
**Powering
a modern
Switzerland**
Global Reporting Initiative Index
2020

About the Global Reporting Initiative Index

■ Document structure

The Swiss Post annual reporting documents for 2020 consist of:

- Swiss Post Business Report:
 - Annual Report
 - Financial Report (management report, corporate governance, annual financial statements for the Group, Swiss Post Ltd and PostFinance Ltd)
- PostFinance Ltd Annual Report
- Business Report key figures
- Global Reporting Initiative Index

These documents are available in electronic format in the online version of the Business Report at www.swisspost.ch/annualreport.

The Swiss Post Annual Report and the PostFinance Ltd Annual Report are also available in printed form.

■ Languages

This report is available in English, German, French and Italian. The German version is authoritative.

■ Ordering

The print version of the Swiss Post Business Report can be ordered at www.swisspost.ch/order-annualreport. Swiss Post employees may order copies through the usual channels.

■ Forward-looking statements

This report contains forward-looking statements. They are based on current management estimates and projections, and on the information currently available to management. Forward-looking statements are not intended as guarantees of future performance and results, which remain dependent on many different factors; they are subject to a variety of risks and uncertainties, and are based on assumptions that may not prove accurate.

Global Reporting Initiative Index

Swiss Post documents its sustainability performance based on GRI Standards. Sustainability means ensuring an appropriate balance between economic success, environmental action and social responsibility. The Global Reporting Initiative (GRI) sets out internationally recognized standards for sustainability reporting, helping to foster transparency and comparability.

GRI indicator	References	Comments and additions	SDG	UNGC
Universal standards				
102 General Disclosures				
Organizational profile				
102-1: Name of the organization				
102-2: Activities, brands, products, and services	<ul style="list-style-type: none"> – Financial Report 2020, “Business activities”, pages 6–11 – Financial Report 2020, “Brands”, page 11 			
102-3: Location of headquarters	Swiss Post Ltd Wankdorfallee 4, 3030 Bern, Switzerland			
102-4: Location of operations	Financial Report 2020, “Geographical segmentation”, pages 7–10			
102-5: Ownership and legal form	Financial Report 2020, “Group structure and shareholders”, page 68			
102-6: Markets served	<ul style="list-style-type: none"> – Financial Report 2020, “Business activities”, pages 6–11 – Financial Report 2020, “Business performance”, pages 31–51 – Financial Report 2020, “Segment information” table, pages 138–141 			
102-7: Scale of the organization	<ul style="list-style-type: none"> – Annual Report 2020, “Five-year overview of key figures” table, page 63 – Financial Report 2020, “Subsidiaries, associates and joint ventures”, pages 169–173 			
102-8: Information on employees and other workers	<ul style="list-style-type: none"> – Business Report key figures 2020, sheet 102, “Headcount” and “Employment conditions” sections – Business Report key figures 2020, sheet 203, “Jobs in the regions” section – Business Report key figures 2020, sheet 404 		SDG 8	Principle 6
102-9: Supply chain	<ul style="list-style-type: none"> – Business Report key figures 2020, sheet 102, “Supply chain” – Financial Report 2020, page 26 – Procurement policy: www.post.ch/en/about-us/responsibility/procurement-policy 		SDG 8 SDG 12	
102-10: Significant changes to the organization and its supply chain	<ul style="list-style-type: none"> – Financial Report 2020, “Additions and disposals of subsidiaries”, pages 171–174 – Financial Report 2020, “Additions and disposals of associates and joint ventures”, pages 174–175 			
102-11: Precautionary principle or approach		Swiss Post has adopted an economically, ecologically and socially responsible approach in order to ensure a better future, is increasing the value of the company and is contributing to sustainable development with forward-looking solutions. Swiss Post’s corporate responsibility efforts are based on the precautionary principle.		
102-12: External initiatives	<ul style="list-style-type: none"> – Partnerships: www.post.ch/en/about-us/responsibility/what-we-do 		SDG 17	

GRI indicator	References	Comments and additions	SDG	UNGC
102-13: Membership of associations	– Partnerships: www.post.ch/en/about-us/responsibility/what-we-do		SDG 17	
Strategy				
102-14: Statement from senior decision-maker	– Corporate responsibility charter www.post.ch/-/media/portal-opp/k/dokumente/corporate-responsibility/corporate-responsibility-charta-new.pdf?la=en – Annual Report, “Strategy”, pages 14–23			
Ethics and integrity				
102-16: Values, principles, standards, and norms of behaviour	– Vision: www.post.ch/en/about-us/profile/new-swiss-post-of-tomorrow-strategy/vision – Self-perception: www.post.ch/en/about-us/profile/new-swiss-post-of-tomorrow-strategy/vision – Values: www.post.ch/en/jobs/who-we-are – Code of Conduct: www.post.ch/-/media/post/ueber-uns/dokumente/verhaltenskodex.pdf?la=en – Code of Ethics and Social Responsibility for suppliers: www.post.ch/-/media/post/beschaffung/dokumente/sozial-ethik-kodex.pdf?la=en	SDG 16	Principle 10	
Governance				
102-18: Governance structure	– Financial Report 2020, “Corporate governance”, pages 67–80			
Stakeholder engagement				
102-40: List of stakeholder groups		Swiss Post endeavours to take the concerns of its stakeholder groups into consideration. The main stakeholders relevant to Swiss Post are shown below (non-exhaustive list): – Politics and society: – Federal Council, Parliament and regulatory authorities – Cantonal governments – Regional representatives and municipalities – Business, industry and suppliers: – Business and industry associations – Competitors – Partner organizations in the value chain and suppliers – Customers/general public: – Business customers – Private customer representatives – Employee representatives: – Trade unions and other employee representatives – Employees		
102-41: Collective bargaining agreements	– Business Report key figures 2020, sheet 102, “Employment conditions”	Without exception, employees with a collective employment contract are covered by collective agreements. This applies to around 80 percent of employees in Switzerland. Management employees are instead subject to a management contract.	SDG 8	Principle 3
102-42: Identifying and selecting stakeholders		The factors used as the basis for identification of the stakeholders include management of reputational risks, inclusion of second opinions and external views, increased opportunities for joint political advocacy, corporate and operational interests, and economic and diplomatic conventions.		
102-43: Approach to stakeholder engagement		Some of the ways in which stakeholders are involved include meetings and membership and participation in various organizations, institutions and initiatives. At the same time, the specialized Politics department, Corporate Center and the Human Resources and Communication units are in regular and intensive discussion with the groups listed under 102-40.		

GRI indicator	References	Comments and additions	SDG	UNGC
102-44: Key topics and concerns raised	<ul style="list-style-type: none"> – Swiss Post and politics: www.post.ch/en/about-us/profile/swiss-post-and-politics – Swiss Post's positions: www.post.ch/en/about-us/profile/swiss-post-and-politics#positions- 			

Reporting practice

102-45: Entities included in the consolidated financial statements	<ul style="list-style-type: none"> – Financial Report 2020, "Subsidiaries, associates and joint ventures", pages 169–173 – Financial Report 2020, "Consolidated annual financial statements" and "Consolidation methods and accounting policies", pages 88–89 	The reporting boundaries for this Sustainability Report extend to Swiss Post Ltd (Post CH Ltd, PostBus Ltd), but do not include PostFinance Ltd. However, most quantitative indicators were collected for Swiss Post Ltd as a whole, i.e. including PostFinance Ltd.		
102-46: Defining report content and topic boundaries		In 2019, Swiss Post produced a new relevance matrix – based on the materiality analysis – as a robust basis for the new strategy period. The assessment was carried out based on surveys and a series of expert interviews incorporating a total of 192 internal and external opinions.		
102-47: List of material topics	– Annual Report, page 61	Material aspects for reporting were identified as part of a materiality analysis using internal and external stakeholder surveys and assigned to the United Nations Sustainable Development Goals (SDGs). For Swiss Post, this results in six key SDGs as the basis for drawing up the overall strategy development and the CR priorities.		
102-48: Restatements of information		None compared to last year's Annual Report and Financial Report.		
102-49: Changes in reporting		None compared to last year's Annual Report and Financial Report.		

Report profile

102-50: Reporting period	–	Financial year 2020 (1 January to 31 December 2020)		
102-51: Date of most recent report	–	12 March 2020		
102-52: Reporting cycle	–	Annually		
102-53: Contact point for questions regarding the report	–	E-mail: responsibility@swisspost.ch Tel.: +41 58 338 11 11 Media relations: +41 58 338 13 07		
102-54: Claims of reporting in accordance with the GRI Standards	–	In accordance with the GRI Standards Core option		
102-55: GRI content index	–	Available	SDG 12	
102-56: External assurance	– Assurance report on greenhouse gas performance: www.post.ch/-/media/portal-opp/k/dokumente/triebhausgasbilanz.pdf	Greenhouse gas performance is audited externally and includes: 305-1, 305-2, 305-3 and their basis, including 302-1, 302-2.		

103 Management approach

103-1: Explanation of the material topics and their Boundary	– Annual Report, page 61			
103-2: The management approach and its components	– Annual Report, page 61			
103-3: Evaluation of the management approach	– Annual Report, page 61			

GRI indicator	References	Comments and additions	SDG	UNGC
Specific standards				
200 Economic Disclosures				
GRI 201: Economic Performance				
201-1: Direct economic value generated and distributed	– Business Report key figures 2020, sheet 201, “Financial result” and “Distribution of added value” sections		SDG 9	Principle 10
201-2: Financial implications and other risks and opportunities due to climate change	– Financial Report 2020, “Non-financial results of a material nature”, pages 52–54	A quantification of the financial consequences of climate change for Swiss Post is not seen as constructive, with Swiss Post instead focusing on capturing greenhouse gases and measures for the reduction of greenhouse gases. In addition, Swiss Post seeks to anticipate the risks of future climate change, exploit the opportunities in this regard and examine possible measures for adaptation to climate change.	SDG 7	
201-3: Defined benefit plan obligations and other retirement plans	– Financial Report 2020, “Staff pension plan”, pages 144–150 – Financial Report 2020, “Retirement planning, social security”, page 57 – Financial Report 2020, “Cover status”, page 147 – Business Report key figures 2020, sheet 201, “Pension fund” section – The rights and obligations of beneficiaries of the Swiss Post pension fund and the employer are governed by the employee benefit regulations: www.pkpost.ch/data/docs/de/2004/A20-4359-Vorsorgereglement-DE-GzD-V2.pdf			
201-4: Financial assistance received from government	– Financial Report 2020, “State compensatory payments”, page 139			Principle 3
GRI 202: Market presence				
202-1: Ratios of standard entry level wage by gender compared to local minimum wage	– Financial Report 2020, “Employment conditions”, pages 56–57 – Business Report key figures 2020, sheet 102, “Employment conditions” section – Business Report key figures 2020, sheet 202	The main business locations are in Switzerland (around 88 percent of employees). 80 percent of these employees have employment relationships based on one of the current 10 employment contracts, which were negotiated in detail with the contracting trade unions syndicom and transfair. These contracts usually contain binding salary bands and minimum wages for each level. Compliance with the salary bands is checked regularly as part of internal audits, and the minimum wage provided for in the collective employment contracts is around a fifth higher than the minimum wages legally stipulated in the Swiss cantons.	SDG 1 SDG 5 SDG 8	Principle 6
GRI 205: Anti-corruption				
205-1: Operations assessed for risks related to corruption		The units regarded as particularly exposed are Procurement and Sales. All employees in both units have received extensive training.	SDG 8 SDG 16	Principle 10
205-2: Communication and training about anti-corruption policies and procedures		Extensive and recurring e-learning training courses, including learning assessments on the topic of compliance for management staff, have been held. These are compulsory. Swiss Post also has a binding set of rules regarding the acceptance and giving of gifts and other benefits, which was made more stringent in 2020. These rules are communicated.	SDG 16	Principle 10
205-3: Confirmed incidents of corruption and actions taken		As has already been reported in the media, the Federal Office of Police has filed charges in connection with the PostBus scandal regarding possible granting of advantages to public officials. Several employees of Swiss Post Group were summoned as respondents. In the meantime, some of the proceedings have been dropped. No one has as yet been convicted by a legally binding court decision. The presumption is of innocence.	SDG 8 SDG 12 SDG 16	Principle 10

GRI indicator	References	Comments and additions	SDG	UNGC
GRI 206: Anti-competitive behaviour				
206-1: Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	<ul style="list-style-type: none"> – Swiss Post press release: www.post.ch/en/about-us/company/media/press-releases/2017/swiss-post-rejects-comco-allegations – PostFinance press release: www.postfinance.ch/en/about-us/media/newsroom/press-releases/comco-investigation-regarding-mobile-payment-solutions.html 	In December 2017, the Competition Commission fined Swiss Post the sum of 22.6 million francs for allegedly granting discounts that are unlawful under anti-trust law to large-scale customers between 2009 and 2014. Swiss Post rejects the allegations and considers the sanction unjustified, and has appealed against the decision before the Federal Administrative Court. The inquiry concerning mobile payment solutions opened by the Competition Commission in 2018, in which PostFinance is also involved, is currently in progress. The subject of the proceedings is a suspected boycott of mobile payment solutions provided by international providers, such as Apple Pay and Samsung Pay. PostFinance is satisfied it has not violated Swiss anti-trust law. Free and fair competition is a high priority for PostFinance.		
300 Environmental Disclosures				
GRI 302: Energy				
302-1: Energy consumption within the organization	<ul style="list-style-type: none"> – Financial Report 2020, “Corporate responsibility: climate and energy area of action”, pages 57–59 – Business Report key figures 2020, sheet 302 	Swiss Post mainly uses procured energy produced by third parties. The proportion of renewable energy sources stands at 22.0 percent. The entire three-wheeled delivery fleet is powered by electricity from renewable sources. This electricity has been obtained from renewable sources since 2008, and from “naturemade basic”-certified sources in Switzerland since 2013. 20 percent of this is “naturemade star”-certified eco-electricity produced from various small-scale power stations (hydro-, solar and wind power stations) throughout Switzerland.	SDG 7 SDG 8 SDG 12 SDG 13	Principle 7 Principle 8
302-2: Energy consumption outside of the organization	<ul style="list-style-type: none"> – Financial Report 2020, “Corporate responsibility: climate and energy area of action”, pages 57–59 – Business Report key figures 2020, sheet 302 	The energy consumption outside Swiss Post is mainly due to goods transport by subcontractors and leased properties.	SDG 7 SDG 8 SDG 12 SDG 13	Principle 8
302-3: Energy intensity	<ul style="list-style-type: none"> – Financial Report 2020, “Corporate responsibility: climate and energy area of action”, pages 57–59 – Business Report key figures 2020, sheet 302 	Energy efficiency (the reciprocal of energy intensity) has increased by 29.2 percent since 2006. This means that Swiss Post has surpassed the target of 25 percent by the end of 2020 set by the Confederation as part of the “Confederation: exemplary in energy” initiative for enterprises affiliated with the Confederation.	SDG 7 SDG 8 SDG 12 SDG 13	Principle 8
302-4: Reduction of energy consumption	<ul style="list-style-type: none"> – Financial Report 2020, “Corporate responsibility: climate and energy area of action”, pages 57–59 		SDG 7 SDG 8 SDG 9 SDG 11 SDG 12 SDG 13	Principle 9
302-5: Reductions in energy requirements of products and services		<ul style="list-style-type: none"> – Carbon-offset shipping thanks to “pro clima” – Ecological packaging such as PostPac Eco (made of recycled cardboard) and reusable Dispobox containers – Recyclable material collection services over the last mile – Regional delivery services for farmers and bakeries – 183 My Post 24 terminals throughout Switzerland improve delivery rates and accessibility – Bike sharing services PubliBike and carvelo2go 	SDG 7 SDG 8 SDG 9 SDG 11 SDG 12 SDG 13	Principle 9
GRI 305: Emissions				
305-1: Direct (Scope 1) GHG emissions	<ul style="list-style-type: none"> – Financial Report 2020, “Corporate responsibility: climate and energy area of action”, pages 57–59 – Business Report key figures 2020, sheet 305 		SDG 3 SDG 12 SDG 13 SDG 14 SDG 15	Principle 7 Principle 8
305-2: Energy indirect (Scope 2) GHG emissions	<ul style="list-style-type: none"> – Financial Report 2020, “Corporate responsibility: climate and energy area of action”, pages 57–59 – Business Report key figures 2020, sheet 305 		SDG 3 SDG 12 SDG 13 SDG 14 SDG 15	Principle 7 Principle 8
305-3: Other indirect (Scope 3) GHG emissions		Other indirect CO ₂ emissions consist primarily of emissions from the fuel- and energy-related upstream chain, and from transportation by subcontractors and commuter traffic.	SDG 3 SDG 12 SDG 13 SDG 14 SDG 15	Principle 7 Principle 8

GRI indicator	References	Comments and additions	SDG	UNGC
305-4: GHG emissions intensity	– Financial Report 2020, “Corporate responsibility: climate and energy area of action”, pages 57–59 – Business Report key figures 2020, sheet 305	Greenhouse gas emissions per added value, operating income and job have improved slightly over the past year. CO ₂ efficiency measured by core services (e.g. number of consignments, number of transactions, customer frequency in branches, passenger kilometres, square metres) improved by 29.8 percent between 2010 and the end of 2020.	SDG 3 SDG 13 SDG 14 SDG 15	Principle 8
305-5: Reduction of GHG emissions		In 2010, Swiss Post decided to use the annual funds from the redistribution of the CO ₂ levy on fuels for climate protection and energy efficiency measures in the “pro clima – We’re acting now” sustainability programme: since 2010, over 20 million francs from Swiss Post’s internal climate fund alone have been invested in measures such as electric and hybrid buses, electric delivery vans, electric charging infrastructure, biogas and biodiesel, replacement of fossil fuel heaters, LED lighting, awareness-raising and many other measures.	SDG 3 SDG 12 SDG 13 SDG 14 SDG 15	Principle 7 Principle 8
305-6: Emissions of ozone-depleting substances (ODS)	– Business Report key figures 2020, sheet 305		SDG 3 SDG 12	Principle 7 Principle 8
305-7: Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	– Business Report key figures 2020, sheet 305		SDG 3 SDG 12 SDG 14 SDG 15	Principle 7 Principle 8
GRI 307: Environmental Compliance				
307-1: Non-compliance with environmental laws and regulations		There were no cases of non-compliance with environmental laws and/or regulations in 2020.	SDG 7 SDG 9 SDG 11 SDG 13	
GRI 308: Supplier Environmental Assessment				
308-1: New suppliers that were screened using environmental criteria		Since 2017, award criteria relating to environmental and social aspects have been used for the majority of public service tenders. Suppliers must submit the relevant information, which is reviewed and assessed by Swiss Post. This is included in the assessment and the resulting award. In the clothing sector, the basic requirement for taking on a new supplier is Oeko-Tex 100 or BlueSign certification, which ensures that a material is entirely free of environmentally hazardous chemicals.	SDG 8 SDG 12	Principle 8
308-2: Negative environmental impacts in the supply chain and actions taken		In the year under review, there are no known actual material negative environmental impacts in the supply chain, and the definition of specific measures with individual suppliers was not necessary during the year under review. In the event that measures are required in the future, they will be recorded and tracked in corrective action plans in accordance with the EcoVadis system. To minimize the risk, Swiss Post also requires stringent standards such as OekoTex 100 or FSC for relevant procurements from suppliers.	SDG 8 SDG 12	Principle 8
400 Social Disclosures				
GRI 401: Employment				
401-1: New employee hires and employee turnover	– Business Report key figures 2020, sheet 401, “Staff turnover and departures” section		SDG 8	Principle 6
401-3: Parental leave	– Business Report key figures 2020, sheet 401, “Parental leave” section – Annual Report 2020, “Modern and family-friendly”, page 55	All employees, whether mothers or fathers, are entitled to paid parental leave beyond the legal provisions in the event of birth or adoption and can apply for unpaid leave. Swiss Post also provides financial support for external childcare.	SDG 5 SDG 8	Principle 6
GRI 402: Labor/Management Relations				
402-1: Minimum notice periods regarding operational changes	– Financial Report 2020, “Employment conditions”, pages 56–57	Employee representatives’ rights to participation in the event of operational changes are based on the law (Swiss Code of Obligations) and are also governed by each of the collective employment contracts (CEC) with the contracting trade unions syndicom and transfair. The minimum notice periods are based on the Swiss Code of Obligations. A redundancy plan negotiated with the trade unions and a broad prevention programme to support long-term future careers are in place.		Principle 3

GRI indicator	References	Comments and additions	SDG	UNGC
GRI 403: Occupational Health and Safety				
403-1: Workers' representation in formal joint management-worker health and safety committees	- Business Report key figures 2020, sheet 403	Under the Participation Act, staff committees can be formed at all locations with more than 50 employees at the request of the workforce. These committees deal with issues such as occupational safety and health protection. In operations with fewer than 50 employees, a staff commission may also be established with the consent of the employer. Staff committees are in place at around 80 locations throughout Switzerland. In addition, each Group unit has appointed at least one designated contact person who is available to employees at all times for advice and questions concerning occupational and leisure time safety.	SDG 3	
403-2: Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	- Business Report key figures 2020, sheet 403	All relevant information is collected and evaluated centrally using a reporting system. Tripping and falling are by far the most common cause of accidents. It is mainly the extremities that are affected. However, targeted awareness-raising measures are having an impact, and the rate of occupational accidents is comparatively low. There is a particular focus on the delivery service, as this is where most accidents occur.	SDG 3	
403-4: Health and safety topics covered in formal agreements with trade unions		The operating group solution is being developed in agreement with the trade unions. Otherwise, occupational safety and health protection issues are discussed with the trade unions in the meetings of the specialist committees, which are in place at Group level, PostFinance, PostBus, PostMail, PostLogistics, Swiss Post Solutions and PostalNetwork and meet two to four times per year.	SDG 3	
GRI 404: Training and Education				
404-1: Average hours of training per year per employee	- Financial Report 2020, "Employees", pages 56-57		SDG 4 SDG 8 SDG 9	
404-2: Programs for upgrading employee skills and transition assistance programs	- Financial Report 2020, "Employees", pages 53-57 - Business Report key figures 2020, sheet 404, "Job Center" section		SDG 4 SDG 8	Principle 6
404-3: Percentage of employees receiving regular performance and career development reviews		For the vast majority of the workforce, a meeting is held every year to assess performance and employee development. Over 60 percent of all employees also have a goal-setting meeting (around 34,000 employees). Due to their lower level of employment (less than 20 to 40 percent, depending on the business unit), all other employees have a so-called management meeting.	SDG 4 SDG 5 SDG 8	Principle 6
GRI 405: Diversity and Equal Opportunity				
405-1: Diversity of governance bodies and employees	- Financial Report 2020, "Corporate governance", pages 67-80 - Business Report key figures 2020, sheet 102, "Gender distribution" section - Business Report key figures 2020, sheet 405		SDG 5 SDG 8	Principle 6
405-2: Ratio of basic salary and remuneration of women to men	- Financial Report 2020, "Employment conditions", pages 56-57		SDG 5 SDG 8 SDG 10	Principle 6
GRI 406: Non-discrimination				
406-1: Incidents of discrimination and corrective actions taken	- Financial Report 2020, "Social Counselling Service, Job Center, Swiss Post Personnel Fund, Case Management", page 55		SDG 5 SDG 8 SDG 16	Principle 6

GRI indicator	References	Comments and additions	SDG	UNGC
GRI 407: Freedom of Association and Collective Bargaining				
407-1: Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk		Swiss Post employees are free to join trade unions. Staff committees may also be formed at all company locations with over 50 employees at the request of the workforce. In operations with fewer than 50 employees, a staff commission may also be established with the consent of the employer. Staff committees are in place at around 80 locations throughout Switzerland. By signing the Code of Ethics and Social Responsibility, Swiss Post's suppliers undertake to protect the rights of employees. Outside the clothing sector, the risk of violation of freedom of assembly, child labour (408) or forced and compulsory labour (409) is considered low. In the clothing sector, all products are made in Europe, and all suppliers are obliged to guarantee freedom of association.	SDG 8	Principle 3
GRI 408: Child Labor				
408-1: Operations and suppliers at significant risk for incidents of child labor		No elevated risk level could be identified at Swiss Post's business locations. There is a significant risk of child labour among the product groups in the clothing and footwear sectors. Intensive cooperation with the Fair Wear Foundation serves to reduce this risk.	SDG 8 SDG 16	Principle 5
GRI 409: Forced or Compulsory Labor				
409-1: Operations and suppliers at significant risk for incidents of forced or compulsory labor		No elevated risk level could be identified at Swiss Post's business locations. In terms of suppliers, there is a risk in the IT product groups. The majority of the suppliers in these groups are members of the Responsible Business Alliance, which monitors compliance with fair working conditions, including in audits for member companies. The risk in the clothing product group was counteracted in cooperation with the Fair Wear Foundation. The suppliers in this group are assessed by the Fair Wear Foundation, Swiss Post or externally on behalf of Swiss Post.	SDG 8 SDG 16	Principle 4
GRI 412: Human Rights Assessment				
412-1: Operations that have been subject to human rights reviews or impact assessments		No elevated risk level could be identified at Swiss Post's business locations.	SDG 3 SDG 8	Principle 1
GRI 414: Supplier Social Assessment				
414-1: New suppliers that were screened using social criteria		As of 2017, all new suppliers must state their position with respect to social and environmental award criteria in public service tenders, and this information is included in the award decisions.		Principle 2
414-2: Negative social impacts in the supply chain and actions taken		By 2020, the 234 most important suppliers from a strategic perspective were reviewed according to social criteria using the EcoVadis system in the first tier. There is no known significant actual adverse impact. If necessary, specific measures are defined and followed up with individual suppliers in corrective action plans in accordance with the EcoVadis system. Swiss Post responds to any possible effects in the clothing sector that have been identified and are potentially negative through its close collaboration with the Fair Wear Foundation. The majority of suppliers of the IT product groups are members of the Responsible Business Alliance.		Principle 2
GRI 418: Customer Privacy				
418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data		a. In 2020, no proceedings were opened in connection with data protection breaches at Swiss Post. b. A total of 43 data protection incidents were registered at Swiss Post. Two involved data loss. No instances of data theft occurred.	SDG 16	
GRI 419: Socioeconomic Compliance				
419-1: Non-compliance with laws and regulations in the social and economic area	See 205-1 and 206-1		SDG 16	

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