

# Sustainability Report 2019

**an  
post**

For your world

## Content

1. About An Post and our strategy	3
2. CEO message	5
3. Measuring and reporting what's key	6
4. Climate Action	12
5. Decent Work and Economic Growth	16
6. Sustainable Cities and Communities	21
7. Responsible Consumption and Production	24
8. Industry, Innovation and Infrastructure	27



# About An Post and our Strategy

At An Post, we play a key role in Irish society from providing postal services to importantly acting as a key community support through providing a wide range of services which encompass distribution and financial services. We are also one of Ireland's largest companies directly employing circa 9,000 people through our national network of retail, processing and delivery points.

In recent years, the rapid growth of technology has created challenges but also opportunities for our business. We now have two very focused businesses led by talented management teams delivering change under the strategic leadership of the CEO, David McRedmond. We have restructured our company into two world-class businesses, An Post Mails & Parcels and An Post Retail, each with its own dedicated team and agreed long-term strategy.

## Mails & Parcels

Our Mails & Parcels business is rapidly growing our eCommerce and mail marketing businesses, offsetting declining mail volumes, while still delivering the highest quality postal service to every home and business in Ireland. We want to play a full role in Irish economic life by continuing to be the backbone of eCommerce, making sure that communities across Ireland have the same access to goods as in major world cities.

## Retail

We already manage more cash than any other organisation in Ireland and will seek to diversify and grow our financial and retail services while providing a trusted gateway to government services for our customers, both online and in person.

We aim to re-invent the post office network so every town and major village in Ireland has a modern post office, providing the financial technology services our customers need in a cashless society. We are committed to digital transformation and brand rejuvenation so we can offer customer-centred competitive services.

We're changing from one world to another, requiring us to make bold strategic moves. This sustainability report, the first of its kind for us, is an example of our commitment to actively addressing our strategic objective to become a sustainable, profitable business, and to share that story with our stakeholders.

## Our Strategy

Given the obvious changes in our business in recent years and the creation of two distinct businesses, developing a strategic vision with sustainability at the heart of it was key. We recognise that our operations impact every county, community, household and business in Ireland. We are one of the largest employers, maintain one of the largest fleets and have the largest retail network in the country.

To put our vision into practical terms, we developed our Strategic Sustainability Framework to drive our performance and inform future sustainability investments. The ultimate aim of the strategy is to maximise the positive impact we can have on Irish society, the economy and environment. We believe in transparent reporting and have included our objectives, metrics and achievements in pages 12-29 of this report.

## Fast Facts about An Post

- Every day we collect, process and deliver 2 million items of mail to 2.2 million business and residential addresses
- Using a road fleet of over 3,400 vehicles
- First postal service to eliminate carbon emissions in a Capital city
- Serve 1.7 million customers every week through our unique national network
- Almost 1,000 Post Offices and nearly 100 postal agents
- The PostPoint payment channel is at retail outlets nationwide.

## Our Purpose

We act for the common good to improve the quality of life for people in Ireland now and for generations to come.





An Post is transforming from an old world of letters and social welfare into a new world of e-commerce delivery and a broad range of consumer financial services. Our purpose is clear: “to act for the common good, now and for generations to come”. The guarantee for “generations to come” is An Post’s sustainability strategy...

- David McRedmond, An Post CEO

## CEO Message

...The intellectual framework for the strategy is the UN’s Sustainable Development Goals, an integrated framework to ensure that our planet is in a better place five years from than currently. In An Post, common to the European postal sector we focus on five of the goals, presented later in this report.

Climate Action is the imperative of our times. An Post has a large footprint across Ireland, the biggest fleet in the country, hundreds of buildings, and journeys across our communities every day. We must make sure that we are not heating our planet as we do so. That’s why we are moving to a 100% electric fleet, and have already achieved 100% electric deliveries in Dublin. All of our buildings are being converted to the most efficient energy usage, and our transport routes are all measured to reduce the number of journeys.

Decent Work is our moral commitment to our employees. An Post wants to be a leader in modern work practices and options for employees to encourage efficiency, work / life balance, and sustainable practices such as home working. Our commitment to diversity was reflected in the Gender Pay Gap report published last Autumn, one of the first by a major Irish company.

The third SDG I want to highlight is Sustainable Communities. An Post is in every community across the State. We support rural and urban environments equally. Initiatives such as giving homeless people addresses, and calling in on the elderly and vulnerable are marks of a decent society. An Post is privileged to be able to play its part.

I want to thank staff across An Post for their skill and dedication to sustainability: Peter Quinn CFO as the executive sponsor, and John Smith, PJ Brigdale and Anna McHugh who have led the work internally. I especially want to thank Aoife Beirne An Post Chief of Staff who broadened and trail-blazed the Sustainability agenda up to her departure in November 2019.



**Aoife Beirne, Chief of Staff presenting An Post Sustainability Strategy at New Era Summit, September 2019**

# 3.5%

Reduction in annual carbon emissions from 2018

# 1<sup>st</sup>

Gender balance Management Board

# 50/50

Dublin is the 1<sup>st</sup> Capital City globally with zero emissions postal delivery



# Measuring and reporting What's key to An Post

## An Post Reporting Approach

An Post has taken a holistic approach to our sustainability reporting. This involves stepping back and considering sustainability from the point of view of what is important to our business, our stakeholders, the postal industry and Ireland as a country which we all as citizens share.

The journey we took in deciding what is material to An Post and how we will report these areas and metrics involved first selecting the right reporting framework for An Post. We then needed to identify what aspects (SDGs) were key to An Post. This required engaging with stakeholders and applying materiality considerations. The following will provide more information on this journey.



## Selecting a Reporting Framework



An Post has selected the UN's Sustainability Development Goals Framework as its reporting framework.

When An Post first began the journey of formally tracking and reporting key sustainability related metrics a number of years ago, we considered the appropriate framework to use through two lenses:

1. What frameworks were being used internationally by similar postal services; and
2. What framework was favoured by our stakeholders for our future reporting.

In terms of the international lens, **the International Postal Corporation's 21 members of the EMMS program which included An Post**, worked together to select the UN Sustainable Development Goals (SDG) framework for its members to work towards. An Post were integral in the IPC making this decision to work towards the SDGs.

The SDG framework has 17 Goals which are an urgent call for action by all countries. The goals are inter-related and when tackled together, will improve the overall living conditions for people around the world, including tackling climate change and working to preserve our oceans and forests.

Furthermore, An Post was appointed as one of Ireland's 12 champions who will drive forward Ireland's progress towards the Sustainable Development Goals as part of Ireland's SDG Champions Programme. The programme is an initiative established by the SDG Unit in the Department of Communication, Climate Action, and Environment.

## Selecting the SDG's which are key to An Post



An international perspective

# International **Post** Corporation

In determining the areas most material to An Post, we firstly considered those SDGs identified as most relevant to the postal industry. An Post worked with the IPC in the initial stakeholder evaluation of which SDGs were most relevant to the postal sector and IPC's members.

IPC is the leading service provider of the global postal industry. Due to the interconnected and global nature of the postal industry, it is our opinion that in order to enact meaningful change we must partner with other postal services to pool resources, share knowledge and set long term targets.

In early 2018, An Post played a key part in an IPC led comprehensive literature review to establish best practice on aligning business strategies with the objectives of the UN SDGs.

Following this, in a collaborative process with all of the IPC Environmental Measurement and Monitoring System (EMMS) participants, with An Post as a key driver, actions such as multilateral communications and an annual Sustainability Workshop were completed. These resulted in five UN SDGs being selected to form the core of the expanded programme.

We considered those five goals as we looked to seek input from our own stakeholders.

## An Post's Engagement with Stakeholders



In addition to considering those SDGs identified as most relevant by IPC and its members, we engaged in extensive dialogue with our stakeholders as we sought to understand their views, worries and expectations. These stakeholders included customers, partner organisations, unions, communities, suppliers and the Government. Their views about our future role in society and economy, along with An Post's own evaluation of key risks, were crucial in identifying a list of potential areas of focus.

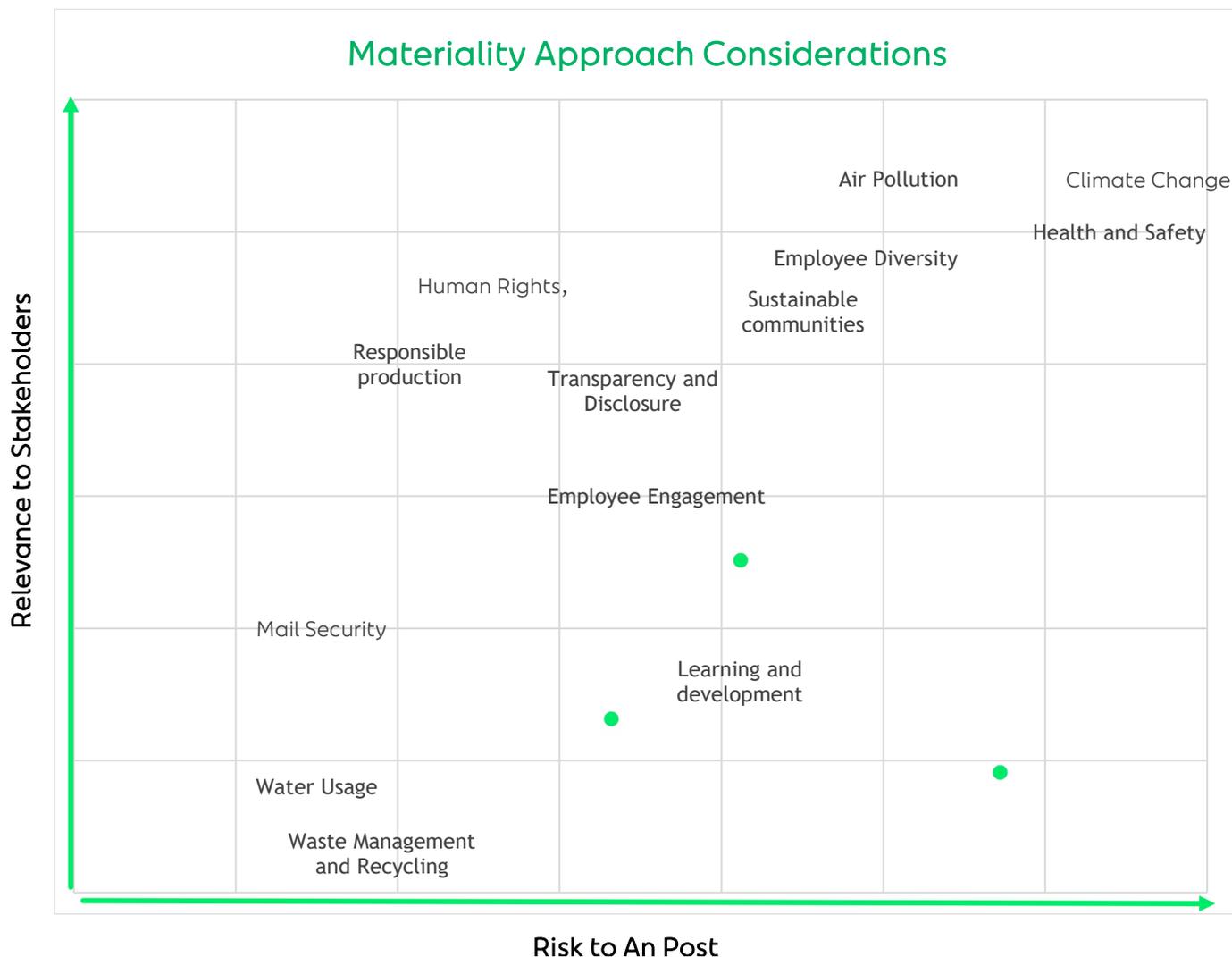
## Applying Materiality Considerations



We then plotted the areas of interest to stakeholders against our assessed risk to An Post to gain insight into the overall materiality of the areas to An Post.



## Materiality Approach Considerations



Through then reconciling the above points in the top right quadrant with the 17 UN Sustainable Development Goals we were able to identify the core SDGs around which our reporting be structured. This process validated that the SDGs utilised by IPC are also those most relevant to An Post. While we have identified and focused our reporting on the issues most material to our organisation, An Post remains committed to advancing all 17 SDGs.

### The 5 SDGs selected were:

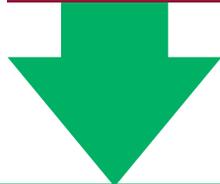
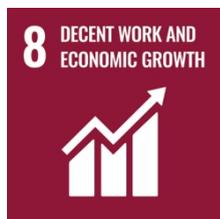
- SDG 13: Climate Action
- SDG 8: Decent Work and Economic Growth
- SDG 11: Sustainable Cities and Communities
- SDG 12: Responsible Consumption and Production
- SDG 9: Industry, Innovation and Infrastructure

# Our Purpose

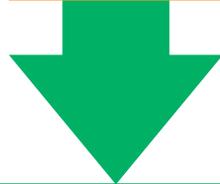
We act for the common good to improve the quality of life for people in Ireland now and for generations to come.



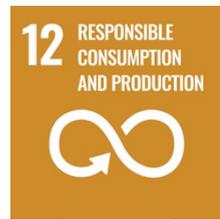
Decarbonise our operations, maximise resource efficiency and support Ireland's transition to a low carbon future.



Provide a safe, healthy and inclusive working environment for our employees that encourages personal and professional growth.



Make a positive difference to the communities we serve.



Promote sustainability by how and what we purchase.



Strive for collaborative action and promote innovation to realise our sustainability objectives.

## Governance, reporting and disclosure

The successful implementation of a sustainability strategy requires committed leadership and a strong, transparent governance structure.

Reporting and disclosure on sustainability performance to internal and external stakeholders provides a range of benefits, including helping the organisation to drive and monitor delivery of the strategy over time.

Sustainability reporting helps An Post benchmark, understand and communicate our sustainability performance. Our disclosures also provide a mechanism to engage with our shareholders, employees and the Irish public. Our performance against a range of sustainability targets are regularly reported on our website and are now included in this sustainability report. An Post also regularly reports on its sustainability performance to a number of external organisations, including the International Postal Corporation, Universal Postal Union and the CDP.

## Embedding Sustainability throughout An Post

An Post's brand promise is clear: to improve the lives of people in Ireland now and for generations to come. To achieve this the entire organisation needs to engage with our sustainability agenda. To ensure this is the case all levels of An Post from the Management Board down have incorporated sustainability into all decision-making.

The management board led by the CEO consider sustainability in all decisions An Post makes.

## How we track our progress

In relation to each of the five SDGs which we are focusing on, we have identified objectives and metrics to monitor our progress. To provide transparency to 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.



On track



On track but with difficulties in achieving target anticipated



Behind current target





# Reporting our SDGs



# Climate Action

13 CLIMATE ACTION



Take urgent action to combat climate

change and its impacts by regulating emissions and promoting developments in renewable energy.

## An Post's Focus

Decarbonise our operations, maximise resource efficiency and support Ireland's transition to a low carbon future.

## Why this Matters to An Post

Climate Action decarbonises our operations, maximises resource efficiency and supports Ireland's transition to a low carbon future. An Post has strived to reduce our carbon emissions so as to avoid the worst impacts of climate change and we continue to integrate climate change and energy considerations into operational policy, strategy and long-term planning.

As a part of our commitment to decarbonise Ireland's economy, we continue to develop new environmentally friendly products and logistics solutions, which help our customers and transport partners reduce their environmental impact. We made the commitment that all An Post deliveries 'between the canals' would be zero emissions by the end of this year - i.e. between the Royal and Grand canals. An Post is aligned with Project Ireland 2040's vision of a low carbon economy and have a net zero carbon emissions target for 2050 and have committed to a 50% reduction in our Carbon Dioxide emissions by 2025. To achieve this, An Post will continue implementing energy efficiency measures in our fleet and deploying alternative-fuel delivery vehicles.

To further reduce our environmental impact, all the electricity we use is from renewable sources and we actively seek energy efficient alternatives to heating and cooling. An Post achieved the ISO 50001 Energy Management System in July 2013 for its Property Portfolio and in 2019 its scope was expanded to include all our small fleet vehicles.

## Our Objectives

- Reduce carbon emissions by 50% by 2025 and to net zero from 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

## Our Achievements to Date

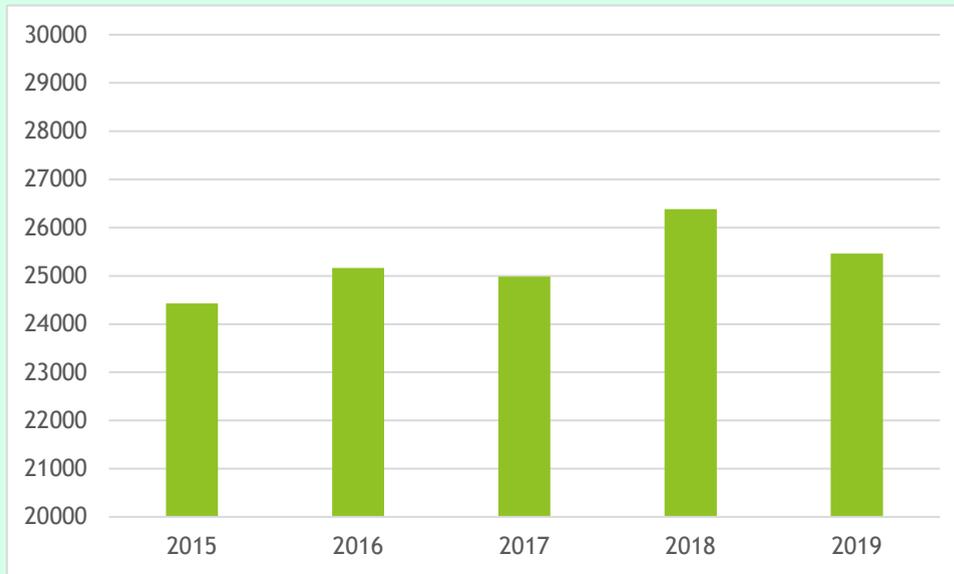
- 100% renewable electricity usage in buildings
- IPC EMMS Gold certification
- 30% reduction in carbon emissions since 2009
- Energy efficient lighting installed in all Mail Centers
- ISO 50001 Energy Management Standard accreditation

## How we Track our Progress: Key Performance Indicators

Objective	KPI	Performance 2018	Performance 2019	Assessment of likelihood of achieving target
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)	26,383 CO <sub>2</sub> e	25,459 CO <sub>2</sub> e (-3.5%)	
	Total Energy kWh Used	121,136,935 kWh	120,140,280 kWh (-0.8%)	
	Emissions from road transport (Tons of NO <sub>x</sub> , Sox, particulate matter)	190 tonnes	205 tonnes (+7.8%)	
Achieve calculation and reporting of Scope 3 emissions for An Post by 2020 and for An Post service providers by 2021	Scope 3 Emissions for 1) An Post 2) An Post Service Providers	An Post are actively working towards Scope 3 emissions calculation and reporting		
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%)	
	Renewable Electricity Used in Buildings	100%	100%	
Replace all lighting with energy efficient lighting by 2022	% Buildings with energy efficient lighting	54% Buildings lighting replaced with energy efficient lights	57% Buildings lighting replaced with energy efficient lights	

## Total Carbon Emission (Tons of CO2)

**Objective:** 100% carbon reduction on 2009 baseline by 2030



We have seen an approximate 30% decrease in carbon emissions from 2009 levels. From 2015 to 2018 due to increased fleet size and activity emissions rose slightly year on year. In 2019 we achieved a 3.5% reduction in emissions.

We are committed to a 100% carbon reduction by 2030 on our 2009 baseline through sustainable transformation initiated in 2017

Note: The 2018 spike was due to the unusually cold winter which required heating to be turned on in An Post facilities earlier and longer than expected.

## Success Stories 2019

### Electrical Charging (Photovoltaic Panels)

An Post acknowledges that in purchasing electric vehicles we cannot put undue demand upon the national grid and that we will install Photovoltaic panels in our city offices and larger delivery service units to generate electricity. The purpose of this is that both our premises and daytime charging of electrical vehicles would be achieved by renewable energy based in our sites.

The process commenced with a trial in Monaghan in the process of tendering the supply and provision of these panels in 2019 for 30 of our larger offices. We have also been working with our international colleagues in IPC to develop an initiative for redundant vehicle batteries whereby they can be used to store the energy created during the day for use at night, a "USP" for the vehicles. We aim to have this initiative operational before the vehicles reach their end of life in four to five years.





## Success stories for 2019

### Dublin becomes first Capital City globally with zero emissions postal delivery

An Post is the first postal service provider in the world to attain zero carbon emission delivery status in a capital city. With the addition of Ireland's first ever 7.5 tonne Electric Trucks to our existing electric fleet, every An Post letter and parcel delivery in Dublin City Centre is now emissions free. This benefits the health and air quality of 512,000 people living and working in the city each day by removing 450 tons of Co2 from the air every year.

As part of our sustainable transformation, zero carbon emission delivery will now be rolled out to Cork, Galway, Kilkenny, Limerick and Waterford by the end of 2020 benefiting the lives of another 700,000 people. We have already invested €7.5 million in an Electric Fleet of 244 Electric Vehicles in 2020, with the aim of increasing this number to 900 within two years.

In our role as an SDG champion, CEO David McRedmond is now calling on organisations to follow suit to strive for more sustainable cities and communities by delivering a 100% Green Delivery Zone in Dublin:

"We've proven that zero carbon emission delivery in a capital city is achievable. If An Post can do this, delivering 100,000 parcels and letters to more than 70,000 premises daily in this area, there is no

reason why other companies can't. Let's aim for a 100% Green Delivery Zone in Dublin".

"The Government has set out a climate action plan and we all need to respond. We've accelerated our commitment to reduce our carbon footprint by 50% from 2030 to 2025. We're going through a massive transformation from the old world of letters to the new world of ecommerce parcels, rebuilding our infrastructure for a profitable, sustainable business. We need to increase our fleet to deal with the volumes of parcels, but we know we have to do this responsibly which is why we are committed to being the leader in electric vehicles in Ireland. Over the next five years we will also substantially rebuild our estate of sorting offices and mail centres, and we will ensure the highest AAA standard to vastly reduce emissions".

Kate Ruddock, Deputy Director, Friends of the Earth said, "We commend An Post for leading the way to become the first postal service in the world to attain zero carbon emission delivery status in a capital city. We also commend An Post for rolling-out their green delivery zone to other major cities and towns across Ireland whilst calling on other organisations to do the same benefitting the health and air quality of the country."



# Decent Work and Economic Growth

8 DECENT WORK AND ECONOMIC GROWTH



Promote sustained, inclusive and

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

## An Post's Focus

Provide a safe, healthy and inclusive working environment for our employees that encourages personal and professional growth.

## Why this Matters to An Post

An Post are one of Ireland's biggest employers. We believe in creating a workplace culture that allows our people to thrive and deliver the best service for our customers. An Post is committed to ensuring the highest safety standards and safe practices for its employees, contractors and members of the public. Not only do we comply with Irish policies and regulations, health and safety is embedded at all levels from our Board of Directors Committee on Health and Safety to our individual employee code of conduct.

By helping our employees develop and grow throughout their career, we aim to foster an engaged and motivated workforce culture. We believe in empowering our employees to fulfil their potential through staff education and support schemes. We are proud to be one of 11 founding organisations to have signed the first Diversity Charter Ireland. This marks our voluntary commitment to strong diversity management, preventing discrimination and promoting equality among all stakeholders in the environment in which we operate. Promoting diversity and inclusion will help ensure An Post is viewed as an employer of choice, enabling us to access skilled and productive talent necessary to drive innovation and improve customer satisfaction.

Part 5 of the Disability Act 2005 directs all public bodies to ensure that a minimum of three percent of persons employed by it are persons with disabilities. An Post continues to exceed this figure annually.

## Our Objectives

- No zero-hour contracts within An Post.
- Reduce employee absenteeism due to injuries year on year
- Reduce road traffic accident rate year on year
- Strive for OHSAS 18001 certification at all An Post sites
- Train 100% of Drivers in Eco Driving by 2022
- Increase the proportion of women in management positions year on year
- Maintain minimum of 5% representation of persons with disabilities within workforce

## Our Achievements to Date

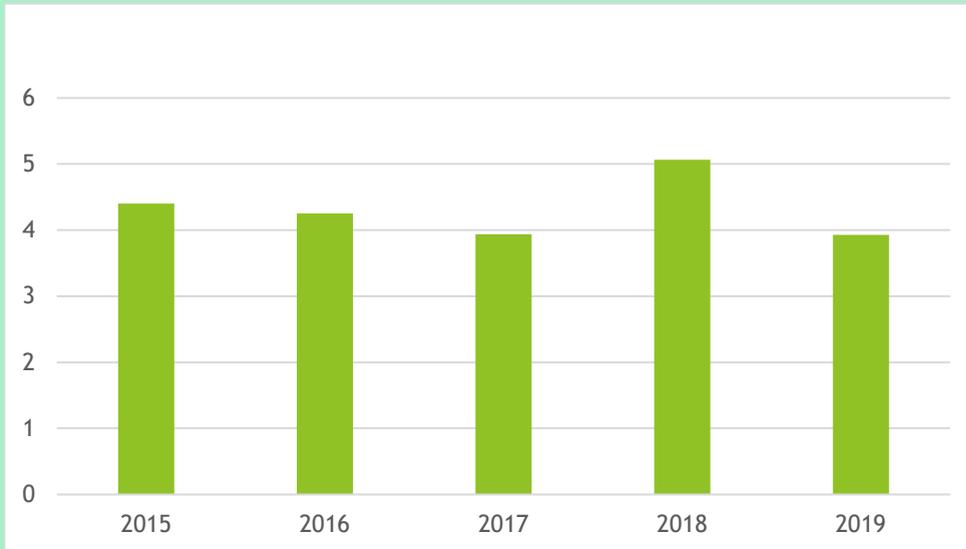
- The first Irish company to sign up to the UN Commitment for Business to work toward limiting Global Temperature increases to 1.5°C. As of 17 March 2020, 201 companies around the world have committed.
- Senior management attended unconscious bias workshops
- Obtained the OHSAS (Occupational Health and Safety Assessment Series) 18001 management system standard
- An Post was one of 11 founding members of the Diversity Charter Ireland

## How we Track our Progress: Key Performance Indicators

Objective	KPI	Performance 2018	Performance 2019	Assessment of likelihood of achieving target
No zero-hour contracts within An Post	<b>Number of Zero Hour Contracts</b>	0	0	
Reduce employee absenteeism due to injuries year on year	Total Lost Time Injury Rate (per 200,000 hours worked)	5.06	3.92	
Reduce road traffic accident rate year on year	Road traffic accident Rate (Number of Accidents / Km's driven)	1.76 accidents / 100,000 Km	1.95 accidents / 100,000 Km	
Strive for OHSAS 18001 certification at all An Post sites	% of sites with OHSAS 18001 certification	100%	100%	
Train 100% of Drivers in Eco Driving by 2022	% of drivers trained in Eco-Driving	0%	10.2%	
Increase the proportion of women in management positions year on year	Percentage of management positions held by women	73% Male / 27% Female	67% Male / 33% Female	
Maintain minimum 5% disabled representation in workforce	% Disabled Employees	5.2%	5.8%	

## Lost time Injury Rate

**Objective:** Reduce employee absenteeism due to injuries



An Post as an organisation has employee safety at its core. That is why we want to track and report employee absenteeism due to injuries as a metric to show that we are actively monitoring and trying to reduce it.

The lost time injury rate shows the number of lost time accidents per 200,000 worked. 2019 showed a significant reduction on 2018. An Post will be actively working to keep this rate reducing on a year on year basis.

## Success stories for 2019

### Post boxes 'rainbowed' as part of Dublin Pride festivities

An Post proudly supported Pride by hosting the festival's official launch in the GPO on June 11, 2019.

Over 100 of our colleagues took part in the Dublin Pride Festival with our electric vehicles and eco-friendly trikes leading the way.

Entering into the Pride spirit, Post-boxes along the route became rainbows and special Pride-themed postcards were handed out in the Pride Village located in Merrion Square.

We believe that participating in Pride allows us to connect with staff and customers.



## Success stories for 2019



We launched our first Gender Pay Gap Report and Action Plan as part of our Transformation journey.

The report found An Post's gender pay gap is currently 3.71% compared to 13.9% nationally.

We are confident that women are being promoted into positions. However, the fact that they are slightly behind on the incremental scales is leading to the current gender pay gap. As time passes and our workforce evolves, this pay gap will reduce further.

An Post is changing, from an old world dominated by Mail and cash distribution to a new world more focused on e-commerce and financial services. But An Post has always been about more than business.

We act for the common good and our mission is to improve the lives of everyone across our country, including our colleagues. 'Decent work' is our code. Equally as Ireland has changed, so must An Post, to become an exemplar for equal opportunity. As our management board has come into balance, so will the rest of the organisation. Our commitment to positive change is absolute. An Post began a major transformation in 2017 with equality, transparency and fairness as guiding principles.

By publishing our first gender pay gap report, we are publicly committing to full gender equality. Over the last three years, we recognised the need for a more inclusive workplace, one that is sustainable into the future and to closing the gender pay gap. Our journey is underway and by working with our colleagues and our Unions, we are committed to a fully diverse and inclusive workplace. We want to recruit the best, and we want our customers to know that equality is one of our core values.

Over the last three years, An Post has:

- Implemented an initial action plan company-wide
- Taken the first steps towards reducing the Gender Pay Gap
- Transformed from an all-male to a 50/50 gender balanced Management Board
- Reconstituted the Diversity Sub Committee of the Joint Conciliation Council where diversity issues are discussed with Unions
- Appointed a Diversity Champion; Inclusion Manager and Talent Champion; Resourcing Manager
- Recruited 50% male and 50% female candidates to the An Post Graduate Programme
- Completed extensive conscious / unconscious bias awareness training for Senior Management
- Mentored and supported talent in the organisation
- Sponsored the Irish Management Institute 30% Club Cross-Company Mentoring Programme
- Promoted work life harmony with a range of programmes agreed with An Post Unions such as term time working, work sharing, options to work part-time, enhanced parental leave arrangements, flexitime and career break options.

# Our gender representation

	Female	Male
<b>Management Board</b>	50%	50%
<b>Senior Management Group</b>	33%	67%
<b>An Post Management Group</b>	27%	73%
<b>An Post Staff</b>	25%	75%
<b>An Post Board</b>	31%	69%

\*Figures for period 1<sup>st</sup> July 2018 to 30<sup>th</sup> June 2019



# Sustainable Cities and Communities

11 SUSTAINABLE CITIES AND COMMUNITIES



Make cities and human

settlements inclusive, safe, resilient, and sustainable.

## An Post's Focus

Make a positive difference to the communities we serve

## Why this Matters to An Post

With 99% of the Irish population living within 10km of a post office and over two million items of mail every day, An Post is a cornerstone in the communities we serve. Through the way we do business, we aim to provide economic, social and environmental benefits that contribute to the development of more sustainable cities and communities.

Operating Ireland's largest vehicle fleets, we have a responsibility to help minimise air and noise pollution. We aim to be leaders in sustainable fleet management by adopting good practice and supporting the government's commitment to sustainable mobility. We plan to eliminate fossil fuelled vehicles from our 3,400 strong delivery fleet, thereby reducing global carbon emissions and improving local air quality.

In time, all city deliveries will be made using electric vehicles, minimising our impact on the environment and human health, and significantly reducing noise in urban environments. To support electric fleet deployment, An Post is investing in an extensive network of publicly accessible charging infrastructure.

As we continue to support the transition to a more resource-efficient Ireland, we hold a zero waste to landfill ambition. Further, to help protect the planet's natural resources, we aim to re-use or recycle as much material as possible.

## Our Objectives

- In rural areas 95% of the population will be within 15km of at least one Post Office
- Offshore islands will retain their Post Offices
- A post office in every community of over 500 people
- Deploy 750 electric vehicles by 2022
- Deploy 150 electric trikes by 2022
- All city centre deliveries in Cork, Galway, Kilkenny, Limerick and Waterford to be by electric vehicle by end of 2020

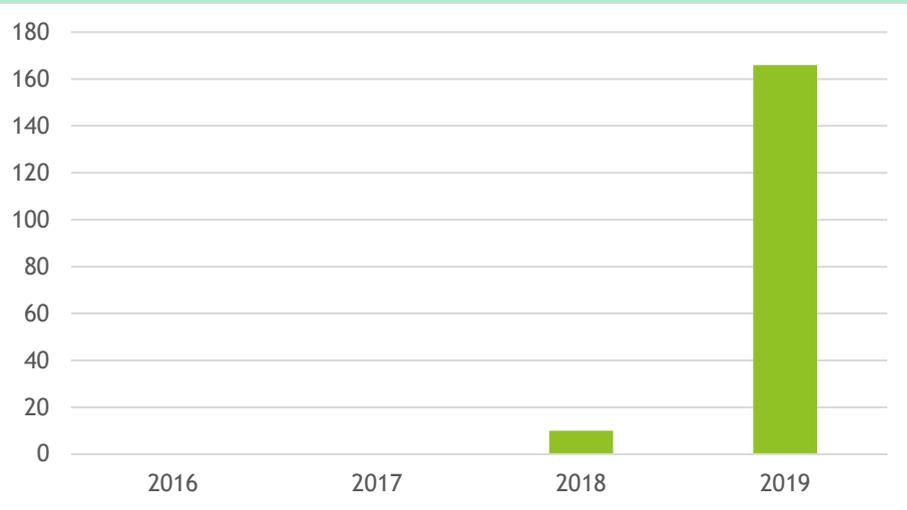
## Our Achievements to Date

- Dublin is the 1st Capital City globally with zero emissions postal delivery
- Completed pilot of electric vans in Dublin
- Removal of HCFC gasses from our buildings
- All external lighting converted to LED
- Winner of Green Transport Award at the Green Awards

## How we Track our Progress: Key Performance Indicators

Objective	KPI	Performance 2018	Performance 2019	Assessment of likelihood of achieving target
In rural areas 95% of the population will be within 15km of at least one Post Office	95% of Population within 15km of at least one Post Office	95% Achieved	95% Achieved	
Offshore islands will retain their Post Offices	Offshore islands % retention of their Post Office	100% (8 Offshore Island Post Offices)	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%	
750 electric vehicles by 2022	Total number of electric vehicles	11	166	
150 Electric Trikes by 2022	Total number of electric trikes	0	78	
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	0 / 6 Cities	1 / 6 Cities	

## Total Number of Electric Vehicles



Aligned with Project Ireland 2040's vision a low carbon economy, An Post has committed to eliminating 50% of carbon from all postal and delivery operations in Ireland by 2025.

To do this we need to continue to increase the number of electric vehicles within the An Post fleet.

This is an important metric to An Post to realise our ambitions of reducing carbon.

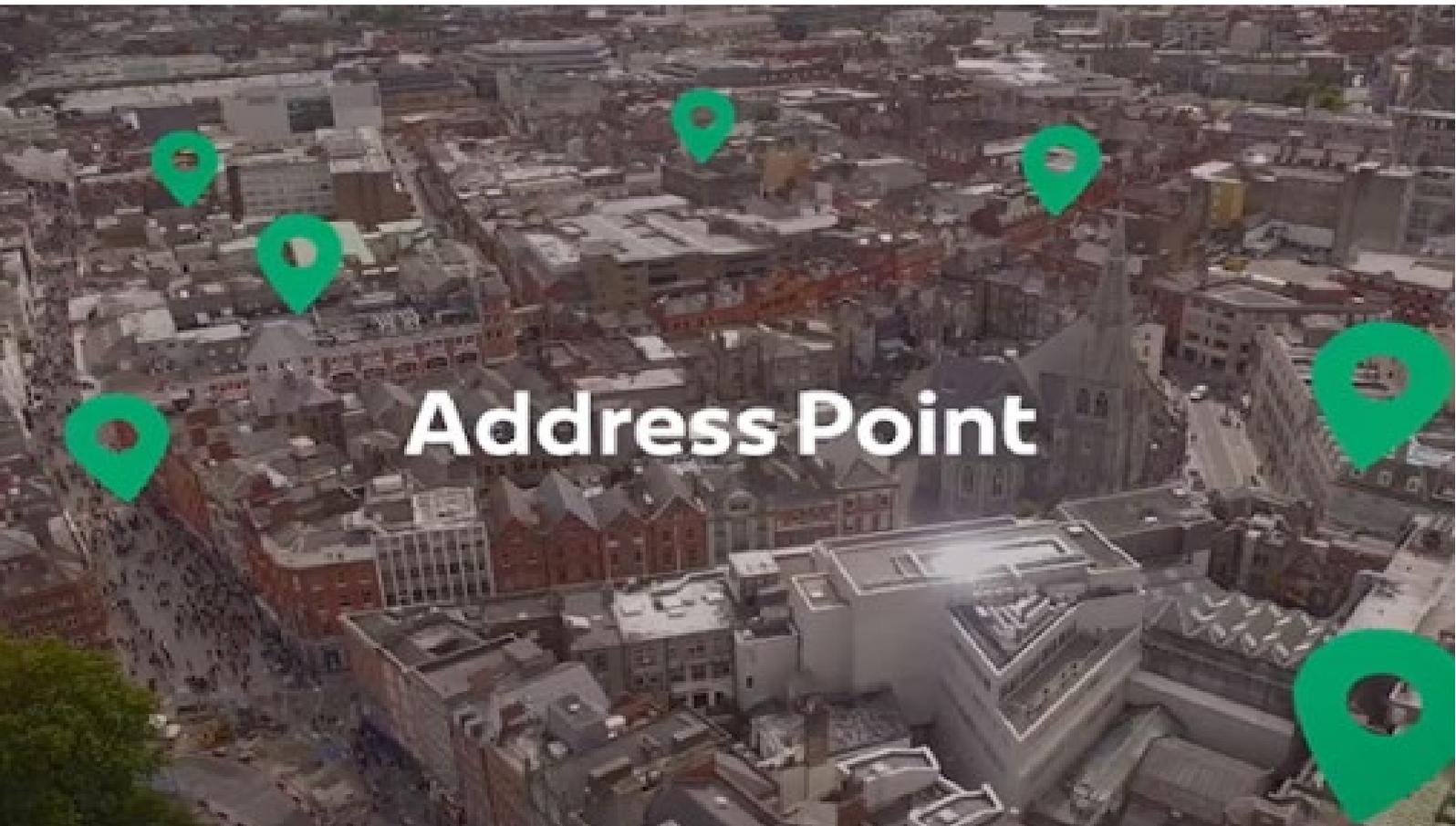
The graph shows the rapid growth in our electric fleet from 0 in 2017 to 166 in 2019.

## Success Stories for 2019

### An Post launched a new Address Point Service

Joining with charities and service providers we provided a ground-breaking, free personal postal address and letter collection service for people who are homeless or living in temporary accommodation.

Address Point is a practical, simple service which generates a personal address based on the person's choice of local post office, which will be their mail collection point. Address Point is available to people who are homeless or in temporary emergency accommodation through charities working in the area of homelessness and the housing department of local authorities, allowing citizens to arrange medical appointments, dealing with children's schools, applying for jobs or to keep in touch with family and friends.





# Responsible Consumption and Production

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Ensure sustainable consumption and production patterns.

## An Post's Focus

Responsible Production and Consumption aims to minimise the environmental and social impacts of our products and services in our supply chain.

## Why this Matters to An Post

Sustainable development requires minimising the natural resources used in the production of goods and services and reducing the waste produced through consumption. To promote more sustainable production and consumption patterns, we strive to deliver sustainable products and services and ensure our supply chains are sustainable. By aiming to procure goods, services and utilities in a way that both achieves value for money on a whole life cycle basis and also protects the environment An Post endorses social progress and supports economic development for the communities we serve.

Our procurement practitioners are provided with transparent guidance and training to ensure environmental, social and economic issues may be addressed through all stages of the procurement process. Through proactive engagement with our suppliers and customers on activities such as recycling and the reuse of consumables, and exploring initiatives such as reverse logistics, we incorporate the principles of a circular economy. We continue to develop our Company-wide Waste Management Programme, with Greenstar-Panda as our waste management service partner.

## Our Objectives

- Zero waste to landfill by 2020
- Achieve ISO 14000 (Environmental Management Certification)
- Incorporate an auditing program of our top 20 suppliers
- Ensure materials are purchased from responsible sources, e.g. 100% of paper FSC certified

## Our Achievements to Date

- Our updated developed purchasing procedure covers environmental, waste management, human rights, and health and safety criteria
- All external bins are now weighed so that we have accurate information, by site, on a monthly basis, which allows us to monitor, by building, the amount of waste which is recycled and the amount which goes to landfill.
- An Post moved to dual streaming from triple streaming for our recycling stations, introduced green bins for all tea stations and ran information days and improvement programs in our five main properties.
- Set regional and national recycling targets for all An Post sites.

## How we Track our Progress: Key Performance Indicators

Objectives	KPI	Performance 2018	Performance 2019	Assessment of likelihood of achieving target
Zero waste to landfill by 2020	Primary Recycling Rate	85.5%	83.5%	
	Secondary Recycling Rate	14.5%	16.5%	
Achieve ISO 14000	Has An Post achieved ISO 14000	No	Yes	
Incorporate an auditing program of our top 20 suppliers	Percentage of top 20 suppliers audited	An Post are working to put in place a program of auditing our top 20 suppliers for 2020 reporting.		
Ensure materials are purchased from responsible sources, e.g. 100% of paper FSC certified	% of materials purchased from responsible sources	An Post are working to ensure a process is in place to monitor this for 2020 reporting.		

## Success Stories for 2019

### An Post and the Woodland Environmental Fund (WEF)

In 2019 An Post became the first company to join the new government scheme aimed at planting native woodlands in Ireland.

The WEF is a scheme for businesses in Ireland to part-fund the creation of native woodlands in Ireland through partnership with landowners and the State.

The scheme aims to promote higher levels of native woodland establishment to capture carbon and create habitats rich in biodiversity.

This initiative provides a shared platform for the business community and landowners to work together to help meet planting targets set out in the Climate Action Plan.

The initiative supported by An Post this year is a site in county Galway which involved the planting of 25,000-native oak, alder and birch trees.

This helps work towards the national objective of planting 250 million trees as part of the Government's Climate Action Plan.





# Industry, Innovation and Infrastructure

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Build resilient infrastructure, promote inclusive

and sustainable industrialisation, and foster innovation.

## An Post's Focus

Responsible Industry, Innovation and Infrastructure through partnership

## Why this Matters to An Post

An Post plays a central role in Irish life and society, and is uniquely positioned to partner with other businesses, government and communities to help drive innovation to deliver sustainable, long-term growth and prosperity to Ireland.

At An Post, sustainability and innovation go hand in hand. Drawing on new and existing technologies, integrating best practices and undertaking strategic initiatives which underpin our commitment to our sustainability objectives.

We collaborate with partners not only to strengthen our sustainability initiatives but to extend our reach and positive impact on society. We have had success in partnering on our sustainability goals related to climate change, waste management, learning and development, circular economy and diversity.

## Our Objectives

- An Post have committed to spending €100m on sustainability capital expenditure by 2022
- An Post to be Ranked in the top 5 for International Postal Commission EMMS program
- An Post to be Ranked in the top 5 for the Carbon Disclosure Project in Ireland

## Our Achievements to Date

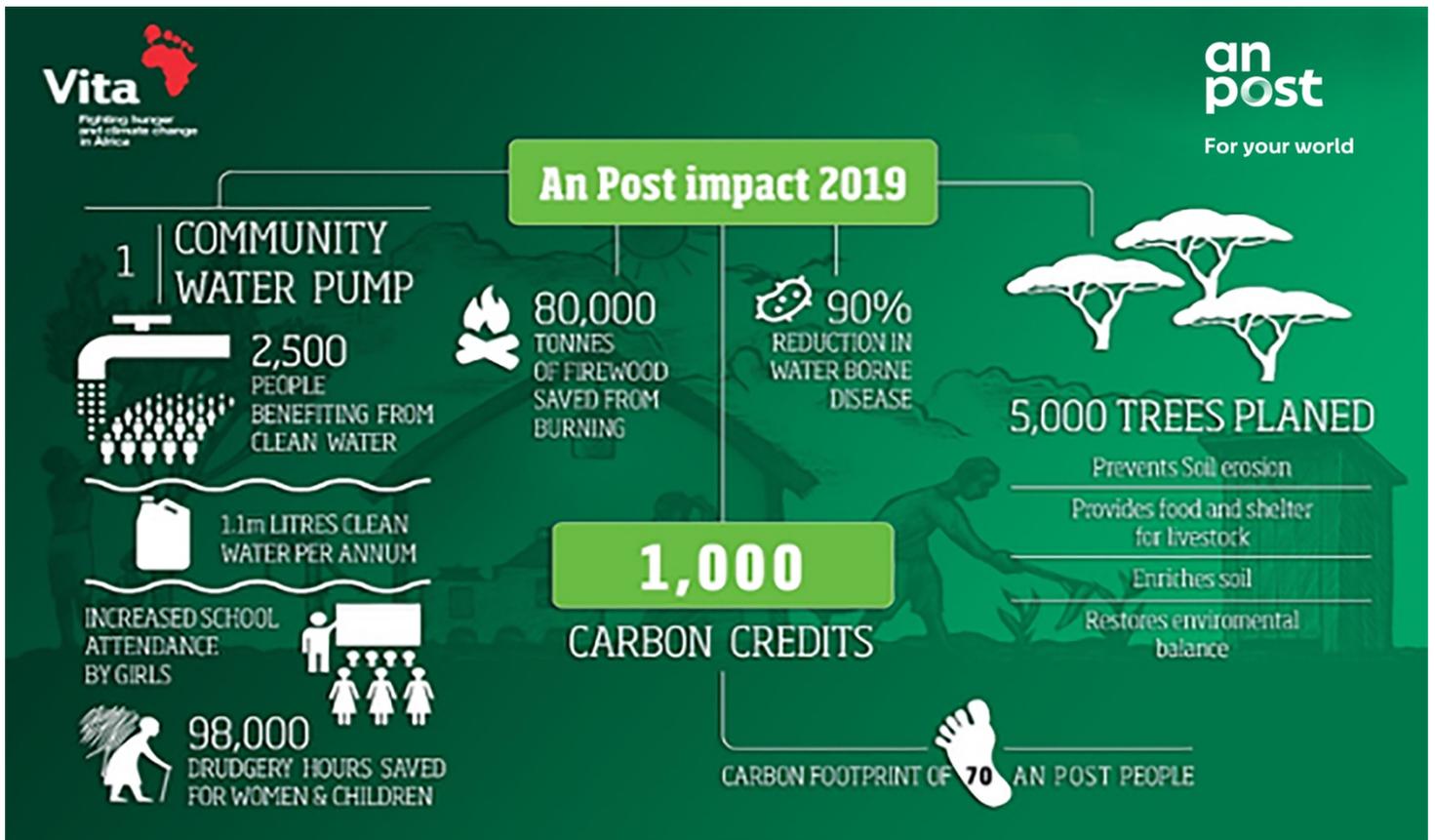
- Participation in carbon offsetting programs (Vita and Coillte)
- IPC Gold Standard
- Carbon Disclosure Project top 10 ranking maintained

## How we Track our Progress: Key Performance Indicators

Objective	KPI	Performance 2018	Performance 2019	Assessment of likelihood of achieving target
An Post have committed to spending €100m on sustainability capital expenditure by 2022	Sustainability Capital Expenditure	€750,000	€5,000,000	
An Post to be Ranked in Top 5 for International Postal Commission EMMS program	An Post International Postal Commission EMMS program ranking	10 <sup>th</sup>	10 <sup>th</sup>	
An Post to be Ranked in Top 5 for the Carbon Disclosure Project (CDP) in Ireland	An Post Carbon Disclosure Project Ranking	10 <sup>th</sup>	12 <sup>th</sup>	

## Success Stories for 2019

### An Post partners with Vita fighting hunger and climate change in Africa



### An Post partners with Vita fighting hunger and climate change in Africa

As part of our sustainable transformation, we have partnered with Vita, Ireland's only NGO fighting hunger and climate change in East Africa by delivering high impact carbon credits through social impact investment. Vita possesses an excellent 30-year track record, and has developed a next generation model of development which moves away from traditional aid. This investment towards a carbon neutral future, works to reduce carbon emissions in the air, while also liberating impoverished East African women from a lifetime of drudgery through energy and water security.

An Post has, through its Carbon credits, supported the purchase of fuel-efficient cooking stoves, which are designed to be specific to a country or a community for what they need. These stoves use 60 per cent less wood for the same amount of cooking.

So that's 60 per cent fewer trees coming down, and 60 per cent more carbon saved. This project delivers immediate social and environmental impact on the ground in Africa

where climate change is most acutely felt and resonates strongly with three of the five SDG target goals for An Post:



Those who are least responsible for climate change are paying the highest price - this seeks address the imbalance by reinvesting the profits from carbon credit sales into their communities. It rewards the people whose efforts are causing emissions reductions with the profits from the carbon credit sales. While this is only the "start of a journey", we are taking this positive step as it is the right thing to do.

