 2021, we developed a new circular economy strategy across our property, transport, and operations. This recognises the importance of reducing the volume of waste we produce and maximising the use and re-use of materials, reinforcing our commitment to making a positive impact on our communities.

We strive to ensure that our products are reusable, recyclable, or compostable and have been making progress in sustainable packaging innovation:

- We have begun transitioning An Post Money transaction cards from PVC to Poly Lactic Acid, a biodegradable material.
- Our pre-paid gifting boxes are made from 93% recycled material and our pre-paid packaging bags are made from 40% recycled materials. All of our new pre-paid packaging is certified as 100% recyclable.

Other circular economy initiatives in 2021 include:



Repurposed wooden pallets



2,000 tech systems to Camera Education for reuse in Irish schools



Re-used mail bags

By using carbon balanced paper for our prepaid boxes, we have reduced carbon dioxide in the production of our packaging.



This has resulted in us saving over **2,600m²** of critically threatened tropical forest.



Zero waste

Primary
recycling
rate of

80%



Waste management for the An Post property portfolio of over 160 buildings requires constant monitoring, measurement and engagement with employees. We are proud to report that, for the fourth consecutive year, we sent zero waste to landfill and had a primary recycling rate in excess of 80%, an increase of 4% from 2020.

In 2021, we purchased more laptops for employees working remotely and continued carrying out meetings online. Due to remote working, there was a huge decrease in the volume of envelopes, headed paper and other stationery items purchased for our offices. We are also removing single-use plastics from our canteens and vending machines where possible as well as minimising food waste. By decreasing the amount of packaging created, by making our products reusable, recyclable or compostable we further reduced our packaging waste by 64%.

Protecting Ireland's biodiversity

We have a responsibility to ensure that our ecological footprint is as small as possible. By continually assessing what we do, and committing to what we can do, for nature, we strive to lead the conversation on business and biodiversity in Ireland. As a result, in 2021 we developed our biodiversity strategy. Integral to this are five ambitions which guide our actions and commitments:

- Restore biodiversity within the An Post land and property portfolio to 1984 levels by 2030.
- Develop a landscape plan for the 2022 growing season that improves biodiversity on our sites whilst being aesthetically pleasing and practical for employees and customers.
- Designate 100% of available land to biodiversity activities which support and protect endangered species by 2030.
- Develop and implement a biodiversity strategy for 100% of buildings within An Post's property portfolio by 2030.
- Consider biodiversity implications for all newly built/constructed properties by An Post.

We have 80,000 to 120,000 dark Irish honeybees on the roof of the GPO in Dublin and in 2021 we celebrated World Bee Day by creating a range of activities and information sheets for all ages. Our campaign opened up the conversation around the role of bees and other pollinators in the ecosystem and the impact climate change has had on them.



Managing our water footprint

Over the past two years, we have developed our water management system to better understand where we most use this vital resource. To help monitor our usage and quickly detect and resolve leaks, in 2021 we installed an additional 12 smart water meters across our sites. This is part of our objective to reduce annual water usage by 5% per annum and to date, 34 of our sites are now monitored.

To further reduce our water use, we continued to use our new vehicle steam washing system to eliminate the use of chemicals and reduce wastewater. These two initiatives reduced water usage by over 46,000m³ (25%) in 2021 compared to 2020.



Our objective to reduce
annual water usage by

5% per annum



Making sustainable living commonplace

We are committed to making a positive impact on our communities by creating everyday opportunities to make sustainable living commonplace for everyone in Ireland. In 2021, we:

- Announced the transformation of our site in Galway into a dedicated civic arts space for cultural purposes, as part of a planned redevelopment project.
- Joined Ireland's largest pollination project and supported Gaisce - the President's Award Challenge 35th Anniversary of 'Bulbs for Bees'. We delivered more than 1,000 packs of spring bulbs to schools, youth and adult organisations across the country. These were carefully chosen to attract bees for pollination and we invited all generations to plant and take pictures. We also planted the bulbs on some of our own grounds.
- Participated in the judging panel of ECO-UNESCO's Young Environmentalist Award which recognises local environmental projects and raises awareness in schools and communities.
- Donated a further 15 'Re-Cycled' delivery bikes as part of our contribution to the circular economy as we increasingly move towards electric vehicles. A total of 49 robust cargo bikes have been refurbished and donated to homeless charities and other organisations. These have been particularly important during the COVID-19 pandemic as they have helped outreach workers bring services to clients.





Looking forward to 2022 and beyond

In addition to the initiatives discussed above, the following are key areas of focus for 2022 and beyond:



Circular economy

- Continue to explore reducing our environmental footprint and extracting more value from our products and properties to support the principles of a circular economy.
- Explore how decommissioned electric vehicle batteries can be repurposed to store electricity from solar panels.
- Explore how we can upcycle redundant An Post uniforms.
- Develop a two-way reusable and 100% recyclable Gift Bag.



Waste

- Install a biodigester at our Dublin Mails Centre Canteen to reduce food waste. This machine will break down unused food from our canteen and turn it into a nutrient-rich digestate which will be used as a soil fertiliser on our sites as part of our biodiversity strategy.
- Perform a review of reusable packaging used in our industry.
- Explore obtaining a waste management licence which will help identify circular economy opportunities on site. This would enable us to provide a delivery and return service to our customers enabling them to repurpose their products or 'waste' for further processing and re-distribution as part of the circular economy.



Biodiversity

- Carry out assessments to understand our biodiversity impacts and dependencies.



Sustainable procurement

- Review onboarding assessments for new suppliers, where applicable, which will enable us to assess, track and manage supplier information.



SDG 13: Climate Action





Climate Action

UN Definition:

Take urgent action to combat climate change and its impacts.

Our Contribution:

We have a responsibility to decarbonise our operations, maximise resource efficiency and support Ireland’s transition to a low carbon future.

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

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



Achievements at a glance:

In 2021, we took significant steps toward the achievement of our 2030 net zero target:



First postal service in the world to attain zero emission delivery status in all major cities - Dublin, Waterford, Cork, Limerick, Galway and Kilkenny



Largest private electric vehicle charging network in Ireland



Avoided €1.5m in fuel costs through better fleet efficiency



Reduced electricity usage within buildings by 2%, year-on-year



4% reduction in carbon emissions, year-on-year



100% renewable electricity used in our buildings



Reducing our emissions

We keep a close eye on our emissions, and as part of our support for Ireland's Climate Bill and the 2015 Paris Agreement, we committed to the Science Based Targets Initiative (SBTi) of setting our emission reduction targets to 1.5°C above pre-industrial levels. To date, we are the only logistics company in Ireland to commit to the SBTi Business Ambition for 1.5°C and we have submitted our 1.5°C science-based target to the SBTi for validation in 2022. We further demonstrated our commitment to emission reduction by signing Business in the Community's Low Carbon Pledge in 2021.

4% reduction in carbon emissions, year-on-year



26% Carbon emissions reduced by 26% since 2009



In order to reduce our carbon emissions, we know it is important to quantify and understand the sources of these emissions. Our carbon emissions are categorised as Scope 1, Scope 2 and Scope 3.

Our Scope 1 emissions increased by nearly 16% between 2019 and 2020. This increase in emissions was driven by the impact of COVID-19 as the use of heating increased due to greater ventilation being required, vehicles were brought home to reduce the risk of COVID-19 transmission and more parcels were delivered. We are pleased to report that we are getting back on track in 2021 towards our target of reducing our carbon emissions from our own operations by 50% by 2025. Between 2020 and 2021, our combined Scope 1 and Scope 2 emissions fell by 4% from 29,426 to 28,215 tonnes of CO₂. This reduction was achieved due to improved energy and fleet management as well as improvements in managing the heating and air conditioning systems in our properties. Our fleet efficiency initiatives resulted in a reduction in the use of fuel from 9.63 to 8.62 litres per 100km in our final mile fleet and our energy efficiencies in our properties reduced our KW usage by 1MW in 2021.

Scope 1: 28,209 tonnes CO₂

Scope 2: 5.9 tonnes CO₂

Scope 3: 5,578 tonnes CO₂



We recognise that new programmes will be needed to reach our net zero ambition. This is why we undertook an analysis of our Scope 3 emissions in 2021. This helped us to understand all indirect emissions that occur in our value chain and revealed that in An Post our Scope 3 emissions account for 16% of our total emissions. This review has identified that we should include the emissions from our post office network which are not directly within the An Post property portfolio. Doing so adds an additional 1,152 tonnes of CO₂ to our carbon emissions. Beyond our existing efforts with suppliers and employees, this showed where we can target our stakeholder engagement to support us in our programmes to reduce our indirect emissions going forward.

Emissions from road transport (tonnes of NO_x, SO_x, particulate matter) declined by 68% in 2021. This reduction can be attributed to a change in reporting metrics for NO_x emissions, which was recommended by both our ISO 50001 and IPC auditors as being the appropriate reporting standard for us to utilise in Ireland. In addition, the emission factors have improved due to:

- More kilometres travelled in our electric fleet, from 2m in 2020 to over 6m in 2021. There are no NO_x emissions from electric vehicles.
- The purchase of 38 HGV euro 6 trucks, which have lower NO_x emissions for comparable motorway travel to the euro 5 trucks that were replaced.



“
People are happier to see you in the electric vans, they know you're trying to make a change, they know that you're trying to do things better for the environment and for the people around, and they are actually a lot more comfortable to drive
 ”

- Keith, postie for 12 years



Spotlight:

Our fleet

We can make the most positive environmental impact by decarbonising our fleet. We recognise that this is challenging, but by taking action and identifying the technologies and enablers we need to support our decarbonisation transformation, we can take a lead in Ireland.

Light commercial vehicles

In 2020, we committed to increasing the number of electric vehicles (EVs) in our light commercial fleet to 2,000 by 2022. We currently have 1,010 EVs, 155 e-trikes and Ireland's first 7.5 tonne electric truck in our fleet. However, it has become apparent that we will not achieve our ambition of 2,000 EVs by 2022 due to the pandemic, as well as widespread automotive production and delivery delays. We are reviewing our transport strategy to accommodate for these supply chain challenges as well as the availability of alternative fuel options and dynamic route planning. Therefore, we have decided to update our commitment to 50% of the fleet to run on alternative fuel sources to diesel by 2025. In 2021, 28% of our fleet ran on alternative fuel sources and we will be reporting on this percentage in future Reports. In 2021, we installed an additional 300 EV charging points, and with over 1,300 chargers installed to date we now have the largest private electric vehicle charging network in Ireland.



50% of the fleet to run on alternative fuel sources to diesel by 2025

We have the largest private EV charging network in Ireland



Heavy goods vehicles (HGVs)

In 2021 we became the first Irish logistics company to join EV100. In conjunction with our membership of the Alliance for Logistics Innovation through Collaboration in Europe (ALICE), this means we are well placed to be at the forefront of the developing technology of clean energy generation for vehicles. These collaborations support the development of our strategies for the decarbonisation of our HGVs.

Fleet efficiency

While electrification of our fleet is critical to our decarbonisation strategy, our drivers also have a key role to play in accelerating our progress.

We continued with our successful eco-driver training programme throughout 2021 to improve fleet efficiency and limit fuel consumption in our diesel vehicles. Despite limitations on vehicle sharing due to COVID-19, 62% of our drivers have now undertaken this training. The training focuses on fuel efficiency and safety. Special attention is given to highlighting where energy losses occur and how our drivers can take appropriate actions to avoid them.

A combination of eco-driver training, our modern fleet and telematics installed in our vehicles helps us to understand more about our fuel usage. This has resulted in a 5.7% increase in fleet efficiency in 2021 and we are delighted to report that we avoided €1.5m in fuel costs. To help maintain focus on improving fleet efficiency, we are introducing a new commitment in 2021 to improve fleet efficiency metrics by 3% per annum to 2025.

'Travelled more, but used less'

In 2021, An Post's entire fleet:



Travelled more kilometres
3,891,744km more than 2020



Used less litres of fuel
732,115 litres of fuel saved in 2021



Increased efficiency by 5.7% compared to 2020

Avoided **€1.5m** in fuel costs
€1m in efficiencies + **€500k** in fuel savings due to the fleet transfer to EVs



Energy management in our properties

We have taken steps to improve energy and environmental performance in our property portfolio.

In 2021, we reduced the overall electricity usage in our properties to 16,094,629 kWh. Since we started our sustainability journey, we have achieved a 32% reduction in the overall electrical energy used in our properties. In addition, we have improved the electrical usage efficiency per m² from 119 kWh to 72 kWh, achieving a 39% improvement in efficiency in the electricity used.

As part of our commitment to reduce electricity use within our buildings by 40% by 2022, we continued to install heating controls in 2021. 142 are now in place which allow managers to adjust and monitor heating times and temperatures, reducing energy waste.

We continue to purchase 100% green electricity from our electricity supplier, which is certified as being from renewable sources. We are also replacing all lighting with energy efficient lighting across our property portfolio, with 78% of buildings now complete. We are on track for our target of replacing all lighting with energy efficient lighting in 2022. Our upgrade to energy efficient lighting has contributed to a reduction of over 220,000 kWh compared to our pre-COVID-19 usage.

These initiatives form part of our plan to retrofit our property portfolio to a minimum of a BER B3 standard by investing in solar panels, insulation, and smart energy management systems which balance demand for energy across our premises.



100% renewable electricity used in our buildings





Making sustainable living commonplace

We are committed to making a positive impact on our communities by creating everyday opportunities to make sustainable living commonplace for everyone in Ireland. In 2021, we:

- Marked Ireland's commitment to the United Nations Sustainable Development Goals and its 'For People, For Planet' campaign with our 'Act Now on Climate Change' They also reflected our purpose to act for the common good and our status as a national SDG champion for protecting the planet.
- Celebrated being the first postal service in the world to attain zero emission delivery status in all major cities - Dublin, Waterford, Cork, Limerick, Galway and Kilkenny.





Looking forward to 2022 and beyond

In addition to the initiatives discussed above, the following are key areas of focus for 2022 and beyond:



Fleet

- Review our transport strategy and continue to implement initiatives to improve fleet efficiency.
- Extend our emission-free deliveries to more towns across Ireland.
- Develop a strategy to enable public access to our EV charging network.
- Investigate EV home garaging through the installation of charging points at employees' homes. If successful, this trial will provide us with the possibility of further expanding our electric vehicle fleet, particularly in locations where the installation of chargers is not feasible at an An Post premises or if space is constrained.



Climate risk

- Undertake climate scenario risk analysis and fully embed it in our risk taxonomy.



Property Portfolio

- Continue the process of retrofitting buildings within our property portfolio, improving BER ratings.
- Achieve LEED platinum certification for our new offices in the EXO building.
- Launch our 'Concept Properties' programme, which will champion innovative technologies and sustainable living.
- Complete the LED roll out across our properties.
- Undertake additional energy management measures such as: improve summer utility usage in Mail Centres, return heating and ventilation systems to pre-COVID-19 status and install fit for purpose lighting in offices.
- Convert our LPG heating systems to Bio LPG.



Emissions

- Create programmes to target the reduction of Scope 3 indirect emissions.
- Review carbon removal strategies available on the island of Ireland.

Appendices

Appendix: Stakeholder Engagement

We have a presence in every Irish community, as well as being one of the largest employers in Ireland. As a result, our stakeholders are varied and we recognise that their views about our future role in society and the economy are key. Listening to, engaging and partnering with our stakeholders is an important enabler of change. We are committed to engaging proactively with partners and stakeholders on the topic of sustainability. By gathering broad stakeholder input, and appropriately considering their insights and feedback, our sustainability strategy and approach can be informed, shaped and refined.

Our key stakeholder groups are: government, employees, staff representatives, citizens, customers, suppliers, partners, industry associations and the business community. Understanding key stakeholder groups' priorities, challenges and concerns is a welcome addition to our own expertise and helps us set the right priorities and ensures our reporting remains relevant every year. Our approach to stakeholder engagement in 2021 was again significantly influenced by the COVID-19 pandemic.

We will continuously review and identify additional stakeholders to ensure that we have representation of all those involved. The following are examples of interactions we had with stakeholders during 2021:



Stakeholder Group	Means of Engagement	Subjects of Engagement
Government	<p>Policy meetings and consultations with various government departments:</p> <ul style="list-style-type: none"> Department of the Environment, Climate and Communications Department of Finance NewEra Department of Social Protection Department of Transport 	<p>Through open and transparent dialogue, our ambition is to provide the Irish Government with the support, method or channel to advance Ireland's sustainability ambitions. Key themes included:</p> <ul style="list-style-type: none"> Climate Action Plan 2021 National Development Plan 2021-2030 Ireland's Sustainable Finance Roadmap 2021 Climate Action Bill 2021 SDG Champions Programme Ireland's National Waste Policy 2020-2025 Electric vehicle infrastructure Programme for Government
Employees	<p>We regularly engaged with our 9,000+ employees through a range of mechanisms:</p> <ul style="list-style-type: none"> Employee pulse surveys Employee sustainability campaign Post People app Team meetings Noticeboards Town hall meetings 	<p>Employee engagement is about creating an inclusive environment with our people at the centre of everything we do, ensuring employees:</p> <ul style="list-style-type: none"> are provided with information about the company as a whole and things that affect them and their job in a timely manner have the opportunity to share feedback or raise questions feel valued and recognised for the work they do. <p>For our employees on the move, we know it is important to communicate information quickly and conveniently. With regular in-person briefings and our Post People app, we keep our postal workers up-to-date on news, information and training, such as vehicle safety, wellbeing resources and sustainability achievements.</p> <p>Key themes included: business performance, safe working environment, training, sustainability, employee engagement, recognition and reward, remote working, uniform, COVID-19 support, wellbeing, culture and health and safety.</p>

Stakeholder Group	Means of Engagement	Subjects of Engagement
Staff Representatives	<ul style="list-style-type: none"> Partnership meetings 	<p>We work closely with our unions through agreed consultation structures and in 2021 this engagement helped to identify key priorities for the company and its employees. Key themes included: business performance, safe working environment, fair employment and trading practices, sustainability, remote working, COVID-19 support, wellbeing, employee engagement, recognition and reward, culture and ways of working.</p> <p>As a result of this, engagement policies were reviewed and resulted in the renewal of our Code of Conduct, Retirement Policy, Dignity at Work Policy and the development of a new Domestic Abuse and Coercive Control policy amongst others.</p>
Citizens	<ul style="list-style-type: none"> Community initiatives Social media channels Award programmes - such as An Post Brain Busters Challenge Sustainability Report and website 	<p>As a key player in Irish society, we have many touch points within the community. Key themes included: our sustainability strategy, electric vehicles and reducing emissions on our streets, diversity in the community, making sustainable living commonplace and education. More detail about our community engagement initiatives can be found in SDG 11: Sustainable Cities and Communities on p.27-32.</p>
Customers	<ul style="list-style-type: none"> Hosted events eCommerce hub Quarterly business reviews Market reviews 	<p>Key themes included: making sustainable living commonplace with our one-stop shop Green Hub retrofitting service, electric vehicles and reducing emissions on our streets, diversity in the community, education, protecting our vulnerable customers, our environmental credentials and strategy, our role in building a sustainable postal network for businesses and communities across Ireland, our latest parcel and packaging innovations, pricing and making our business more sustainable.</p>
Suppliers	<ul style="list-style-type: none"> Sustainable procurement questionnaire Bona fides Tender process Quarterly business reviews 	<p>With our new procurement objective, we look forward to engaging with more of our suppliers. Through our supplier questionnaire we engaged with a further 30 suppliers in 2021 on issues such as due diligence, human rights, ethical sourcing and environmental management systems.</p>
Partners, Industry Associations and Business Community	<ul style="list-style-type: none"> Direct partnerships Sponsorship programmes Third-party audits Industry collaboration and partnerships 	<p>Other key stakeholder engagements are important, as being active members of organisations and bodies which support sustainability is key to maintaining momentum and focus towards achieving our sustainability ambitions. We regularly engaged with industry groups, other businesses, sustainability / non industry NGOs and auditing bodies on issues such as electric vehicles, alternative fuels, increasing diversity within the workforce, financial inclusion and evaluating our sustainability performance against third-party standards.</p> <p>Details of our Memberships, Certifications and Knowledge Sharing can be found in full on p.9.</p> <p>Details of our reporting frameworks can be found on p. 11.</p> <p>Details of sustainability / non-industry NGOs that we have supported and collaborated with can be found in SDG 11: Sustainable Cities and Communities on p. 27-32 and SDG 8: Decent Work and Economic Growth on p. 13-21.</p>

Appendix: Governance

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

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

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

The Board

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

The Audit and Risk Board Sub-Committee plays a prominent role in overseeing the interaction between sustainability, strategy and risk appetite, as well as tracking progress against sustainability commitments, metrics and targets on a quarterly basis.

Whilst the Board sets An Post's strategic direction and oversees our progress and performance, the Executive oversees progress towards achieving our sustainability commitments and ambitions on behalf of the Board.

The Executive

The An Post Management Board holds the primary role of overseeing the delivery of our Purpose and sustainability commitments. They review and approve sustainability proposals and provide guidance on the strategic direction.

Our Chief Transformation Officer leads the development and implementation of An Post's sustainability strategy and reporting. She reports directly to our Chief Executive Officer to ensure that sustainability is embedded in every aspect of the organisation and in our strategic business planning.

In 2021, updates were made to executive committees that support the Management Board in discharging their responsibilities, resulting in a new Management Executive Audit and Risk Committee being established. This committee considers, reviews and monitors the management and reporting of sustainability-related activities, including progress against relevant targets, metrics and KPIs on a quarterly basis. The committee also oversees and monitors the implementation of the Group Risk Management Framework and the policies.

Sustainability Forum

Every quarter the Sustainability Forum, led by the Chief Transformation Officer, meets to ensure our policies, practices and initiatives align with our values, strategy and stakeholder expectations. The Forum is attended by employees from across the company.

Sustainability Policies

We have a series of policy positions on sustainability matters which support the implementation of our strategy. These specific policies address issues such as:

• Anti-Fraud and Anti-Money Laundering	• Occupational Health and Safety
• Code of Conduct for Employees and Directors	• Product Governance
• Complaints	• Remote and Flexible Working
• Disability, Dignity at Work and Equality	• Retirement
• Domestic Abuse and Coercive Control	• Right to Disconnect
• Energy and Environment	• Sustainable Procurement
• Errors	• Vulnerable Customer
• Internal Communications	• Whistleblowing

Appendix: Material Indicators

Our most recent sustainability materiality assessment was conducted in 2019. This methodology helped us to articulate what issues matter most to An Post and our stakeholders. In conjunction with our partners in the European postal sector, we defined the relative importance of our material issues. This assessment identified five material topics where we can have greatest impact in line with the UN Sustainable Development Goals:

- **SDG 8: Decent Work and Economic Growth**
- **SDG 9: Industry, Innovation, and Infrastructure**
- **SDG 11: Sustainable Cities and Communities**
- **SDG 12: Responsible Consumption and Production**
- **SDG 13: Climate Action**

The output of the materiality assessment informed the development of our sustainability strategy and our approach to reporting. Understanding where our material impacts lie helps us to carefully monitor relevant business risks and opportunities.

Our material topics have remained relatively constant since 2019, although some have increased in their significance - in particular, climate change and reducing emissions and circular economy considerations within waste management.

Materiality Approach Considerations



Appendix: Metrics and Targets

We have identified objectives and metrics to monitor our progress in relation to each of the five SDGs to which we are committed. To ensure transparency in our reporting, we have also included an indicator as to our current assessment of the likelihood of achieving the objective within the stated timeframe. This is to acknowledge the fact that many of our targets are ambitious in nature.

	Meets Expectations		Below Expectations
	Exceeds Expectations		Getting Back on Track

We have added some new metrics in 2021. No metrics have been removed since we reported in 2020. Some metrics from 2020 have been amended but this has not resulted in any restatement of prior year numbers. Where amendments have been made, the reasons are discussed in the Notes below the table.

SDG	Objective	KPI	Performance 2018	Performance 2019	Performance 2020	Performance 2021	Our Progress
SDG 8: Decent Work and Economic Growth	No zero hour contracts within An Post	Number of zero hour contracts	0	0	0	0	
	Reduce employee absenteeism due to injuries year on year ^{N1}	Total Lost Time Injury Rate (per 200,000 hours worked)	5.06 hrs	5.06 hrs	3.15hrs	4.13 hrs	
	Reduce road traffic accident rate year on year	Road traffic accident rate (Rate per Million Km)	0.6 accidents / Million Km	0.6 accidents / Million Km	0.566 accidents / Million Km	0.45 accidents / Million Km	
	Strive for ISO 45001 certification at all An Post sites ^{N2}	% of sites with OHSAS 18001 certification	100% OHSAS 18001 certified	100% OHSAS 18001 certified	100% OHSAS 18001 certified	100%	
	Increase the proportion of women in senior management positions year on year ^{N3}	% of management positions held by women	73% Male / 27% Female	73% Male / 27% Female	65% Male / 35% Female	66% Male / 34% Female	
	Reduce the mean gender pay gap ^{N4}	Year on year reduction	n/a	n/a	1.41%	-0.16%	
	Maintain minimum 5% disabled representation in workforce ^{N5}	% disabled employees	5.20%	5.20%	4.6%	4.4%	
SDG 9: Industry, Innovation and Infrastructure	An Post have committed to spending €100m on sustainability capital expenditure by 2025	Sustainability capital expenditure each year	€750,000	€5,000,000	€16,000,000	€2,395,000	
SDG 11: Sustainable Cities and Communities	In rural areas 95% of the population will be within 15km of at least one post office	95% of rural population within 15km of at least one post office	95% Achieved	95% Achieved	95% Achieved	95% Achieved	
	In urban areas 95% of the population will be within 3km of at least one post office	95% of urban population within 3km of at least one post office	95% Achieved	95% Achieved	95% Achieved	95% Achieved	
	Offshore islands will retain their post offices	Offshore islands % retention of their post office	100% (8 offshore island post offices)				
	A post office in every community of over 500 people	% of communities of over 500 with a post office	100%	100%	100%	100%	

SDG	Objective	KPI	Performance 2018	Performance 2019	Performance 2020	Performance 2021	Our Progress
SDG 12: Responsible Consumption and Production	Maintain zero waste to landfill ^{N6}	Primary recycling rate	85.50%	83.50%	76%	80%	
		Secondary recycling rate	14.50%	16.50%	24%	20%	
	Reduce water usage 5% annually	% reduction in water usage	An Post is working to put in place a programme to reduce water usage		31% reduction (80,000+m ³)	25% reduction	
	Reduce the packaging that An Post places on the Irish market by 5% per annum	% reduction of material waste to market	n/a	18%	11%	64%	
	Achieve and maintain ISO 14000	Has An Post achieved ISO 14000	No	Yes	Yes	Yes	
	Incorporate an auditing programme of our top 20 suppliers ^{N7}	Number of suppliers audited	An Post is working to put in place a programme of auditing our top 20 suppliers for 2020 reporting.		29 suppliers audited	23 suppliers audited	
	90% of An Post tenders to include sustainability criteria as an evaluation category where applicable ^{N8}	% of tenders completed which should have and did include sustainability criteria	New KPI for 2021 report				92%
SDG 13: Climate Action	Reduce carbon emissions by 50% by 2025 from 2009 baseline and to net zero from own operations by 2030	Total carbon emissions (Scope 1 and Scope 2) ^{N9}	26,383 CO ₂	25,459 CO ₂ (-3.5%)	29,426 CO ₂ (15.4%)	28,215 CO ₂ (-4%)	
		Total energy kWh used	121,136,935 kWh	120,140,280 kWh (-0.8%)	137,289,324 kWh (+14.2%)	134,696,226 kWh (-1.9%)	
		Emissions from road transport (Tonnes of NOx, SOx, particulate matter) ^{N10}	190 tonnes	205 tonnes (+7.8%)	246 tonnes (+20%)	79 tonnes (-67.8%)	
	Achieve calculation and reporting of Scope 3 emissions for An Post by 2020 and for An Post service providers by 2021 ^{N11}	Scope 3 emissions for 1) An Post 2) An Post service providers ^{N12}	An Post is actively working towards Scope 3 emissions calculation and reporting		4,796 tonnes	5,578 tonnes	
	Reduce electricity use within buildings by 40% by 2022 from 2009 baseline	Electricity used within buildings	17,323,658 kWh	16,539,340 kWh (-4.5%)	16,422,164 kWh (-5.2%)	16,094,629 kWh (-1.9%)	
		Renewable electricity used in buildings	100%	100%	100%	100%	
	Replace all lighting with energy efficient lighting by 2022	% of programme complete	54% of buildings lighting replaced with energy efficient lights	57% of buildings lighting replaced with energy efficient lights	64% of buildings lighting replaced with energy efficient lights	78% of buildings lighting replaced with energy efficient lights	
	2000 electric vehicles by 2022 ^{N13}	Total number of electric vehicles	11	166	1012	1010	
	150 electric trikes by 2022	Total number of electric trikes	0	78	110	155	Achieved
	Train 100% of drivers in eco-driving by 2023	% of drivers trained in eco-driving ^{N14}	0%	10.2%	32%	62%	
Improve fleet efficiency metrics by 3% per annum to 2025 ^{N15}		New KPI for 2021 report				n/a	
All city centre deliveries in Cork, Galway, Kilkenny, Limerick and Waterford to be by electric vehicle by end of 2020	% deliveries by electric vehicle in selected cities ^{N16}	0 / 6 Cities	1 / 6 Cities	3 / 6 Cities	6 / 6 Cities	Achieved	

SDG	Objective	KPI	Performance 2018	Performance 2019	Performance 2020	Performance 2021	Our Progress
Sustainability Reporting	Extend the number of green lending propositions in the Irish market, with at least two new green lending products offered by 2025 ^{N17}	Number of new propositions	New KPI for 2021 report				n/a
	Develop and deliver at least two new financial inclusion services for the community annually to 2025 ^{N18}	Number of new services	New KPI for 2021 report				n/a
	An Post to be ranked in Top 5 for the Carbon Disclosure Project (CDP) in Ireland	An Post Carbon Disclosure Project ranking	10th	10th	12th	3rd	
	An Post to be ranked in Top 5 for International Postal Corporation SMMS Programme	An Post International Postal Commission SMMS programme ranking	10th	10th	12th	3rd	→
	Achieve a silver medal in the EcoVadis sustainability rating ^{N19}	An Post EcoVadis rating	New KPI for 2021 report				Bronze medal

Notes

- N1** See [‘Health and safety’](#) on p.19 for further details.
- N2** We have amended the health and safety management metric to align with our compliance with ISO 45001, which we migrated to in 2021. This certification has replaced OHSAS 18001. 2018, 2019, and 2020 data refers to OHSAS 18001.
- N3** 2021 did not see an increase in our women in senior management metric. However we expect the actions outlined in [‘Diversity, equity and inclusion’](#) on p.15 to bring us closer to achieving this commitment by 2030.
- N4** We have amended the gender pay gap metric to align with the language in our 2021 Gender Pay Report. This does not result in any restatement of prior year numbers.
- N5** 2021 saw a further decline in our disability representation metric. However, we expect the actions outlined in [‘SDG8: Decent Work and Economic Growth’](#) on p.13-21 to bring us back on track in 2022.
- N6** We have amended the waste metric to ‘maintenance’ to reflect the fact that this has already been achieved. This does not result in any restatement of prior year numbers.
- N7** We have amended the supplier auditing metric to ‘our top suppliers’ as we have achieved this with our top 20 and have expanded this programme of activity. This does not result in any restatement of prior year numbers. See [‘Sustainable procurement’](#) on p.35 for further details.
- N8** We have updated our sustainable procurement objective to give us greater visibility of our suppliers’ commitments. This objective replaced the 2020 objective to ‘Ensure materials are purchased from responsible sources, e.g. 100% paper FSC certified’. The new objective aims to ensure that 90% of our tenders include sustainability criteria where, in the opinion of the buyer in consultation with the evaluation team, it is proportionate and relevant to the subject matter.
- N9** Scope 1 emissions are direct emissions from owned or controlled sources (e.g. fuel combustion, company vehicles). Scope 2 emissions are indirect emissions from purchased utilities (e.g. purchased electricity). The baseline year for Scope 1 and 2 emissions is 2009 and we use ISO 14064-1 methodology to calculate these. We report Scope 2 emissions using the market based method.
- N10** This reduction can be attributed to a change in reporting metrics for NOx emissions, which was recommended by both our ISO 50001 and IPC auditors as being the appropriate reporting standard for us to utilise in Ireland.

- N11** A review of Scope 3 emissions in 2021 identified that emissions from our post office network, which are not directly within the An Post property portfolio, should be included in our figures, resulting in a rise in this number.
- N12** Scope 3 emissions include all sources not within our Scope 1 and 2 boundaries (e.g. employee commuting, waste disposal etc) but do not include our subsidiaries.
- N13** In the Report next year, we will be reporting on the percentage of the vehicle fleet to run on alternative fuel sources to diesel, with the objective for this to be 50% by 2025. We are updating our electric vehicle metric to better represent our move to different sources of alternative fuels within our fleet. We will not be restating prior years.
- N14** Our eco-driver training is a combination of three programmes: eVan training, Pro-Drive and CPC mandatory training for C Licence holders.
- N15** New commitment. See details in ['Fleet efficiency'](#) section on p.43
- N16** This objective was extended to 2021 in our 2020 Sustainability Report as COVID-19 delayed the planned extension of emission-free deliveries.
- N17** New commitment. See details in ['Sustainability Reporting'](#) on p.11 and [Appendix: UNEP FI](#) on p. 64.
- N18** New commitment. See details in ['Sustainability Reporting'](#) on p.11 and [Appendix: UNEP FI](#) on p. 64.
- N19** New commitment. See details in ['Sustainability Reporting'](#) on p.11.

Appendix: Global Reporting Index (GRI)

GRI Content Index

In this appendix, we provide more detail on the progress we have made in our adherence to the GRI sustainability reporting standards. We have divided our reporting into a General Disclosures section (GRI 102) which provides an organisational context, and an overview of the management approach (GRI 103). We have then selected from the set of topic-specific GRI Standards (GRI 200 - Economic, GRI 300 - Environmental or GRI 400 - Social) for reporting on material topics, which were identified through the materiality assessment exercise conducted with key stakeholders. Our responses on this are set out in Topic Specific Disclosures.

Our Report has been prepared in accordance with the GRI Standards: Core option. This option indicates that our Report contains the minimum information needed for our stakeholders to understand the nature of our operations, material topics and related impacts, and how these are managed.

GRI Reporting Principles

Where we have used the terminology of 'Management Approach' in our Topic Specific Disclosures, we have included information about where further information can be found in the Report. In the preparation of our Report, we have adhered to the GRI Reporting Principles, within the limitations and scope of information currently available.

Stakeholder Inclusiveness

[Our stakeholder groups](#) are detailed on p.48-49. In 2019, we engaged with internal and external stakeholders to understand what sustainability topics matter most to An Post and our stakeholders. The views and issues raised by stakeholders have been considered to inform the material topics discussed in this Report.

Sustainability Context

Our '[CEO Letter](#)' on p.5, and '[Our Strategy and Purpose](#)' on p.3 provide an explanation of what sustainability means for An Post, including our impact on the broader sustainable development agenda, such as the UN Sustainable Development Goals.

Materiality

In our materiality assessment conducted in 2019 we engaged with stakeholders to identify the sustainability topics that were of most concern to them and to An Post.

Completeness

This Report covers sustainability topics which have a material impact on our operations and various parts of our value chain.

GRI: Core Option

The report covers the period 1st January to 31st December 2021.

Reference	Disclosure	Reference or Response												
A. Organisational Profile														
102-1	Name of the organisation	An Post												
102-2	Activities, brands, products, and services	See ' About An Post ' on p.8												
102-3	Location of headquarters	An Post, General Post Office, O'Connell Street Lower, Dublin 1, D01 F5P2												
102-4	Location of operations	See ' About An Post ' on p.8												
102-5	Ownership and legal form	See ' About An Post ' on p.8												
102-6	Markets served	See ' About An Post ' on p.8												
102-7	Scale of the organisation	See ' About An Post ', on p.8 See 'Consolidated Financial Statements', in the latest An Post Annual Report												
102-8	Information on employees and other workers	Total number of employees by employment contract (permanent and temporary), by gender: <table border="1"> <thead> <tr> <th>Employee Category</th> <th>Male (No. or %)</th> <th>Female (No. or %)</th> </tr> </thead> <tbody> <tr> <td>Permanent</td> <td>6,048</td> <td>1,834</td> </tr> <tr> <td>Temporary</td> <td>1,390</td> <td>538</td> </tr> <tr> <td>Total</td> <td>7,438</td> <td>2,372</td> </tr> </tbody> </table>	Employee Category	Male (No. or %)	Female (No. or %)	Permanent	6,048	1,834	Temporary	1,390	538	Total	7,438	2,372
Employee Category	Male (No. or %)	Female (No. or %)												
Permanent	6,048	1,834												
Temporary	1,390	538												
Total	7,438	2,372												
102-9	Supply chain	<p>- See 'SDG 12: Responsible Consumption and Production' and 'Sustainable procurement' section, on p.35</p> <p>- See 'Appendix: Stakeholder Engagement' on p.48-49</p> <p>Our Procurement Team manages a diverse supply chain to support our business operations and to provide the products and services necessary to meet our customers' needs. A high-level overview of our supply chain is as follows:</p> <p>We commit to conducting business responsibly and advocate for 'sustainable procurement' which is meeting our needs for goods and services by considering criteria and requirements that relate to social progress, environmental protection and economic development. This is subject to the relevant legislation but in particular insofar as it is proportionate and relevant to the subject matter of the tender. Cooperation with suppliers has also been addressed in our Sustainable Procurement Policy. This includes our expectations for suppliers to operate in compliance with national and/or international laws, regulations, standards and best practice guidelines on sustainability. The Chief Financial Officer is responsible for the An Post Sustainable Procurement Policy and the implementation of this policy. Additional information on our commitment and Sustainable Procurement Policy can be found on p. 35</p>												
102-10	Significant changes to the organisation and its supply chain	No significant changes noted to An Post size, structure, ownership or supply chain during reporting period.												
102-11	Precautionary Principle or approach	See 'Risk Management' and 'Corporate Governance' sections of the latest An Post Annual Report												
102-12	External initiatives	- See ' Strategy and Purpose ' on p.3 - See ' Sustainability Reporting ' on p.11-12												
102-13	Membership of Associations	See ' Awards, Memberships, Certifications, and Knowledge Sharing ' on p.9-10												
B. Strategy														
102-14	Statement from senior decision-maker	See ' CEO Letter ' on p.5												
102-15	Key impacts, risks, and opportunities	- See ' Appendix: Metrics and Targets ' on p.52 - See ' Appendix: Stakeholder Engagement ' on p.48 - See ' Appendix: Material Indicators ' on p.51												

C. Ethics and Integrity		
102-16	Values, principles, standards and norms of behaviour	<ul style="list-style-type: none"> - See 'Our Strategy and Purpose' on p.3 - See 'Appendix: Governance' on p.50 - See 'Report of Directors - Corporate Governance' section in the latest An Post Annual Report
102-17	Mechanisms for advice and concerns about ethics	<ul style="list-style-type: none"> - See 'SDG 12: Responsible Consumption and Production - Sustainable procurement' section on p.35 - See An Post Code of Conduct for employees on the An Post website - See An Post Code of Conduct for Directors on the An Post website
D. Governance		
102-18	Governance structure	<ul style="list-style-type: none"> - See 'Appendix: Governance' on p.50 - See 'Corporate Governance' section in the latest An Post Annual Report
E. Stakeholder Engagement		
102-40	List of stakeholder groups	See ' Appendix: Stakeholder Engagement ' on p.48
102-41	Collective bargaining agreements	<p>As of the 31st December 2021, all but 57 of our employees were covered under the terms of collective agreements.</p> <p>At least 86% of employees are members of trade unions, although this figure could potentially be higher as not all employees have their union subscriptions paid directly through our payroll systems.</p>
102-42	Identifying and selecting stakeholders	See ' Appendix: Stakeholder Engagement ' on p.48
102-43	Approach to stakeholder engagement	See ' Appendix: Stakeholder Engagement ' on p.48
102-44	Key topics and concerns raised	See ' Appendix: Stakeholder Engagement ' on p.48
F. Reporting Practice		
102-45	Entities included in the organisation's consolidated financial statements	- See 'Notes to the Financial Statement' section in the latest An Post Annual Report
102-46	Define the report content and topic boundaries	<ul style="list-style-type: none"> - See 'Strategy and Purpose' on p.3 - See 'Appendix: Metrics and Targets' on p.52 - See 'Appendix: Material Indicators' on p.51
102-47	List of material topics	- See ' Appendix: Material Indicators ' on p.51
102-48	Restatements of information	None
102-49	Changes in reporting	No changes to material topics
102-50	Reporting period	1st January to 31st December 2021
102-51	Date of most recent report	See Sustainability Report 2020 for the financial year ended 31st December 2020
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	An Post Sustainability, Ground Floor, GPO, Dublin 1, D01 F5P2 anpostsustainability@anpost.ie
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option
102-55	GRI Content Index	The GRI Content Index runs from p.56-61. Relevant page numbers and URLs are provided within the index for individual disclosures.
102-56	External assurance	The Report content has been reviewed and approved by the An Post Management Board. Internal controls and review processes have been established to ensure that the relevant data and information reported is complete and accurate. An Post will seek to obtain independent external assurance over material KPIs reported starting in 2025, in accordance with CRSD requirements.

Topic Specific Disclosures

Material topic	Reference	Disclosure	Reference or Response
1. Climate Change	103-1, 103-2 103-3	Management approach	- See ' SDG 9: Industry, Innovation, and Infrastructure ' on p.22 - See ' SDG 13: Climate Action ' on p. 39 We hold both ISO 14001 and ISO 50001 accreditations and we are the only postal service in the world with ISO 50001 accreditation covering our entire operations.
	305-1	Direct (Scope 1) GHG emissions	- See ' SDG 13: Climate Action - Reducing our emissions ' on p.41 See ' Appendix: Metrics and Targets ' on p.52. The baseline year for Scope 1 is 2009 and we use ISO 14064-1 methodology to calculate emissions.
	305-2	Energy indirect (Scope 2) GHG emissions	- See ' SDG 13: Climate Action - Reducing our emissions ' section on p.41 - See ' Appendix: Metrics and Targets ' on p.52. The baseline year for Scope 2 is 2009 and we use ISO 14064-1 methodology to calculate emissions. We report Scope 2 emissions using the market based method.
	305-3	Other indirect (Scope 3) GHG emissions	- See ' SDG 13: Climate Action - Reducing our emissions ' section on p.41 - See ' Appendix: Metrics and Targets ' on p.52
	305-5	Reduction of GHG emissions	See ' SDG 13: Climate Action - Reducing our emissions ' section on p.41
2. Indirect Economic Impacts	103-1 103-2 103-3	Management approach	See ' SDG 11: Sustainable Cities and Communities ' on p.27
	203-2	Significant indirect economic impacts	- See ' SDG 11: Sustainable Cities and Communities - Improving literacy and education for all generations ' section on p.31 and ' Sustainable action in a challenging year ' section on p.29
3. Health & Safety	103-1 103-2 103-3	Management approach	See ' SDG 8: Decent Work and Economic Growth - Creating a safe and supportive culture ' section on p.19 Our Health and Safety team lead the management of our health and safety risk assessments and help to review and annually update our Occupational Health and Safety Policy which is communicated to all employees. It sets out our compliance with all relevant statutory provisions and codes of practice. An Post is certified to OHSAS 18001:2007 and in March 2021, we migrated to the ISO 45001:2018 - Occupational Health and Safety Management System Standard - which further demonstrates our commitment to managing all our activities in a safe and effective manner. Health and Safety KPIs include total lost time injury rate and road traffic accident rate which can be found on p.9. An Post also manages health and safety by tracking additional KPIs such as slips, trips and falls (STF) and accident frequency rate.
	403-1	Occupational health and safety management system	See ' SDG 8: Decent Work and Economic Growth - Creating a safe and supportive culture ' section on p.19 An Post is certified to OHSAS 18001:2007 and we migrated to ISO45001:2018 (Occupational Health and Safety Management System Standard) in March 2021, which further demonstrates our commitment to integrating management systems into our business processes.
	403-2	Hazard identification, risk assessment, and incident investigation	See ' SDG 8: Decent Work and Economic Growth - Creating a safe and supportive culture ' section on p.19
	403-4	Worker participation, consultation, and communication on occupational health and safety	See ' SDG 8: Decent Work and Economic Growth - Creating a safe and supportive culture ' section on p.19
	403-6	Promotion of worker health	See ' SDG 8: Decent Work and Economic Growth - Creating a safe and supportive culture ' section on p.19
	403-9	Work-related injuries	- See ' SDG 8: Decent Work and Economic Growth - Creating a safe and supportive culture ' section on p.19 - See ' Appendix: Metrics and Targets ' on p.52

Material topic	Reference	Disclosure	Reference or Response														
4. Diversity, equity, and inclusion	103-1 103-2 103-3	Management approach	See ' SDG 8: Decent Work and Economic Growth – Diversity, Equity, and Inclusion ' section on p.15														
	405-1	Diversity of governance bodies and employees	See details of our Board, Senior Management and Workforce level diversity in the Gender Pay Gap Report														
	405-2	Ratio of basic salary and remuneration of women to men	See details of our mean, median and ratio of gender pay and bonuses in the Gender Pay Gap Report														
5. Employee Engagement	103-1 103-2 103-3	Management approach	See ' SDG 8: Decent Work and Economic Growth – Employee wellbeing ' section on p.17 and ' Spotlight: Employee engagement campaign on sustainability ' section on p.18														
	401-1	New employee hires and employee turnover	<table border="1"> <thead> <tr> <th>Item</th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>No. new employee hires</td> <td>526</td> <td>226</td> </tr> <tr> <td>Employee turnover rate</td> <td>10%</td> <td>5%</td> </tr> </tbody> </table>	Item	Male	Female	No. new employee hires	526	226	Employee turnover rate	10%	5%					
			Item	Male	Female												
			No. new employee hires	526	226												
Employee turnover rate	10%	5%															
401-2	Benefits provided to full-time employees	See ' SDG 8: Decent Work and Economic Growth – Employee wellbeing ' section on p.17															
6. Learning & Development	103-1 103-2 103-3	Management approach	See ' SDG 8: Decent Work and Economic Growth – Developing talent for the future ' section on p.18														
	404-1	Average hours of training per year per employee	<table border="1"> <thead> <tr> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>34</td> <td>31</td> </tr> </tbody> </table>	Male	Female	34	31										
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			<table border="1"> <thead> <tr> <th>Employee category</th> <th>Average training hours per employee</th> </tr> </thead> <tbody> <tr> <td>Senior Management</td> <td>30</td> </tr> <tr> <td>Middle Management</td> <td>45</td> </tr> <tr> <td>Postal Operative</td> <td>40</td> </tr> <tr> <td>Mail Centre Operative</td> <td>28</td> </tr> <tr> <td>Retail</td> <td>45</td> </tr> <tr> <td>Others</td> <td>25</td> </tr> </tbody> </table>	Employee category	Average training hours per employee	Senior Management	30	Middle Management	45	Postal Operative	40	Mail Centre Operative	28	Retail	45	Others	25
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Others	25																
The imbalance in hours of male vs female employees can be attributed to the high volume of training completed in the Postal Operative grade, which is predominantly male. This imbalance, in that specific grade, skews the overall figures somewhat in favour of the male training hours.																	
404-2	Programs for upgrading employee skills and transition assistance programs	See ' SDG 8: Decent Work and Economic Growth – Developing talent for the future ' section on p.18															
403-4	Percentage of employees receiving regular performance and career development reviews	Our Performance Management and Development (PMD) process is applied across our Management structure from the Management Board to Operational Front Line Managers (circa. 780 Managers). This represents 84% of the total An Post Manager/Supervisor employees. They actively participate in objective setting and have regular performance reviews. In our 2022 survey of PMD in An Post, 79% agreed they "value the opportunity to have a performance conversation with my manager". Our focus for 2022 is ensuring that Managers are equipped to facilitate employee development.															

Material topic	Reference	Disclosure	Reference or Response
7. Water Usage	103-1 103-2 103-3	Management approach	See ' SDG 12: Responsible Consumption and Production ' on p.33
	303-5	Water consumption	See ' SDG 12: Responsible Consumption and Production - Managing our water footprint ' section on p.36
8. Waste Management & Recycling	103-1 103-2 103-3	Management approach	See ' SDG 12: Responsible Consumption and Production ' on p.33
	306-1	Waste generation and significant waste-related impacts	See ' SDG 12: Responsible Consumption and Production - Circular economy ' section on p.35 and ' Zero waste ' section on p.36
	306-2	Management of significant waste-related impacts	See ' SDG 12: Responsible Consumption and Production - Circular economy ' section on p.35 and ' Zero waste ' section on p.36 In 2021, we retained accreditation of ISO 14001 Environmental Management Systems. This accreditation supports us in improving our environmental performance through efficient use of resources and the reduction of waste. As part of our effort to maintain this accreditation we met with our waste management company monthly to discuss progress and areas for improvement, conducted audits on waste segregation and employee awareness, and sent monthly waste reports to managers for action.
9. Biodiversity	103-1 103-2 103-3	Management approach	See ' SDG 12: Responsible Consumption and Production - Protecting Ireland's biodiversity ' section on p.36 for more details of our biodiversity strategy in the context of restoring and protecting Ireland's natural capital.
10. Sustainable Procurement	103-1 103-2 103-3	Management approach	See ' SDG 12: Responsible Consumption and Production ' on p.33 In 2021, we updated our sustainable procurement objective to give us greater visibility of our suppliers' commitments. This new objective replaced the previous objective to 'Ensure materials are purchased from responsible sources' with a more measurable and specific KPI which focuses on where we can have a greater positive impact. This updated objective also helps us to promote public procurement in accordance with EU standards.
	308-2	Negative environmental impacts in the supply chain and actions taken	See ' SDG 12: Responsible Consumption and Production - Sustainable procurement ' section on p.35
	414-2	Negative social impacts in the supply chain and actions taken	See ' SDG 12: Responsible Consumption and Production - Sustainable procurement ' section on p.35

Appendix: Task Force on Climate-Related Financial Disclosures (TCFD)

○ In place
● Target

In our Report this year, we have enhanced our level of climate disclosure by aligning to the TCFD recommendations. We will continue to assess the financial implications of climate-related risks and opportunities on our business and review our processes and governance to align further with TCFD recommendations over the coming years.

		Recommended Disclosures	An Post Disclosure	2022	2023	2024
Governance	Disclose the organisation's governance around climate-related risks and opportunities.	Describe the board's oversight of climate-related risks and opportunities.	The Audit and Risk Board Sub-Committee plays a prominent role in overseeing the interaction between sustainability, strategy and risk appetite. We will continue to strengthen Board oversight of climate-related risks as needed to support the embedding of our sustainability strategy and to meet new reporting requirements as they arise.		●	
		Describe management's role in assessing and managing climate-related risks and opportunities.	Our CEO and Management Board are actively involved with our climate ambitions content. See 'Appendix: Governance' on p.50 for further details.	○		
Strategy	Disclose the actual and potential impacts of climate-related risks and opportunities on the organisation's businesses, strategy and financial planning where such information is material	Describe the climate-related risks and opportunities the organisation has identified over the short, medium and long term.	We will look to carry out scenario analysis to identify the short, medium and long-term risks		●	
		Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy and financial planning	We will further develop our analysis around the impact of climate-related risks and opportunities at An Post.		●	
		Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	We will look to carry out scenario analysis to determine our resilience when taking into consideration different climate-related scenarios.		●	
Risk Management	Disclose how the organisation identifies, assesses and manages climate-related risks.	Describe the organisation's processes for identifying and assessing climate-related risks.	In 2020 we achieved ISO 14001 Environmental Management Systems accreditation. This register identifies all business activities, products and services that have an environmental impact and potential climate-related risks e.g. risk of flooding on our premises.	○		
		Describe the organisation's processes for managing climate-related risks	We will set up risk identification and management processes for climate-related risks and ensure that these are integrating into our existing risk management structures.		●	
		Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management	We will develop processes to improve risk management (e.g. specific guidelines on climate-related issues).		●	

		Recommended Disclosures	An Post Disclosure	2022	2023	2024
Metrics and Targets	Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.	Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.	<p>We report on the following metrics to assess climate-related risks and opportunities:</p> <ul style="list-style-type: none"> • Total carbon emissions (Scope 1, Scope 2, and 3 - absolute emissions metric tonnes CO₂) • Total Energy kWh • Emissions from road transport (Tonnes of NOx, SOx, particulate matter) 	○		
		Disclose Scope 1, Scope 2, and if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks	<p>Scope 1 emissions = 28,209 tonnes CO₂ Scope 2 emissions = 5.9 tonnes CO₂ Scope 3 emissions = 5,578 tonnes CO₂</p> <p>We have our Scope 1, 2 and Scope 3 verified each year. This is completed to ISO 14064-3 standard by ECS. Our Scope 1, 2 and 3 emissions are subject to audit each year by the International Post Corporation.</p>	○		
		Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	<p>We report on the following targets to assess climate-related risks and opportunities:</p> <ul style="list-style-type: none"> • Reduce carbon emissions by 50% by 2025 from 2009 baseline and to net zero from our own operations by 2030 • Achieve calculation and reporting of Scope 3 emissions for An Post by 2020 and for An Post service providers by 2021 • Reduce electricity use within buildings by 40% by 2022 from 2009 baseline • Replace all lighting with energy efficient lighting by 2022 • 2000 electric vehicles by 2022 • 150 electric trikes by 2022 <p>We are also planning to retrofit our property portfolio to a minimum of a BER B3 standard.</p> <p>In 2021, we developed a new commitment to extend the number of green lending propositions in the Irish market, with a minimum of two green lending products offered by 2025. This is part of our effort to provide sustainable finance options to our customers.</p> <p>Scope 1 and Scope 2 base year is 2009 and we follow ISO 14064-1 methodology. We report Scope 2 emissions using the market based method.</p>	○		

Appendix: UN Environment Programme Finance Initiative (UNEP FI)

Principles for Responsible Banking Self-Assessment & Reporting

At An Post, we are proud of the steps that we have taken to incorporate sustainability considerations into our financial products and services. Signing the United Nations Environment Programme Finance Initiative (UNEP FI) Principles for Responsible Banking in April 2021 allows us to build on those efforts by being part of a wider conversation that promotes a sustainable banking industry. This is the first Principles for Responsible Banking Report and our progress in implementing this framework is set out below.

Principle 1: Alignment We will align our business strategy to be consistent with and contribute to individual's needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks		
Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/ relevant information
1.1 Describe (high-level) your bank's business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities, and where relevant the technologies financed across main geographies in which your bank has operations or provides products and services	<p>It is our aim to provide a Community Banking service throughout Ireland by way of the provision of financial products and services, which combine with our other community-focused initiatives, to serve the Irish population.</p> <p>We serve both small and large communities and have a strategy that in rural areas 95% of the population will be within 15km of at least one post office and in urban areas 95% of the population will be within 3km of a post office. These post offices provide banking products and services as well as postal and other services.</p> <p>Our financial products and services are predominantly consumer-focused with traditional products and services such as cash transactions, current accounts, credit cards, foreign exchange and money transfer being the key services provided throughout each post office.</p>	See 'Appendix: Metrics and Targets' on p.52
1.2 Describe how your bank has aligned and/or is planning to align its strategy to be consistent with and contribute to society's goals, as expressed in the Sustainable Development Goals (SDG's), the Paris Climate Agreement, and relevant national and regional frameworks	<p>As a distributor of financial products and services solely within the Irish economy, the identification and review of activity alignment is based on the following relevant frameworks:</p> <ol style="list-style-type: none"> 1. Sustainable Development Goals (SDGs) 2. Climate Action Plan 2019 3. National Development Plan 2021-2030 4. Ireland's Sustainable Finance Roadmap 2021 5. Climate Action Bill 2021 6. EU Sustainable Finance Action Plan 2018 and Renewed Sustainable Finance Strategy <p>Our sustainability strategy is based on the five SDGs identified in our materiality assessment which can be found in the 'Material Indicators' section of this Report. This assessment identified five material topics and we report on our progress in addressing those issues in this Report. Based on our initial impact analysis, we have determined that Financial Inclusion and Financial Confidence is an area where we, as a Community Bank, can make the most impact. As outlined in 'Our Strategy and Purpose' in this Report, we take a holistic view of sustainability, encompassing all seventeen of the UN SDGs. Therefore, the secondary SDGs that we will closely align to in the development of our plans to implement our Targets are: 1 - No Poverty, 4 - Quality Education, and 10 - Reduced Inequalities.</p>	See 'Our Strategy and Purpose' on p.3 See 'Appendix: Material Indicators' section on p.51

Principle 2

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

Reporting and Self-Assessment Requirements	High-level summary of An Post's response	Reference(s)/Link(s) to An Post's full response/ relevant information
<p>2.1 Impact Analysis</p> <p>Show that your bank has identified the areas in which it has its most significant (potential) positive and negative impact through an impact analysis that fulfils the following elements:</p> <p>a) Scope: The bank's core business areas, products/services across the main geographies that the bank operates in have been as described under 1.1. have been considered in the scope of the analysis.</p> <p>b) Scale of Exposure: In identifying its areas of most significant impact the bank has considered where its core business/its major activities lie in terms of industries, technologies and geographies.</p> <p>c) Context & Relevance: Your bank has taken into account the most relevant challenges and priorities related to sustainable development in the countries/regions in which it operates.</p> <p>d) Scale and intensity/salience of impact: In identifying its areas of most significant impact, the bank has considered the scale and intensity/salience of the (potential) social, economic and environmental impacts resulting from the bank's activities and provision of products and services.</p> <p>Show that building on this analysis, the bank has:</p> <ul style="list-style-type: none"> Identified and disclosed its areas of most significant (potential) positive and negative impact. Identified strategic business opportunities in relation to the increase of positive impacts/reduction of negative impacts. 	<p>Scope:</p> <p>An impact analysis was conducted in 2021 using the frameworks referred to in 1.2 and took into account the following:</p> <ul style="list-style-type: none"> Our financial products and services are distributed exclusively in the Republic of Ireland The products and services provided are predominantly consumer banking. We provide agency banking services through our extensive post office network in addition to current accounts, credit cards, foreign exchange and money transfer services. The strongest current concentration of activities in the banking segment relate to the provision of agency banking services as opposed to the issuance of lending products. <p>Scale of Exposure:</p> <p>The main exposure is to consumers. There is no specific exposure to industries or technologies.</p> <p>Context & Relevance:</p> <p>The impact analysis was conducted taking into account the most relevant frameworks both nationally and regionally. These are listed under section 1.2</p> <p>Scale and intensity/salience of impact:</p> <p>Our banking activities are concentrated in the provision of transactional banking services to communities throughout Ireland. We see our greatest impacts being on society and the economy with a laser focus on financial inclusion with access to financial services, financial literacy and building financial confidence.</p>	<p>See 'About An Post' on p.8</p> <p>See 'Sustainability Reporting' on p.11-12</p> <p>See 'Responsible banking' section on p.30</p> <p>See the An Post Money website</p>

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Impact Analysis.

We have undertaken an initial impact analysis and identified the significant impacts of our financial products and services. The analysis was conducted in a workshop with responsible role-players to establish the scope of the banking operations, business model, types of products and range of services as relevant to the scope of the Principles. We did not use the UNEP Impact Analysis tool as this is specific to banks and not credit intermediaries like ourselves. As we do not have access to underlying data (e.g. loan data, NACE codes etc) this tool would not have provided any insight into our impacts given such data gaps.

As the State Post Office, our banking activities are focused on the provision of community banking services with the provision of agency branch banking activities in our post office network, the distribution of loans, credit cards, current accounts and other similar products, again as agents, both online and through our office network. In addition, we are seeking to work to address issues regarding access to finance in the community through the operation of an address service for homeless individuals, and assisting with improving access to and development of adult financial literacy programmes aimed at improving financial confidence in the wider economy. Initiatives such as small loans to recipients of social welfare in the State are aimed at reducing the reliance on money lenders and other such money providers, again to provide further financial security to financially stressed individuals.

Given the focus of our activities, we have instead analysed our impacts in relation to the relevant national frameworks in Ireland. These frameworks are aligned with the Paris Agreement and the Net Zero Strategies for Ireland and the EU, as well as the Sustainable Development Goals. This enabled us to understand how our community initiatives aligned with the economic and societal goals of these frameworks and where we could continue to add value to Irish society. In addition, we looked at relevant regional and international frameworks such as the Sustainable Development Goals themselves and the EU Sustainable Finance Action Plan 2018 and the Renewed Sustainable Finance Strategy. These frameworks are also aligned with the Paris Agreement.

We reviewed our banking activities on a line by line basis and mapped them against these frameworks to understand how our activities were contributing to these goals, or having a positive impact, and also how our activities may have been in any way inconsistent with these goals, or having a negative impact. From the list that we produced we were able to highlight those of most significant impact which we are seeking to address in the coming years.

Reporting and Self-Assessment Requirements	High-level summary of An Post's response	Reference(s)/Link(s) to An Post's full response/ relevant information
<p>2.2 Target Setting</p> <p>Show that the bank has set and published a minimum of two Specific, Measurable (can be qualitative or quantitative), Achievable, Relevant and Time-bound (SMART) targets, which address at least two of the identified "areas of most significant impact", resulting from the bank's activities and provision of products and services.</p>	<p>Following completion of an impact analysis two targets have been identified in relation to areas of most significant impact.</p> <p>Target for Impact 1 - Green Lending</p> <p>Extend the number of green lending propositions in the Irish market, with at least two new green lending products offered by 2025.</p> <p>Target for Impact 2 - Financial Inclusion</p> <p>Develop and deliver at least two new financial inclusion services for the community annually to 2025.</p> <p>In addition to these we have other sustainability targets in place, which can be found in the 'Appendix Metrics and Targets'.</p>	<p>See 'Appendix: Metrics and Targets' on p. 52</p>
<p>Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Target Setting.</p> <p>We have demonstrated commitment and progress towards this principle with the targets set, but we anticipate further development and integration of the ability to measure and track progress (including impact measurement and set further targets) in the future.</p>		
<p>2.3 Plans for Target Implementation and Monitoring</p> <p>Show that your bank has defined actions and milestones to meet the set targets.</p> <p>Show that your bank has put in place the means to measure and monitor progress against the set targets. Definitions of key performance indicators, any changes in these definitions, and any rebasing of baselines should be transparent.</p>	<p>Our baseline for green lending is to improve on our current product range which covers consumer financing of electric vehicles and loans for the retrofitting of homes. For green lending we aim to increase our products by engaging with our product providers for the provision of such products.</p> <p>Our baseline for financial inclusion is our current range of consumers to whom we provide financial products and services and the provision of training to the wider community around financial literacy. For financial inclusion we will provide banking services to previously unbanked vulnerable customers and will provide adult financial literacy education to the wider community.</p> <p>Our actions and progress towards these targets will be measured and monitored together with our other sustainability commitments, metrics and targets, through our Governance structures.</p>	<p>See 'Appendix: Governance' on p.50</p>
<p>Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Target Implementation and Monitoring.</p> <p>We have demonstrated commitment and progress towards this principle with the targets set and will report on our ability to measure and track progress in our next report.</p>		
<p>2.4 Progress on Implementing Targets</p> <p>For each target separately:</p> <p>Show that your bank has implemented the actions it had previously defined to meet the set target.</p> <p>Or explain why actions could not be implemented/needed to be changed and how your bank is adapting its plan to meet its set target.</p>	<p>We will report on progress towards these targets in our next Report.</p>	<p>n/a</p>
<p>Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Implementing Targets</p> <p>We have demonstrated commitment and progress towards this principle with the targets set and will report on our implementation progress in our next Report.</p>		

Principle 3: Clients and Customers

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

Reporting and Self-Assessment Requirements	High-level summary of An Post's response	Reference(s)/Link(s) to An Post's full response/ relevant information
<p>3.1 Provide an overview of the policies and practices your bank has in place and/or is planning to put in place to promote responsible relationships with its customers. This should include high-level information on any programmes and actions implemented (and/or planned), their scale and, where possible, the results thereof.</p>	<p>We have a range of policies in place to promote responsible relationships with our customers:</p> <p>Compliance Policies and Frameworks</p> <ul style="list-style-type: none"> • Vulnerable customer definition • Vulnerable customer policy • Risk management framework <p>Product Governance Policy</p> <p>The Financial Services Product Governance Policy provides a framework to ensure Financial Services products are designed, built and perform in line with the objectives of the product. The policy includes a requirement to consider the needs of vulnerable customers and also to perform a risk assessment, including risks affecting third party stakeholders.</p> <p>Complaints Policy and Errors Policy</p> <p>These two policies seek to guide An Post in identifying, resolving and reporting on complaints and risk events which affect customers. Complaints can act as a key source of information about elements of our product offering which are not performing as designed and which require corrective action.</p> <p>Anti-Money Laundering Policy</p> <p>This policy seeks to protect society from the harmful effects associated with the laundering of illicit money and financing of terrorism. The policy sets out requirements and standards which seek to combat financial crime and has been supported by training delivered across our customer-facing and support employees.</p>	<p>See 'Responsible banking' section on p.30</p> <p>See 'Appendix: Governance' on p.50</p>
<p>3.2 Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. This should include information on actions planned/ implemented, products and services developed, and, where possible, the impacts achieved.</p>	<p>We recognise that our operations impact every county, community, household and business in Ireland. We are leading the way in making sustainable living commonplace in Ireland. Details about how we are working with our customers to encourage sustainable practices and enable sustainable economic activities can be found throughout the Report.</p>	<p>See 'Our Strategy and Purpose' on p.3</p> <p>See 'SDG 11: Sustainable Cities and Communities' on p.27-32</p> <p>See sections 'Making sustainable living commonplace' in:</p> <ul style="list-style-type: none"> • 'SDG 8: Decent Work and Economic Growth' on p.20 • 'SDG 9: Industry, Innovation, and Infrastructure' on p.25 • 'SDG 12: Responsible Consumption and Production' on p.37 • 'SDG 13: Climate Action' on p.45

Principle 4: Stakeholders

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goal.

Reporting and Self-Assessment Requirements	High-level summary of An Post's response	Reference(s)/Link(s) to An Post's full response/ relevant information
<p>4.1 Describe which stakeholders (or groups/types of stakeholders) your bank has consulted, engaged, collaborated or partnered with for the purpose of implementing these Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders and what issues were addressed/results achieved.</p>	<p>Details of how we engage with our stakeholders are set out in the Appendix 'Stakeholder Engagement' of this Report. A number of stakeholders have been engaged in the development of our impact analysis and targets. They will play a key role in supporting us in the implementation of our commitment to the Principles as we work towards achieving our targets.</p> <p>We seek to understand and address material sustainability issues for all of our stakeholders. You can find our materiality matrix in the 'Material indicators' section of this Report. Our impact targets will be added to reviews we have with stakeholders and will facilitate an inclusive environment where everyone can participate.</p> <p>Other key stakeholder engagements are important in the implementation of the Principles. Being active members of organisations and bodies which support sustainability is key to maintaining momentum and focus towards achieving our sustainability ambitions. Details of organisations and bodies we engage with can be found in the 'Awards, memberships, certifications and knowledge sharing' section of this Report.</p> <p>All progress and actions will be tracked and reported through our Governance structures. We will continuously review and identify additional stakeholders to ensure that we have representation of all those involved.</p>	<p>See 'Appendix: Stakeholder Engagement' on p.49</p> <p>See 'Appendix: Governance' on p.50</p> <p>See 'Appendix: Material Indicators' on p.51</p> <p>See 'Awards, Memberships, Certifications and Knowledge Sharing' p.9-10</p>

Principle 5: Governance and Culture

We will implement our commitment to these Principles through effective governance and a culture of responsible banking.

Reporting and Self-Assessment Requirements	High-level summary of An Post's response	Reference(s)/Link(s) to An Post's full response/ relevant information
<p>5.1 Describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support effective implementation of the Principles.</p>	<p>All progress and actions will be tracked and reported through our Governance structures as outlined in the 'Governance' Appendix of this Report.</p>	<p>See 'Appendix: Governance' on p.50</p>
<p>5.2 Describe the initiatives and measures your bank has implemented or is planning to implement to foster a culture of responsible banking among its employees. This should include a high-level overview of capacity building, inclusion in remuneration structures and performance management and leadership communication, amongst others</p>	<p>We will continue to focus and plan on raising awareness of our commitment to the Principles and our sustainability strategy, consulting and engaging with employees throughout the process and creating a space of ongoing dialogue, collaboration and feedback. We will do this using a multi-channel approach through webinars, which senior leadership will speak at and through anti-money laundering and anti-corruption training for all appropriate employees. We will continue to report on progress and consult on priorities to further foster a culture of responsible banking amongst our employees.</p>	<p>n/a</p>
<p>5.3 Governance Structure for Implementation of the Principles Show that your bank has a governance structure in place for the implementation of the PRB, including:</p> <ul style="list-style-type: none"> a) target-setting and actions to achieve targets set. b) remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected 	<p>All progress and actions will be tracked and reported through our Governance structures as outlined in the 'Governance' Appendix of this Report. We will report on progress towards these targets in our next Report.</p> <p>In addition, as credit intermediaries, our targets will be included in quarterly business reviews with our partners and suppliers of our financial services products and services.</p>	<p>See 'Appendix: Governance' on p.50</p>

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Governance Structure for Implementation of the Principles

We have demonstrated commitment and progress towards this Principle with the sustainability considerations and alignment with the Principles being embedded in existing governance structures and responsibilities, we will continue to monitor our governance approach and work to update it as needed to support the embedding of the Principles going forward.

Principle 6: Transparency and Accountability

We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

Reporting and Self-Assessment Requirements	High-level summary of An Post's response	Reference(s)/Link(s) to An Post's full response/ relevant information
<p>6.1 Show that your bank has progressed on implementing the six Principles over the last 12 months (up to 18 months in your first reporting after becoming a signatory) in addition to the setting and implementation of targets in minimum two areas (see 2.1-2.4).</p> <p>Show that your bank has considered existing and emerging international/regional good practices relevant for the implementation of the six Principles for Responsible Banking. Based on this, it has defined priorities and ambitions to align with good practice.</p> <p>Show that your bank has implemented/is working on implementing changes in existing practices to reflect and be in line with existing and emerging international/regional good practices and has made progress on its implementation of these Principles.</p>	<p>Since signing the Principles in April 2021, in addition to the initiative and actions we have taken as outlined in 'SDG 8: Decent Work and Economic Growth' and 'SDG 11: Sustainable Cities and Communities' of this Report, we also:</p> <ul style="list-style-type: none"> • Became a member of the UNEP Financial Inclusion working group and became one of the founding signatories of The Financial Inclusion Commitment. • Collaborated with a financial expert on developing an e-book which will be available for free for all An Post employees and An Post Money customers. <p>We strongly believe that being active members of organisations and bodies which support sustainability initiatives, as well as obtaining relevant certifications, are key to maintaining momentum and focus towards achieving our sustainability ambitions. Details of organisations and bodies we engage with can be found in the 'Awards, Memberships, Certifications and Knowledge Sharing' section of this Report.</p> <p>We have analysed our impacts in relation to the relevant national frameworks in Ireland such as the National Development Plan 2021-2030, the Climate Action Bill 2021 and the Sustainable Finance Roadmap for Ireland 2021. These frameworks are aligned with the Paris Agreement and the Net Zero Strategies for Ireland and the EU, as well as the Sustainable Development Goals. This enabled us to understand how our community initiatives aligned with the economic and societal goals of these frameworks and where we could continue to add value to Irish society.</p> <p>In addition, we looked at relevant regional and international frameworks such as the Sustainable Development Goals themselves, the EU Sustainable Finance Action Plan 2018 and the Renewed Sustainable Finance Strategy.</p>	<p>See 'SDG 8: Decent Work and Economic Growth' on p.13-21</p> <p>See 'SDG 11: Sustainable Cities and Communities' on p.27-32</p> <p>See 'Awards, Memberships, Certifications and Knowledge Sharing' p.9-10</p>

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing the Principles for Responsible Banking

Following our commitment to the Principles for Responsible Banking in April 2021, our focus has been to work on better understanding our impact, the issues important to our stakeholders, our baseline and the development our targets. We will continue to collaborate with UNEP FI, organisations, bodies and our stakeholders to explore and implement best practices which support the implementation of the Principles. We are continuously working to improve our disclosures and reporting and anticipate further development in the future.

The logo for An Post, featuring the words "an" and "post" stacked vertically in a white, lowercase, sans-serif font. The background of the entire image is a solid green color with two large, overlapping, semi-transparent circles of a lighter shade of green.

For your world